

# Couleecap

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## Community Needs Assessment 2019



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## ACKNOWLEDGEMENTS

The Couleecap Community Needs Assessment is a report on the needs of individuals and families in the Coulee Region (Crawford, La Crosse, Monroe, and Vernon counties).

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**We especially want to thank the individuals and families who took time to complete the 2019 Community Needs Assessment household survey, as well as the individuals who completed the community partners/key sectors survey.**

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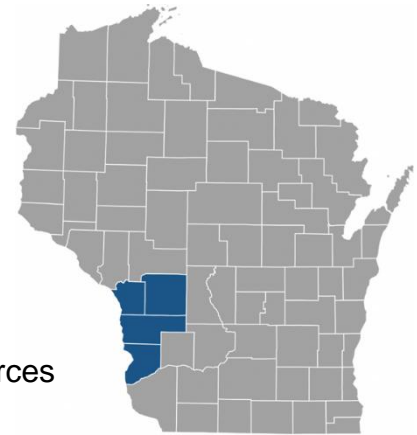
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## Introduction

### A. Background

Couleecap, Inc. is a private, non-profit community action agency that takes pride in serving people and communities in the Coulee Region of Wisconsin. The mission of Couleecap is to fight poverty and promote self-sufficiency, economic development, and social justice for people and communities in Crawford, La Crosse, Monroe, and Vernon counties. Couleecap is dedicated to continuing the fight to end poverty in the Coulee Region by providing tools and resources to empower community members to meet their specific needs, advocating for economic equality.



Couleecap's service area, located in western Wisconsin, has a total population of 209,576 and land area of 2,714.88 square miles. The largest community is the City of La Crosse (population 51,567) and there are many other smaller, widely interspaced cities, towns, and villages throughout the service area. The area is predominantly White (94.3%). Other races/ethnicities of residents include Hispanic or Latino (2.2%), Asian (1.6%), two or more races (1.6%), Black or African American (1.3%), some other race (0.8%), and American Indian and Alaska Native (0.5%).

The percentage of people living in poverty in the Couleecap service area (14.2%) is higher than the State of Wisconsin (12.3%) and similar to the U.S. (14.6%). The number of children living in poverty is increasing each year in the three rural counties of Crawford, Monroe, and Vernon. Almost half of the students (45.2%) qualify for the free/reduced lunch program.

The median income is \$51,983 and the unemployment rate is 2.6%. Thirty-four percent of renting households pay more than 35% of their income on rent and 15.1% of homeowners pay more than 35% of their income on housing costs. According to United Way's 2018 ALICE Report, 35-42% of working adults in the Couleecap service area are considered low-income and struggle to meet their basic needs of survival on the wages they make.

For individuals and families that are struggling with financial instability, Couleecap is there to help. Each year, Couleecap helps over 24,000 people in the four-county region by providing basic needs, such as food, housing, and heat, as well as longer-term solutions to improve a family's ability to earn, save, and prosper. Couleecap strengthens communities by identifying resources, developing opportunities, and advocating for local adults, youth, and families.

The basic principle of a community action agency is to work at a grassroots level and build upon local leadership, local planning, and local operations. Couleecap was created to make a difference in the lives of local people – individual by individual, family by family, and community by community.

The 2019 Couleecap Community Needs Assessment Report summarizes the needs and concerns in the Coulee Region as experienced and described by low-income individuals and families, as well as those who serve them. Couleecap conducts a needs assessment of the four-county service area every three years as required by the Community Services Block Grant (CSBG). This assessment gathers relevant information to help the agency design strategic programs that address the issues of poverty.

## **B. Purpose**

The purpose of the 2019 Couleecap Community Needs Assessment is to determine the needs of Coulee Region community members, particularly residents with low incomes, to allocate resources and programming as needed. Specific areas of need include, but are not limited to, transportation, education and training, employment and job training, housing, health-related issues, child and family development, emergency assistance, and business development. Information from this report was gathered from a diverse cross-section of individuals and families throughout the Coulee Region.

The information presented in the assessment is valuable for Couleecap and other community-based organizations that set long-term goals and effective strategies for poverty intervention.

## **C. Methodology**

To identify the needs of individuals and families in the Coulee Region, the 2019 Community Needs Assessment focused on the following issues for households of lower income: transportation, education, employment, housing, health, child and family development, emergency assistance, and business development. Information was gathered from households of lower income, via household survey, and other community members, via community partners/key sectors survey. To guarantee a representative cross-section of the community members, surveys were distributed through a variety of agencies and programs throughout the four-county area. Other reports with similar purposes were reviewed and mentioned for comparison purposes.

**Household Survey:** Low-income household survey respondents were asked to report the level of need for their household on a variety of issues. Respondents rated responses on a Likert scale ranging from one to five (1 being not a foreseen need, 2 being a slight need, 3 being a moderate need, 4 being a high need, and 5 being a very high need). The question was “*How much of a NEED is \_\_\_\_\_ for your household?*” Questions of this nature also gave respondents the option of choosing ‘not applicable’. Space for additional comments or concerns was provided for survey respondents to write anything else they deemed important to include for a specific area.

**Community Partners/Key Sectors Survey:** Couleecap community partners, funders, board members, and staff survey respondents were asked to assess basic needs for low-income households in their community and report their assessment. Respondents rated responses on a Likert scale from one to five (1 being not a foreseen need, 2 being a slight need, 3 being a moderate need, 4 being a high need, and 5 being a very high

need). The question was “*How much of a NEED is \_\_\_\_\_ for low-income households in your community?*”. Questions of this nature also gave respondents the option of choosing ‘do not know’. Space for additional needs/comments and suggestions for changes that could be made to improve the quality of services in our area was provided for survey respondents to write anything else they deemed important to include for a specific area.

### **Type of Design**

The 2019 Community Needs Assessment was created and conducted similarly to previous Couleecap needs assessments conducted from 1998-2016. Self-report surveys were utilized to gather data. Coding procedures and SPSS analysis were utilized to evaluate the data collected.

### **Selection and Description of Survey Respondents**

The 2019 Community Needs Assessment Household Survey was distributed to 1,130 households with lower incomes through Couleecap programs that provide assistance in the areas of homelessness; home rehabilitation; affordable rental housing; home ownership; economic development; transportation; education, employment and training; and energy services, and through community partner agencies, such as Scenic Bluffs Community Health Centers; Essential Health Clinic; Catholic Charities Warming Center; YWCA; Hmoob Cultural and Community Agency; Head Start in La Crosse, Monroe, and Vernon counties; WIC Programs in La Crosse and Monroe counties; Family & Children’s Center in Viroqua; Westby Creamery; and food pantries in La Crosse, Gays Mills, Prairie du Chien, Sparta, Tomah, Viroqua, Westby, and De Soto. The 2019 Community Needs Assessment Survey for community partners/key sectors was distributed to 210 individuals from community-based organizations, faith-based organizations, private sector, public sector, and educational institutions, as well as Couleecap funders, and board and staff members. Every effort was made to guarantee the confidentiality of all respondents.

659 of the 1,130 household surveys were returned – providing a response rate of 58%; and a total of 91 of the 210 community partners/key sectors surveys were returned for a response rate of 43%. With such a high response rate for both surveys, especially the household survey, sampling bias is reduced.

### **D. Results**

The 2019 Community Needs Assessment provides a snapshot of the household needs for individuals/families in the Coulee Region. Survey answers are dependent on the accuracy and consistency of respondents’ answers. Survey questions were decoded per individual respondent and based on the respondent’s level of interpretation. Some survey respondents chose not to answer specific questions. This meant that all individuals are not represented in every answer. However, this occurred very infrequently, leaving a sample size that is representative of the population surveyed.

The priority order of the greatest areas of need was determined using mean scores for the survey categories of transportation, education, employment, housing, health, child and family development, emergency assistance, and business development, as well as for individual issues that were ranked within each survey category.

### **Dissemination of Results**

All 2019 Community Needs Assessment results and information has been compiled into this report. This report was presented to Couleecap Board members and formally accepted by them in September 2019. Results will be posted on Couleecap's website ([www.couleecap.org](http://www.couleecap.org)) in October 2019 and will be distributed to area service providers and others as it is requested. News releases sharing the results will be submitted to all local newspapers as well.

### **Limitations**

The 2019 Community Needs Assessment collected data via two specific survey instruments. All responses reflect the status, opinions, and perceptions of the respondents at the time the information was collected. This snapshot will be used to document current needs of low-income individuals and families, as well as for comparison with other local reports, surveys, and/or assessments when applicable. A copy of the Household Survey and Community Partners/Key Sectors Survey are included in Section IX of this report.

The purpose of the 2019 Community Needs assessment is to assess the needs of low-income individuals/families in a four-county service area (Crawford, La Crosse, Monroe, and Vernon counties). This assessment involved three steps: 1) gathering information about needs, 2) reviewing and prioritizing needs, and 3) documenting the results.

### **Key Findings**

In reviewing local poverty data, Crawford, Monroe, and Vernon counties have significantly higher percentages of children living in poverty than La Crosse County. In these rural counties, 1 out of every 4 or 5 children live in poverty as compared to 1 out of 8 children in La Crosse County.

La Crosse County has the highest percentage of adults aged 18-64 living in poverty (17.0%) and Crawford County has the highest percentage of adults aged 65 and older living in poverty (13.5%) in the four-county assessment area. More females live in poverty than males in all four counties, and racially diverse populations are affected by poverty at a much higher rate than whites in all four counties.



A larger percentage of older adults aged 55 and over responded to the household survey in Crawford and Vernon counties (74% and 55% respectively) than in La Crosse and Monroe counties (18% and 29% respectively). The aging population is growing, especially in rural counties of the Couleecap service area, and many retirees are trying to meet their needs on lower, fixed incomes.

Two-fifths of respondents had at least one person in their household with physical, mental, emotional, and/or addiction limitations. People with disabilities/limitations have higher poverty rates than those without.

Top Three Priority Unmet Needs Identified by the 2019 Community Needs Assessment  
Results from the Household Survey showed that the top three unmet needs for low-income households in the Couleecap service area are transportation, employment, and health. The most significant concerns within each of these areas are family level needs, as defined by the Community Services Block Grant.



Greatest Areas of Need	Significant Concerns
Transportation	<ul style="list-style-type: none"> <li>• Costs associated with owning a vehicle (i.e. car insurance, car service/repairs)</li> <li>• Buying or getting a reliable vehicle</li> </ul>
Employment	<ul style="list-style-type: none"> <li>• Quality employment – higher wages with benefits</li> <li>• Getting training for a better job</li> </ul>
Health	<ul style="list-style-type: none"> <li>• Getting and/or paying for dental care, healthcare, and eye care</li> <li>• Dealing with increased levels of stress</li> </ul>

Results from the Community Partners/Key Sectors Survey also identified these three areas as top needs, with the exception of Housing. Individuals responding to this survey identified this area as the top need area, followed then by transportation, employment, and health. Even though the order of these needs differed, the most significant concerns in the Housing need area - paying for utility bills, rent/security deposit, and/or home repairs and finding safe and affordable housing - aligned with the most significant concerns identified by low-income households in the area of Housing. Additionally, upon review of needs stated by households with children, the top three areas of need were similar to the overall four-county area, with the exception of Housing needs (especially paying for utility bills and/or rent/security deposit and buying a house). This ranked third, after Transportation and Employment. Therefore, it is apparent that housing needs are still a critical need for low-income households.

Causes and Conditions of Poverty, Resources, and Gaps in Services in the Couleecap Service Area

**Transportation**

Couleecap’s four-county service area of Crawford, La Crosse, Monroe, and Vernon counties has many resources, programs, and services to help meet the needs of its residents. Various non-profits and county offices exist in the area and work collaboratively together to provide services to meet individual and family needs, such as food, housing, transportation, employment, childcare, and more. Higher education institutions, such as UW-La Crosse, Viterbo University, Western Technical College, and Southwest Technical College provide further education and training opportunities. Health centers, such as Scenic Bluffs Community Health Centers, Gundersen Health System, Mayo Health System, Tomah Memorial Hospital, Vernon Memorial Healthcare, and Crossing Rivers Health provide a variety of health services.

However, accessing these services can be challenging for people. Navigating these systems can be overwhelming. Transportation is a major barrier to not getting needed services as indicated by survey respondents. Public transportation is limited in the area, especially in the rural counties. One-fourth of the survey respondents indicated that they travel more than 15 miles one way to get the healthcare they need and/or to get groceries and one-fifth travel more than 15 miles one way to get to work – this perpetuates the need for transportation. This percentage is even higher when looking at the three rural counties – more than 1/3 of survey respondents in Monroe County and

more than ½ of survey respondents in Crawford and Vernon counties travel more than 15 miles one way to get the healthcare they need, almost ½ of respondents in Crawford and Vernon counties travel more than 15 miles one way to get groceries, and almost 1/3 of respondents in Monroe and Vernon counties travel more than 15 miles one way to get to work.

The lack of public transportation options and long distances for basic services indicated that people were reliant on personal transportation. Survey respondents indicated that more assistance is needed to help them get reliable vehicles and pay for costs that go along with owning a vehicle. More than 50% of the household survey respondents identified costs associated with owning a vehicle as a moderate to very high need for their households. Only about half of the survey respondents were aware of resources in our area that could help them with their transportation needs. Without access to reliable transportation, it is hard for people to get to work, sign up for services, get the food they need for their family, and make it to health appointments. Several survey respondents also made additional comments related to transportation needs, such as needing transportation to reach needed services, assistance in getting a driver's license, and affording car insurance.

### **Employment**

There is a high need for more jobs that pay living wages in our area. According to the Massachusetts Institute of Technology (MIT), the living wage for one adult with one child is \$23.66/hour to \$24.39/hour for our area. Less than half of the survey respondents were aware of resources that could help them with their employment needs. Finding a job with higher wages was a moderate to very high need for more than 40% of the survey respondents. This is consistent with the 2018 COMPASS NOW Report that identified more livable wage jobs as the top need in our area. Most respondents in this report rated the availability of jobs with wages that offer a comfortable standard of living as poor to fair in the Coulee Region. Many jobs in our area are entry level positions and pay minimum wage. According to the survey respondents, 54% of them have income from wages, and yet 1/3 of those households rely on FoodShare and/or food pantries to meet their family's food needs because they don't make enough money to cover all of their food costs.

### **Healthcare**

Inadequate or costly health insurance can prevent people from getting the healthcare they need, especially dental care and mental health care. While the majority of the respondents (86%) were insured, accessing and paying for healthcare was identified as a top need for households. Out of pocket medical costs and finding healthcare providers, even for those with health insurance, are barriers to meeting healthcare needs. According to the Institute for Research on Poverty Wisconsin Poverty Report, poverty among elders has been rising year-over-year since 2015. The report points to rising out-of-pocket medical costs as a key driver of this finding.

In the Couleecap needs assessment, less than half of the survey respondents were aware of resources that could help them with their health needs. According to the survey respondents, 54% of them have income from wages, and yet almost 1/3 of those households rely on BadgerCare for health insurance because their employer doesn't offer health insurance as a benefit or they can't afford to pay for it on their own. More than 50% of survey respondents identified getting and/or paying for dental care as a moderate to very high need for their households. Dealing with increased levels of stress was a moderate to very high need for more than 40% of survey respondents and getting mental healthcare was a moderate to very high need for more than 1/3 of survey respondents. The 2018 COMPASS NOW Report found that improved mental health and increased access to mental healthcare services was the second highest need in the Coulee Region.

### **Housing**

Of the household survey respondents with housing, about half of them owned their own home and about half of them rented their home. One out of seven respondents could be considered homeless. More assistance is needed to help households pay for housing costs in our area, especially utility bills. Almost 60% of household survey respondents reported that getting help to pay for utility bills was a moderate to very high need for their family. Paying for rent/security deposit and house repairs was also a high need for respondents and community partners/key sectors survey respondents also reported that these housing needs are the most significant concerns in their communities for households with lower incomes. According to the National Low Income Housing Coalition, a person in the Coulee Region would have to work between 1.1-1.5 full-time jobs earning the area mean renter wage to afford a basic two-bedroom apartment. Minimum wage workers, the majority of whom are adults between the ages of 25-54, would need to work between 1.9-2.2 full-time jobs to afford basic rent in the area. High housing costs as compared to wages offered in the region are key drivers of family economic instability.

Several survey respondents also made additional comments related to needing help finding safe and affordable housing and costs associated with owning a home, such as needing furnace repair or replacement assistance, new doors/windows, and/or roof repairs.

### **Race/Ethnicity**

There are also specific issues and concerns facing racially diverse people in our area that need to be addressed. A larger percentage of racially diverse people live in poverty in the area as compared to whites. The U.S. Census Bureau's 2013-2017 American Community Survey shows that 32% of American Indian/Alaska Native, 30% of Black/African American, 28% of Hispanic/Latino, and 15% of Asian populations live in poverty in the Couleecap service area as compared to 14% of Whites.

According to the 2019 Fair Housing Analysis conducted in La Crosse and Monroe counties, large racial disparities exist in homeownership – 15–54 percentage point differences in white homeownership than homeownership by Black, Native American,

Asian, and Hispanic households. Similar disparities were found in the percentage of diverse households living in substandard housing, or housing that is unaffordable, overcrowded, or lacks complete kitchen or plumbing facilities, as compared to white households.

The top three areas of need identified by racially diverse respondents in the Couleecap household survey were similar to the needs stated by white survey respondents in the four-county area. A few exceptions included emergency assistance needs, especially getting help with utility bills, rent payments and/or house repairs and need for food/clothing, which ranked third for American Indian/Alaska Native and Asian populations, and education needs, especially paying for school and/or getting training for a better job and learning money management skills, which ranked third for Hispanic/Latino population. The significant concerns within these need areas of housing and education were similar significant concerns for all other survey respondents.

### **Additional Needs**

Other significant concerns identified by household survey respondents included the need for food, paying for school, learning money management skills, finding available and affordable quality childcare, and correcting/disciplining their child(ren).

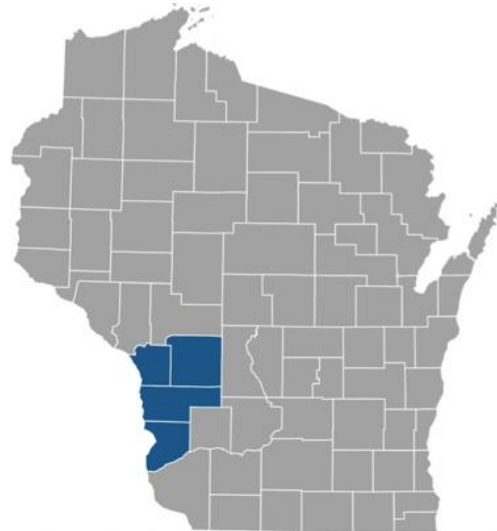
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In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in a four-county service area (Crawford, La Crosse, Monroe, and Vernon counties). Information was gathered through surveys distributed to low-income households and to community partners/key sectors, funders, Couleecap board of directors, and Couleecap staff. A total of 659 low-income household responses and 91 community partners/key sectors responses were used in the analysis of the survey data.

Demographic information of the low-income household survey respondents:

- 70% of respondents were female and 27% were male
- The largest percent of respondents were from the 25-34 year old age group (29%)
- The largest percent of respondents were from a small town (28%)
- 28% of respondents traveled more than 15 miles one-way for healthcare services and 20% traveled more than 15 miles one-way to get to work/employment
- 52% had annual incomes less than \$20,000; an additional 19% had incomes between \$20,000 and \$29,999
- 54% had income from wages; 22% from social security; 15% from social security disability
- Other sources of support:
  - 43% from FoodShare
  - 37% from Food Pantry
  - 35% from Medicaid/Medicare
  - 27% from BadgerCare
  - 23% from Utility Assistance
  - 12% from Family and Friends
  - 11% from Child Support
- Of the respondents with housing:
  - 44% were renters
  - 41% owned their home
- 15% could be considered homeless
- 45% had children; of those:
  - 25% were single-parent households
  - 20% were married-parent households
- 39% had at least one person with physical, mental, emotional, or addiction limitations
- 8% of adults did not have health insurance; 6% of children did not have health insurance



Demographic information of the community partners/key sectors survey respondents:

- 58% were community partners/key sectors; 27% were Couleecap staff members  
12% were Couleecap board members; 3% were Couleecap funders
- 77% of respondents were female and 20% were male
- The largest percent of respondents were from the 55 years and older age group (28%)
- The largest percent of respondents resided or worked in Vernon County (51%)

Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap service area.

**Outcomes**

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable).

*Community Partners/Key Sectors.* Individuals that responded to the needs assessment were asked to assess how much of a “need” various issues are for low-income households in their community and report their assessment. Respondents rated responses on a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Do not know).

The tables below report the eight areas of need, rank ordered by households and by community partners/key sectors, funders, board, and staff from highest need to least need, and the top concerns within each area:

<b>Low-Income Households</b>	
<b>Greatest Areas of Need</b>	<b>Significant Concerns</b>
Transportation	Costs associated with owning a vehicle (i.e. car insurance, car service/repairs)  Buying or getting a reliable vehicle
Employment	Quality employment – higher wages with benefits  Getting training for a better job

<b>Community Partners/Key Sectors</b>	
<b>Greatest Areas of Need</b>	<b>Significant Concerns</b>
Housing	Paying for rent/ security deposit, utility bills, and/or home repairs  Finding safe, affordable housing
Transportation	Costs associated with owning a vehicle (i.e. car service/ repairs, gasoline)  Getting or buying a reliable vehicle

Health	Getting and/or paying for dental care, healthcare, and eye care  Dealing with increased levels of stress
Emergency Assistance	Getting help with utility bills and/or house repairs  Need for food
Housing	Paying for utility bills, home repairs, and/or rent/security deposit  Getting insulation/weatherization
Education	Paying for school and/or getting training for a better job  Learning money management skills
Child and Family Development	Finding affordable, and available, quality childcare  Correcting/disciplining my child

Employment	Quality employment – higher wages with benefits  Finding affordable childcare during working hours
Health	Getting and/or paying for healthcare, including dental care and prescription drugs  Getting treatment for mental illness/depression
Emergency Assistance	Getting help with rent payment and/or utility bills  Shelter assistance
Education	Finding affordable childcare during school hours  Learning money management skills  Paying for school
Child and Family Development	Availability of affordable, quality childcare  Dealing with teenager(s)

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.



**2019 Needs Assessment  
Four County Full Report for  
Crawford, La Crosse,  
Monroe, and Vernon  
(N = 659)**

**Demographics**

<b>Gender*</b>	
Female	70%
Male	27%
<b>Age Distribution of Primary Survey Respondents*</b>	
18-24 years	9%
25-34 years	29%
35-44 years	16%
45-54 years	12%
55-64 years	14%
65 years and older	18%
<b>Race/Ethnicity</b> (Percentages reported equal more than 100% because some respondents reported more than one race/ethnicity for their household)	
American Indian	2%
Asian	3%
Black/African American	7%
Hispanic/Latino	4%
White	88%
Other	1%
<b>People in Household with Physical, Mental, Emotional, or Addiction Limitations*</b>	
None	53%
1 person	28%
2 people	8%
3 people	3%

**Health Insurance**

<b>Adults (18 years and older) in Household*</b>	
All Insured	72%
Some Insured	14%
None Insured	7%
<b>Children (under 18 years) in Household*</b>	
All Insured	67%
Some Insured	2%
None Insured	4%

\* Percentages reported equal less than 100% because some respondents did not respond



### **Type of Household, Housing, and Living Area**

Type of Household (Percentages reported equal more than 100% because some respondents reported more than one type of household for their situation)	
Single parent with child/children	25%
Single, living alone	23%
Single, living with significant other	12%
Married with child/children	21%
Married, no children at home	9%
Widow/Widower	5%
Other	10%
Type of Housing (Percentages reported equal more than 100% because some respondents reported more than one type of housing for their situation)	
House	46%
Apartment	29%
Mobile home	14%
Live with others (less than 30 days)**	1%
Live with others (more than 30 days)**	4%
Emergency shelter**	3%
Live “on the street”***	3%
Transitional housing**	2%
Being evicted with no plans for other housing**	1%
Leaving domestic violence situation with no plans for other housing**	1%
Other	2%
Type of Living Area*	
City/Urban Area	26%
Medium-Sized City/Village	24%
Rural/Countryside	18%
Small Town	28%
Suburban Area	2%

\* Percentages reported equal less than 100% because some respondents did not respond

\*\* These households could be considered homeless

### **Distance Traveled to Services**

Travel more than 15 miles one-way to get to these (Percentages reported equal more than 100% because some respondents reported more than one type of service traveled to)	
Healthcare	28%
Work/Employment	20%
Childcare	5%
School/Education	7%
Social Services	18%
Grocery Shopping	23%
Other Shopping	34%

## **Yearly Income, Sources of Cash Income and Other Support for Household**

<b>Yearly Household Income*</b>	
Below \$10,000	22%
\$10,000 to \$19,000	30%
\$20,000 to \$29,999	19%
\$30,000 to \$39,000	11%
\$40,000 to \$49,999	6%
\$50,000 or more	7%
<b>Sources of Cash Income</b> (Percentages reported equal more than 100% because some respondents reported more than one source of cash income for their household)	
Wages	54%
Social Security	22%
Social Security Disability	15%
Self-Employment	8%
SSI	7%
Pension	5%
Unemployment	4%
Alimony	1%
Other	12%
<b>Sources of Other Support</b> (Percentages reported equal more than 100% because some respondents reported more than one source of other support for their household)	
FoodShare	43%
Food Pantry	37%
Medicaid/Medicare	35%
BadgerCare	27%
Utility Assistance	23%
Support from Family and Friends	12%
Child Support	11%
Housing Subsidy	8%
Resale Shop	8%
Rent Assistance	6%
Church	4%
TANF/W2	1%
Other	2%

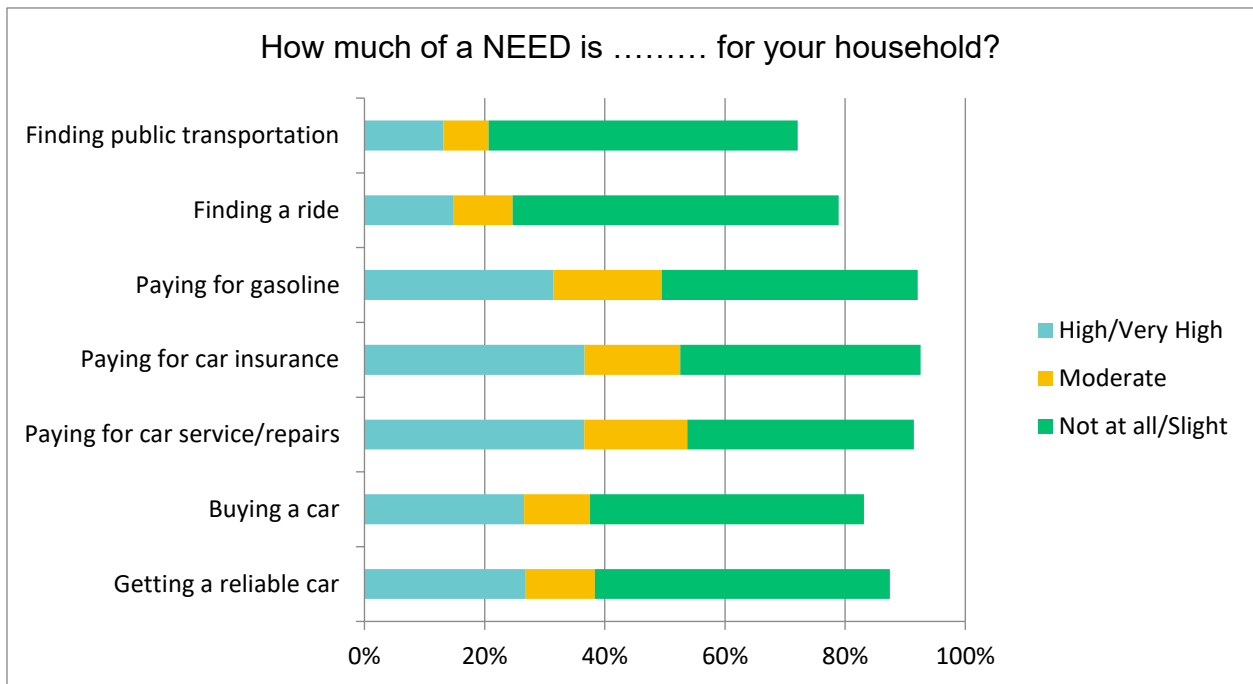
\* Percentages reported equal less than 100% because some respondents did not respond

## Survey Results:

### **How Much of a Need is ..... for your Household?**

Survey respondents were asked to rate the following eight issues and how much of a need each issue is for their household. The eight issues included: Transportation, Education, Employment, Housing, Health, Child and Family Development, Emergency Assistance, and Business Development.

#### **Transportation (N=597)**

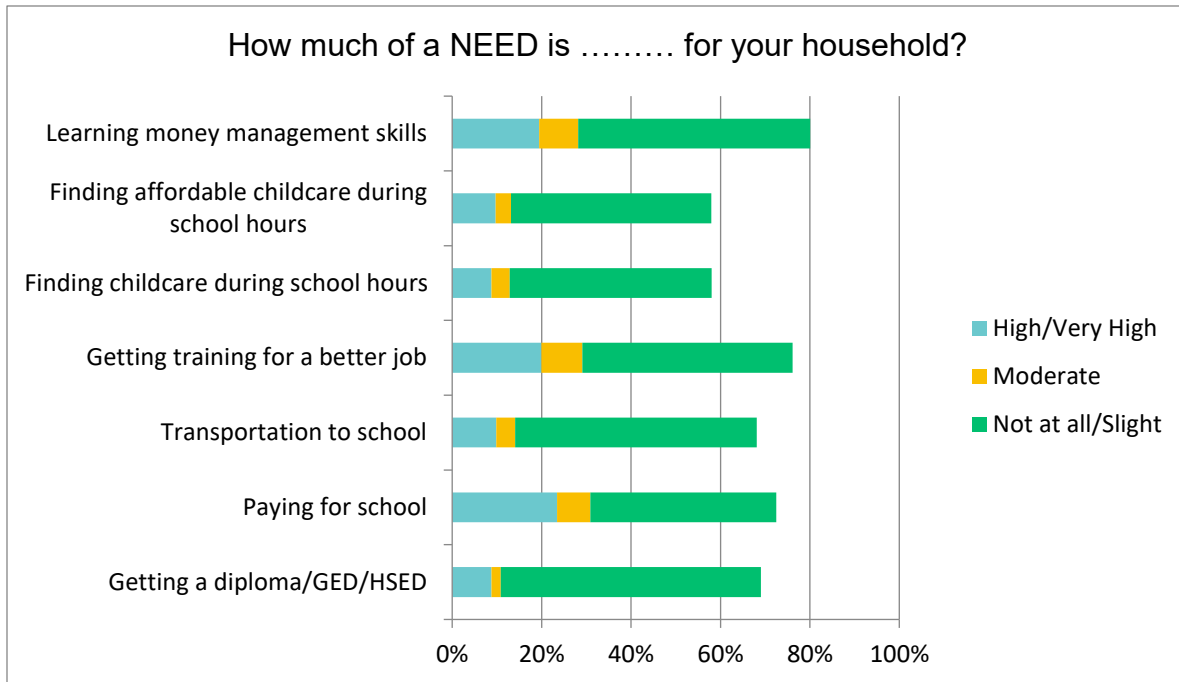


### **Greatest Transportation Needs**

Costs associated with owning a vehicle  
(i.e. car insurance, car service/repairs)

Buying or getting a reliable vehicle

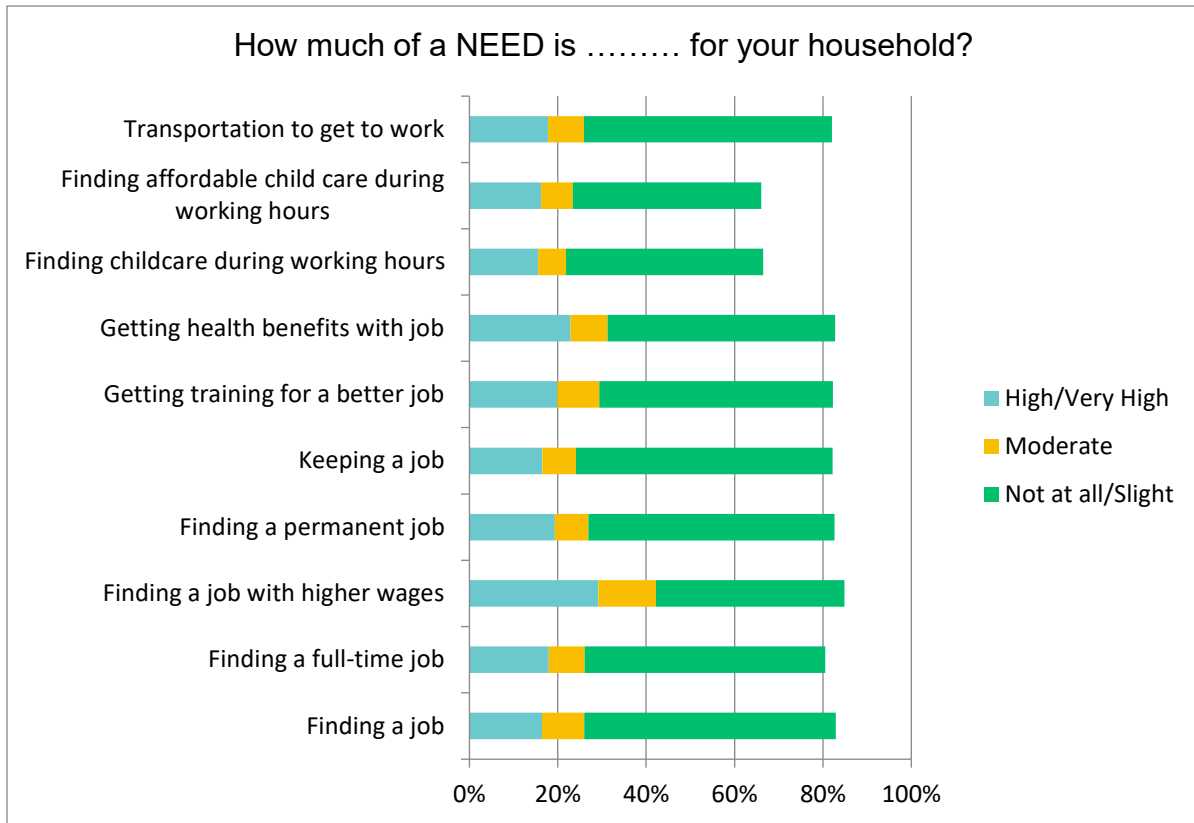
**Education (N=457)**



**Greatest Education Needs**

Paying for school and/or getting training for a better job      Learning money management skills

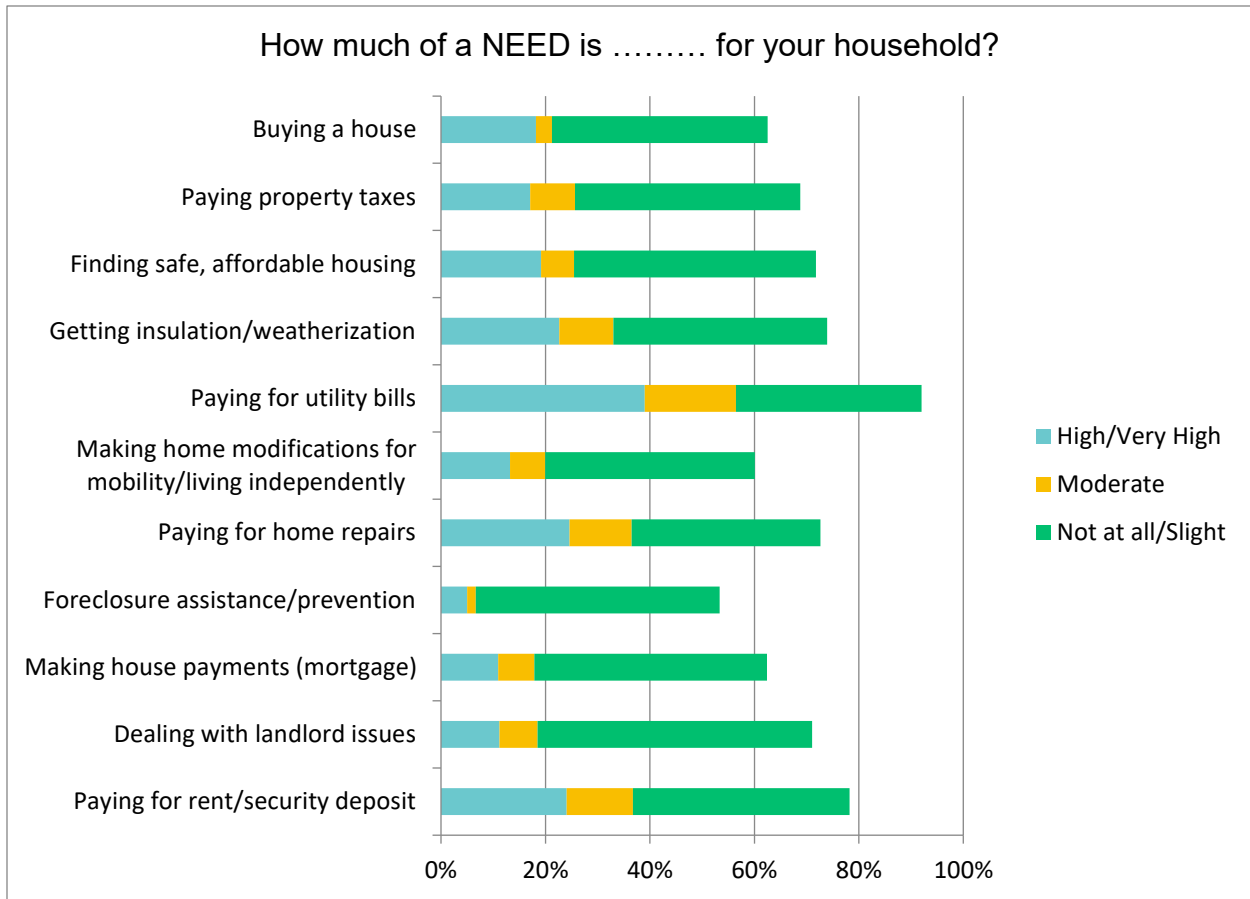
**Employment (N=482)**



**Greatest Employment Needs**

Quality employment - higher wages with benefits      Getting training for a better job

**Housing (N=601)**

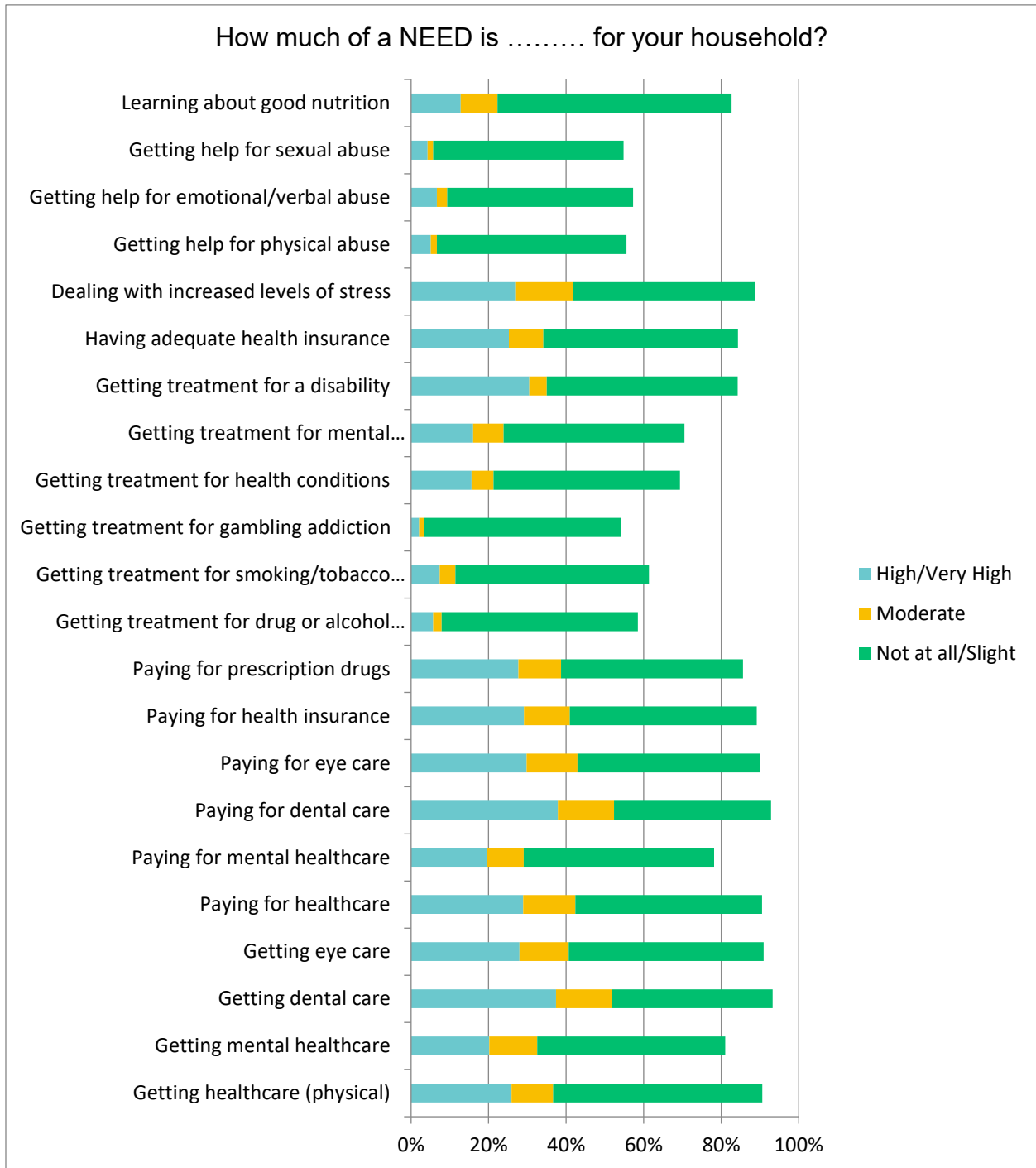


**Greatest Housing Needs**

Paying for utility bills, home repairs,  
and/or rent/security deposit

Getting insulation/weatherization

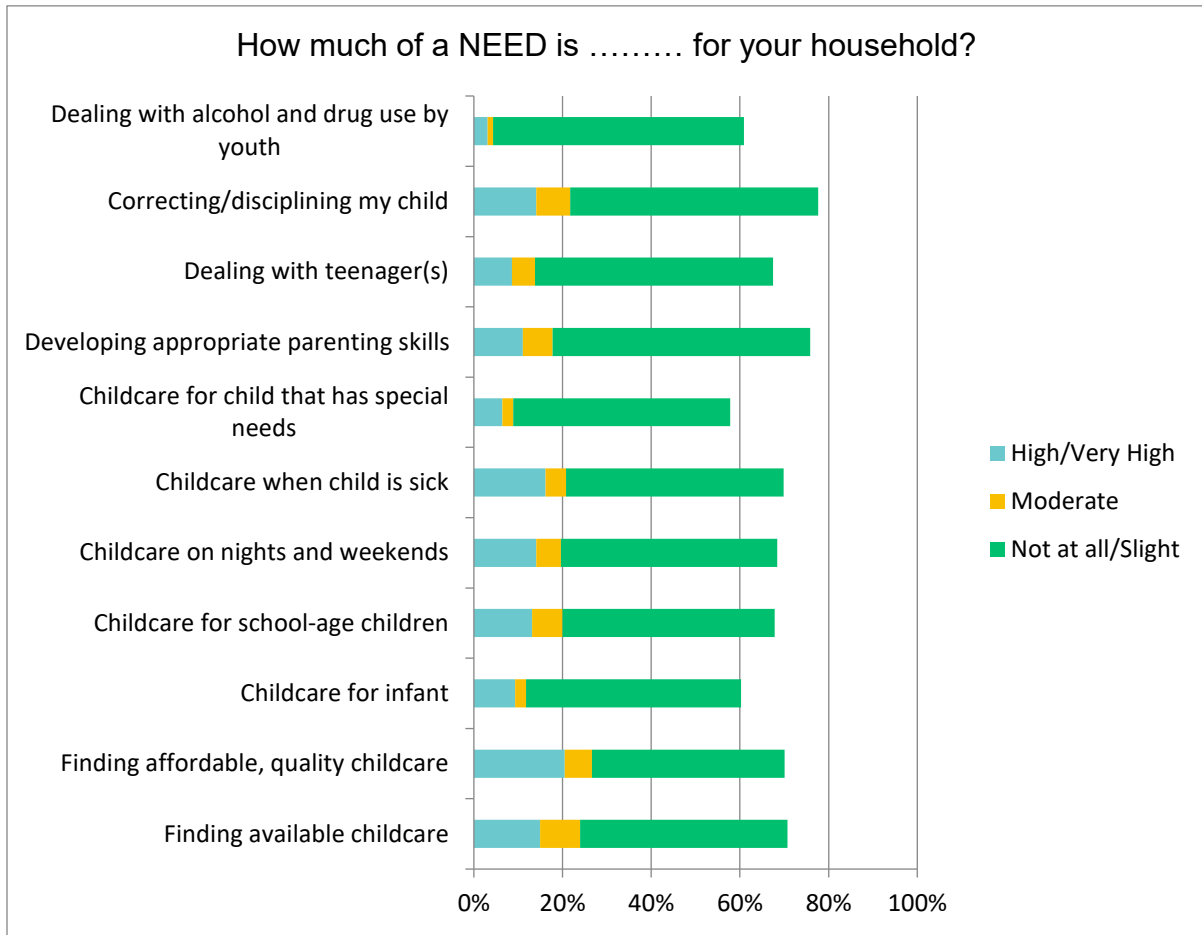
**Health (N=564)**



**Greatest Health Needs**

Getting and/or paying for dental care, healthcare, and eye care      Dealing with increased levels of stress

**Child and Family Development (N=335)**

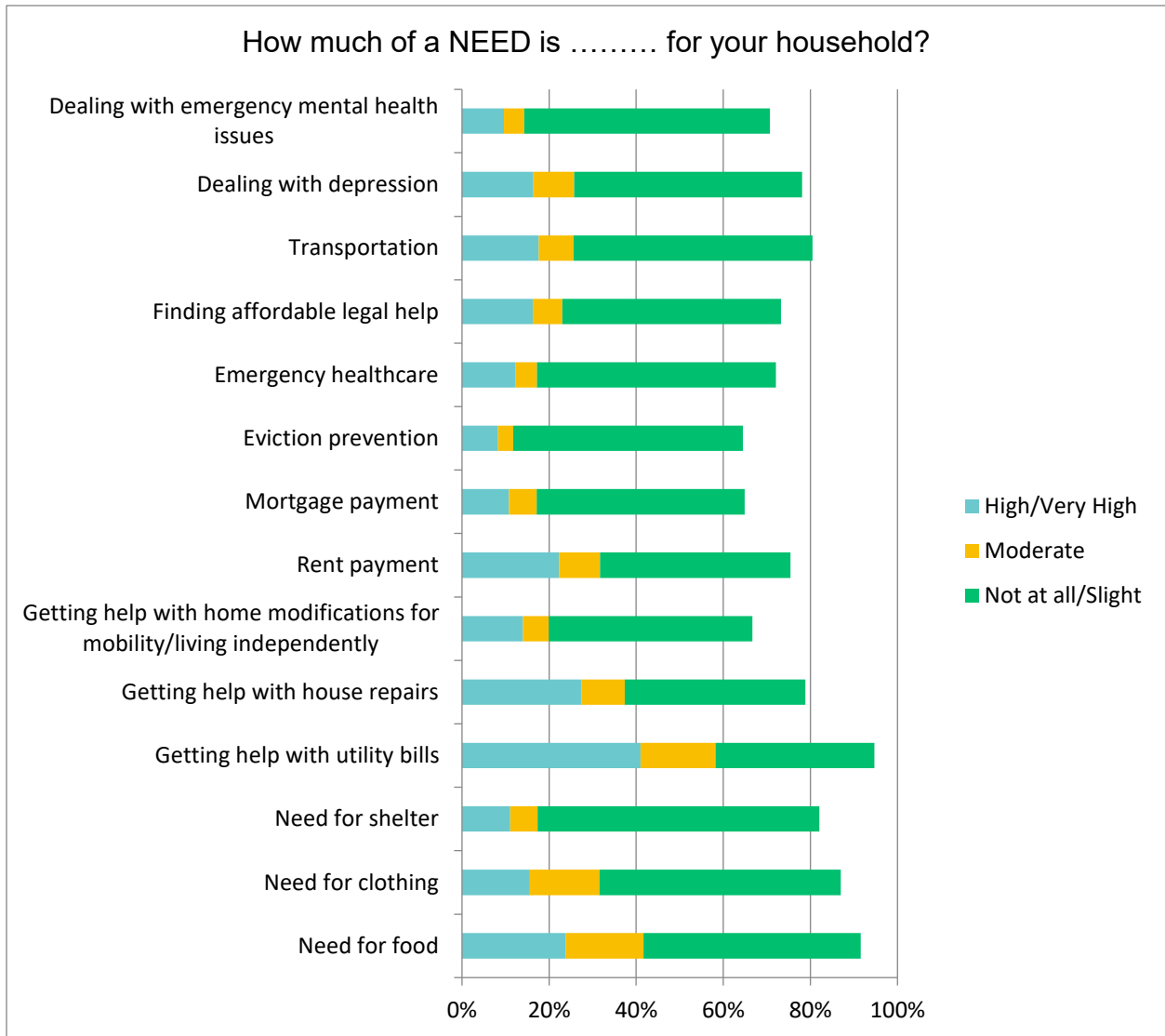


**Greatest Child and Family Development Needs**

Finding affordable, and available, quality childcare      Correcting/disciplining my child



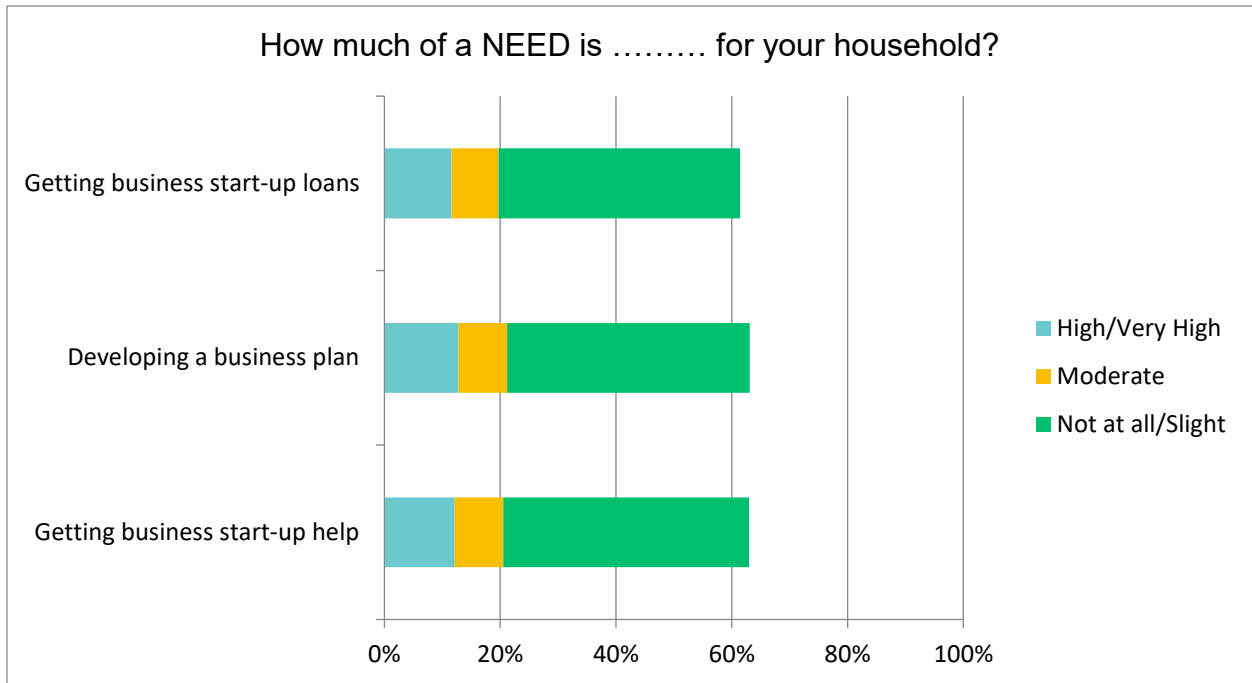
**Emergency Assistance (N=536)**



**Greatest Emergency Assistance Needs**

Getting help with utility bills and/or house repairs      Need for food

**Business Development (N=348)**



### **Other Needs from Survey Respondents:**

- Help training for driving.
- GGS for work/childcare/school - well help.
- Furnace repair or replacement, assistance with rent if needed, emergency shelter during severe weather -- where to go?
- I need a new door.
- Better paying jobs, emergency funds with car and housing, when businesses hour are close.
- Window assistance.
- Weatherization - Couleecap does not replace windows, doors of mobile homes, owned situated on rented properties; am aware of all weatherization programs, air heat, or hot water, roofing help.
- Durable goods medical, respite for caregiver, additional financial assistance above basics, and higher FoodShare assistance for working families.
- Meals
- Legal aid, SSI help and benefits
- Legal help?
- Fair milk prices?
- Utility help is huge, property tax help. Also home repairs. Thanks.
- Utilities, food, clothing, gas for transportation
- Help paying medical bills
- We have no money right now.
- My house needs insulation - around the windows and crawl space under house
- First aid supply, bathroom
- Snow removal, lawn care
- Help to pay for daycare when you are over income for state assistance but yet it is unaffordable.
- Health centers with childcare
- More places where play with family like park etc.
- Getting cleaning supplies
- Stuff for baby boy due in April (clothes, diapers, anything)
- Weatherization
- Adequate appliances or access to washer, dryer, refrigerator, freezer, stove/oven or microwave.
- Need for parenting classes for younger generation parents.
- Need for nutritional education. This is some challenge: one Organic Valley would do well to take on, perhaps better than other sources. Obesity is getting to be widely accepted! Bleh!
- Need more help and utility bills exp. excel - phone and water
- In our community there is a need for stress management, financial guidance for the farmers who are struggling. I believe parenting is a huge issue that affects our community. Access to quality mental health professionals is also a big concern. When there's a need, it's immediate. Waiting on a waiting list for 6 months is not an option.
- When we have a car repair or emergency, we fall behind.

- Help with property taxes
- Gas for transportation
- Finding an apartment or house and help with security deposit
- How to deal with landlords and evictions, how to clear your record
- Transportation for grocery shopping, etc.
- Transportation for winter travel, help to car/vehicle
- It would be good to have more resources available for legal rep for custody issues.
- Counseling services
- Pet care, cleaning supplies, personal hygiene products, laundry
- Legal help on anything - just ask; Couleecap very good on showing other help from all agencies, should talk more about its mission
- Paper products
- Student loan repayment is a huge, invisible problem for me - I look good on paper until we factor in student loans
- Cleaning air ducts, repair sidewalk
- Help finding places that take insurance for dentures
- Need dental assistance
- Landlord tenant rights in WI
- Need to help pay medical bills for Medicare b - d, need c for gloss and dental really bad
- Need help with divorce
- Seeing as how I don't have a house, most of these questions do not apply - why not inquire about homeless situations this is why we are here.
- The only thing I can think of off the top of my head is I have to go out of my house and around the back to go into my basement to do my laundry – there's a washer and dryer in the closet in my bedroom but it will cost too much to have a plumber and electrician to hook it up, in the house. Now I have to have kids' shoes my walkway and hope not to fall.
- Lot rent is high
- Restoring house problems, cleaning?
- Homeless - new to area don't know services
- Would like better windows and insulation
- Painting on the outside, some filling in cracks outside, weather and mice
- Lot rent assistance is high
- My issues are: 1. Way behind on utility bills 2. live in country and don't have reliable truck
- Just a little concerned with my hot water pressure (from well)
- Reliable home healthcare
- Gas, insurance, clothes, activities, child fun
- Need help with SSI, clean clothes, no water for bathing or dish washing
- More help weatherizing your rental home, just cannot afford to do it
- My roof is leaking and so are my windows
- My home is livable - maybe. It's what I have.

- Driver's license assistance
- Roof and floor rotting
- Snow shoveling, lawn care
- Environmental issues particularly hard to cope with due to my illness - one of the worst being more and more dogs allowed to run loose in town which are attacking or threatening to attack
- I need new windows – weatherization
- Need bars in bathroom
- I'd like my furnace checked!

**Customer Satisfaction/Input from Survey Respondents:**

As part of the 2019 Community Needs Assessment, survey respondents were asked a series of questions related to Couleecap services:

1. How familiar are you with Couleecap and the services they provide?\*

- 19% Not familiar at all
- 47% Somewhat familiar
- 27% Very familiar

\* Percentages reported equal less than 100% because some respondents did not respond

2. Has anyone in your household ever used Couleecap services?

- 44% Yes
- 40% No

\* Percentages reported equal less than 100% because some respondents did not respond

If “yes”, what Couleecap services has your household used?

- 25% Weatherization
- 17% Utility Assistance
- 15% Food Assistance/Benefit Assistance
- 6% Home Rehabilitation
- 6% Rental Assistance
- 4% Homebuyer Assistance
- 4% Transportation Assistance
- 4% Resale Shop (Crawford County)
- 2% Housing Counseling
- 2% Transitional/Permanent Housing
- 1% Job Training/Education
- 1% Job/Business Development

If “no”, what are the reasons for not using the services that Couleecap provides?

- 22% I do not know what services are available
- 11% I do not know where they are in my area
- 8% I do not know how to contact them
- 3% There is no office close by

3. If you have used any of the services that Couleecap provides, rate how satisfied you were with the services that you received:
- 31% Very Satisfied
  - 11% Satisfied
  - 5% Somewhat Satisfied
  - 2% Slightly Satisfied
  - 1% Not Satisfied

**Additional Comments from Survey Respondents:**

- Applied for a job with coulee - will try again
- Overall, Couleecap was a blessing. 7+ years ago. Just consider that everyone has unique circumstances and with rental assistance - so many home-meetings, check ins, etc. can make someone feel inadequate and childish. Overall so grateful for Couleecap.
- All repairs we've done to this home (built by Couleecap) have been builder fault. Washer drain not drained properly resulting in mold growth over a year, and wiring issues resulting in a burnt out light fixture and 2 dryer cords and a dryer. On move in gas fittings were loose resulting in home evacuation - this was fixed by Couleecap. I believe Couleecap should hire more reliable contractors.
- Have not received help yet
- My family still needs help with things but we are getting refused
- Nice you're here – thanks
- They are very helpful
- I need help budgeting to save money to be able to buy my first home for my children and myself.
- My son is a felon and your policy doesn't allow felons so I cannot rent from you which makes it difficult for me and my family.
- Thank you for everything you do. We were in need of a new furnace and coulee cap helped us to get one years ago.
- Couleecap helped me when I was a single parent with heat assistance
- I want to know more about Couleecap programs, send me some copies to 1511 10th St S La Crosse WI - thank you
- My family has had help with weatherization and utility assistance.
- Help people understand services being provided to them
- Thank you for all you do!
- Not much for funding in Vernon County. Noticed more program cuts. So it wasn't as helpful when needed.
- Got custody of sister and 2 children
- Currently homeless, no resources or clothing, other than what Bethel has provided today.
- I have water heater problems and the pipes busted and swamped my bathroom twice. Problems with light ceiling.
- Hire the good contractor and his crew. Not young boys. They did a bad job on my house, I was not a happy camper.
- I would like more info/help with some of your other housing related services.

- Households over the income guidelines also struggle to meet needs - working poor.
- Few windows are black, water problems in basement - getting mold
- We got a new refrigerator a few years back and it is something we really are thankful for.
- Never used Couleecap but would like to know about the services it offers.
- Did not know of possible help and utilities other than heat assistance.
- I love Couleecap. I should utilize the available services, yet I haven't.
- I wish I would have known about weatherization I needed a new furnace and had to get a loan for it
- Thank you for caring for people
- I'm 5 years behind on property taxes, even though I try to make mostly payments, I can't catch up because of all the interest charges and others. Can't get help!
- I had a grant from them and haven't heard where I stand. I'm not sure where their office is
- I have tried to do Couleecap and housing authority, they are very bias to who you are related to. I am not my relatives.
- After have weatherization done at my uncles the winter has made it so warm and cozy. I and my son have been trying to get our own home but credit is an issue. I was denied low-income, so maybe help with a security deposit/rent. Otherwise childcare is an issue due to money. Working as a single mom w/ bills is an issue trying to live on my own and trying to work at the same time while he attends school. Healthcare is good and a more reliable vehicle would be nice.
- My case manager Mark is amazing!
- It would be nice to get a call back
- Thank you! Winter would be much harder to pay for heat without your help!
- I asked about help with weather worn dilapidated roof repair but didn't receive any help with it. It doesn't leak yet but the shingles are blowing off in the weather because they're rotten.
- My family member had his house insulated and had updated electrical done. After his terminal diagnosis of cancer, we didn't think he could stay in his home. Much thanks to Coulee cap, he is still in the comfort of his home.
- I think Jann does a wonderful job. She is like an angel sent to help. She goes above and beyond to help people and guide them to where they need to be.
- Couleecap is wonderful. Love your services.
- Keep up the good work - I have not used rental assistance or utility assistance and want to know how to apply.
- Food Pantry so very friendly
- Great food pantry - friendly people at bargain boutique
- Super great store and pantry
- The last guy I dealt with was trying to do whatever he could to make sure I didn't get help. He had an excuse for everything. I believe he resigned a year ago.
- I have been homeless for 3 years and can't find steady employment as of 1/31/19. Why do others get housing? Is it because I am an Arab??

- Hard to initially get help. Anxiety; substance abuse (meth) (last used 2 days ago). Covered by badger care through family.
- Changed counselor and lost contact information need to introduce my stuff again
- Thank you
- Need new windows and patio doors
- I used couleecap when I owned my home - now am renting.
- My forgetfulness cost me a new furnace because on one cold day at 4 pm I panicked when I realized my furnace (22 years old) had quit. Called a heating company instead of notifying couleecap! Thank you for everything.
- I only have a vehicle thanks to couleecap
- Thank you! :)
- THANK YOU
- Doing a very nice job :)
- I am not sure if I filled this all out right - not sure I understood all
- The boys winterized my house last year and I can really tell the difference - did a good job.
- Great people, great services, so thankful
- How to access you locally - easier by phone?
- We appreciate what you've done for us! Thank you!
- Thankful for couleecap
- Thank you!
- I tried for food assistance but I sent all the papers and still don't assist me
- I appreciate all you do!
- You folks truly represent people that need help. I've been totally impressed with how the services you provided were accomplished. Can't express how much I appreciated everything you've done.
- Just thank you for helping me.
- I am very satisfied with all you have done for me. I'm so thankful for everything.
- At my last home, I waited almost 10 years - kept getting pushed down the list. Horribly inefficient – Westby office I hope things have changed.
- Because of your help, I have to pay for very little meals. Many, many thanks to you.
- I would like to know where you can get help when your mobile home is so old no one would help getting it fixed - especially when you need new windows and new roof and new ducts need to be cleaned.
- Thank you
- Put furnace in but got holes ducky work don't make since water freeze every winter
- Never used Couleecap
- Not happy with what they did - all was given was a newer refrigerator. When our windows are really bad and our home is so cold in the winter - bills are so high.
- My roof is leaking and so are my windows because they weren't done correctly. Also I need a muffler for my car.
- You are truly doing an amazing job with helping in the communities.
- Very happy of these services you provide. I truly appreciate this program.



- Getting a new roof was a long process
- Help me with roof leak and flip kitchen floor
- Couleecap employees are very helpful. We have had some struggles with contractors that are on Couleecap's list.
- Fuel assistance is great! To get \$15.00 worth of food share, it practically costs more to send in income verification than what I get. Wonder if it is worth it!
- I may have used some service and not been aware of it.
- I was happy with the work that was done in the weatherization program, however it wasn't very effective and my pipes freeze several times a year, windows are desperate need of replacing and floor is very cold and not insulated. My gas bill average is \$180/month and my electric bill is also average \$180-\$215/mo. The program did what they could but resources for much bigger help is not available.
- I greatly appreciate help given when there was an imminent need due to loss of job. Helping me resolve issues, that alleviated additional stress to improve my job search. Thank you for all you do to help those in need!
- When doing installation they should also wrap all pipes that could freeze. one never knows how cold below plus wind chill below it could get
- These programs are so helpful to people with money issues and trying to keep their homes and keeping them up.
- Very satisfied with work done even though I needed to pay for my front door. Still need a side door. I'm very glad I went to Couleecap for help. I didn't have a problem with the weatherization program. My refrigeration didn't last only two years and works but have no light and can't afford to fix.
- Very friendly and helpful with the weatherization that was done.



**2019 Needs Assessment  
Community Partners/Key Sectors Survey  
Full Report  
(N=91)**

**Demographics**

I am a:	
Community Partner/Key Sector	58%
Funder	3%
Couleecap Board Member	12%
Couleecap Staff Member	27%
Gender	
Female	77%
Male	20%
Other/Gender Non-Conforming	3%
Age	
18-24 years	4%
25-34 years	19%
35-44 years	26%
45-54 years	23%
55 years or older	28%
Residence or Service Area (check ALL that apply) (Percentages reported equal more than 100% because some respondents reported more than one residence or service area)	
Crawford County	21%
La Crosse County	42%
Monroe County	30%
Vernon County	51%
Other	7%

**Rate the Following Needs for Low-Income People in your Community:**

Survey respondents were asked to rate the following areas of need and how much of a need each issue is for low-income people in their community. The areas of need included: transportation, education, employment, housing, health, child and family development, emergency assistance, and business development.

**Transportation (N=91)**

	Not at All/Slight	Moderate	High/ Very High	Do Not Know
Getting a Reliable Car*	4%	15%	73%	7%
Buying a Car	9%	21%	59%	5%
Paying for Car Service/Repairs*	5%	13%	74%	5%
Paying for Car Insurance	7%	22%	59%	10%
Paying for Gasoline	10%	29%	56%	4%
Finding a Ride	5%	30%	55%	5%
Finding Public Transportation	10%	26%	57%	3%

\*Shaded cells = highest reported needs

**Other needs/comments:**

1. Barriers to service sometimes when parents cannot bring other siblings on medical transport for appointments. Some people cannot afford the extras that come with a car, insurance, repairs, gasoline, problems getting financing due to bad credit for getting a loan for a car.
2. Cab service is incredibly limited and unreliable in Monroe County. Drivers are rude to participants often.

**Please describe changes that could be made, if any, to improve the quality of services provided for transportation-related issues in our area:**

1. More money available for assistance with meeting the above listed needs for low income residents.
2. Increase public transportation at an affordable cost.
3. More Public Transportation Services are needed in rural areas
4. Low-cost public transportation (bus?) would be really helpful. Or even a more frequent bus, as the SMRT bus only runs twice a day.
5. Public transportation needs to cover more areas of the city, be better connected to neighboring communities and be available for more hours/days/nights/weekends.
6. There needs to be better options for public transportation in the rural areas that we serve. I think that people can buy any car but buying a reliable car that will not cost a lot to fix is the issue our clients face. We need more services for car repairs.
7. More advertising of public options that are available.
8. More funding for repairs on cars Couleecap has already helped with the purchase.
9. The SMRT bus has been a great assistance in providing public transportation. I have heard that a daily route to Sparta would be good for job access at Fort McCoy.
10. A voucher for public transportation, such as bus, Uber, Lyft and cab.
11. Expand SMRT bus routes.
12. Public and inexpensive transport to more rural communities.

13. In Monroe County, there is little to no public accessible transportation.
14. A local bus service that includes rural areas. Local taxis don't go out in the country any longer.
15. Transportation to La Crosse for medical appointments can be very expensive using a private company as the client pays for staff to wait during the appointment for the return ride home.
16. Affordable car and. Affordable INS.
17. More opportunities for scheduling on the SMRT bus would be one.
18. More investment in public transit outside of City of LaX. Expanded resources for buying and maintaining cars. Employer provided transportation.
19. Taxi fare is expensive for the non-disabled, adults in Viroqua. Not available outside of town.
20. Cab service to extend hours
21. We need to continue working on some sort of mass transit system. This was started with the SMRT bus system. This has worked well; however, we need to continue to work with business locally to get involved with helping their staff with transportation.
22. Adding more public transportation
23. It takes too long on the bus or it is too expensive to Uber or Taxi. Finding childcare near enough work to make transportation make sense and be cost effective is a huge issue.
24. Increase MTU routes, have employers provide bus services for their employees
25. We need to strengthen our regional transportation resources. The SMRT Bus has been a great resource, but is unable to fill all the necessary gaps. Individuals from rural communities could greatly benefit from greater access to central areas of commerce.
26. Having public transportation does not ensure that people can access it. More pick up or drop off points could help.
27. Increase the routes and areas that the SMRT bus covers.
28. Work to identify the potential for additional bus routes - whether it is within the city or the SMRT bus - to include workplaces.
29. It would be helpful to have a larger and more inclusive public transportation system, but that could be difficult with how rural we are.
30. Bus service to French Island on the weekends would be very helpful.
31. More bus/van route availability. More affordable cab fare. Cabs to run later.
32. Public options that don't require an all-day commitment just to see the doctor.

## Education (N=84)

	Not at All/Slight	Moderate	High/ Very High	Do Not Know
Getting a Diploma/GED/HSED	14%	40%	26%	10%
Paying for School*	6%	19%	60%	7%
Transportation to get to School	4%	34%	45%	8%
Getting Training for a Better Job	5%	15%	62%	7%
Finding Childcare during School Hours	5%	11%	65%	8%
Finding Affordable Childcare during School Hours*	3%	9%	71%	8%
Learning Money Management Skills*	8%	13%	66%	3%

**\*Shaded cells = highest reported needs**

### Other needs/comments:

1. Assess interests and aptitudes to match with entry-level careers/degrees.
2. Often clients I work with are barely making ends meet, and they let bills "go" when they might be able to receive or obtain funding for it (energy assistance for example--and pay for what "has" to be paid.
3. The issue with child care is also safe and certified/licensed affordable child care.

### Please describe changes that could be made, if any, to improve the quality of services provided for education-related issues in our area:

1. Our clients could all use financial literacy training. I would love to see Couleecap create a general financial literacy class or training to provide our clients. Even an online class would be excellent to capture a wider audience. We touch on financial literacy in many programs but I think we need something more detailed and general for all programs.
2. More hands-on training at WTC targeting workers for manufacturing/trade jobs.
3. Financial ed classes with things like how to create a budget, pay off debt, and save.
4. There is a need to help parents with their education needs.
5. Fully supported scholarship program for single-parents attending colleges.
6. Money management should be a required class throughout high school.
7. The training must match the pay. If you take the time to get trained, make sure it will get you have higher paying position or job.
8. We could have an education program/social worker to aid individuals with the various obstacles for improving education opportunities.
9. Emergency funding to overcome small barriers that interrupt momentum. Also, if we could negotiate debt forgiveness with colleges, we could propel people forward.
10. Assessments can better include people with student loans. For example, some people look financially okay, but when their student loan payment per month is factored in, they are unable to pay for basic needs, and they will likely have this student loan payment for a long time. Today, people's student loan repayment plans span over 30 years. That directly impacts people's abilities to purchase houses or even rent an affordable apartment. The debt of many students in this area is \$50,000-\$100,000. This is not uncommon, if this continues, the way our cities look will drastically change.
11. Scholarships for clients to enroll in a course they otherwise could not afford - not just a partial reimbursement for a course someone is already signed up for.

## Employment (N=85)

	Not at All/Slight	Moderate	High/ Very High	Do Not Know
Finding a Job	13%	34%	41%	3%
Finding a Full-Time Job	7%	27%	52%	3%
Finding a Job with Higher Wages*	4%	11%	73%	3%
Finding a Permanent Job	6%	25%	56%	3%
Keeping a Job	11%	20%	55%	3%
Getting Training for a Better Job	6%	20%	61%	3%
Getting Health Benefits with Job	2%	11%	71%	3%
Finding Childcare during Working Hours*	3%	8%	77%	3%
Finding Affordable Childcare during Working Hours*	4%	4%	80%	3%
Transportation to get to Work	3%	19%	66%	2%

**\*Shaded cells = highest reported needs**

### Other needs/comments:

1. Transitioning from disability to the workforce at any capacity
2. Childcare, transportation, stable and advanced scheduling (especially for single parents and others who are working in lower wage jobs), paid sick leave, and higher minimum leave.

### Please describe changes that could be made, if any, to improve the quality of services provided for employment-related issues in our area:

1. My rating for keeping a job is based on the need to address barriers that make work difficult for people like unpredictable hours, unreliable transportation. I think we also need to address work culture that devalues low-wage workers.
2. Helping people find more high wage positions.
3. Childcare, and affordability of childcare, is especially important now, as the number of facilities is dwindling.
4. We could expand our employment training programs to allow entry for additional people that might not meet the very narrow requirements that our programs have. I believe with better training people can find a job that will pay better. Overall though we need a higher minimum wage. Many people may not currently need to access their health benefits because they may be receiving Badger Care but if we got them into higher paying jobs then they would.
5. Our area definitely needs more affordable day care options.
6. Child care is lacking all over this region.
7. Fast, reliable, affordable internet access in the rural areas for job searches, transposing experience into marketable skills.
8. Increase the number of individuals providing daycare in their homes that would make it more affordable. Relaxing regulations so individuals would be willing to provide daycare in their homes at a lower cost.
9. How to balance work and maintain child care assistance.
10. There is a lack of good, reliable daycares. Waiting lists are long, in order to get infant daycare you have to start planning at least 7 months ahead of the birth.

11. Not sure again here - varies a lot from situation to situation--some parents cannot get special needs child care, and all the kids I work with have Mental health diagnoses – so they often cannot find a child care provider which prevents the parents from working at all.
12. I feel that a system that reduces childcare benefits as soon as someone gets a job that pays over minimum wage is just a system that is setting individuals up to fail.
13. I think La Crosse does a pretty decent job of promoting jobs/W2/resume related work - don't know much about job training with families. The barrier here is how much "work" the family or person should do in order to GET a job.
14. There are lots of families that have children who are often sick, keeping them from daycare and keeping their parent from work.
15. Higher minimum wage, and universal healthcare provided, paid sick days to care for self, children, and elders. Employer provided childcare and public investment in childcare "infrastructure" ... increased providers and subsidies.
16. Childcare is a huge issue for so many in the smaller communities. Being able to afford childcare if a couple has more than one child does not make it affordable for one of the parents to work.
17. We have hardly any licenses or certified day care facilities. We have several places that operate second and third shift positions and no one that does day care during those hours.
18. Provide free childcare for people who are interviewing for jobs and permanent childcare for when they are hired for the job. Provide transportation for people who don't have access to a vehicle or where the MTU doesn't serve. Many people don't have healthcare because the expense is so great, how can our community collaborate to creatively find an effective solution by reaching across sectors?
19. South Western Wisconsin is facing an impending well documented labor gap. Employers are struggling to find employees at all skill levels, and some have even taken it upon themselves to pay for training and transportation. The biggest issue here is low wages, and full time employees struggling to cover basic expenses. Access to affordable, quality child care is also a huge issue facing our service area. Child care, in general, is a tough business to get into. The overhead cost is massive, and profit margins can be extremely slim for providers. Couleecap should work with area economic development groups to find creative solutions to improve access, and work on securing funds that could help a prospective child care provider cover start-up costs, property acquisition, build out costs, etc. There's a project being done now in Cashton with support from the WEDC to help finance a new child care center, and I believe this could create a model that could be replicated.
20. Most of our poverty families are underemployed and have to have two jobs OR they don't work at all.
21. Building affordable child care centers in every town including the small ones. Partner with rural schools to help with job training and possible help with accessibility to post-secondary education.
22. Can we compensate people for training who are trying to advance up a career ladder?
23. Medicare for all!
24. Work with employers on transparency in hiring practices.

**Housing (N=85)**

	Not at All/Slight	Moderate	High/ Very High	Do Not Know
Paying for Rent/Security Deposit*	2%	8%	82%	
Dealing with Landlord Issues	13%	30%	44%	4%
Making House Payments (Mortgage)	14%	28%	45%	4%
Paying for Home Repairs	3%	23%	61%	4%
Making Home Modifications for Mobility/Living Independently	10%	28%	47%	7%
Paying for Utility Bills	5%	23%	62%	2%
Getting Insulation/Weatherization	8%	29%	50%	4%
Finding Safe, Affordable Housing*	2%	9%	80%	2%
Paying Property Taxes	17%	23%	41%	10%
Buying a House	12%	34%	38%	8%

**\*Shaded cells = highest reported needs**

**Other needs/comments:**

1. Life skills to maintain independent living.
2. Being accepted into housing sooner/no wait list.
3. Improvements in public housing neighborhoods to increase safety, feelings of community, opportunities that encourage neighborliness, food growing, service exchanges, etc.
4. Can't afford home ownership, home maintenance.
5. Housing for those with barriers such as felony records.

**Please describe changes that could be made, if any, to improve the quality of services provided for housing-related issues in our area:**

1. More housing units available for those with low-income close to public transportation.
2. Continue helping low income and homeless.
3. The ability to offer more weatherization services for people with natural gas. I realize that our current program says it doesn't save enough money but this could make a huge difference for our LMI homeowners/renters. We receive a lot of requests for rent and security deposit in La Crosse County that we are unable to fulfill. The August 2018 floods may have created an increase in people's ability to make their mortgage payment or property taxes that we have not previously experienced.
4. More housing options for low income consumers.
5. Allowing roommates to help offset costs.
6. More landlords that were willing to make decent rental units available to low income people and not be biased against minorities and low income.
7. Couleecap has great housing programs for new home purchase and for weatherization. Weatherization services are still needed in the gap between very low income and moderate income levels. Rehab programs can help, but it would be nice for the weatherization staff expertise to be used in other markets.
8. It is very hard in this community to find a good apartment or house to rent. We have several slum lords in the area that have taken advantage of the lower income individuals that are not able to get into low income housing due to either credit issues or crime issues.



9. Stricter regulations for landlords and must lower rent.
10. Housing in La Crosse is a MAJOR problem. The families I work with are always having issues of no room at Salvation Army, denied by City of La Crosse Housing, not many options for low-income families even if they have children. The most complaints I hear is how City of La Crosse housing is very judgmental/spying on families and never calling families back - their complaints not my own.
11. More oversight with landlords and health/safety issues.
12. More housing, I'm constantly seeing people trying to find a place to rent.
13. One of the biggest concerns I hear from families is getting their landlord to fix what is broken in their home or making modifications like extra locks on their doors.
14. Tenant unions and fair housing resources to document and address housing discrimination.
15. There needs to be more subsidized housing available for low income persons.
16. More funding available needs and circumstances sometimes don't match income requirements.
17. Find ways to make affordable housing affordable for people are experiencing barriers. Most affordable housing is only affordable for people in the middle class.
18. Rent is too high and most people cannot get a mortgage even though it would cost less than renting. There needs to be more help for people who cannot be approved to buy but also cannot afford high rent. Also, less desirable neighborhoods tend to stay that way because of too many rentals and then because of high prices you have multiple families living together to try and make it work creating unacceptable conditions.
19. Reaching out to the different programs and making them aware of all our programs.
20. Finding and caring for affordable housing and teaching them how to care for the dwelling is important.
21. Marry home rehab with weatherization so the crews could do much of the needed repairs and the auditors could do the intake and initial assessments.
22. When waiting-lists are so long, the services are effectively not available. Spending time and resources on figuring out how to best advertise programs that new clients would essentially not be able to access seems inadvisable.
23. The La Crosse area specifically has problems with service overlap that's lead to higher property taxes and a lack of equity in the housing stock. This leads to landlords charging higher rents for housing that isn't well maintained, which ultimately puts a higher cost burden on renters. This, of course, leads to the unending need of access to affordable housing. What exacerbates this problem is South Western Wisconsin's low wages, and the amount of full time employees who struggle to afford basic housing because the cost of living has so exponentially out-paced growth in wages. Couleecap should join the United Way in using the information we have to advocate for this issue, and find ways to engage area employers.
24. We desperately need affordable housing options for people with challenging backgrounds.

**Health (N=83)**

	Not at All/Slight	Moderate	High/ Very High	Do Not Know
Getting Healthcare (Physical)	7%	29%	47%	4%
Getting Mental Healthcare	2%	12%	48%	4%
Getting Dental Care*	3%	12%	71%	3%
Getting Eye Care	6%	25%	51%	5%
Paying for Healthcare*	3%	15%	65%	4%
Paying for Mental Healthcare	8%	11%	49%	5%
Paying for Dental Care*	4%	16%	65%	3%
Paying for Eye Care	9%	19%	31%	5%
Paying for Health Insurance	3%	20%	61%	4%
Paying for Prescription Drugs*	1%	21%	62%	4%
Getting Treatment for Drug or Alcohol Abuse	3%	9%	70%	8%
Getting Treatment for Smoking/Tobacco Use	5%	27%	46%	9%
Getting Treatment for Gambling Addiction	15%	24%	34%	15%
Getting Treatment for Health Condition	3%	23%	56%	7%
Getting Treatment for Mental Illness/Depression*	3%	9%	72%	5%
Getting Treatment for a Disability	4%	22%	54%	8%
Having Adequate Health Insurance	3%	17%	61%	7%
Dealing with Increased Levels of Stress	3%	19%	34%	8%
Getting Help for Physical Abuse	9%	16%	53%	9%
Getting Help for Emotional/Verbal Abuse	7%	19%	54%	9%
Getting Help for Sexual Abuse	9%	19%	49%	12%
Learning about Good Nutrition	9%	21%	50%	9%

**\*Shaded cells = highest reported needs**

**Other needs/comments:**

1. Financial Health and resources to get the above needs met
2. Parents would not have any informal supports for his or her children if they would agree to get help with addictions--no place for the kids to go and the parent is aware that he or she has an addiction--feels stuck!
3. Public and community health approaches needed to reach beyond the WIC ages. Teen health, including mental health.

**Please describe changes that could be made, if any, to improve the quality of services provided for health-related issues in our area:**

1. Cost is part of this, but I also think that transportation plays a big factor is people being able to make and keep appointments for various health needs. The Sparta clinics are wonderful, but people often have to make appointments in Onalaska or La Crosse for more specific needs.
2. Transportation to medical appointments not limited to just the elderly or disabled (ADRC bus and ADRC volunteer drivers), but low-income/rural with no transportation options.
3. Keeping the Affordable Care Act intact.

4. Fund more wraparound for a parent to get adequate treatment for addictions--a residential treatment program is not an option for them if they have children and no informal supports.
5. We need more grocery stores within walking distance of where we live and/or work. And the streets have to be safe to cross to get there. Four lanes by Walmart or Festival does not make for safe walking to get to healthy food.
6. Problem with following through on good nutrition is the fact that the foods that are good for you have a higher price tag.
7. A lot of low income families have Badger Care, which is extremely helpful in most cases. Where La Crosse lacks, a little bit are Mental Health concerns and finding a therapist with an opening SOONER than a month.
8. More free/low cost clinics in the area.
9. Mental health and behavioral health is an area of great need in this area.
10. Universal healthcare. Increase access to mental health services - Drop in "cafes" 24-hr counseling\* and support.
11. It would help to get more mental health providers in our area along with dentists that accept Medicaid and Medicare.
12. Knowing about good nutrition doesn't give you the money or the transportation to get it. You can have the knowledge of many things but without the resources it matters little.
13. These are systemic problems, so it will take social innovation to find effective solutions. However, we can do a better job of supporting people in our current programs, in schools, jobs, etc. We can work in every aspect of our lives and organizations to make sure people are healthy and have the opportunity to be healthy regardless of their financial position.
14. Universal healthcare or much more inclusive badger care
15. Medicare for all.

### Child and Family Development (N=80)

	Not at All/Slight	Moderate	High/ Very High	Do Not Know
Availability of Childcare*	3%	8%	70%	5%
Affordable, Quality Childcare*	2%	3%	76%	5%
Childcare for Infant	4%	9%	67%	7%
Childcare for School-Age Child(ren)	6%	19%	56%	5%
Childcare on Nights and Weekends	3%	12%	63%	9%
Childcare when Child is Sick	3%	13%	64%	5%
Childcare for Child with Special Needs	3%	9%	67%	8%
Developing Appropriate Parenting Skills	3%	15%	61%	8%
Dealing with Teenager(s)*	3%	22%	55%	8%
Correcting/Disciplining their Child	6%	19%	55%	8%
Dealing with Alcohol & Drug Use by Youth	2%	20%	54%	10%

**\*Shaded cells = highest reported needs**

#### Other needs/comments:

1. Decision-making skills when under stress for parents and children
2. Parents have a difficult time finding after school care for children with mental health diagnoses, or they run the risk of trying after school child care or programming and the child may "blow" out of the program--cannot comply or needs more assistance to attend the program.
3. Paid parental leave for birth - 9 months.

#### Please describe changes that could be made, if any, to improve the quality of services provided for child and family development-related issues in our area:

1. We need more child care options that are affordable for parents as well as those for parents with sick kids. If they can't bring the kid to daycare, then they can't work and more than likely they have a job that doesn't offer personal or sick time. They can't afford to lose their job or take off work but yet what do they do with their sick child?
2. Family financial literacy.
3. Creating more individual daycare opportunities by relaxing regulations without endangering the children.
4. Programming with less staff to child ratio--more staff, better trained staff for many needs (mental health, PTSD, etc.)
5. After school center, could coordinate with college students in early education programs to provide program support.
6. More opportunities for mental health and affordable child care.
7. Labor organizing for childcare workers to increase pay, benefits, and respect. More family-friendly policies by employers with female-dominated workforce.
8. It would help to have more AODA therapists and services in the area. We have hardly any licensed or certified child care in our area.
9. No one trains us on how to be good parents. It is hit and miss at best. Birth to 3 programs are a need for low income families.
10. More affordable childcare centers rather than home day cares in every community. Also, family counseling in schools as part of being a student.

### Emergency Assistance (N=80)

	Not at All/Slight	Moderate	High/ Very High	Do Not Know
Food Assistance	6%	17%	61%	3%
Clothing Assistance	10%	36%	38%	3%
Shelter Assistance*	4%	11%	68%	4%
Getting help with Utility Bills*	6%	21%	58%	3%
Getting help with House Repairs	8%	25%	51%	3%
Getting Help with Home Modifications for Mobility/Living Independently	12%	27%	41%	7%
Getting Help with Rent Payment*	3%	16%	65%	3%
Getting help Mortgage Payment	10%	25%	47%	5%
Eviction Prevention	7%	20%	53%	7%
Emergency Healthcare	8%	23%	49%	8%
Finding Affordable Legal Help	10%	27%	46%	4%
Transportation	4%	19%	59%	4%
Dealing with Depression	6%	19%	55%	8%
Dealing with Emergency Mental Health Issues	4%	14%	60%	8%

**\*Shaded cells = highest reported needs**

#### Other needs/comments:

1. No mental health crisis beds in Crawford County. If a person needs support and doesn't have it, then an involuntary hospitalization is the only option, which means going to La Crosse/Eau Claire/Winnebago Counties
2. More staff or opportunities for staff to go to a home each time mobile crisis is phoned, and not just when it is deemed significant enough need or that staff may not be available to come to the home. Many parents I have worked with did not find mobile crisis helpful, or the crisis worker was not able to come to the home--parent becomes frustrated and feels like there is not the "help" in person being provided--they may not utilize the service again, and the child may continue the behaviors/aggression and parent feels helpless.
3. Difficulty finding someone to talk through and problem solve the financial emergency

#### Please describe changes that could be made, if any, to improve the quality of services provided for emergency assistance-related issues in our area:

1. It would be wonderful to have a shelter in Sparta, or even a warming center. Again, transportation plays a huge role in the services we can provide to people who need assistance.
2. There are state wide efforts to get more legal aid monies for civil matters such as evictions, disability. Couleecap might follow up with this.
3. We have a good range of services we just don't have enough to meet the need that our clients have. Legal services is a huge gap as legal action only has the ability to help so many people and if some folks just had a little bit of legal advice it could save them from situations that might be making their lives worse.
4. Not enough mental health providers in the area.

5. Rent and housing costs have risen at an exponentially higher rate than wages throughout Western Wisconsin, which has led to a lack of accessibility to housing, and an imbalance of equity in local housing stocks throughout our service area.
6. Crisis beds or crisis foster beds for non-violent, but suffering a mental health crisis that may not best be served by involuntary hospitalization. Also, no homeless shelters in Crawford County, so if the area homeless need to go to a shelter, they need to figure out the SMRT bus schedule and \$3 fare to get to the La Crosse shelter. Low income/non-Amish families in Crawford County have also not had running water, resulting in the schoolchildren having to shower and do laundry at school.
7. Just-in-time small grants for small emergencies. Rotating loan bank.
8. Chronic mental health issues as a result of recent flooding high need.
9. Cover the basics and then give them a step up.
10. We could do home repairs in a much quicker time and try not to handpick the jobs to make spending the money easier. This would allow us to help more clients and be able to impress the funders and the clients much more.

**Business Development (N=80)**

	Not at All/Slight	Moderate	High/Very High	Do not Know
Getting Business Start-Up Help	15%	33%	28%	11%
Developing a Business Plan	17%	30%	28%	11%
Getting Business Start-Up Loans	15%	25%	35%	10%

**Other needs/comments:**

1. Helping want-to-be entrepreneurs come up with a business idea that suits them
2. Special outreach for women and other underrepresented groups. Teen and young adult outreach.

**Please describe changes that could be made, if any, to improve the quality of services provided for business development-related issues in our area:**

1. We need more child care options that are affordable for parents as well as those for parents with sick kids. If they can't bring the kid to daycare then they can't work and more than likely they have a job that doesn't offer personal or sick time. They can't afford to lose their job or take off work but yet what do they do with their sick child?
2. Family financial literacy
3. Creating more individual daycare opportunities by relaxing regulations without endangering the children.
4. Programming with less staff to child ratio--more staff, better trained staff for many needs (mental health, PTSD, etc.)
5. After school center, could coordinate with college students in early education programs to provide program support.
6. More opportunities for mental health and affordable child care.
7. Labor organizing for childcare workers to increase pay, benefits, and respect. More family-friendly policies by employers with female-dominated workforce.
8. It would help to have more AODA therapists and services in the area. We have hardly any licensed or certified child care in our area.
9. No one trains us on how to be good parents. It is hit and miss at best. Birth to 3 programs are a need for low income families.
10. More affordable childcare centers rather than home day cares in every community. Also, family counseling in schools as part of being a student.

## **Couleecap**

### **What do you consider to be the greatest STRENGTH of Couleecap?**

1. Very qualified Executive Director and staff.
2. We give a hand up, not a hand out! It is always rewarding to see the people we help further their education, get a full-time job and make a difference in their community.
3. The ability to address ending poverty in many ways according to what is needed in each community served.
4. Resource to help low-income individuals stay in their own homes.
5. The staff that work here.
6. The ability to reach out and serve low-income clients and their needs.
7. Reaching all the needs of the communities in which they serve.
8. Tenacity, goal setting, long range vision of staff and administration.
9. Willingness to help anyone and everyone
10. Known in the community, held in high regard
11. Our wide range of services and knowledgeable staff. We see a need and we try our best to find a way to offer the service.
12. Committed staff and board that continues to strive to always be better.
13. Housing
14. Staff, Reputation, and diversity of services
15. Community assistance
16. Funding for multiple situations.
17. The experienced employees that have a lot of knowledge to share with other staff.
18. I think most people associate Couleecap with weatherization. However, it is a powerful advocate for our low-income families.
19. Couleecap has always seemed to have a good handle on the needs of our communities.
20. Providing services that are serving an identified need - focused on transportation, jobs, child care and housing.
21. The different resources offered.
22. Assistance in housing costs.
23. Being an available resource in our community - food pantry
24. Willingness to take on difficult problems and find solutions. Doesn't just want to fix the "easy" problems, takes on challenges. Always looking to better the lives of others.
25. Weatherization program - has a great reputation in the community.
26. We continue to learn and discover new ways of helping people in need and we change and create new services to meet the needs of our clients.
27. It's program diversity.
28. Its people
29. local community involvement helping people with short and long term livability issues
30. I am new to working with Couleecap but do work with many families that have been helped.
31. Advocacy and services for poor people.....range of services and approaches.
32. Weatherization help get, car building, affordable housing
33. Home improvements and job placement
34. Wide range of services offered
35. Diversity of programs
36. Knowledge to help and listening to others



37. Housing resource
38. Couleecap's greatest strength is the ability to help individuals with such a wide variety of assistance.
39. The dedication of its employees
40. I believe you do your work to the best of your ability but sometimes do not understand the core of the problem or the order in which things make sense to deal with when you are poor.
41. Housing assistance reach across a four-county area
42. Friendly and helping organization
43. Coulee Cap is willing to look at big systems problems and brainstorm how we can collectively create effective solutions.
44. Helping low income people with the food pantry.
45. Our reputation, our foot print, and our ability to take on projects that require a capacity not available to other 501(c)3 organizations.
46. Progressive non-profit organization that responds to trends in needs in community. Great reputation.
47. Our people and their ability to coordinate and assist our community.
48. Passionate and caring staff.
49. You include low-income people in your planning
50. The diversity of the programs. The programs seem to have a variety of difference people who are on difference paths of their life.
51. Its mission and staff.
52. The ability to help low-income people address the challenges in their lives. Whether it be assisting with utility bills, eviction prevention, insulating their home, emergency food, clothing, affordable housing, or any other programs we offer. Couleecap does an awesome job of helping people. We are known as the "go to" agency in our service area.
53. Staff, Board, programs

**In the last few years, tell us about a time when you were proud to partner with, support, work for, or be a part of Couleecap.**

1. Coulee Cap receiving recognition as the top cap agency in WI.
2. Almost every day I have seen the difference that Couleecap has made in someone's life.
3. When hearing about the successes of the Collaboration to End Homelessness.
4. Whenever people are appreciate of the work that we do and let us know that we made a difference in their lives.
5. Am proud of all the accomplishments, but excited to see changes and new opportunities to create more services.
6. I work for Rural Development and we partner on various projects as well as provide HPG (housing preservation grant) funds to Couleecap which reaches even more households.
7. Housing development work on the Southside of La Crosse.
8. I have never actually worked with Couleecap myself, but at The Parenting Place, I hear a lot of great things about you.
9. Every time I go to a board meeting and hear about progress
10. Immediate flood mitigation efforts i.e.: housing, food, etc.
11. Happy to be able to refer student parents to transportation, energy, and other programs.

12. After the flood help people with house and food and with clean up ad help get people sign up female money
13. Energy assessment
14. As an employee of Couleecap, I am proud of all the work we do for our clients to help them improve their living situations.
15. In the past I have partnered with Couleecap several times with the WHEAP and Weatherization programs. Always a wonderful job.
16. When there is a successful client story
17. Projects through LCHDO; permanent supportive housing projects
18. Coulee cap provided a family member the opportunity to stay in their home.
19. In an emergency, being able to give a person in need of food or clothing.
20. Though I wasn't directly involved, I was proud to see how well Couleecap managed flood response, and flood emergency funding, especially amidst bureaucratic shortfalls of our state government.
21. Have worked here for many years. I am always proud to be a part of Couleecap.
22. I have been very proud to see how well many different programs came together to help those devastated by the recent floods.
23. I just started a little over a month ago, so, before I started working here, I didn't realize all the programs they had for people. All the different ways people help others achieve their goals, whether it's finding a job, getting a car, or buying a home. I'm very proud to be working for an organization that does so much!
24. When Hetti said she was putting efforts into creating a more diverse board of directors.
25. With our work on the homelessness outreach and programming in La Crosse. The collaborative has a done a significant amount of work to address homelessness in our City. We have very successful economic development programs.
26. Coulee Cap provides a number of critical services to assist in keeping our unemployed and underemployed in safer situations.
27. Homeless program work
28. Very proud to be a part of Couleecap's Project Recovery
29. General conversation with an elderly woman and she mentioned that she kept her thermostat down to keep the heating bill low because she can't afford to pay the bill. Plus, her house is very old and needs insulation. I suggested that she apply for Energy Assistance and explained how it relates to weatherization services. Later on, I see this same woman and she tells me is so thankful because she received payment assistance for her heat, and she had her home weatherized. She said her house is much warmer and she doesn't worry so much about the bill. She said at her age she is always cold, but no longer needs to wear three pair of socks, two pants, two shirts, and sit with a stocking cap on.
30. Every day I am able to use my talents and resources to help my "neighbors". Little things can make a huge impact in improving someone's life.
31. Assisting homeless and helping find housing.
32. When Couleecap celebrated its 50th anniversary and David Bradley was the keynote speaker.
33. I think our new executive director is a great voice for Couleecap and has wonderful vision.
34. Couleecap played a big role in helping a client become a homeowner.

35. To be honest, I've sent many families to Coulee Cap for Work n Wheels and housing and the families I've sent never had success.
36. Referring a family that is in our program for help with home purchase.
37. Every day! Every client success story that I hear makes me proud to be a part of this team.
38. Hearing Hetti's interview on the radio for Project Recovery. Definitely shows the community that Couleecap is stepping up to help in all areas.
39. I am always proud when I hear from a client how appreciative they are of our services and how our services have helped reduce their energy bills or given them heat at no cost when they had none, and no money to pay for it themselves, and saved them money that they can now use on other important things.

**In five years, what would you like to be able to say about Couleecap in terms of things that have been accomplished?**

1. That they would be recognized as the "go-to" organization for assistance to low income residents
2. Couleecap played a large role in eliminating poverty in Wisconsin. (Or at least reducing the amount of families living in poverty.)
3. Being a good partner in addressing the needs of our residents
4. That we were able to grow and adapt to the different needs that have developed for individuals and families in the community
5. Righting itself after some turbulent times, but still serving low income folks with their needs. Seeing new look at various programs and how to expand and provide other services needed in the area.
6. Continued outreach to all facets of the communities.
7. Meeting the fundamental needs of all people including low income were set as priorities and diligently worked toward, be it housing, dignified work, transportation, family assists, and more.
8. There are more families in the lower-income level that have jobs and are maintaining a healthy life for all involved.
9. I'd like to see some help with healthcare/mental healthcare and childcare for our communities.
10. To be able to create some more affordable housing, particularly focusing on rental housing and housing in our rural areas. The collaborative continues to make progress toward ending homelessness.
11. That they have continued to grow and enhance their services that they are able to offer the community.
12. No layoffs and more hiring due to expansion of services. No "waitlist" for the chronically homeless
13. Finding housing and finance.
14. The number of low income people that Couleecap was able to make a difference in their lives.
15. Homelessness is eliminated and those with a mental health issue have been identified and treated.
16. Developed a rural transportation program, developed an amazing day care & after school program, current programs grew by 15%

17. Couleecap truly is a leader in the community and a go-to place for any questions.
18. I would like to be able to say that we did our best to help ALL of the people that we could, and we changed people's lives for the better.
19. Increased business development and progress in preventing homelessness
20. Our residents have safe, affordable, housing
21. Strong staff and ability to keep providing services. So many individuals have been helped
22. Homeless Coalition work is good.
23. Couleecap truly is "People Helping People"!!!
24. I would like to see an increase of a full-time person to help with housing needs in our area including rental and mortgage help, as well as the possibility of a financial advisor type person.
25. We have helped more people become self-sufficient and have bettered their lives
26. A solid and practical plan for homeless people in the area. Dealing with heightened rent costs.
27. That we have increased our funding to help families that are homeless.
28. I would like to see that Couleecap had streamlined its internal processes in order to become more agile and able to navigate quickly changing landscapes. I would also like to see Couleecap strengthen advocacy efforts for issues facing those stuck in poverty.
29. Couleecap has become the state's innovator of partnering funding to give low income clients a true package to get out of poverty. Have a social worker meet the client and figure out the individual package of our resources they could benefit from.
30. If we could solve the housing crisis for low-income people, that would be amazing. End homelessness
31. It helped advocate for Medicare for all.
32. That Couleecap is continuing to help low-income people meet their needs, and created programs to assist the aging population to age in place.

**Additional Comments:**

1. I'm very proud of CC's quick and compassionate response to residents impacted by the recent flood events throughout their service area!
2. More press releases about everyday successes with clients would be great to get the word out. Maybe host a "partner services" conference like WISCAP ones??
3. Thank you
4. Consider communal living (seriously) for people who are underemployed or homeless. The Salvation Army is such a place for emergency needs. What if there were old schools in which one could block off areas for families to live, eating could be done together like at the Place of Grace, people could pitch in to make food, building repairs, cleaning, etc. Learning of skills could be done collectively. Just a thought. People could get help there initially, learn some skills, learn how to get along with others and learn how to move out on their own.
5. Thank you for what you do
6. Keep on keeping on!
7. I enjoy working for Couleecap and I truly believe in the mission. We really do make a difference in people's lives.

In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in Crawford County. Information was gathered through surveys distributed to low-income households. A total of 64 responses were used in the analysis of this survey data.

Demographic information about survey respondents:

- 62% were female and 38% were male
- The largest percent were from the 65 years and older age group (45%)
- The largest percent were from a small town (46%)
- 56% traveled more than 15 miles one-way for healthcare services and 14% traveled more than 15 miles one-way to get to work/employment
- 72% had annual incomes less than \$20,000; an additional 18% had incomes between \$20,000 and \$29,999
- 47% had income from Social Security, 28% from Social Security Disability, and 23% had income from wages
- Other sources of support:
  - 62% from FoodShare
  - 62% from Food Pantry
  - 58% from Medicaid/Medicare
  - 45% from Utility Assistance
  - 25% from Resale Shop
  - 20% from BadgerCare
- Of the respondents with housing:
  - 33% were renters
  - 62% owned their home
- None could be considered homeless
- 28% had children; of those:
  - 22% were single-parent households
  - 6% were married-parent households
- 61% had at least one person with physical, mental, emotional, or addiction limitations
- 7% of adults did not have health insurance; 3% of children did not have health insurance



Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap, Inc. service area.

**Outcomes**

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable). The table below reports the eight areas of need (rank ordered from highest need to least need) and the top concerns within each area:

<b>Greatest Areas of Need</b>	<b>Significant Concerns</b>
Transportation	Costs associated with owning a vehicle (i.e. car service/repairs, car insurance) Buying or getting a reliable vehicle
Employment	Quality employment – higher wages with benefits Finding a job/permanent job and/or keeping a job
Health	Getting and paying for dental care Getting and paying for healthcare, including eye care and paying for health insurance
Emergency Assistance	Getting help with utility bills and/or house repairs Need for food
Housing	Paying for utility bills, home repairs, and/or property taxes Getting insulation/weatherization and/or making home modifications for mobility/living independently
Child and Family Development	Finding affordable, and available, quality childcare Finding childcare for infant, child with special needs, on nights/weekends, and when child is sick
Education	Getting training for a better job and/or paying for school Learning money management skills

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.

**Demographics**

Gender	
Female	62%
Male	38%
Age Distribution of Primary Survey Respondents	
18-24 years	3%
25-34 years	5%
35-44 years	8%
45-54 years	10%
55-64 years	29%
65 years and older	45%
Race/Ethnicity	
American Indian	3%
Black/African American	3%
White	94%
People in Household with Physical, Mental, Emotional, or Addiction Limitations	
None	39%
1 Person	46%
2 People	13%
3 or More People	2%

**Health Insurance**

Adults (18 years and older) with Health Insurance	
All Insured	77%
Some Insured	16%
None Insured	7%
Children (under 18 years) with Health Insurance	
All Insured	94%
Some Insured	3%
None Insured	3%

### **Type of Household, Housing, and Living Area**

<b>Type of Household</b> (Percentages reported equal more than 100% because some respondents reported more than one type of household for their situation)	
Single parent with child/children	22%
Single, living alone	38%
Single, living with significant other	6%
Married with child/children	6%
Married, no children at home	19%
Widow/Widower	16%
Other	3%
<b>Type of Housing</b> (Percentages reported equal more than 100% because some respondents reported more than one type of household for their situation)	
House	50%
Apartment	24%
Mobile Home	24%
Live with others (less than 30 days)	0%
Emergency Shelter	0%
Live "on the street"	0%
Transitional Housing	0%
Being evicted with no plans for other housing	0%
Live with others (more than 30 days)	0%
Leaving domestic violence situation with no plans for other housing	0%
Other	2%
<b>Type of Living Area</b>	
City/Urban Area	5%
Medium-Sized City/Village	19%
Rural/Countryside	30%
Small Town	46%
Suburban Area	0%

### **Distance Traveled to Services**

<b>Travel more than 15 miles one-way to get to these</b> (Percentages reported equal more than 100% because some respondents reported more than one type of service traveled to)	
Healthcare	56%
Work/Employment	14%
Childcare	3%
School/Education	6%
Social Services	43%
Grocery Shopping	46%
Other Shopping	49%



### Yearly Income, Sources of Cash Income and Other Support for Household

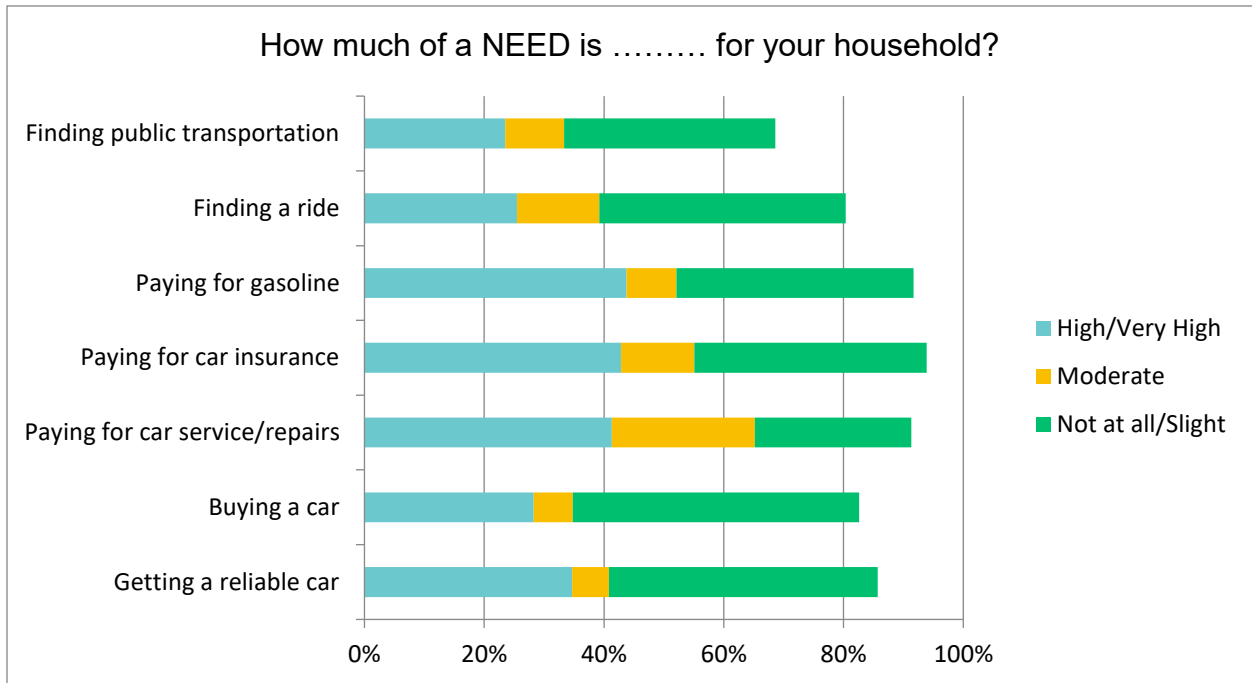
<b>Yearly Household Income</b>	
Below \$10,000	20%
\$10,000 to \$19,000	52%
\$20,000 to \$29,999	18%
\$30,000 to \$39,000	5%
\$40,000 to \$49,999	5%
\$50,000 or more	0%
<b>Sources of Cash Income</b> (Percentages reported equal more than 100% because some respondents reported more than one source of cash income for their household)	
Wages	23%
Social Security	47%
Social Security Disability	28%
SSI	9%
Self-Employment	6%
Pension	9%
Unemployment	2%
Alimony	0%
Other	8%
<b>Sources of Other Support</b> (Percentages reported equal more than 100% because some respondents reported more than one source of other support for their household)	
FoodShare	62%
Food Pantry	62%
Medicaid/Medicare	58%
BadgerCare	20%
Utility Assistance	45%
Support from Family and Friends	7%
Child Support	5%
Rent Assistance	9%
Housing Subsidy	5%
Resale Shop	25%
Church	0%
TANF/W2	2%
Other	2%

## Survey Results:

### How Much of a Need is ..... for your Household?

Survey respondents were asked to rate the following eight issues and how much of a need each issue is for their household. The eight issues included: Transportation, Education, Employment, Housing, Health, Child and Family Development, Emergency Assistance, and Business Development.

#### Transportation (N=57)

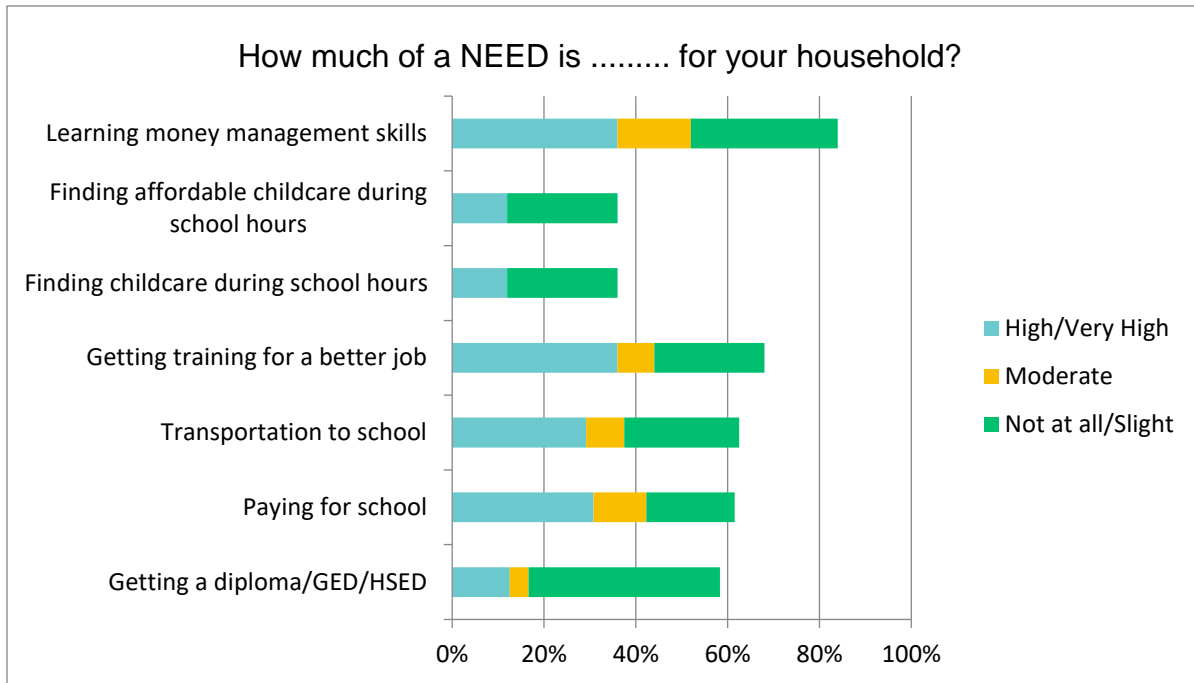


### Greatest Transportation Needs

Costs associated with owning a vehicle  
(i.e. paying for car service/repairs,  
car insurance)

Buying or getting a reliable vehicle

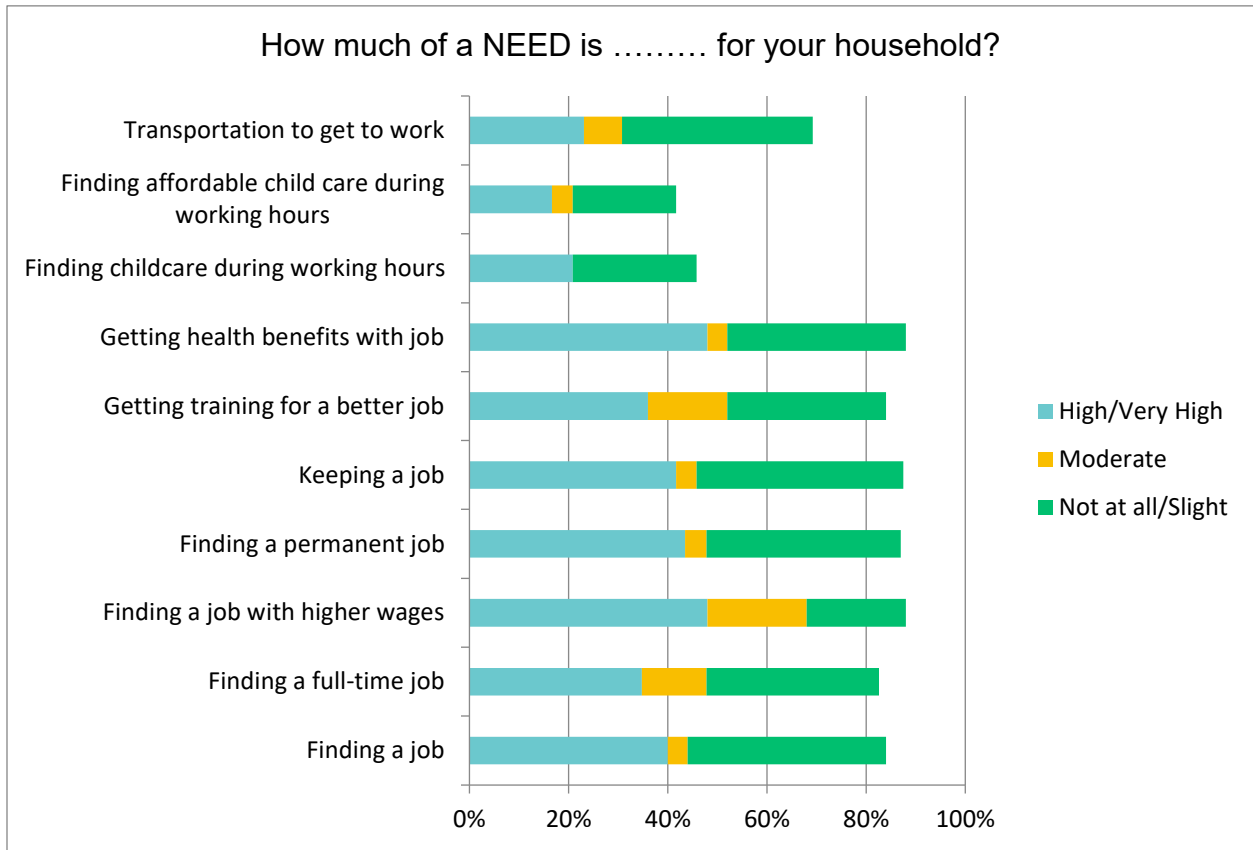
**Education (N=28)**



**Greatest Education Needs**

<p>Getting training for a better job and/or paying for school</p>	<p>Learning money management skills</p>
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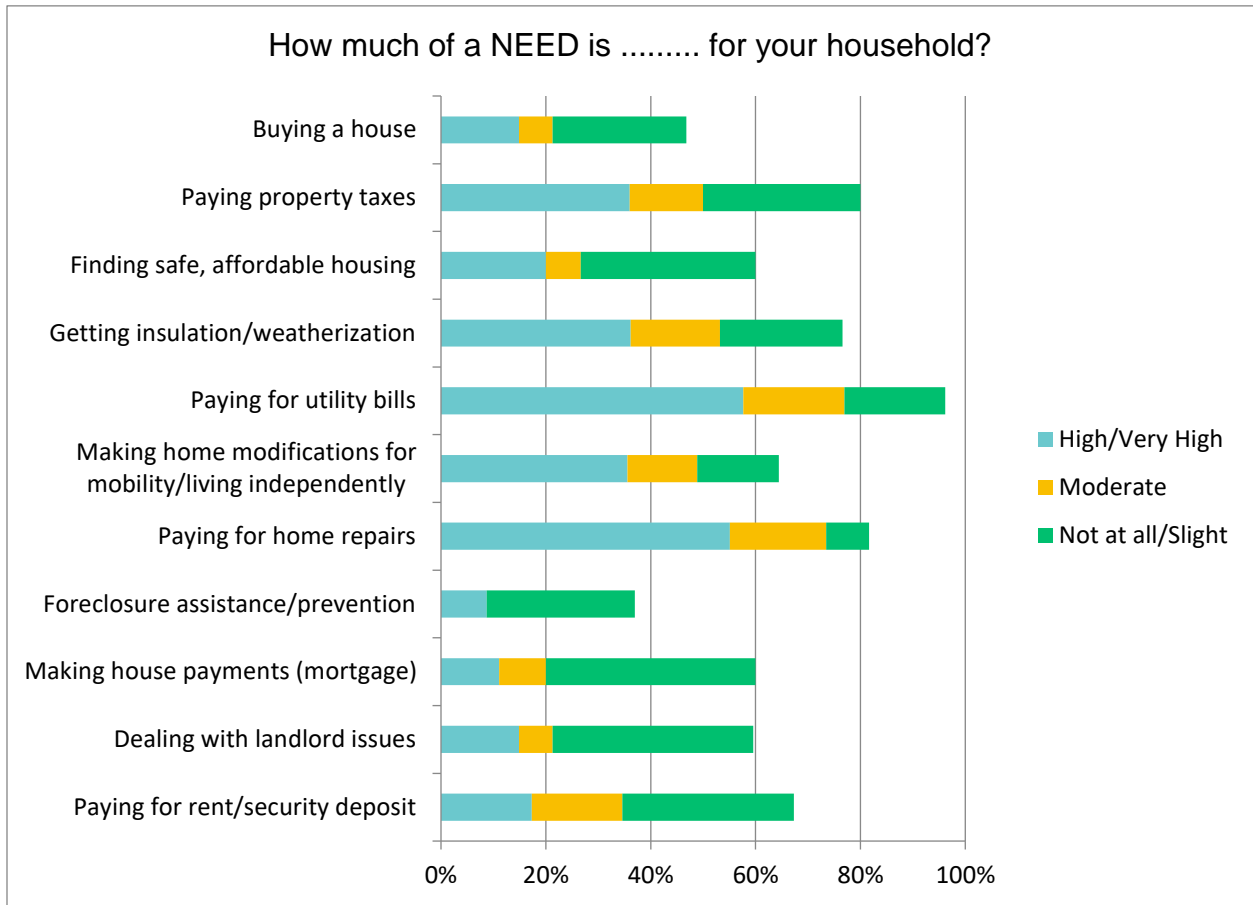
**Employment (N=28)**



**Greatest Employment Needs**

Quality employment - higher wages with benefits	Finding a job/permanent job and/or keeping a job
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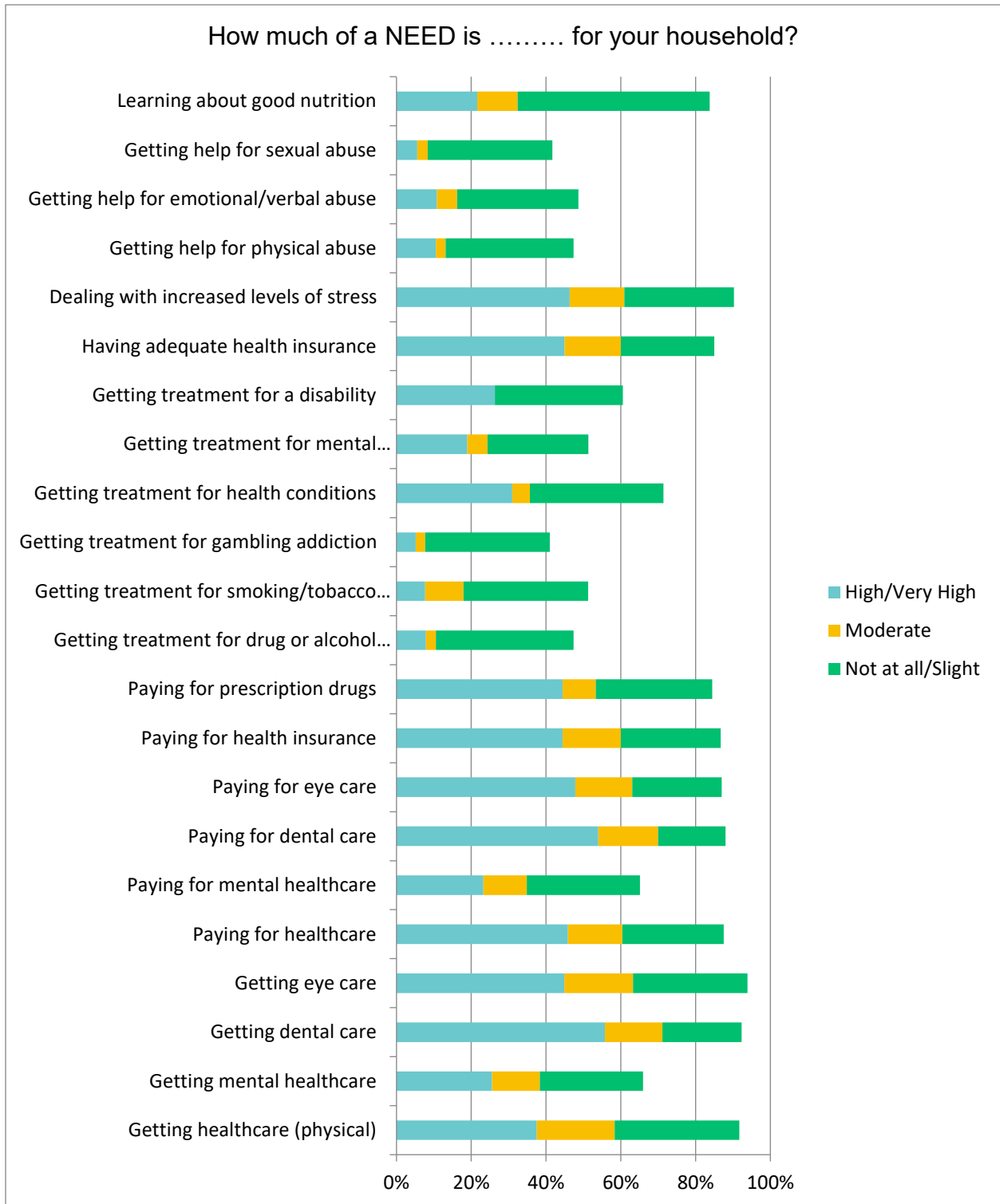
**Housing (N=58)**



**Greatest Housing Needs**

<p>Paying for utility bills, home repairs, and/or property taxes</p>	<p>Getting insulation/weatherization and/or making home modifications for mobility/living independently</p>
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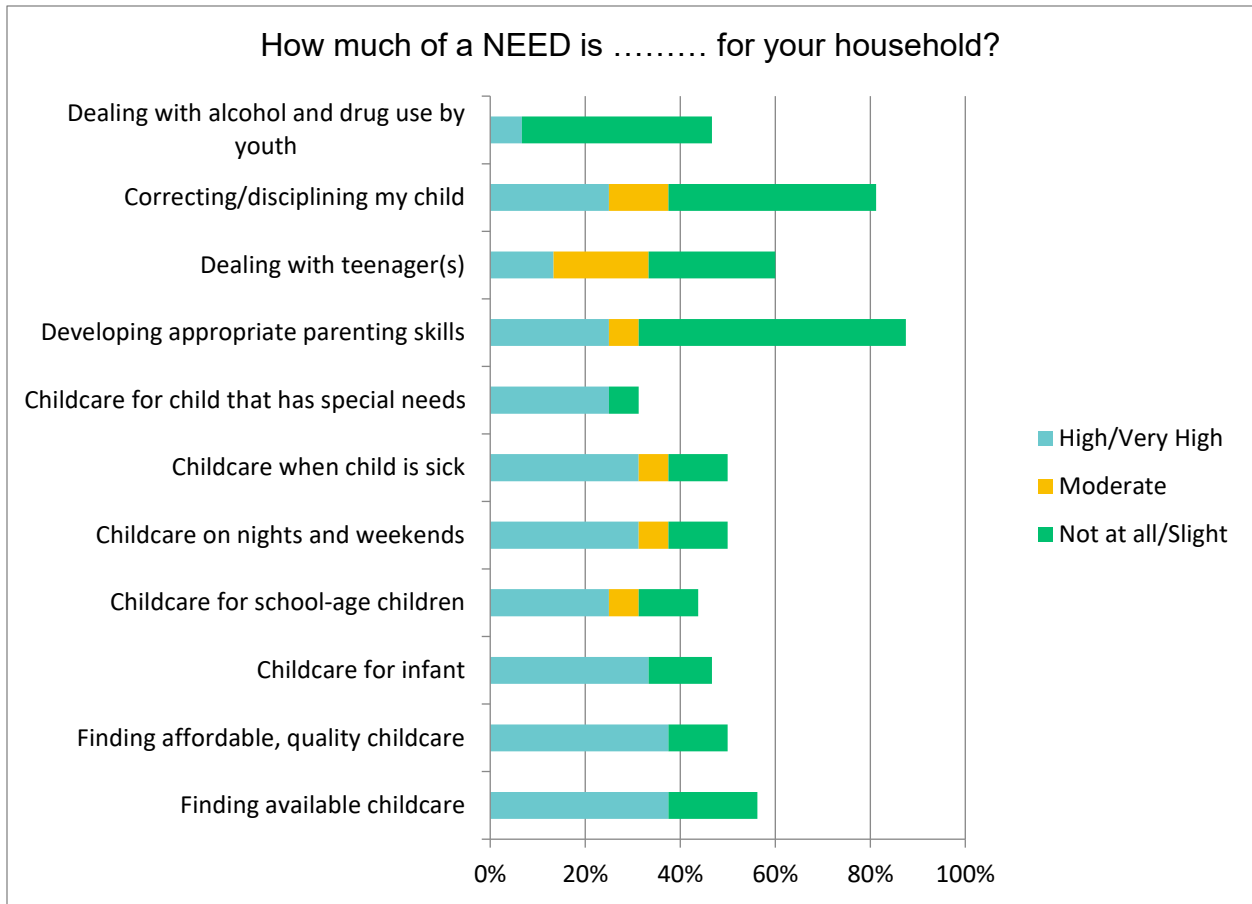
**Health (N=57)**



**Greatest Health Needs**

Getting and paying for dental care      Getting and paying for healthcare, including eye care and paying for health insurance

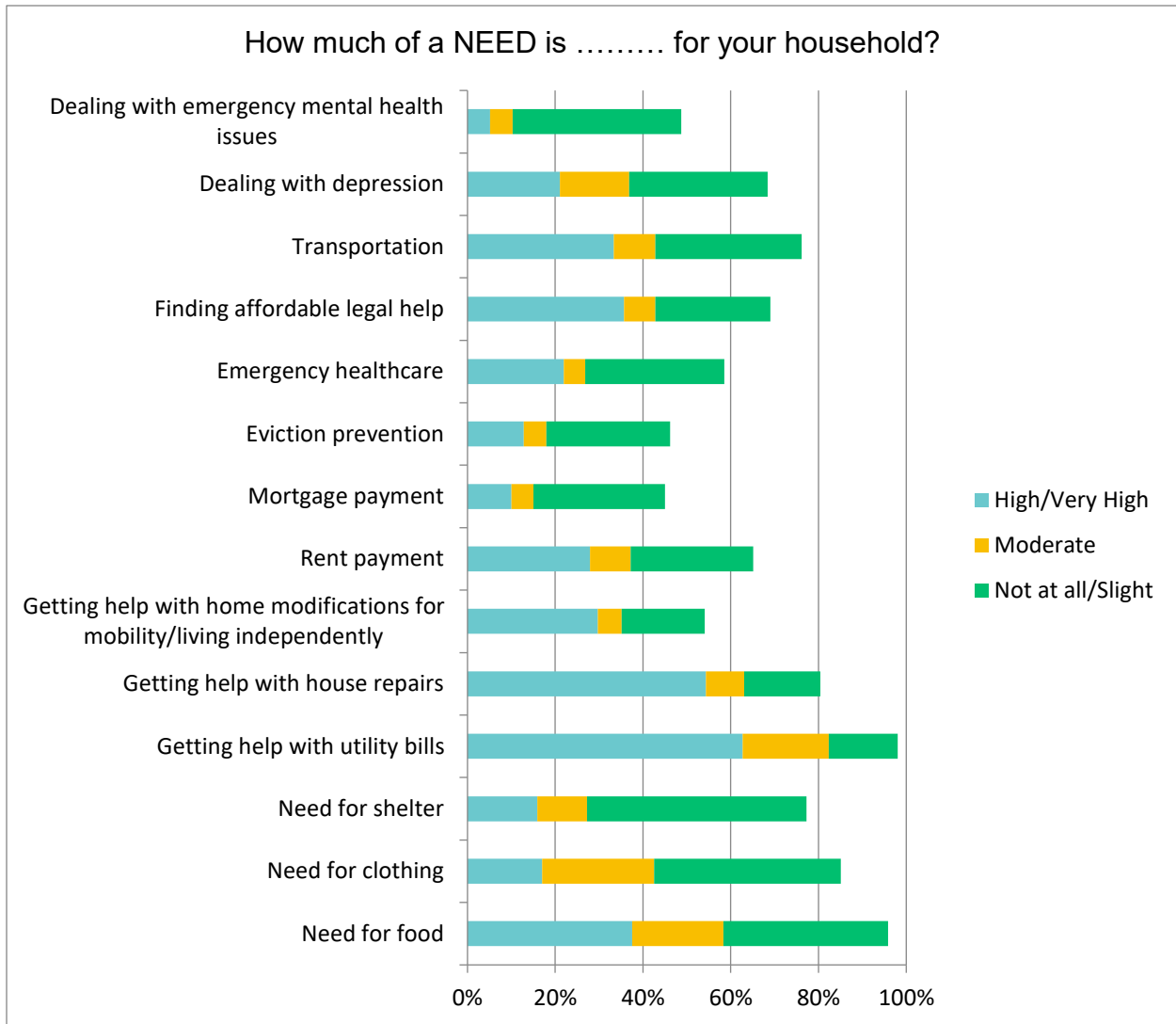
**Child and Family Development (N=16)**



**Greatest Child and Family Development Needs**

Finding affordable, and available, quality childcare	Finding childcare for infant, child with special needs, on nights/weekends, and when child is sick
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**Emergency Assistance (N=53)**

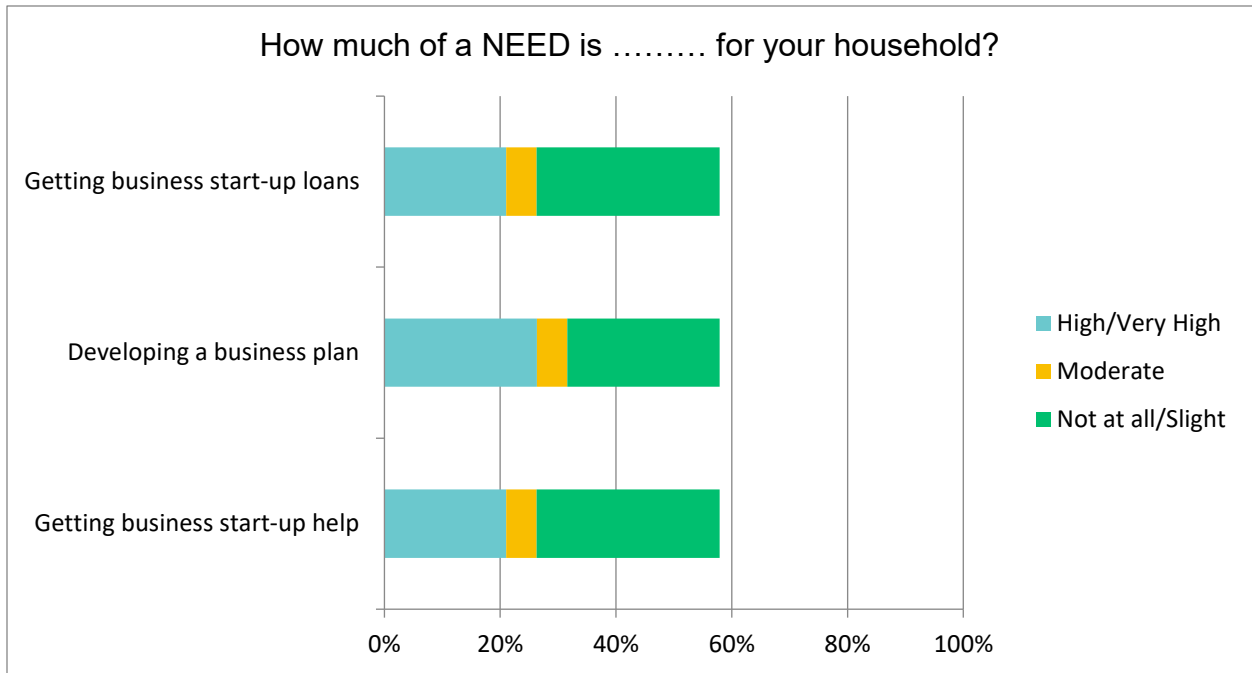


**Greatest Emergency Assistance Needs**

Getting help with utility bills and/or house repairs      Need for food



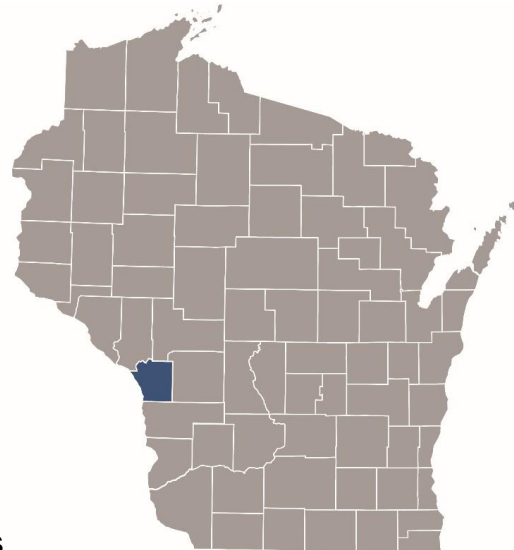
**Business Development (N=19)**



In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in La Crosse County. Information was gathered through surveys distributed to low-income households. A total of 309 responses were used in the analysis of this survey data.

Demographic information of survey respondents:

- 76% were female and 24% were male
- The largest percent were from the 25-34 year old age group (34%)
- The largest percent were from a city/urban area (47%)
- 9% traveled more than 15 miles one-way for healthcare services and 12% traveled more than 15 miles one-way to get to work/employment
- 49% had annual incomes less than \$20,000; an additional 20% had incomes between \$20,000 and \$29,999
- 67% had income from wages; 16% from Social Security; 14% from Social Security Disability
- Other sources of support:
  - 54% from FoodShare
  - 43% from Medicaid/Medicare
  - 37% from BadgerCare
  - 34% from Food Pantry
  - 23% from Utility Assistance
  - 19% from Family and Friends
  - 14% from Child Support
  - 11% from Housing Subsidy
- Of the respondents with housing:
  - 51% were renters
  - 36% owned their own home
- 17% could be considered homeless
- 47% had children; of those:
  - 24% were single-parent households
  - 23% were married-parent households
- 39% had at least one person with physical, mental, emotional, or addiction limitations
- 8% of adults did not have health insurance; 5% of children did not have health insurance



Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap, Inc. service area.

## Outcomes

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable). The table below reports the eight areas of need (rank ordered from highest need to least need) and the top concerns within each area:

<b>Greatest Areas of Need</b>	<b>Significant Concerns</b>
Transportation	Costs associated with owning a vehicle (i.e. car insurance, car service/repairs) Buying or getting a reliable vehicle
Employment	Quality employment – higher wages with benefits Finding a job/permanent job
Emergency Assistance	Getting help with utility bills Need for food
Health	Getting and paying for dental care Dealing with increased levels of stress
Housing	Paying for utility bills and/or rent/security deposit Finding safe, affordable housing
Education	Paying for school and/or getting training for a better job Learning money management skills
Child and Family Development	Finding affordable, and available, quality childcare Correcting/disciplining my child

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.

**Demographics**

<b>Gender</b>	
Female	76%
Male	24%
<b>Age Distribution of Primary Survey Respondents</b>	
18-24 years	12%
25-34 years	34%
35-44 years	14%
45-54 years	22%
55-64 years	8%
65 years and older	10%
<b>Race/Ethnicity</b> (Percentages reported equal more than 100% percent because some respondents reported more than one race/ethnicity)	
American Indian	3%
Asian	7%
Black/African American	12%
Hispanic/Latino	3%
White	83%
<b>People in Household Limited because of Physical, Mental, or Emotional Problems</b>	
None	61%
1 Person	28%
2 People	8%
3 or More People	3%

**Health Insurance**

<b>Adults (18 years and older) with Health Insurance</b>	
All Insured	77%
Some Insured	15%
None Insured	8%
<b>Children (under 18 years) with Health Insurance</b>	
All Insured	92%
Some Insured	3%
None Insured	5%

## **Type of Household, Housing, and Living Area**

<b>Type of Household</b> (Percentages reported equal more than 100% because some respondents reported more than one type of household for their situation)	
Single parent with child/children	24%
Single, living alone	23%
Single, living with significant other	12%
Married with child/children	23%
Married, no children at home	6%
Widow/Widower	3%
Other	13%
<b>Type of Housing</b> (Percentages reported equal more than 100% because some respondents reported more than one type of household for their situation)	
House	44%
Apartment	35%
Mobile Home	8%
Live with others (less than 30 days)**	1%
Emergency Shelter**	3%
Live "on the street"***	5%
Transitional Housing**	2%
Being evicted with no plans for other housing**	1%
Live with others (more than 30 days)**	4%
Leaving domestic violence situation with no plans for other housing**	1%
Other	3%
<b>Type of Living Area</b>	
City/Urban Area	47%
Medium-Sized City/Village	30%
Rural/Countryside	7%
Small Town	13%
Suburban Area	3%

\*\* These households could be considered homeless

## **Distance Traveled to Services**

<b>Travel more than 15 miles one-way to get to these</b>	
Healthcare	9%
Work/Employment	12%
Childcare	4%
School/Education	6%
Social Services	8%
Grocery Shopping	7%
Other Shopping	14%

**Yearly Income, Sources of Cash Income and Other Support for Household**

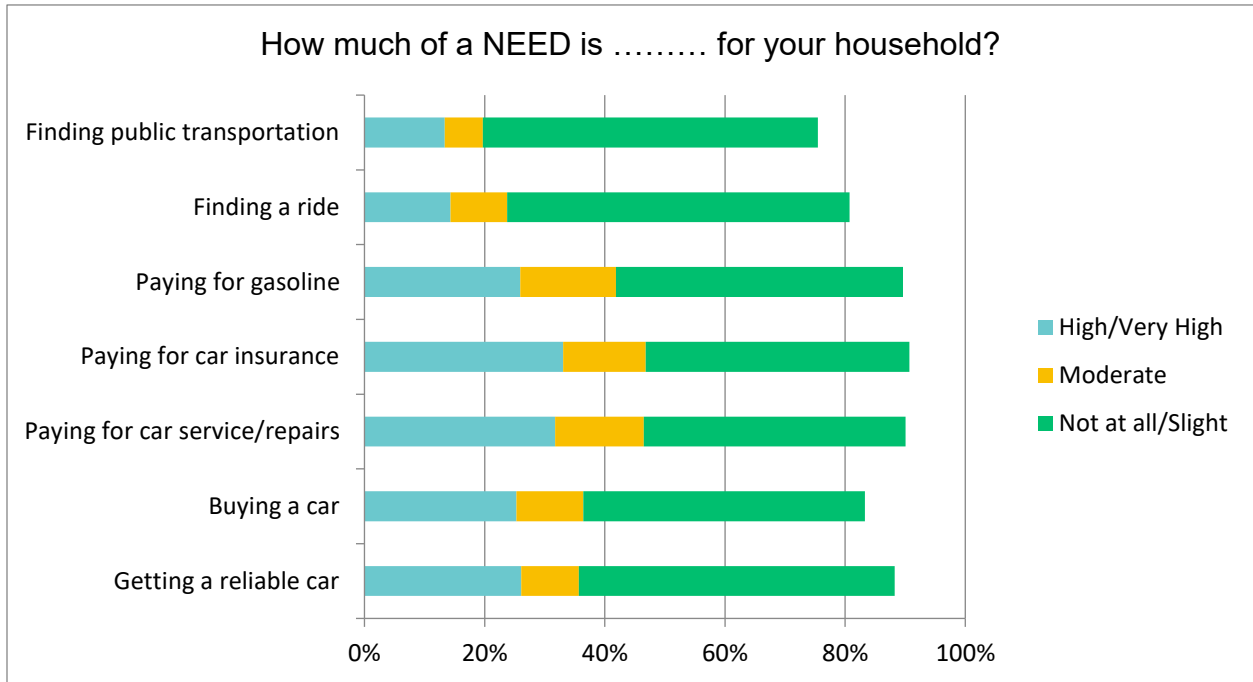
<b>Yearly Household Income</b>	
Below \$10,000	26%
\$10,000 to \$19,000	23%
\$20,000 to \$29,999	20%
\$30,000 to \$39,000	13%
\$40,000 to \$49,999	8%
\$50,000 or more	10%
<b>Sources of Cash Income</b> (Percentages reported equal more than 100% because some respondents reported more than one source of cash income for their household)	
Wages	67%
Social Security	16%
Social Security Disability	14%
SSI	9%
Self-Employment	9%
Pension	3%
Unemployment	3%
Alimony	0%
Other	9%
<b>Sources of Other Support</b> (Percentages reported equal more than 100% because some respondents reported more than one source of other support for their household)	
FoodShare	54%
Food Pantry	34%
Medicaid/Medicare	43%
BadgerCare	37%
Utility Assistance	23%
Support from Family and Friends	19%
Child Support	14%
Rent Assistance	7%
Housing Subsidy	11%
Resale Shop	8%
Church	7%
TANF/W2	1%
Other	3%

## Survey Results:

### How Much of a Need is ..... for your Household?

Survey respondents were asked to rate the following eight issues and how much of a need each issue is for their household. The eight issues included: Transportation, Education, Employment, Housing, Health, Child and Family Development, Emergency Assistance, and Business Development.

#### Transportation (N=278)

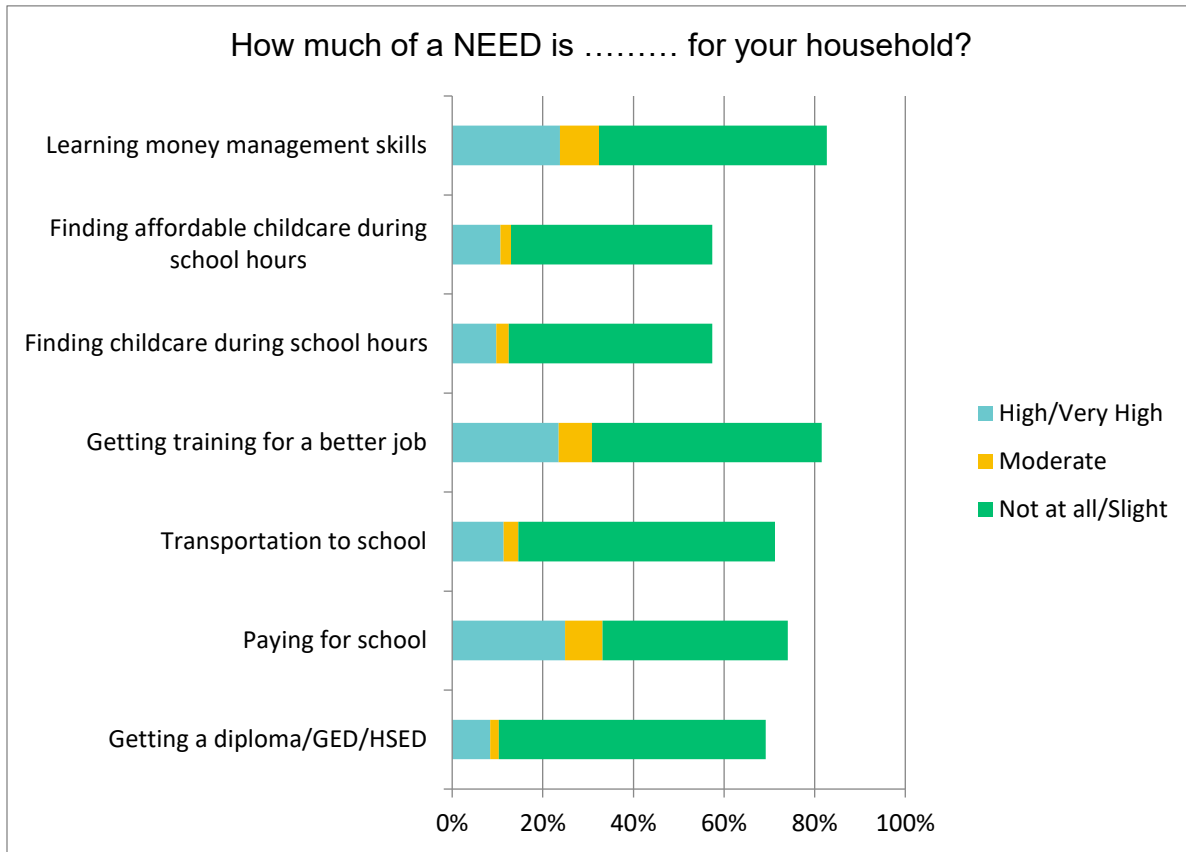


### Greatest Transportation Needs

Costs associated with owning a vehicle  
(i.e. car insurance, car service/repairs)

Buying or getting a reliable vehicle

**Education (N=221)**



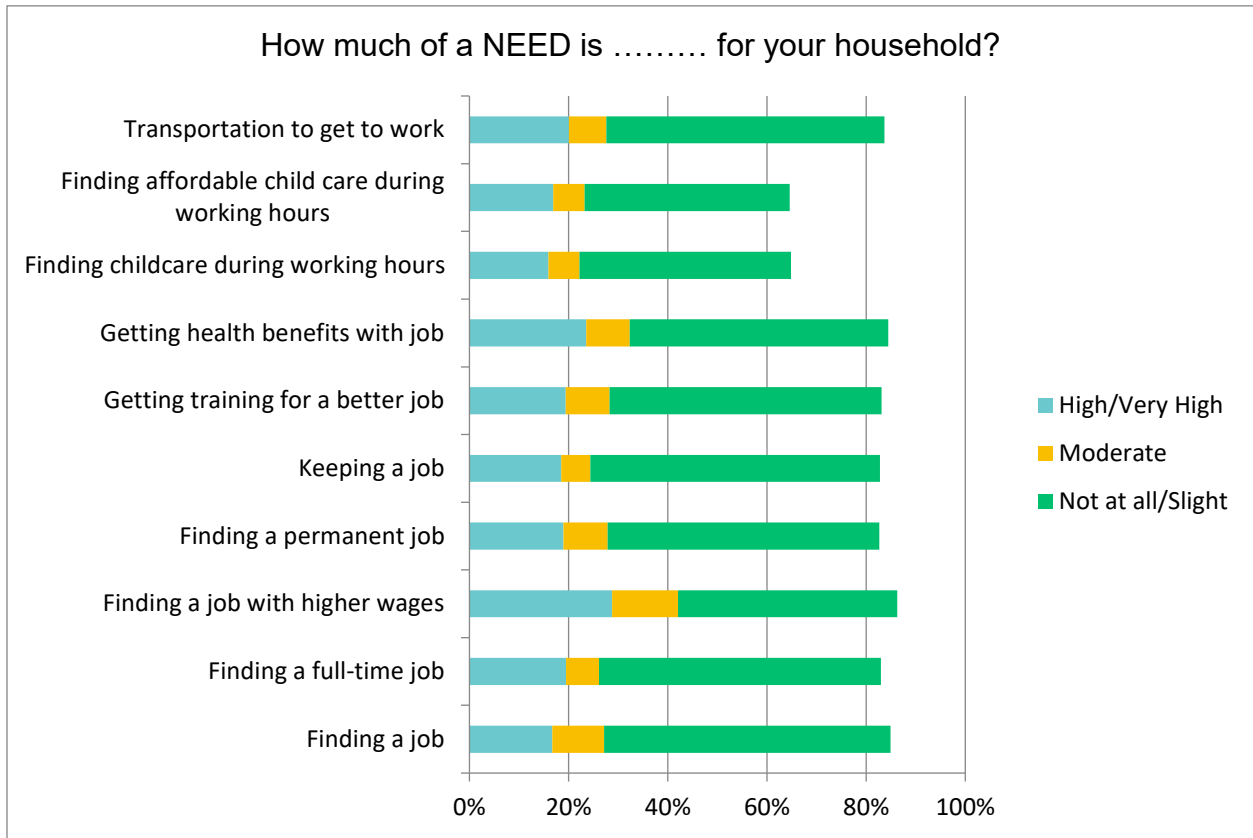
**Greatest Education Needs**

Paying for school and/or  
getting training for a better job

Learning money management skills



**Employment (N=244)**

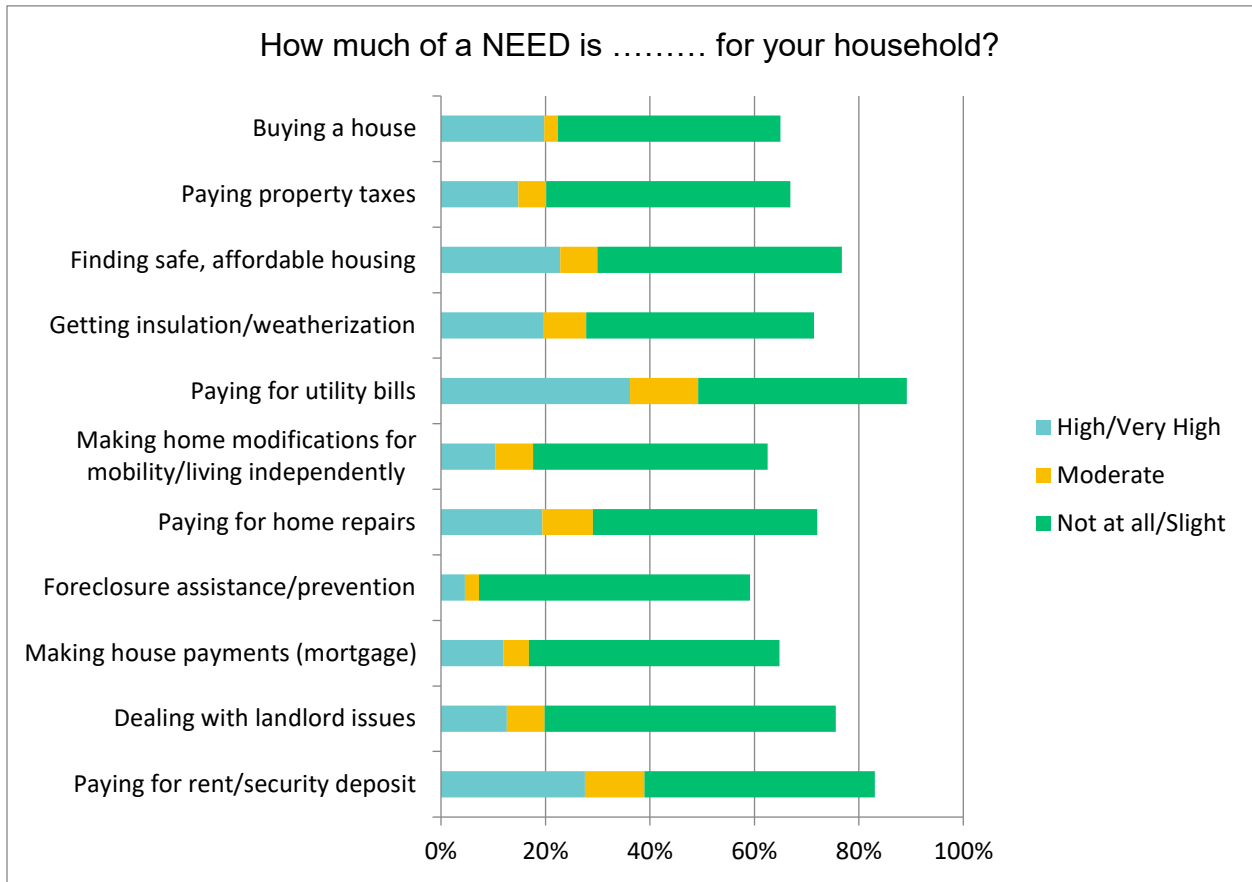


**Greatest Employment Needs**

Quality employment - higher wages  
with benefits

Finding a job/permanent job

**Housing (N=278)**

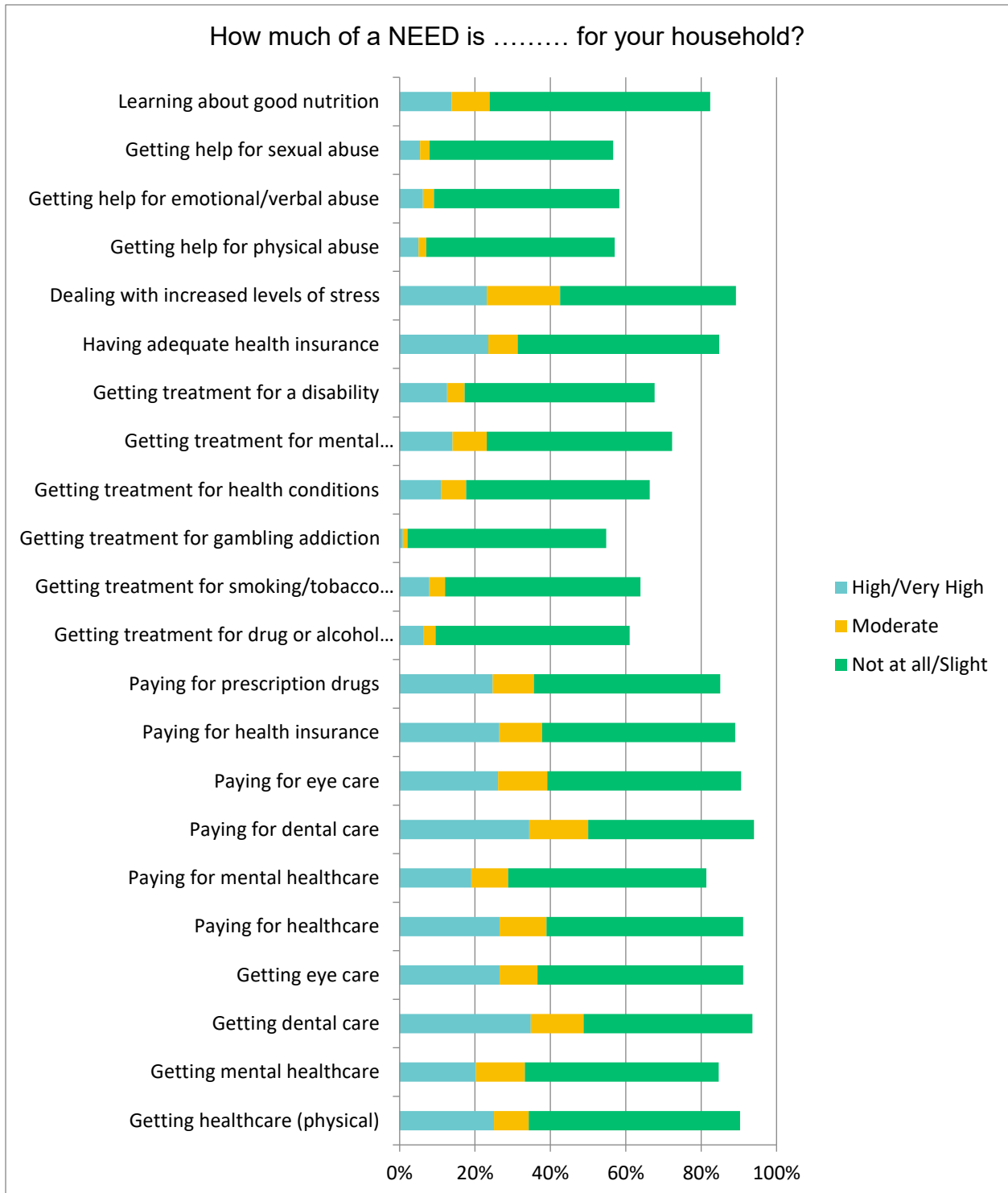


**Greatest Housing Needs**

Paying for utility bills and/or  
rent/security deposit

Finding safe, affordable housing

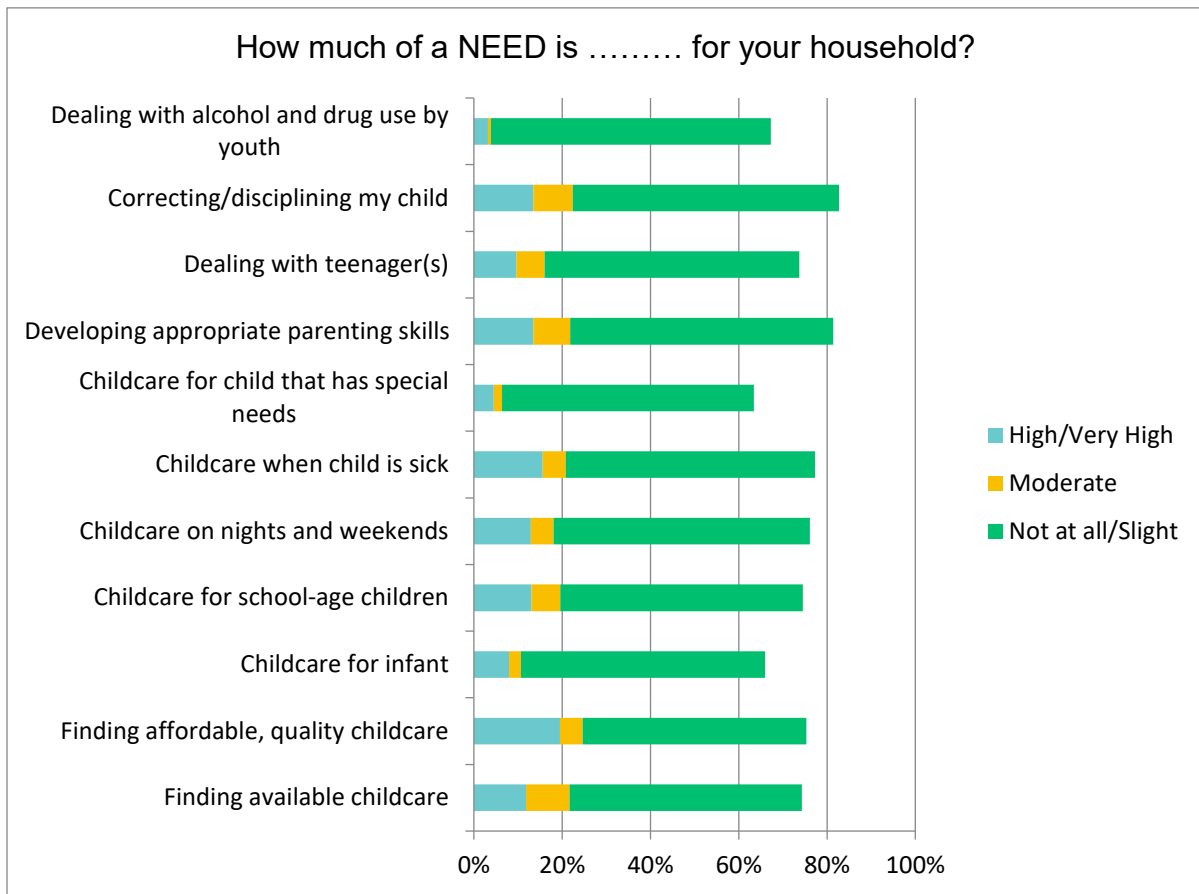
**Health (N=259)**



**Greatest Health Needs**

Getting and paying for dental care      Dealing with increased levels of stress

## Child and Family Development (N=158)

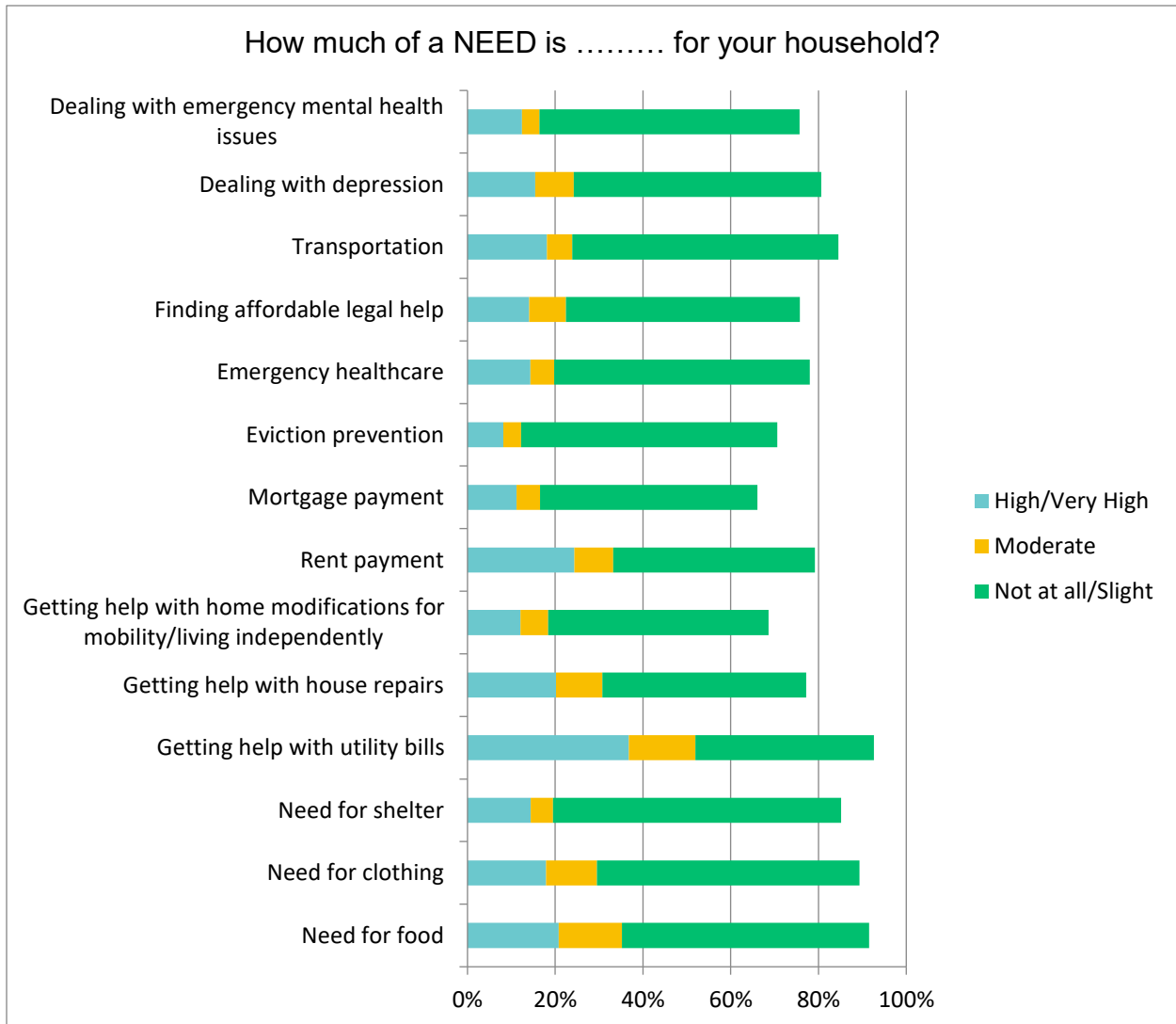


### Greatest Child and Family Development Needs

Finding affordable, and available,  
quality childcare

Correcting/disciplining my child

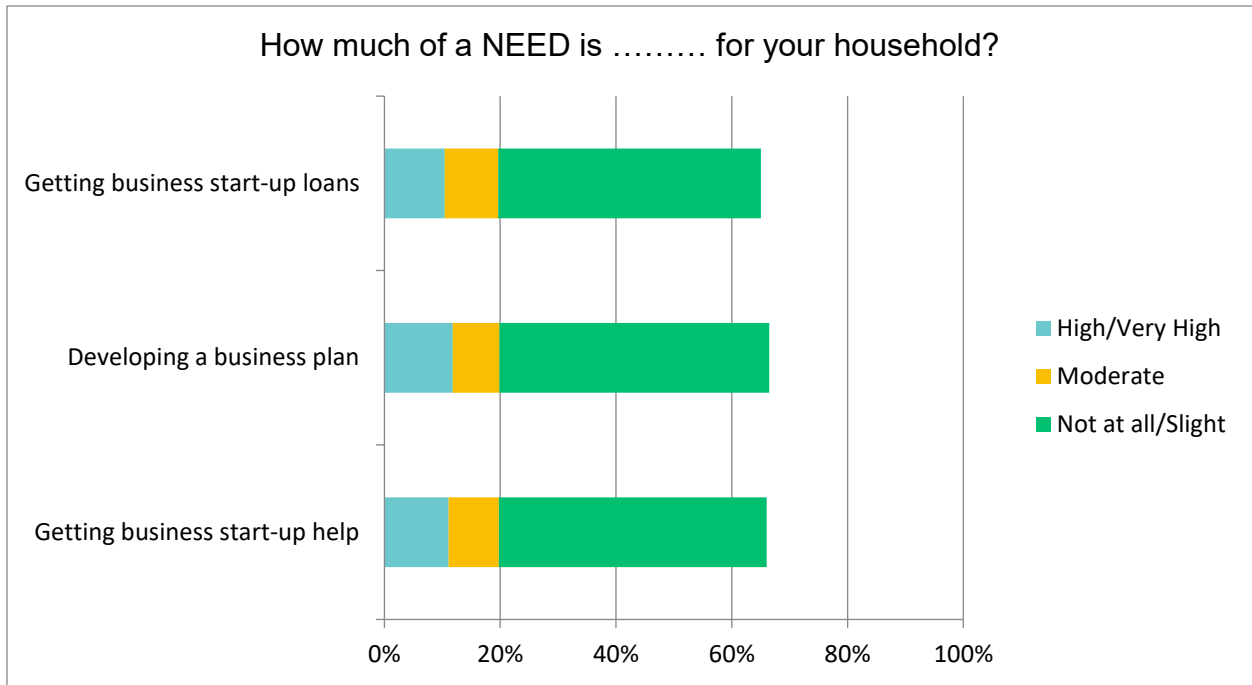
**Emergency Assistance (N=243)**



**Greatest Emergency Assistance Needs**

Getting help with utility bills                      Need for food

**Business Development (N=164)**



In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in Monroe County. Information was gathered through surveys distributed to low-income households. A total of 167 responses were used in the analysis of this survey data.

Demographic information of survey respondents:

- 72% were female and 28% were male
- The largest percent were from the 25-34 year old age group (36%)
- The largest percent were from a small town (40%)
- 36% traveled more than 15 miles one-way for healthcare services and 29% traveled more than 15 miles one-way to get to work/employment
- 54% had annual incomes less than \$20,000; an additional 19% had incomes between \$20,000 and \$29,999
- 59% had income from wages; 19% from Social Security; 15% from Social Security Disability; 14% from SSI
- Other sources of support:
  - 58% from Food Pantry
  - 53% from FoodShare
  - 41% from Medicaid/Medicare
  - 38% from BadgerCare
  - 27% from Utility Assistance
  - 17% from Child Support
  - 13% from Family and Friends
  - 11% from Rent Assistance
  - 10% from Housing Subsidy
- Of the respondents with housing:
  - 52% were renters
  - 40% owned their own home
- 8% could be considered homeless
- 57% had children; of those:
  - 33% were single-parent households
  - 24% were married-parent households
- 40% had at least one person with physical, mental, emotional, or addiction limitations
- 9% of adults did not have health insurance; 8% of children did not have health insurance



Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap, Inc. service area.

## Outcomes

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable). The table below reports the eight areas of need (rank ordered from highest need to least need) and the top concerns within each area:

<b>Greatest Areas of Need</b>	<b>Significant Concerns</b>
Transportation	Costs associated with owning a vehicle (i.e. car service/repairs, car insurance) Buying or getting a reliable vehicle
Employment	Quality employment – higher wages with benefits Getting training for a better job
Health	Getting and paying for dental care Paying for health insurance and/or healthcare, including eye care and prescription drugs
Emergency Assistance	Getting help with utility bills Need for food
Housing	Paying for utility bills, rent/security deposit, and/or house repairs Getting insulation/weatherization
Education	Paying for school and/or getting training for a better job Learning money management skills
Child and Family Development	Finding affordable, and available, quality childcare Correcting/disciplining my child

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.



**Demographics**

Gender	
Female	72%
Male	28%
Age Distribution of Primary Survey Respondents	
18-24 years	10%
25-34 years	36%
35-44 years	13%
45-54 years	12%
55-64 years	13%
65 years and older	16%
Race/Ethnicity (Percentages reported equal more than 100% because some respondents reported more than one race/ethnicity for their household)	
American Indian	1%
Asian	1%
Black/African American	2%
Hispanic/Latino	9%
White	92%
Other	2%
People in Household with Physical, Mental, Emotional, or Addiction Limitations	
None	60%
1 Person	25%
2 People	11%
3 or More People	4%

**Health Insurance**

Adults (18 years and older) with Health Insurance	
All Insured	74%
Some Insured	17%
None Insured	9%
Children (under 18 years) with Health Insurance	
All Insured	88%
Some Insured	4%
None Insured	8%

### **Type of Household, Housing, and Living Area**

<b>Type of Household</b> (Percentages reported equal more than 100% because some respondents reported more than one type of household for their situation)	
Single parent with child/children	33%
Single, living alone	15%
Single, living with significant other	14%
Married with child/children	24%
Married, no children at home	8%
Widow/Widower	4%
Other	8%
<b>Type of Housing</b> (Percentages reported equal more than 100% because some respondents reported more than one type of household for their situation)	
House	42%
Apartment	33%
Mobile Home	21%
Live with others (less than 30 days)	0%
Emergency Shelter	0%
Live "on the street"***	1%
Transitional Housing**	1%
Being evicted with no plans for other housing	0%
Live with others (more than 30 days)**	5%
Leaving domestic violence situation with no plans for other housing**	1%
Other	2%
<b>Type of Living Area</b>	
City/Urban Area	12%
Medium-Sized City/Village	26%
Rural/Countryside	22%
Small Town	40%
Suburban Area	0%

\*\* These households could be considered homeless

### **Distance Traveled to Services**

<b>Travel more than 15 miles one-way to get to these</b>	
Healthcare	36%
Work/Employment	29%
Childcare	6%
School/Education	9%
Social Services	25%
Grocery Shopping	26%
Other Shopping	44%

## **Yearly Income, Sources of Cash Income and Other Support for Household**

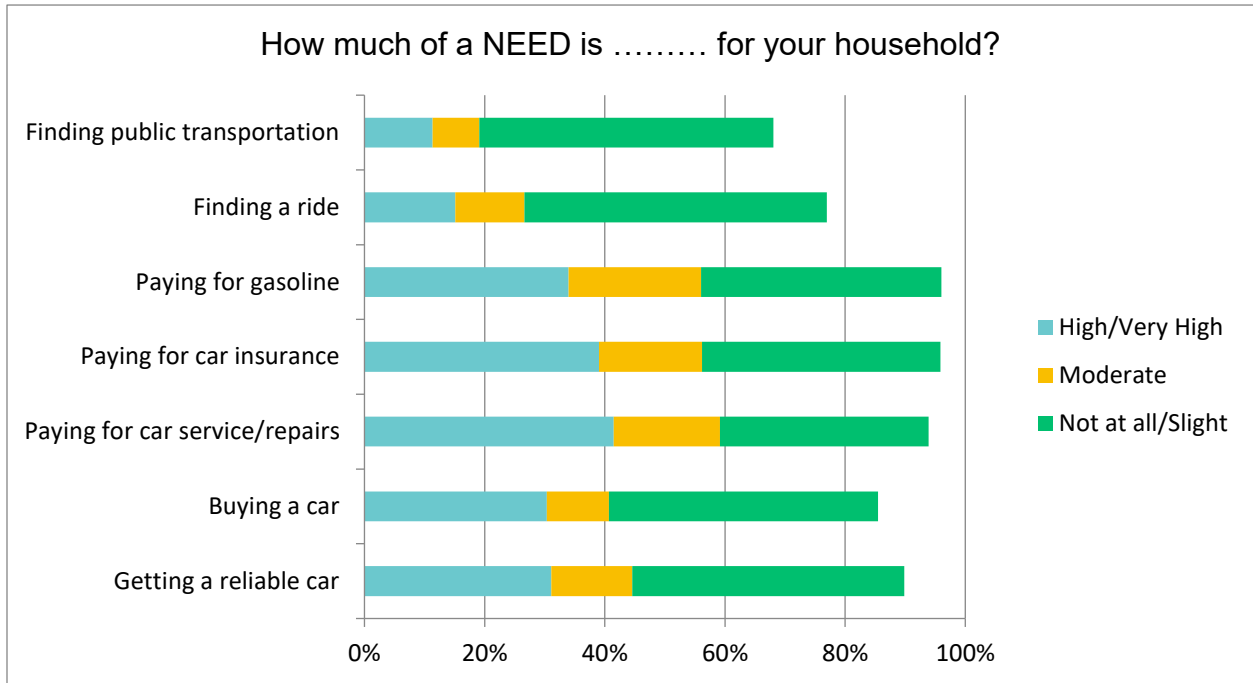
<b>Yearly Household Income</b>	
Below \$10,000	20%
\$10,000 to \$19,000	34%
\$20,000 to \$29,999	19%
\$30,000 to \$39,000	15%
\$40,000 to \$49,999	6%
\$50,000 or more	6%
<b>Sources of Cash Income</b> (Percentages reported equal more than 100% because some respondents reported more than one source of cash income for their household)	
Wages	59%
Social Security	19%
Social Security Disability	15%
SSI	14%
Self-Employment	6%
Pension	8%
Unemployment	5%
Alimony	0%
Other	12%
<b>Sources of Other Support</b> (Percentages reported equal more than 100% because some respondents reported more than one source of other support for their household)	
FoodShare	53%
Food Pantry	58%
Medicaid/Medicare	41%
BadgerCare	38%
Utility Assistance	27%
Support from Family and Friends	13%
Child Support	17%
Rent Assistance	11%
Housing Subsidy	10%
Resale Shop	8%
Church	1%
TANF/W2	1%
Other	2%

## Survey Results:

### How Much of a Need is ..... for your Household?

Survey respondents were asked to rate the following eight issues and how much of a need each issue is for their household. The eight issues included: Transportation, Education, Employment, Housing, Health, Child and Family Development, Emergency Assistance, and Business Development.

#### **Transportation (N=155)**

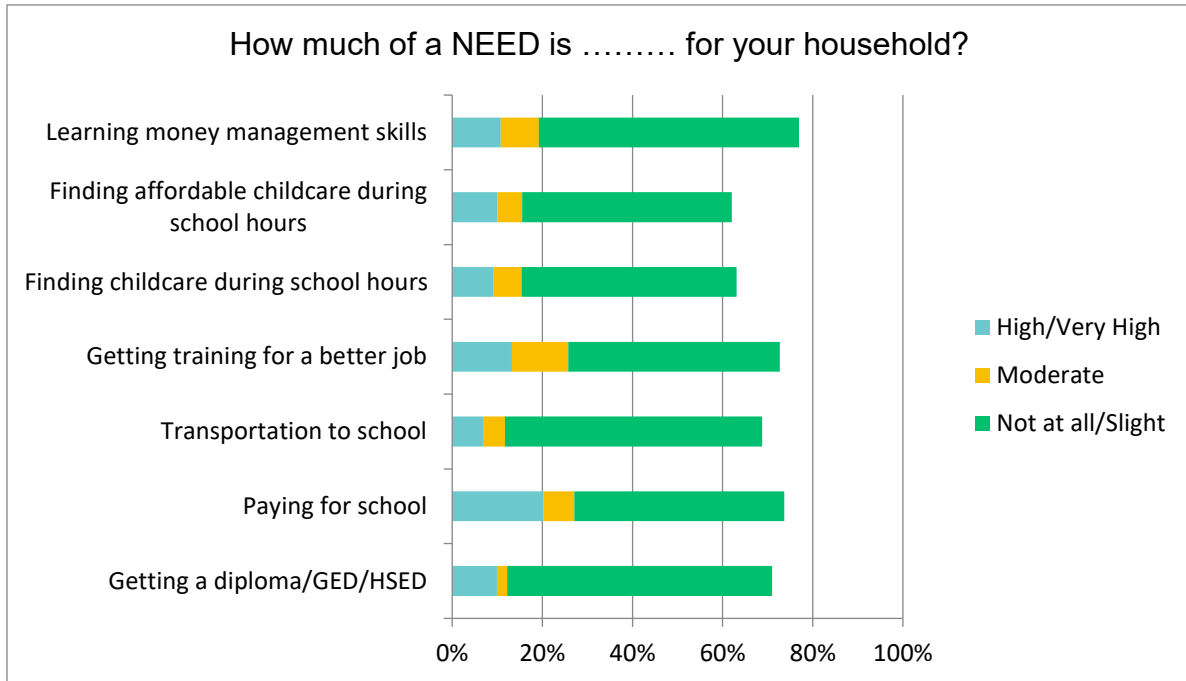


### Greatest Transportation Needs

Costs associated with owning a vehicle  
(i.e. car service/repairs, car insurance)

Buying or getting a reliable vehicle

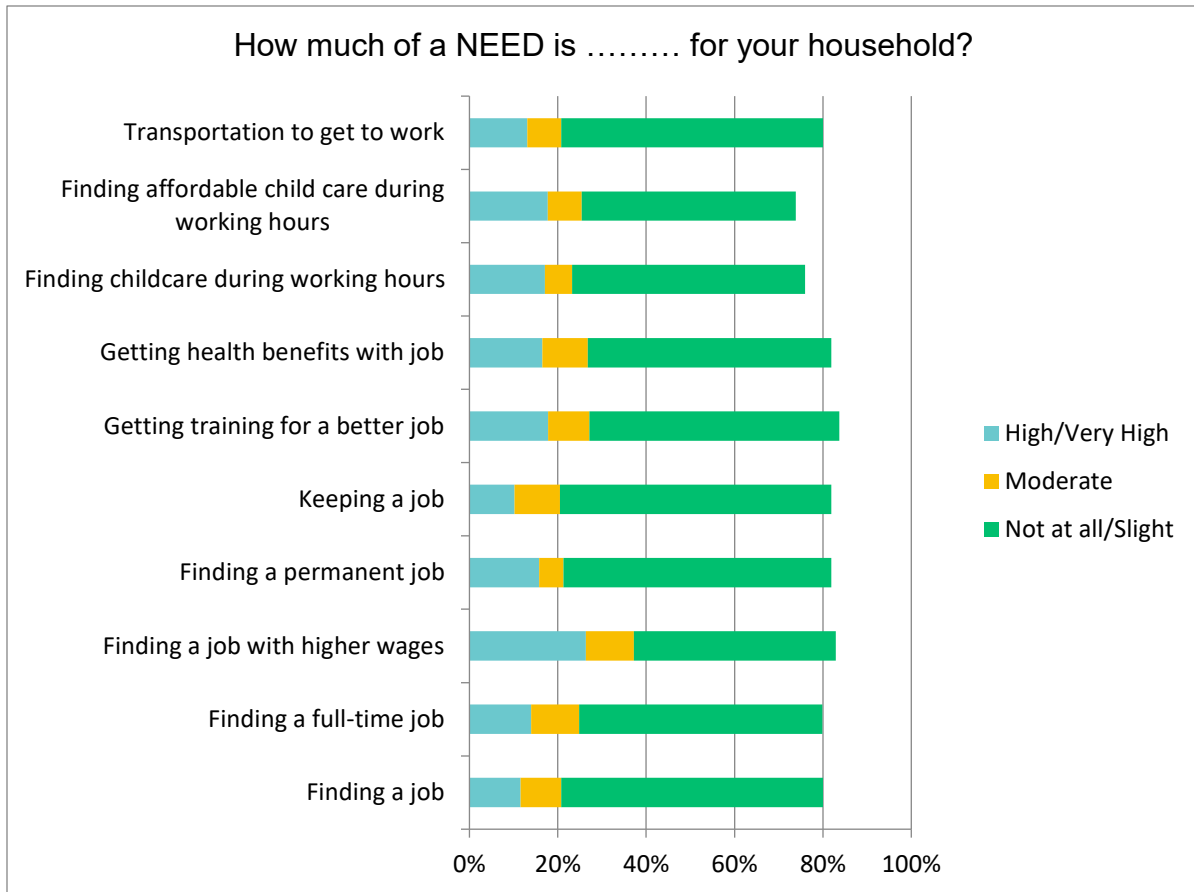
**Education (N=136)**



**Greatest Education Needs**

Paying for school and/or getting training for a better job	Learning money management skills
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**Employment (N=134)**

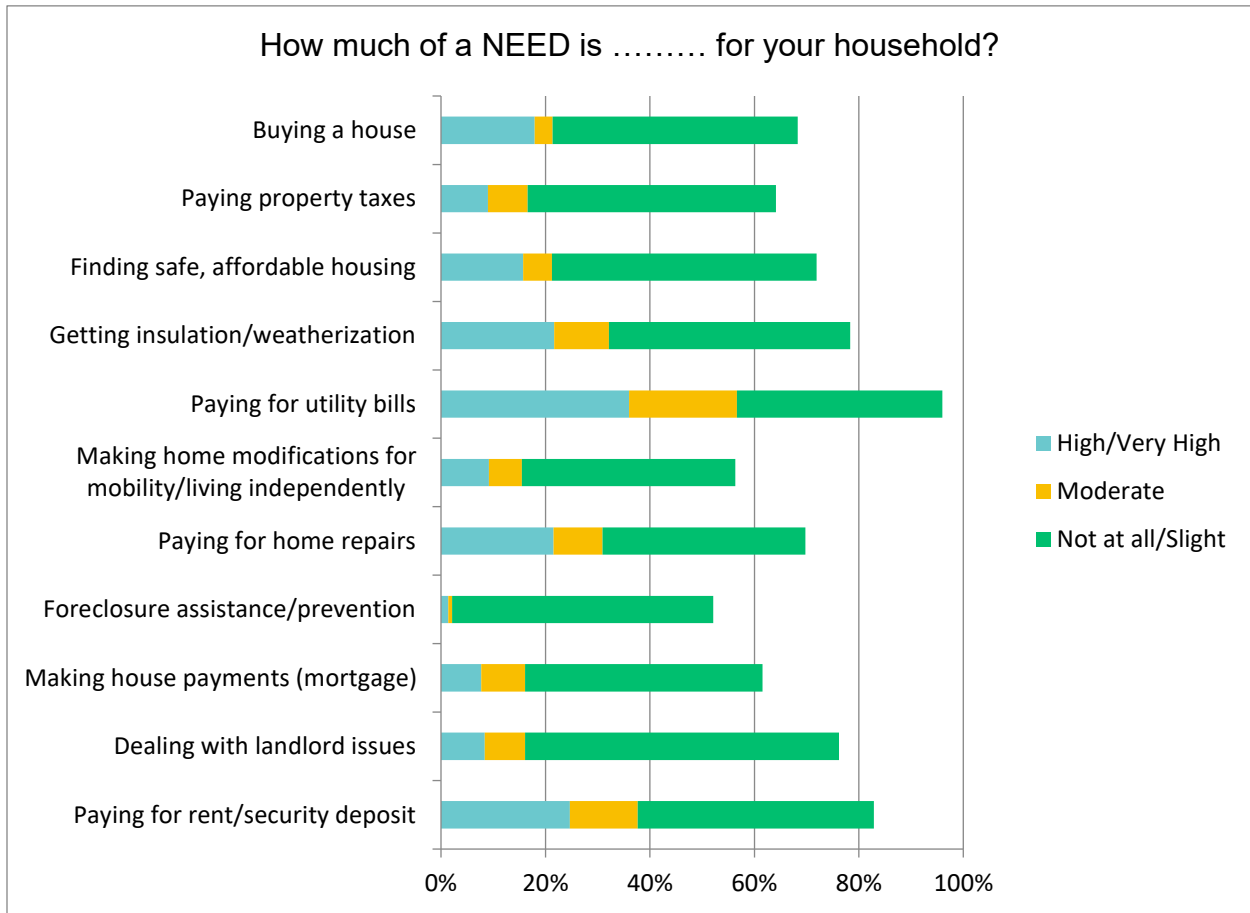


**Greatest Employment Needs**

Quality employment - higher wages  
with benefits

Getting training for a better job

**Housing (N=157)**

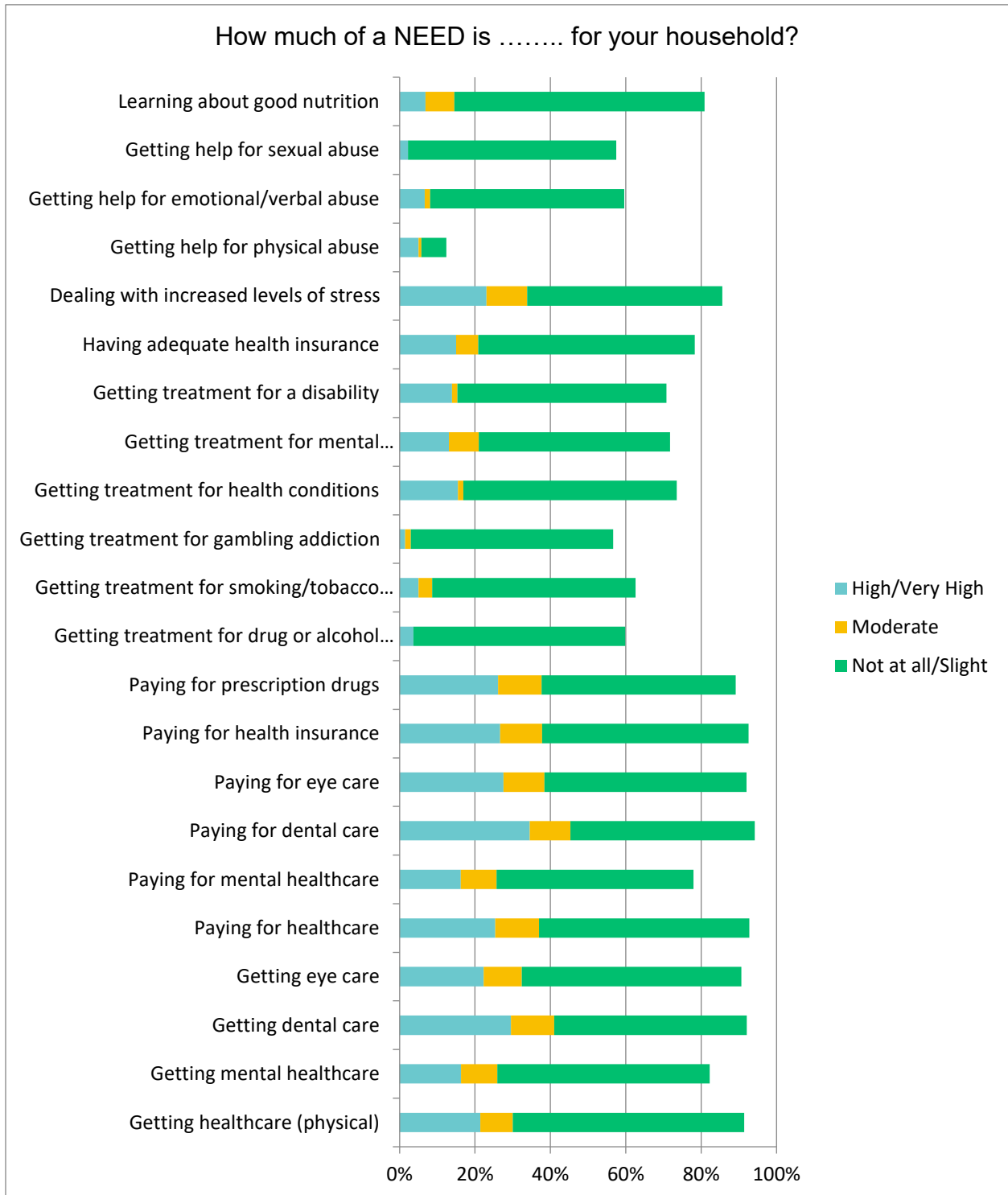


**Greatest Housing Needs**

Paying for utility bills, rent/security deposit, and/or house repairs

Getting insulation/weatherization

**Health (N=146)**

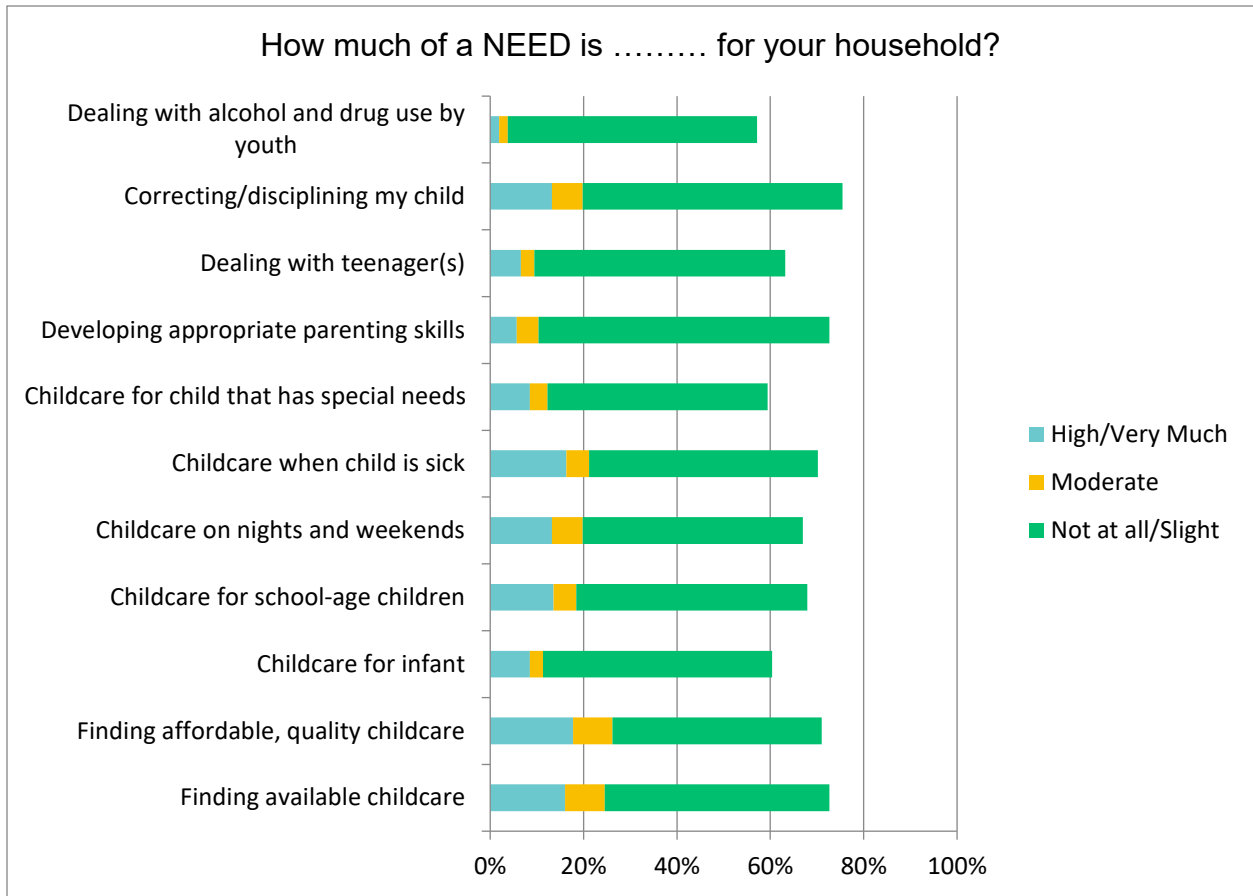


**Greatest Health Needs**

Getting and paying for dental care	Paying for health insurance and/or healthcare, including eye care and prescription drugs
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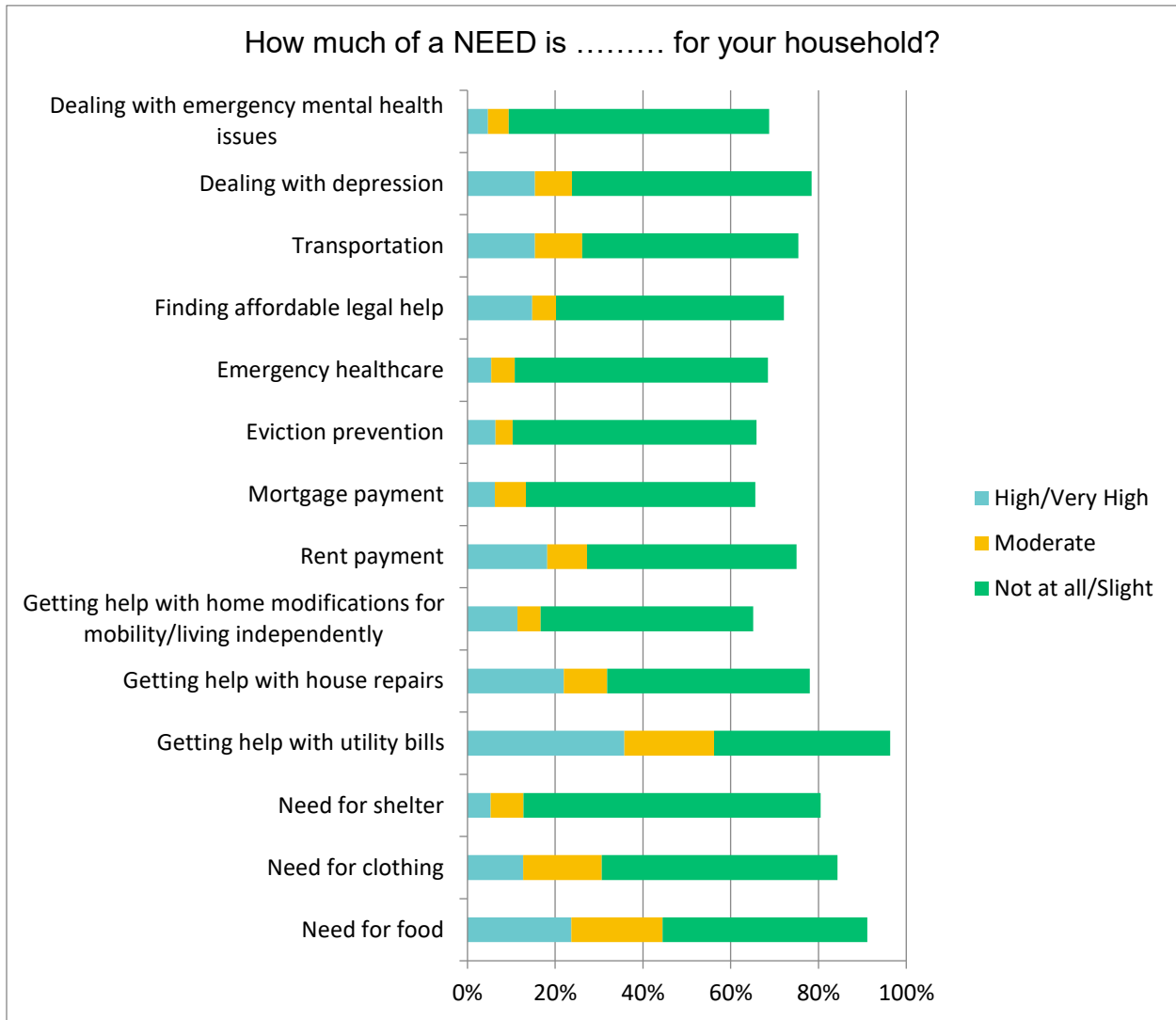
**Child and Family Development (N=110)**



**Greatest Child and Family Development Needs**

Finding affordable, and available, quality childcare	Correcting/disciplining my child
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**Emergency Assistance (N=142)**

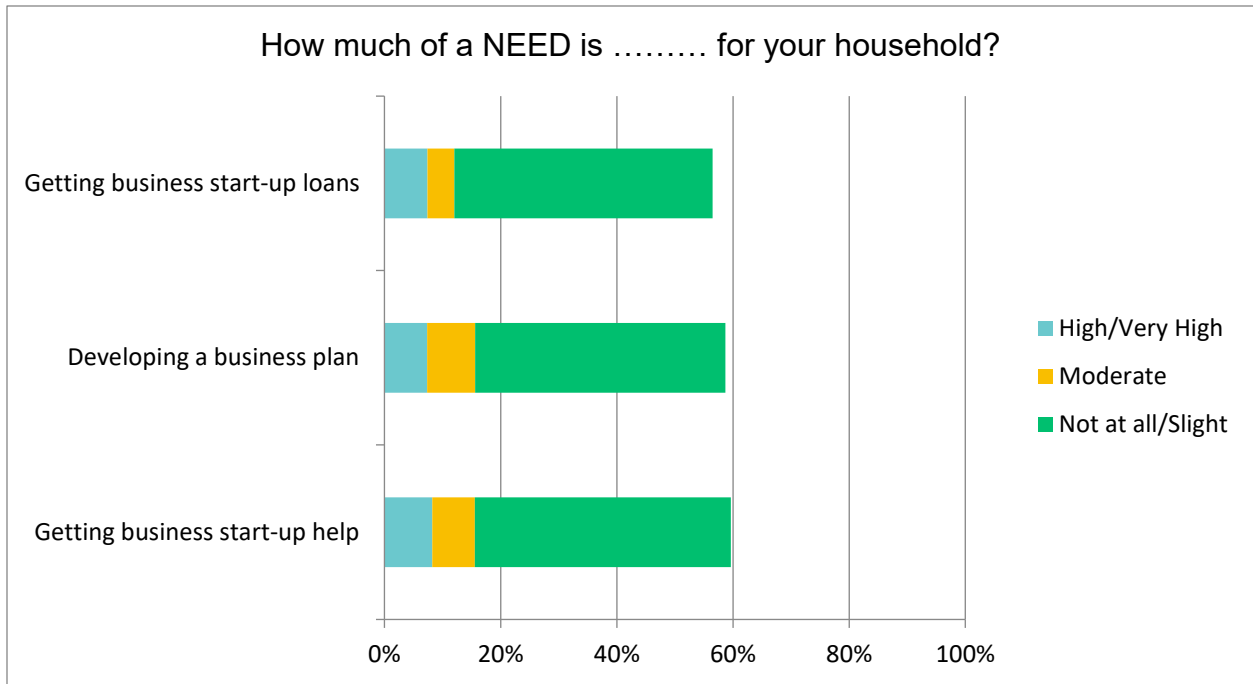


**Greatest Emergency Assistance Needs**

Getting help with utility bills

Need for food

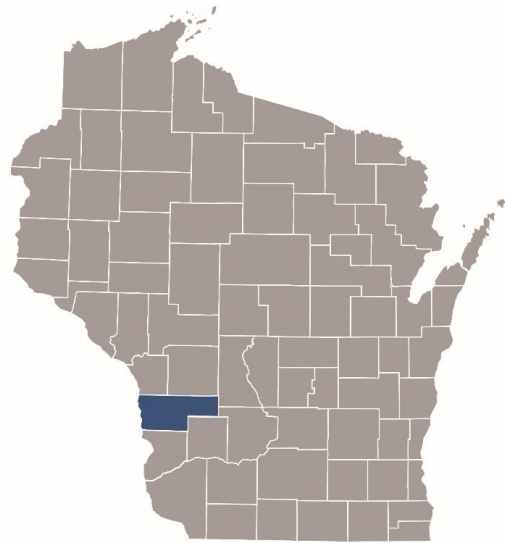
**Business Development (N=109)**



In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in Vernon County. Information was gathered through surveys distributed to low-income households. A total of 112 responses were used in the analysis of this survey data.

Demographic information of survey respondents:

- 65% were female and 35% were male
- The largest percent were from the 65 years and older age group (28%)
- The largest percent were from a small town (44%)
- 51% traveled more than 15 miles one-way for healthcare services and 31% traveled more than 15 miles one-way to get to work/employment
- 62% had annual incomes less than \$20,000; an additional 19% had incomes between \$20,000 and \$29,999
- 47% had income from wages; 33% from Social Security; 18% from Social Security Disability; 11% from self-employment; 10% from SSI
- Other sources of support:
  - 51% from FoodShare
  - 48% from Food Pantry
  - 44% from Medicaid/Medicare
  - 37% from Utility Assistance
  - 23% from BadgerCare
  - 14% from Child Support
  - 14% from Family and Friends
  - 12% from Church
  - 11% from Resale Shop
- Of those with housing:
  - 31% were renters
  - 53% owned their own home
- 8% could be considered homeless
- 37% had children; of those:
  - 19% were single-parent households
  - 18% were married-parent households
- 46% had at least one person with physical, mental, emotional, or addiction limitations
- 4% of adults did not have health insurance; 4% of children did not have health insurance



Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap, Inc. service area.

## Outcomes

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable). The table below reports the eight areas of need (rank ordered from highest need to least need) and the top concerns within each area:

<b>Greatest Areas of Need</b>	<b>Significant Concerns</b>
Transportation	Costs associated with owning a vehicle (i.e. car service/repairs, car insurance) Buying or getting a reliable vehicle
Health	Getting and paying for dental care Having adequate health insurance
Emergency Assistance	Getting help with utility bills and/or house repairs Need for food
Housing	Paying for utility bills, home repairs, and/or property taxes Getting insulation/weatherization
Employment	Quality employment – higher wages with benefits Getting training for a better job
Education	Paying for school and/or getting training for a better job Learning money management skills
Child and Family Development	Finding affordable, and available, quality childcare Correcting/disciplining my child

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.

**Demographics**

<b>Gender</b>	
Female	65%
Male	35%
<b>Age Distribution of Primary Survey Respondents</b>	
18-24 years	4%
25-34 years	23%
35-44 years	6%
45-54 years	12%
55-64 years	27%
65 years and older	28%
<b>Race/Ethnicity</b> (Percentages reported equal more than 100% because some respondents reported more than one race/ethnicity for their household)	
American Indian	2%
Asian	0%
Black/African American	3%
Hispanic/Latino	1%
White	95%
Other	1%
<b>People in Household with Physical, Mental, Emotional, or Addiction Limitations</b>	
None	54%
1 Person	34%
2 People	7%
3 or More People	5%

**Health Insurance**

<b>Adults (18 years and older) with Health Insurance</b>	
All Insured	83%
Some Insured	13%
None Insured	4%
<b>Children (under 18 years) with Health Insurance</b>	
All Insured	95%
Some Insured	1%
None Insured	4%

### **Type of Household, Housing, and Living Area**

<b>Type of Household</b> (Percentages reported equal more than 100% because some respondents reported more than one type of household for their situation)	
Single parent with child/children	19%
Single, living alone	29%
Single, living with significant other	11%
Married with child/children	18%
Married, no children at home	12%
Widow/Widower	7%
Other	9%
<b>Type of Housing</b> (Percentages reported equal more than 100% because some respondents reported more than one type of household for their situation)	
House	61%
Apartment	15%
Mobile Home	19%
Live with others (less than 30 days)	0%
Emergency Shelter	0%
Live "on the street"***	2%
Transitional Housing**	1%
Being evicted with no plans for other housing	0%
Live with others (more than 30 days)**	5%
Leaving domestic violence situation with no plans for other housing	0%
Other	0%
<b>Type of Living Area</b>	
City/Urban Area	7%
Medium-Sized City/Village	11%
Rural/Countryside	38%
Small Town	44%
Suburban Area	0%

\*\* These households could be considered homeless

### **Distance Traveled to Services**

<b>Travel more than 15 miles one-way to get to these</b>	
Healthcare	51%
Work/Employment	31%
Childcare	5%
School/Education	8%
Social Services	22%
Grocery Shopping	45%
Other Shopping	63%

## **Yearly Income, Sources of Cash Income and Other Support for Household**

<b>Yearly Household Income</b>	
Below \$10,000	24%
\$10,000 to \$19,000	38%
\$20,000 to \$29,999	19%
\$30,000 to \$39,000	10%
\$40,000 to \$49,999	5%
\$50,000 or more	4%
<b>Sources of Cash Income</b> (Percentages reported equal more than 100% because some respondents reported more than one source of cash income for their household)	
Wages	47%
Social Security	33%
Social Security Disability	18%
SSI	10%
Self-Employment	11%
Pension	6%
Unemployment	4%
Alimony	2%
Other	9%
<b>Sources of Other Support</b> (Percentages reported equal more than 100% because some respondents reported more than one source of other support for their household)	
FoodShare	51%
Food Pantry	48%
Medicaid/Medicare	44%
BadgerCare	27%
Utility Assistance	37%
Support from Family and Friends	14%
Child Support	14%
Rent Assistance	6%
Housing Subsidy	7%
Resale Shop	11%
Church	12%
TANF/W2	1%
Other	4%

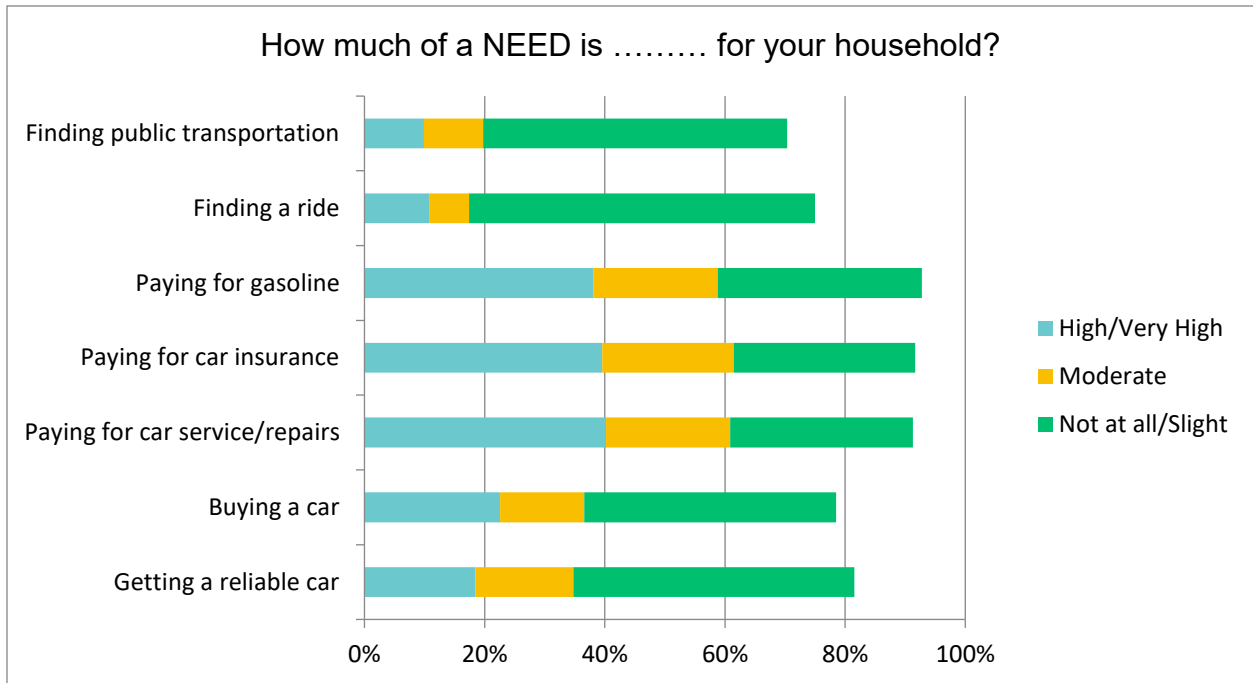


## Survey Results:

### How Much of a Need is ..... for your Household?

Survey respondents were asked to rate the following eight issues and how much of a need each issue is for their household. The eight issues included: Transportation, Education, Employment, Housing, Health, Child and Family Development, Emergency Assistance, and Business Development.

#### **Transportation (N=101)**

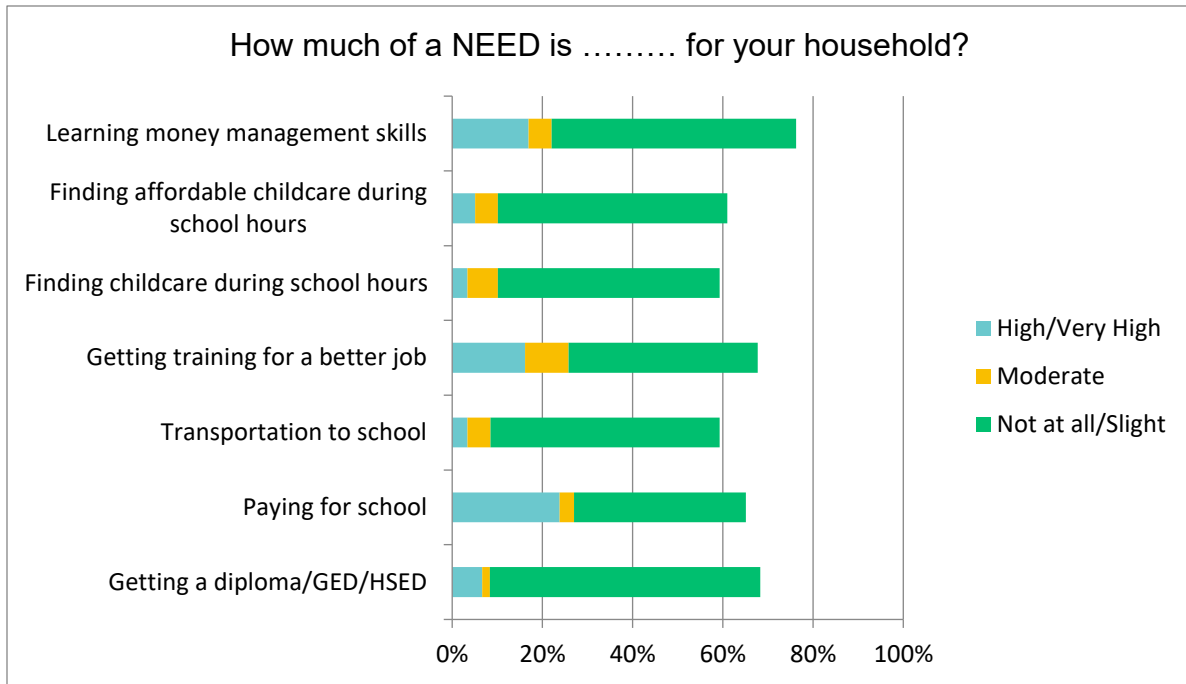


### Greatest Transportation Needs

Costs associated with owning a vehicle  
(i.e. car service/repairs, car insurance)

Buying or getting a reliable vehicle

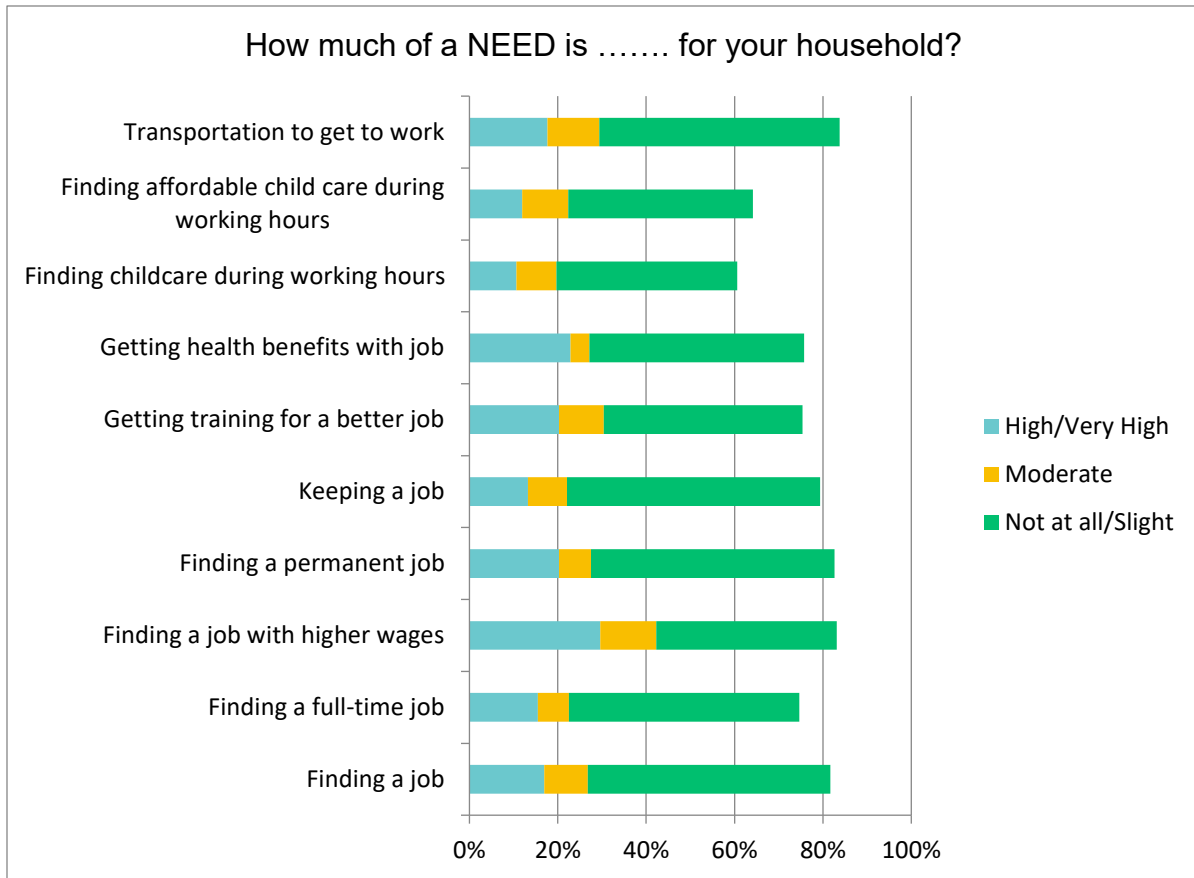
**Education (N=68)**



**Greatest Education Needs**

Paying for school and/or getting training for a better job      Learning money management skills

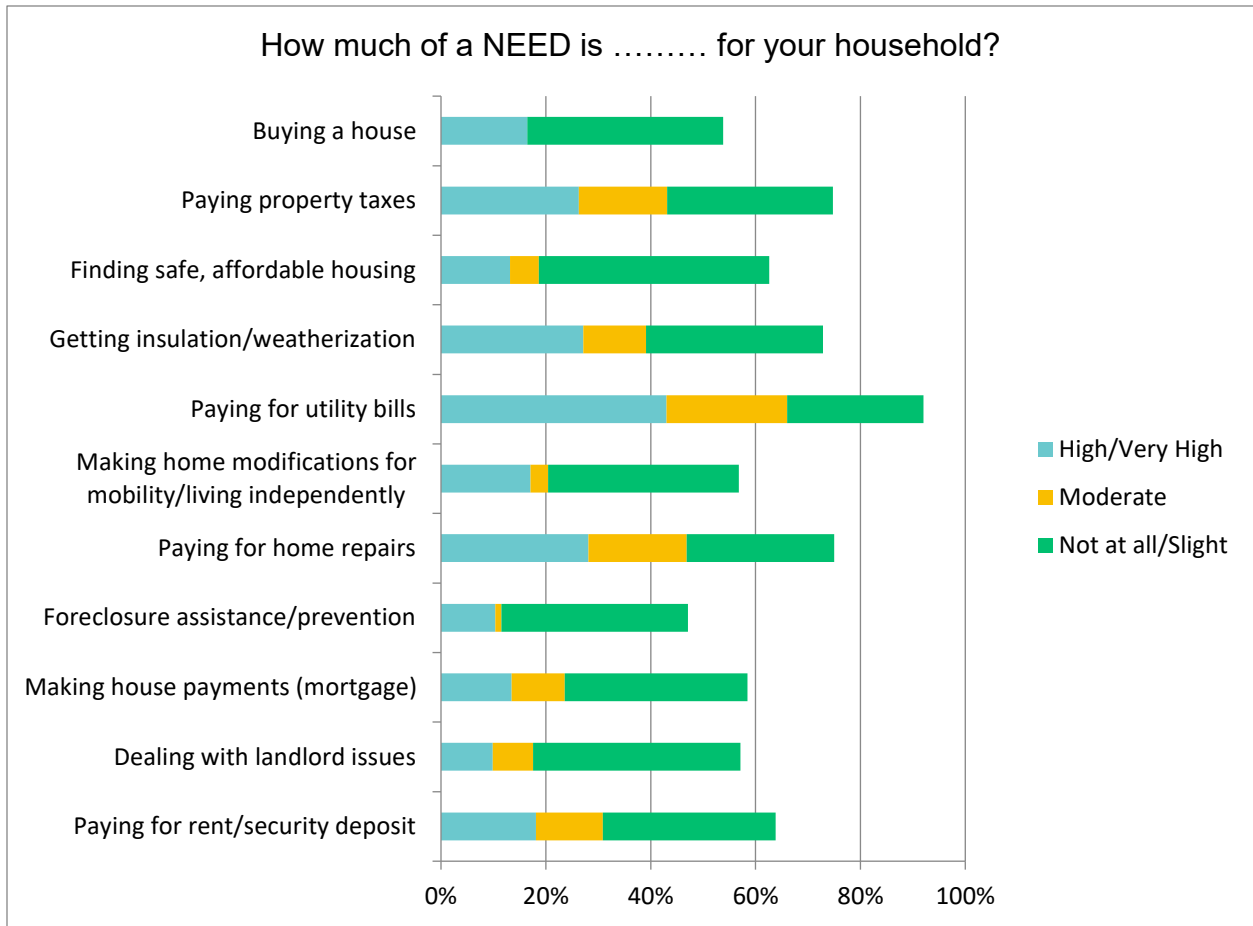
**Employment (N=72)**



**Greatest Employment Needs**

Quality employment - higher wages with benefits      Getting training for a better job

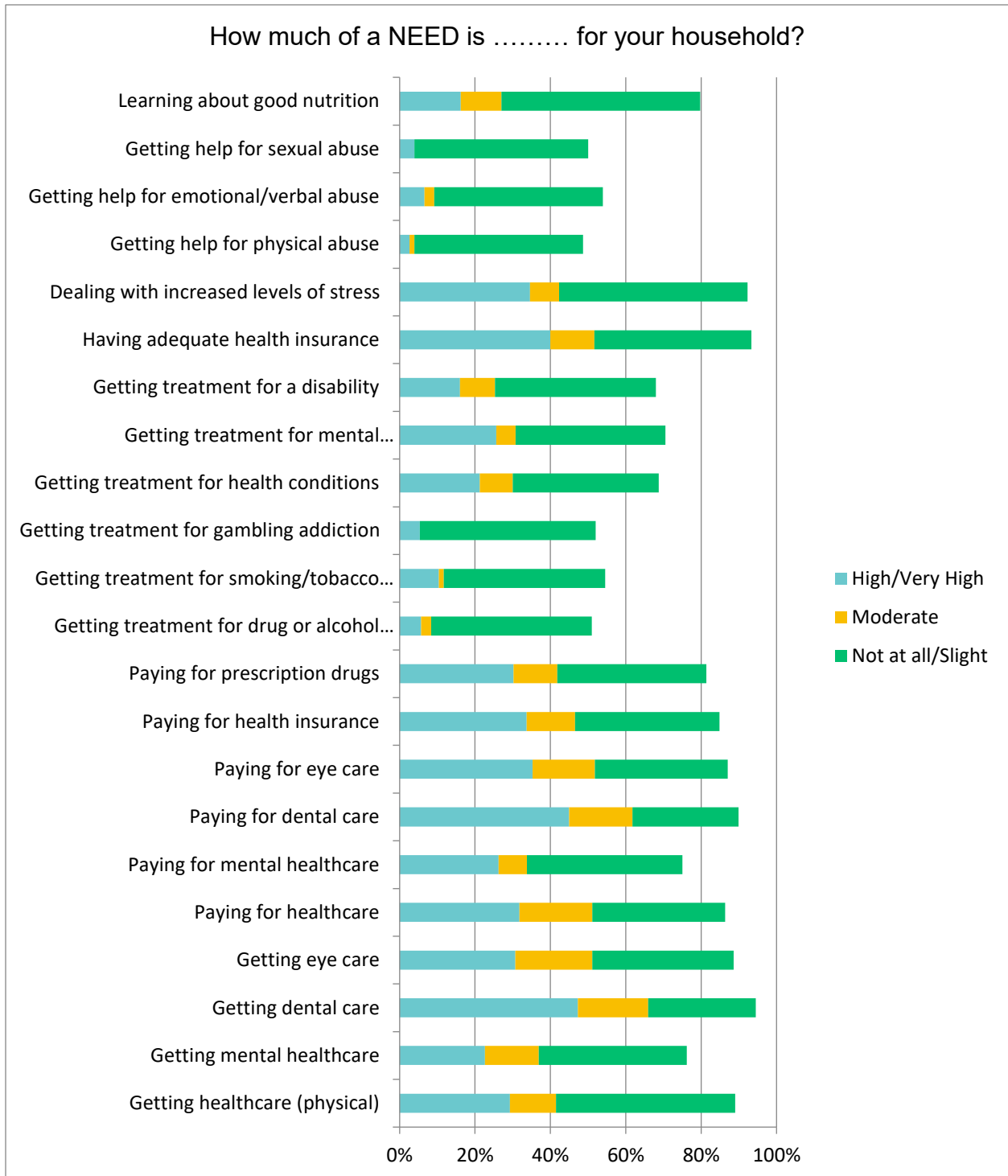
**Housing (N=103)**



**Greatest Housing Needs**

Paying for utility bills, home repairs, and/or property taxes
Getting insulation/weatherization

**Health (N=98)**

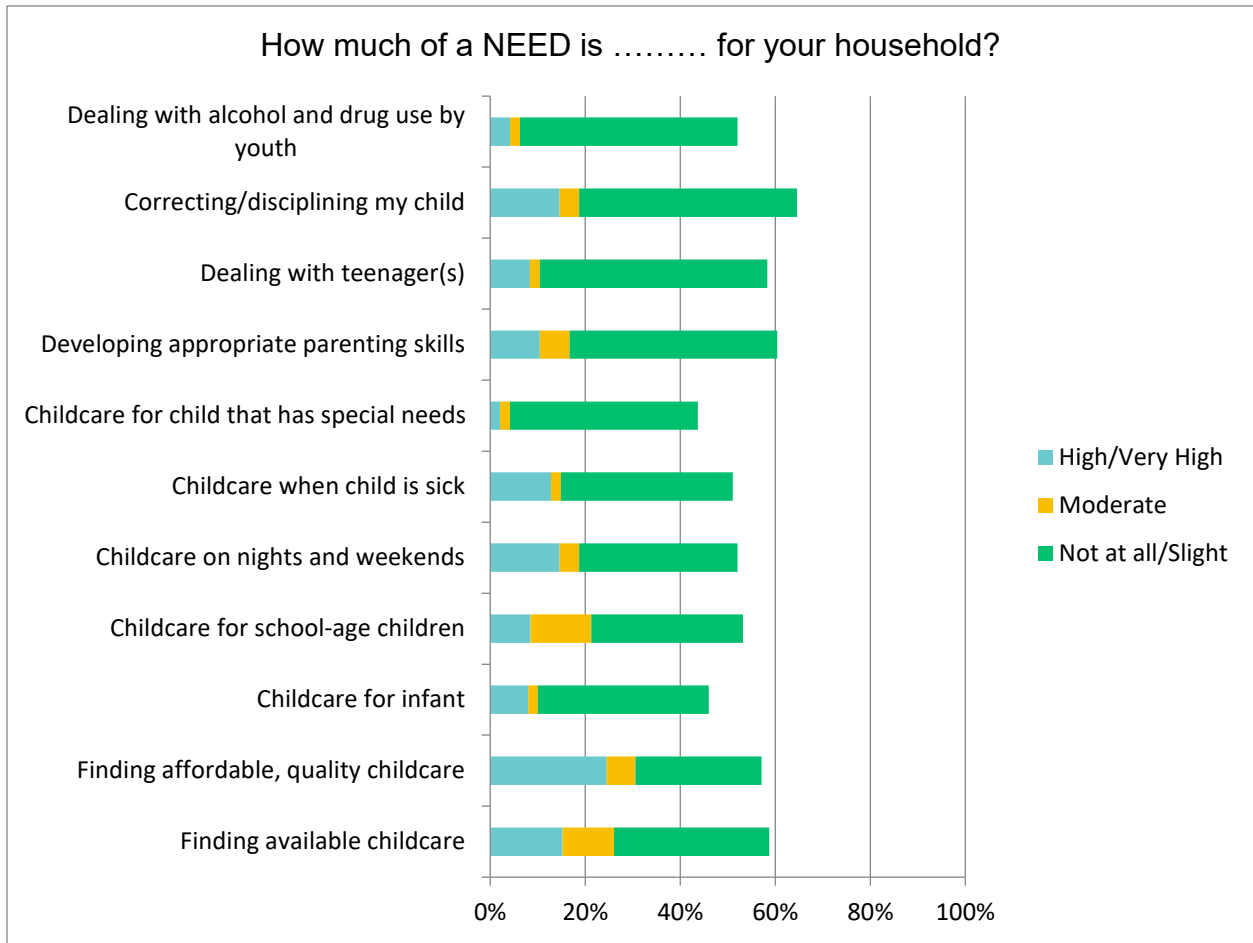


**Greatest Health Needs**

Getting and paying for dental care

Having adequate health insurance

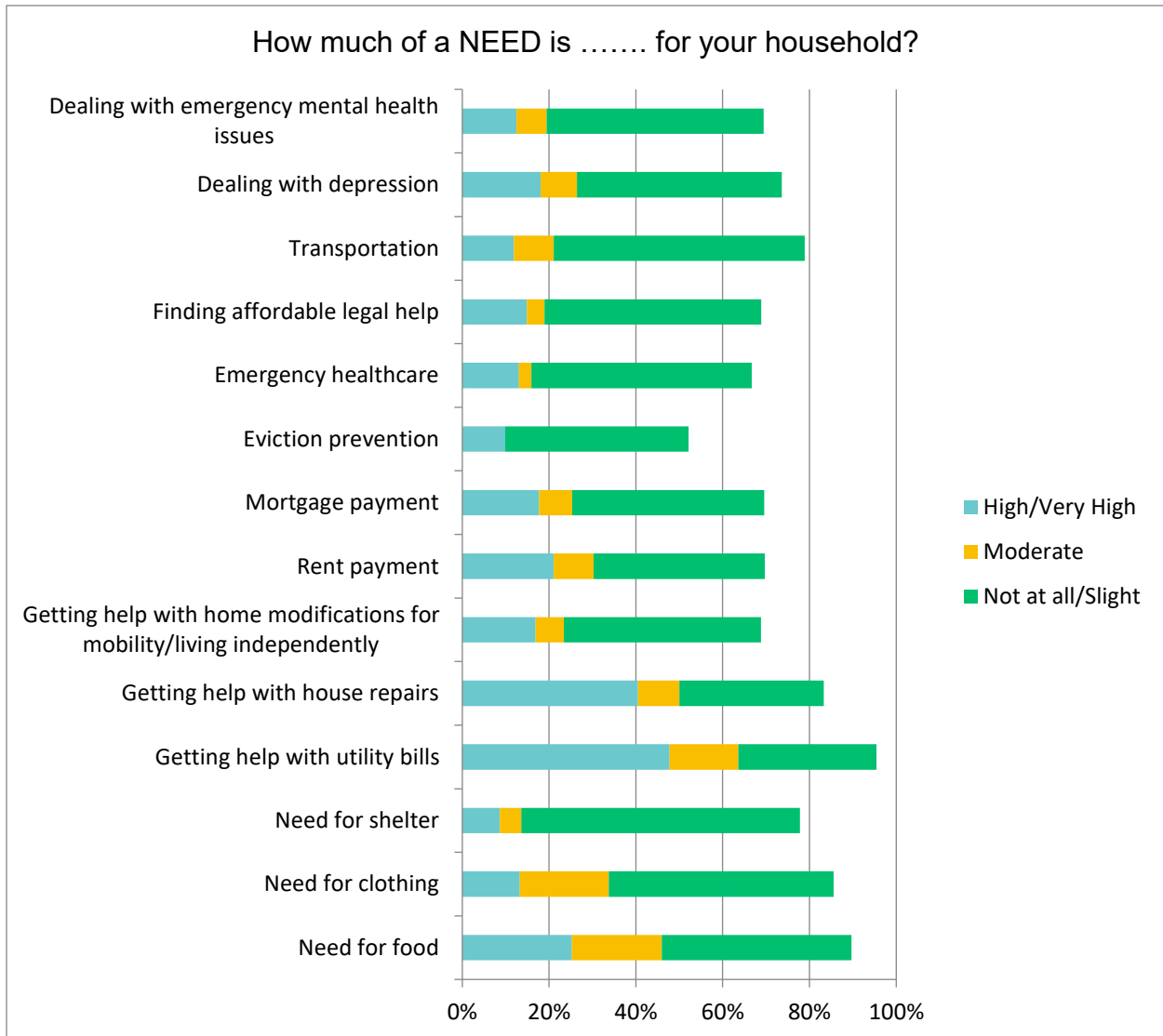
**Child and Family Development (N=50)**



**Greatest Child and Family Development Needs**

Finding affordable, and available, quality childcare      Correcting/disciplining my child

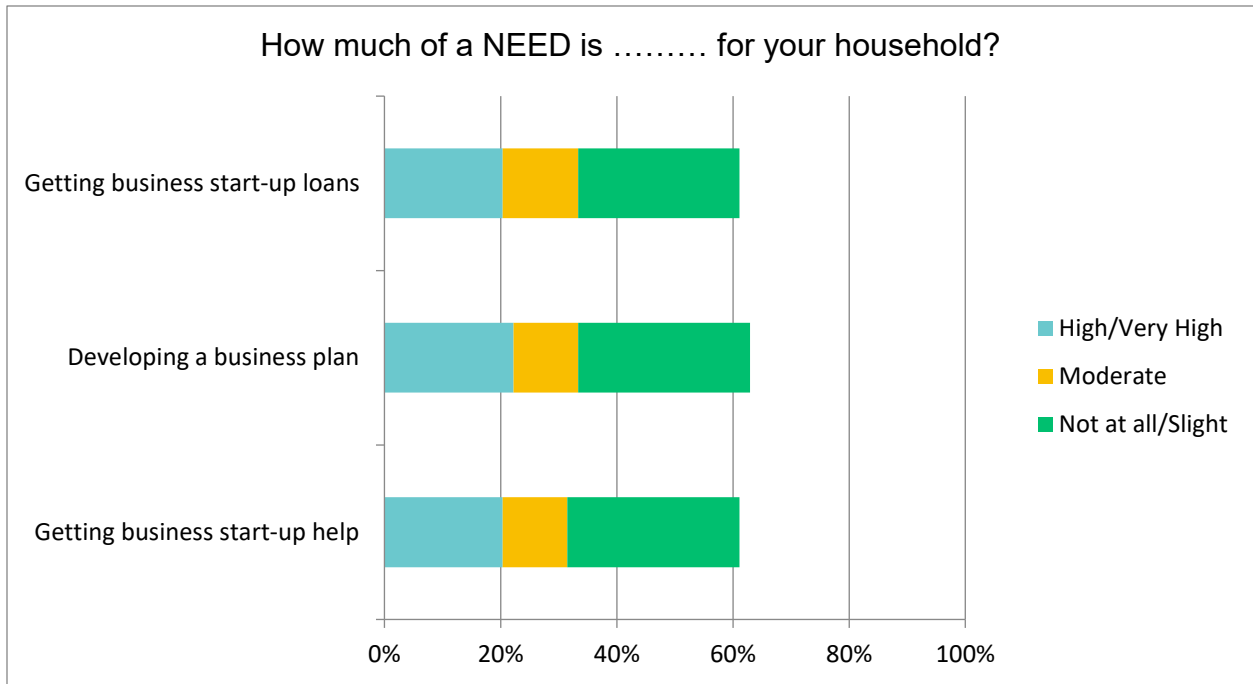
**Emergency Assistance (N=94)**



**Greatest Emergency Assistance Needs**

Getting help with utility bills and/or house repairs      Need for food

**Business Development (N=54)**





In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in a four-county service area (Crawford, La Crosse, Monroe, Vernon counties). Information was gathered through via surveys distributed to low-income households. A total of 659 responses were used in the analysis of the survey data.

The responses reported here are from low-income households that reported their race as American Indian. The data represents 15 households that live in the Coulee Region.

### Demographic information of survey respondents:

- 60% were female and 40% were male
- The largest percent were from the 25-34 year old age group (33%)
- The largest percent were from a city/urban area (40%)
- 33% traveled more than 15 miles one-way for healthcare services and 25% traveled more than 15 miles one-way to get to work/employment
- 46% had annual incomes less than \$20,000; an additional 31% had incomes between \$20,000 and \$29,999.
- 47% had incomes from wages; 20% from Social Security Disability; 20% from Social Security; 13% from self-employment
- Other sources of support:
  - 67% from Food Pantry
  - 58% from FoodShare
  - 50% from Medicaid/Medicare
  - 42% from Utility Assistance
  - 25% from BadgerCare
  - 17% from Family and Friends
- Of the respondents with housing:
  - 47% owned their home
  - 40% were renters
- 7% could be considered homeless
- 42% had children; of those:
  - 21% with children were single-parent households
  - 21% with children were married-parent households
- 42% had at least one person with physical, mental, emotional, or addiction limitations
- All adults and children had health insurance



Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap, Inc. service area.

## Outcomes

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable). The table below reports the eight areas of need (rank ordered from highest need to least need) and the top concerns within each area:

<b>Greatest Areas of Need</b>	<b>Significant Concerns</b>
Transportation	Costs associated with owning a vehicle (i.e. car service/repairs, car insurance) Buying or getting a reliable vehicle
Employment	Quality employment – higher wages with benefits Finding a permanent job
Emergency Assistance	Getting help with utility bills Need for food
Health	Paying for dental care Dealing with increased levels of stress
Housing	Paying for utility bills and/or home repairs Making house payments (mortgage)
Education	Paying for school and/or getting training for a better job Learning money management skills
Child and Family Development	Finding affordable, quality childcare Finding childcare on nights/weekends and/or when child is sick

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.

In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in a four-county service area (Crawford, La Crosse, Monroe, Vernon counties). Information was gathered through surveys distributed to low-income households. A total of 659 responses were used in the analysis of the survey data.

The responses reported here are from low-income households that reported their race as Asian. The data represents 22 households that live in the Coulee Region.

### Demographic information of survey respondents:

- 90% were female and 10% were male
- The largest percent were from the 25-34 year old age group (73%)
- The largest percent were from a medium-sized city/village (48%)
- None traveled more than 15 miles one-way for healthcare services and 9% traveled more than 15 miles one-way to get to work/employment
- 14% had annual incomes less than \$20,000; an additional 27% had incomes between \$20,000 and \$29,999.
- 86% had income from wages
- Other sources of support:
  - 76% from BadgerCare
  - 65% from FoodShare
  - 47% from Medicaid/Medicare
  - 24% from Utility Assistance
- Of the respondents with housing:
  - 45% were renters
  - 45% owned their home
- 9% could be considered homeless
- 82% had children, of those:
  - 18% were single-parent households
  - 64% were married-parent households
- 5% had at least one person with physical, mental, emotional, or addiction limitations
- 9% of adults did not have health insurance; 9% of children did not have health insurance



Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap, Inc. service area.

## Outcomes

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable). The table below reports the eight areas of need (rank ordered from highest need to least need) and the top concerns within each area:

<b>Greatest Areas of Need</b>	<b>Significant Concerns</b>
Employment	Quality employment – higher wages with benefits Finding affordable, and available, childcare during working hours
Transportation	Buying or getting a reliable vehicle Costs associated with owning a vehicle (i.e. car insurance, gasoline)
Emergency Assistance	Getting help with utility bills, rent payment, and/or house repairs Need for clothing
Health	Getting dental care Dealing with increased levels of stress
Housing	Paying for utility bills and/or rent/security deposit Finding safe, affordable housing
Child and Family Development	Developing appropriate parenting skills and/or dealing with teenager(s) Finding affordable, and available, quality childcare
Education	Getting training for a better job Finding childcare during school hours

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.

In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in a four-county service area (Crawford, La Crosse, Monroe, Vernon counties). Information was gathered through surveys distributed to low-income households. A total of 659 responses were used in the analysis of the survey data.

The responses reported here are from low-income households that reported their race as Black/African American. The data represents 47 households that live in the Coulee Region.

### Demographic information of survey respondents:

- 72% were female and 28% were male
- The largest percent were from the 25-34 year old age group (45%)
- The largest percent were from a city/urban area (48%)
- 11% traveled more than 15 miles one-way for healthcare services and 13% traveled more than 15 miles one-way to get to work/employment
- 67% had annual incomes of less than \$20,000; an additional 17% had incomes between \$20,000 and \$29,999
- 69% had income from wages; 13% from Social Security; 11% from Social Security Disability; 11% from SSI
- Other sources of support:
  - 69% from FoodShare
  - 46% from Medicaid/Medicare
  - 36% from Food Pantry
  - 26% from BadgerCare
  - 23% from Housing Subsidy
  - 23% from Child Support
  - 18% from Utility Assistance
  - 18% from Family and Friends
  - 15% from Rent Assistance
- Of the respondents with housing:
  - 76% were renters
  - 9% owned their home
- 21% could be considered homeless
- 58% had children; of those:
  - 49% were single-parent households
  - 9% with children were married-parent households
- 33% had at least one person with physical, mental, emotional, or addiction limitations
- 9% of adults did not have health insurance; 3% of children did not have health insurance



Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap, Inc. service area.

**Outcomes**

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable). The table below reports the eight areas of need (rank ordered from highest need to least need) and the top concerns within each area:

Greatest Areas of Need	Significant Concerns
Transportation	Costs associated with owning a vehicle (i.e. car service/repairs, car insurance) Buying or getting a reliable vehicle
Employment	Transportation to get to work Quality employment – higher wages with benefits
Health	Paying for dental care Dealing with increased levels of stress
Emergency Assistance	Getting help with utility bills and/or rent payment Need for food
Housing	Paying for utility bills and/or rent/security deposit Finding safe, affordable housing
Education	Learning money management skills Paying for school and/or getting training for a better job
Child and Family Development	Correcting/disciplining my child Finding childcare when child is sick

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.

In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in a four-county service area (Crawford, La Crosse, Monroe, Vernon counties). Information was gathered through surveys distributed to low-income households. A total of 659 responses were used in the analysis of the survey data.

The responses reported here are from low-income households that reported their ethnicity as Hispanic/Latino. The data represents 26 households that live in the Coulee Region.

### Demographic information of survey respondents:

- 85% were female and 15% were male
- The largest percent were from the 25-34 year old age group (60%)
- The largest percent were from a small town (32%)
- 24% traveled more than 15 miles one-way for healthcare services and 24% traveled more than 15 miles one-way to get to work/employment
- 52% had annual incomes less than \$20,000; an additional 20% had incomes between \$20,000 and \$29,999.
- 73% had income from wages; 12% from Social Security; 12% from self-employment
- Other sources of support:
  - 55% from FoodShare
  - 55% from Food Pantry
  - 50% from BadgerCare
  - 25% from Child Support
  - 15% from Utility Assistance
  - 15% from Medicaid/Medicare
  - 15% from Housing Subsidy
  - 10% from Rent Assistance
- Of the respondents with housing:
  - 62% were renters
  - 38% owned their homes
- 69% had children; of those:
  - 27% were single-parent households
  - 42% were married-parent households
- 20% had at least one person with physical, mental, emotional, or addiction limitations
- 12% of adults did not have health insurance; 19% of children did not have health insurance



Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap, Inc. service area.

**Outcomes**

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable). The table below reports the eight areas of need (rank ordered from highest need to least need) and the top concerns within each area:

Greatest Areas of Need	Significant Concerns
Transportation	Costs associated with owning a vehicle (i.e. car service/repairs, car Insurance) Buying or getting a reliable vehicle
Employment	Quality employment – higher wages with benefits Finding a permanent job
Education	Paying for school and/or getting training for a better job Learning money management skills
Health	Getting and paying for dental care Paying for prescription drugs, eye care, and/or health insurance
Housing	Paying for utility bills and/or rent/security deposit Buying a house
Child and Family Development	Finding affordable, and available, quality childcare Finding childcare on nights/weekends and/or for school-age child(ren)
Emergency Assistance	Getting help with utility bills and/or rent payment Need for food

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.



In 2019, Couleecap, Inc. conducted an assessment of the needs of low-income individuals/families in a four-county service area (Crawford, La Crosse, Monroe, Vernon counties). Information was gathered through surveys distributed to low-income households. A total of 659 responses were used in the analysis of the survey data.

The responses reported here are from low-income households that reported they have one or more children. This data represents 298 households with children that live in the Coulee Region.

### Demographic information of survey respondents:

- 85% were female and 15% were male
- The largest percent were from the 25-34 year old age group (54%)
- The largest percent were from a city/urban area (30%)
- 27% traveled more than 15 miles one-way for healthcare services and 24% traveled more than 15 miles one-way to get to work/employment
- 43% had annual incomes of less than \$20,000; an additional 22% had incomes between \$20,000 and \$29,999
- 77% had income from wages; 10% from Social Security Disability; 10% from SSI
- Other sources of support:
  - 60% from FoodShare
  - 53% from BadgerCare
  - 41% from Food Pantry
  - 37% from Medicaid/Medicare
  - 28% from Child Support
  - 20% from Utility Assistance
  - 17% from Family and Friends
  - 11% from Housing Subsidy
  - 10% from Rent Assistance
- Of the respondents with housing:
  - 53% were renters
  - 37% owned their home
- 7% could be considered homeless
- 34% had at least one person with physical, mental, emotional, or addiction limitations
- 8% of adults did not have health insurance; 6% of children did not have health insurance



Information from the 2019 Couleecap Community Needs Assessment, along with information from other recent, local reports, surveys, and/or assessments, will be used to help plan and implement services to address the needs of low-income households across the Couleecap, Inc. service area.

## Outcomes

*Low-Income Households.* Households that responded to the needs assessment were asked to rate issues that were a need for their household using a Likert scale (No need; Slight need; Moderate need; High need; Very high need; Not applicable). The table below reports the eight areas of need (rank ordered from highest need to least need) and the top concerns within each area:

<b>Greatest Areas of Need</b>	<b>Significant Concerns</b>
Transportation	Costs associated with owning a vehicle (i.e. car service/repairs, car insurance) Buying or getting a reliable vehicle
Employment	Quality employment – higher wages with benefits Finding affordable childcare during working hours
Housing	Paying for utility bills and/or rent/security deposit Buying a house
Emergency Assistance	Getting help with utility bills Need for food
Health	Getting and paying for dental care Dealing with increased levels of stress
Education	Paying for school and/or getting training for a better job Learning money management skills
Child and Family Development	Finding affordable, quality childcare Correcting/disciplining my child

We also assessed business development needs, but given the low response rate for this area, differentiated needs could not be assessed.

Sampling of Data by Location from the 2019 Community Needs Assessment:

	<b>Rural/ Countryside (N=118)</b>	<b>Small Town (N=185)</b>	<b>Medium Sized City/Village (N=157)</b>	<b>City/Urban Area (N=170)</b>	<b>4 County Area (N=659)</b>
Income from wages	44%	54%	61%	65%	54%
Receive utility assistance	45%	29%	26%	20%	23%
Own/Rent	72%/19%	41%/45%	40%/54%	25%/60%	41%/44%
Travel more than 15 miles one way for healthcare	48%	40%	15%	12%	28%
Travel more than 15 miles one way for work	33%	21%	19%	12%	20%
Travel more than 15 miles one way for grocery shopping	46%	27%	17%	9%	23%
Transportation – getting reliable vehicle (moderate to very high need)	39%	46%	31%	37%	38%
Employment – finding job with higher wages (moderate to very high need)	32%	45%	37%	49%	42%
Employment - getting health benefits with job (moderate to very high need)	27%	35%	24%	35%	31%
Health – getting dental care (moderate to very high need)	54%	59%	48%	45%	52%
Health – paying for dental care (moderate to very high need)	62%	54%	48%	46%	42%
Health – dealing with increased stress levels (moderate to very high need)	39%	48%	38%	45%	42%
Housing – getting help with utility bills (moderate to very high need)	63%	63%	49%	50%	57%
Child & Family Development – finding affordable, quality childcare (moderate to very high need)	15%	34%	21%	29%	27%
Emergency Assistance – food (moderate to very high need)	45%	43%	39%	40%	42%
Emergency Assistance – getting help with utility bills (moderate to very high need)	67%	60%	49%	59%	58%

**Data for Crawford, La Crosse, Monroe, Vernon counties, State of Wisconsin, and the U.S.  
Specific to Poverty and Its Prevalence Related to Age, Gender, and Race/Ethnicity**

Data from U.S. Census Bureau 2013-2017 American Community Survey 5-Year Estimates ([www.factfinder.census.gov](http://www.factfinder.census.gov)):

	<b>Crawford County</b>	<b>La Crosse County</b>	<b>Monroe County</b>	<b>Vernon County</b>	<b>Wisconsin</b>	<b>United States</b>
<b>Total Persons Living Below 100% of Poverty Level (%)</b>	<b>2,031 (13.0)</b>	<b>16,246 (14.4)</b>	<b>5,606 (12.6)</b>	<b>4, 966 (16.6)</b>	<b>692,719 (12.3)</b>	<b>45,650,345 (14.6)</b>
<u>By Age:</u>						
Children, under 18	653 (19.4)	2,788 (11.9)	2,168 (19.3)	1,994 (25.7)	211,958 (16.7)	14,710,485 (20.3)
Adults, 18-64	934 (10.4)	12,282 (17.0)	2,707 (10.3)	2,346 (13.9)	413,514 (11.9)	26,622,668 (13.7)
Adults, 65 and older	444 (13.5)	1,176 (7.0)	731 (10.8)	626 (11.7)	67,247 (7.7)	4,317,192 (9.3)
<u>By Gender:</u>						
Male	977 (12.4)	6,849 (12.4)	2,451 (11.0)	2,135 (14.2)	310,220 (11.2)	20,408,626 (13.3)
Female	1,054 (13.7)	9,397 (16.5)	3,155 (14.3)	2,831 (19.0)	382,499 (13.5)	25,241,719 (15.8)
<u>By Race:</u>						
White (%)	1,911 (12.6)	13,843 (13.5)	5,139 (12.4)	4,753 (16.3)	474,652 (9.8)	27,607,156 (12.0)
Black/African American (%)	10 (42.2)	507 (35.1)	54 (8.5)	34 (34.0)	118,842 (34.3)	9,807,009 (25.2)
American Indian/ Alaska Native (%)	12 (60.0)	88 (26.5)	88 (19.8)	18 (21.2)	13,348 (28.1)	681,207 (26.8)
Asian (%)	0 (0.0)	996 (19.5)	57 (15.8)	33 (22.3)	26,682 (18.0)	2,011,217 (11.9)
Native Hawaiian and Other Pacific Islander (%)	0 (0.0)	2 (7.1)	0 (0.0)	0 (0.0)	404 (22.8)	104,944 (19.0)
Some other race (%)	8 (42.1)	417 (45.3)	108 (15.8)	90 (53.9)	29,358 (26.9)	3,638,390 (23.8)
Two or more races (%)	81 (35.1)	393 (18.6)	170 (22.8)	38 (13.0)	29,433 (23.5)	1,800,422 (18.4)
<u>By Ethnicity:</u>						
Hispanic/Latino (of any race) (%)	55 (31.6)	722 (28.2)	418 (23.2)	131 (27.9)	92,172 (24.8)	12,269,452 (22.2)
White Alone, Not Hispanic/Latino (%)	1,888 (12.5)	13,600 (13.4)	4,870 (12.0)	4,716 (16.3)	421,484 (23.5)	19,820,720 (10.3)

Total Persons Living below 50% of Poverty Level (%)	811 (5.2)	8,008 (7.1)	2,715 (6.1)	1,768 (5.9)	297,302 (5.3)	20,276,204 (6.5)
Total Persons Living below 125% of Poverty Level (%)	2,615 (16.8)	20,857 (18.5)	7,297 (16.4)	6,595 (22.0)	916,718 (16.3)	60,018,198 (19.2)
Total Persons Living below 150% of Poverty Level (%)	3,419 (21.9)	24,550 (21.8)	8,916 (20.1)	8,106 (27.1)	1,141,996 (20.3)	74,202,606 (23.7)
Total Persons Living below 185% of Poverty Level (%)	4,783 (30.7)	31,999 (28.5)	12,280 (27.7)	10,261 (34.3)	1,486,723 (26.5)	94,262,439 (30.1)
Total Persons Living below 200% of Poverty Level (%)	5,100 (32.7)	35,189 (31.3)	13,276 (29.9)	11,021 (36.8)	1,632,860 (29.1)	102,523,670 (32.6)
<b>Total Number of Families Whose Income is Below the Poverty Level (%)</b>	361 (8.8)	1,828 (6.5)	970 (8.3)	874 (10.6)	120,004 (8.1)	8,221,364 (10.5)

**Couleecap** is a local agency that helps people achieve self-sufficiency in the Coulee Region and serves more than 20,000 people per year. **Couleecap** is surveying residents in four counties (Crawford, La Crosse, Monroe, and Vernon). The information that you provide will be important for planning programs that meet the needs of families in this area. **Your answers are completely anonymous.** **DO NOT** put your name or any other identifying marks on this survey. When you have finished, place this survey in the box/envelope provided. **Thank you so much!**

**1. Please tell us about yourself and your household.**

- a. Your Gender:  Female  Male  Other
- b. Your Age:  18-24  25-34  35-44  45-54  55-64  65 or older
- c. Total number of people that live in your household.
- Adults (18 or over):  1  2 - 4  5 or more
- Children (under 18):  1  2 - 4  5 or more
- d. How many people in your household are limited in any way because of physical, mental, emotional, or addiction problems?  None  1  2  3  4  5 or more

**2. How would you describe your household? (Check ALL that apply.)**

- Single Parent with child/children  Married with child/children  Widow/Widower
- Single, living alone  Married, no children at home
- Single, living w/ significant other  Other: \_\_\_\_\_

**3. Race/Ethnicity: (Check ALL that apply.)**

- American Indian  Asian  Black  Hispanic or Latino  White  Other

**4. Check the county where you live:**  Crawford  La Crosse  Monroe  Vernon

**5. Zip Code** \_\_\_\_\_

**6. How would you describe where you live?**

- Rural countryside  Small town  Medium-sized city/village  Suburban  City/Urban area

**7. Sources of cash income for your household: (Check ALL that apply.)**

- Wages  Self-Employment  Social Security
- Pension  SSI  Social Security Disability
- Alimony  Unemployment  Other: \_\_\_\_\_

**8. YEARLY Household Income (Check ONLY ONE)**

- Below \$10,000       \$10,000 - \$19,999       \$20,000 – \$29,999       \$30,000 - \$39,999  
 \$40,000 - \$49,999       \$50,000 or more

**9. Sources of other support for your household: (Check ALL that apply.)**

- Housing subsidy       Rent assistance       Utility assistance  
 Support from family/friends       Food Share/Food Stamps       TANF / W2  
 Child Support       Medicaid/Medicare       BadgerCare/ACA  
 Food Pantry       Resale Shop       Church  
 Other: \_\_\_\_\_

**10. How would you describe your housing? (Check ALL that apply)**

- House       Mobile Home       Live with others (more than 30 days)  
 Apartment       Emergency shelter       Live with others (less than 30 days)  
 Being evicted from housing unit with no plans or means of obtaining other housing  
 Leaving a domestic violence housing situation with no plans or means for other housing  
 Live “on the street” (such as cars, parks, sidewalks, abandoned buildings)  
 Transitional Housing       Other (Describe): \_\_\_\_\_

**11. Do you . . . your home?**     Own your home       Rent       Does not apply

**12. Please tell us about the Health Insurance for members of your household.**

- ❖ How many adults (18 years or older) in your household do not have health insurance?  
 None       Some       All  
❖ How many children (under 18 years) in your household do not have health insurance  
 None       Some       All

**13. What is the distance (one way) from where you live that your household goes for each of the following services?**

- Healthcare:       0-15 miles       16-30 miles       31-45 miles       46-60 miles       more than 60 miles       NA  
Work/Employment:  0-15 miles       16-30 miles       31-45 miles       46-60 miles       more than 60 miles       NA  
Childcare:       0-15 miles       16-30 miles       31-45 miles       46-60 miles       more than 60 miles       NA  
School/Education:  0-15 miles       16-30 miles       31-45 miles       46-60 miles       more than 60 miles       NA  
Social Services:     0-15 miles       16-30 miles       31-45 miles       46-60 miles       more than 60 miles       NA  
Food shopping:     0-15 miles       16-30 miles       31-45 miles       46-60 miles       more than 60 miles       NA  
Other shopping:     0-15 miles       16-30 miles       31-45 miles       46-60 miles       more than 60 miles       NA

**How much of a NEED is each issue for your household?**

The following questions are about issues that are important to many households in this four-county area. Rate how much of a need each issue is for your household. (Please **CHECK** the appropriate box). If a particular issue does not apply to your household, please **CHECK NA**.

Issue	Not at All	Slight	Moderate	High	Very High	Does Not Apply
<b>1. Transportation</b>						
Getting a reliable car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying a car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for car service/repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for car insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for gasoline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding a ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you know where to find resources/services that would help you with transportation needs?  Yes  No

If yes, what resources/services are you aware of? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Have you ever used these resources/services?  Yes  No

Issue	Not at All	Slight	Moderate	High	Very High	Does Not Apply
<b>2. Housing</b>						
Paying for rent/security deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with landlord issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making house payments (mortgage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foreclosure assistance/prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for home repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making home modifications for mobility/living independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for utility bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting insulation/weatherization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding safe, affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying property taxes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying a house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you know where to find resources/services that would help you with housing needs?  Yes  No

If yes, what resources/services are you aware of? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Have you ever used these resources/services?  Yes  No



**How much of a NEED is each issue for your household?**

<b>Issue</b>	<b>Not at All</b>	<b>Slight</b>	<b>Moderate</b>	<b>High</b>	<b>Very High</b>	<b>Does Not Apply</b>
<b>3. Employment</b>						
Finding a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding a full-time job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding a job with higher wages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding a permanent job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting training for a better job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting health benefits with job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding child care during working hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding affordable child care during working hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation to get to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you know where to find resources/services that would help you with employment needs?  Yes  No

If yes, what resources/services are you aware of? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Have you ever used these resources/services?  Yes  No

	<b>Not at All</b>	<b>Slight</b>	<b>Moderate</b>	<b>High</b>	<b>Very High</b>	<b>Does Not Apply</b>
<b>4. Education</b>						
Getting a diploma/GED/HSED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation to get to school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting training for a better job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding child care during school hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding affordable child care during school hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning money management skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you know where to find resources/services that would help you with education needs?  Yes  No

If yes, what resources/services are you aware of? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Have you ever used these resources/services?  Yes  No

**How much of a NEED is each issue for your household?**

<b>Issue</b>	<b>Not at All</b>	<b>Slight</b>	<b>Moderate</b>	<b>High</b>	<b>Very High</b>	<b>Does Not Apply</b>
<b>5. Health</b>						
<b>Getting. . .</b>						
Health care (physical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eye care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Paying for. . .</b>						
Health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eye care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Getting treatment for . . .</b>						
Drug or alcohol abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoking/tobacco use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gambling addiction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental illness/depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having adequate health insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with increased levels of stress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Getting help for abuse. . .</b>						
❖ Physical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Emotional / Verbal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Sexual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning about good nutrition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you know where to find resources/services that would help you or your family with health needs?  Yes  No

If yes, what resources/services are you aware of? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Have you ever used these resources/services?  Yes  No

**How much of a NEED is each issue for your household?**

Issue	Not at All	Slight	Moderate	High	Very High	Does Not Apply
<b>6. Child &amp; Family Development</b>						
<b>Child Care . . .</b>						
Available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable, quality care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For infant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For school age child(ren)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On nights and weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When child is sick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child with special needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Parenting . . .</b>						
❖ Developing appropriate parenting skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Dealing with teenager(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Correcting / disciplining my child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Dealing with alcohol and drug use by youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you know where to find resources/services that would help you with child and family development needs?  Yes  No

If yes, what resources/services are you aware of? \_\_\_\_\_

\_\_\_\_\_

Have you ever used these resources/services?  Yes  No

	Not at All	Slight	Moderate	High	Very High	Does Not Apply
<b>7. Business Development</b>						
Getting business start-up help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing a business plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting business start-up loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you know where to find resources/services that would help you with business development needs?  Yes  No

If yes, what resources/services are you aware of? \_\_\_\_\_

\_\_\_\_\_

Have you ever used these resources/services?  Yes  No

**How much of a NEED is each issue for your household?**

Issue	Not at All	Slight	Moderate	High	Very High	Does Not Apply
<b>8. Emergency Assistance</b>						
<b>Need for . . .</b>						
❖ Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Clothing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Getting help with . . .</b>						
❖ Utility bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ House repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Home modifications for mobility/living independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Rent payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
❖ Mortgage payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eviction prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding affordable legal help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with emergency mental health issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you know where to find resources/services that would help you with emergency assistance needs?  Yes  No

If yes, what resources/services are you aware of? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Have you ever used these resources/services?  Yes  No

**Please list any other needs that your household might have that we forgot to ask:**

- ❖ \_\_\_\_\_
- ❖ \_\_\_\_\_
- ❖ \_\_\_\_\_
- ❖ \_\_\_\_\_
- ❖ \_\_\_\_\_



(over)

Tell us how we are doing...

1. How familiar are you with **Couleecap** and the services we provide?

- Not familiar at all     
  Somewhat familiar     
  Very familiar

2. Has anyone in your household ever used **Couleecap** services?

YES - If YES

NO - If NO



What **Couleecap** services has your household used? (Check ALL that apply.)

- Weatherization
- Home Rehabilitation
- Homebuyer Assistance
- Housing Counseling
- Transitional/Permanent Housing
- Rental Assistance
- Food Assistance/Benefit Assistance
- Utility Assistance
- Transportation Assistance
- Resale Shop (Crawford)
- Job Training / Education
- Job / Business Development
- Other (describe) \_\_\_\_\_

What are the reasons for not using the services that **Couleecap** provides? (Check ALL that apply.)

- I do not know what services are available.
- I do not know where they are located in my area.
- There is no office close by.
- I do not know how to contact them.
- Other (describe) \_\_\_\_\_

3. If you have used any of the services that **Couleecap** provides, rate how satisfied you were with the services that you received. (1 = not satisfied at all to 5 = very satisfied)

Please CIRCLE your response:



**Additional Comments:** *Is there is anything else you would like us to know?*

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**THANK YOU FOR YOUR HELP!**  
 (Please place completed survey in box/envelope)

# Needs Assessment Survey for Couleecap Community Partners/ Key Sectors, Funders, Board, and Staff

We are asking our community partners, funders, staff, and board members to complete this survey regarding the needs of households with low incomes in our area. The information that you provide will be helpful as we plan programs that meet the needs of individuals and families. Please base your responses on your knowledge of the needs of people with low incomes. This survey should take about 15 minutes to complete. All answers are completely anonymous. Please complete this survey by Monday, March 4, 2019.

## Please tell us about yourself...

1. I'm a:       Community Partner/Key Sector                       Funder  
                   Couleecap Board Member                                       Couleecap Staff Member
2. Gender:     Female       Male       Other
3. Age:         18-24       25-34       35-44       45-54       55 or older
4. Residence or Service Area: (Check ALL that apply.)  
                   Crawford County     La Crosse County  
                   Monroe County       Vernon County       Other

## TRANSPORTATION

1. Rate the following transportation-related needs for people with low incomes. (CHECK your response.)

	No Need	Slight Need	Moderate Need	High Need	Very High Need	Don't Know
a) Getting a reliable car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Buying a car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Paying for car service/repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Paying for car insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Paying for gasoline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Finding a ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Finding public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Other (describe):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please describe changes that could be made, if any, to improve the quality of services provided for transportation-related needs in our area.

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## HOUSING

1. Rate the following housing-related needs for people with low incomes. (CHECK your response.)

	No Need	Slight Need	Moderate Need	High Need	Very High Need	Don't Know
a) Paying for rent/security deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Dealing with landlord issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Making house payments (mortgage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Paying for home repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Making home modifications for mobility/living independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- |                                      |                          |                          |                          |                          |                          |                          |
|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| f) Paying for utility bills          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Getting insulation/weatherization | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Finding safe, affordable housing  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i) Paying property taxes             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j) Buying a house                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k) Other (describe):                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 

2. Please describe changes that could be made, if any, to improve the quality of services provided for housing-related needs in our area.

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**EMPLOYMENT**

1. Rate the following employment-related needs for people with low incomes. (CHECK your response.)

- |  | No<br>Need               | Slight<br>Need           | Moderate<br>Need         | High<br>Need             | Very High<br>Need        | Don't<br>Know            |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a) Finding a job                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Finding a full-time job                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Finding a job with higher wages                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Finding a permanent job                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Keeping a job                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Getting training for a better job               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Getting health benefits with job                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Finding child care during work hours            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i) Finding affordable child care during work hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j) Transportation to get to work                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k) Other (describe):                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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2. Please describe changes that could be made, if any, to improve the quality of services provided for employment-related needs in our area.

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**EDUCATION**

1. Rate the following education-related needs for people with low incomes. (CHECK your response.)

- |  | No<br>Need               | Slight<br>Need           | Moderate<br>Need         | High<br>Need             | Very High<br>Need        | Don't<br>Know            |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a) Getting a diploma/GED/HSED                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Paying for school                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Transportation to get to school                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Getting training for a better job                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Finding child care during school hours            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Finding affordable child care during school hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Learning money management skills                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

h) Other (describe):

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2. Please describe changes that could be made/if any, to improve the quality of services provided for education-related needs in our area.

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**HEALTH**

1. Rate the following health-related needs for people with low incomes. (CHECK your response.)

	No Need	Slight Need	Moderate Need	High Need	Very High Need	Don't Know
a) Getting health care (physical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Getting mental health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Getting dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Getting eye care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Paying for health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Paying for mental health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Paying for dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Paying for eye care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Paying for health insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Paying for prescription drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Getting treatment for drug or alcohol abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Getting treatment for smoking/tobacco use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Getting treatment for gambling addiction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Getting treatment for a health condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Getting treatment for mental illness/depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p) Getting treatment for a disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q) Having adequate health insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r) Dealing with increased levels of stress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s) Getting help for physical abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t) Getting help for emotional/verbal abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u) Getting help for sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v) Learning about good nutrition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w) Other (describe):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2. Please describe changes that could be made, if any, to improve the quality of services provided for health-related needs in our area.

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**CHILD & FAMILY DEVELOPMENT**

1. Rate the following child and family development-related needs for people with low incomes.  
(CHECK your response.)

	No Need	Slight Need	Moderate Need	High Need	Very High Need	Don't Know
a) Availability of child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Affordable, quality child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Child care for infant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Child care for school age child(ren)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Child care on nights and weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Child care when child is sick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Child care for child with special needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Developing appropriate parenting skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Dealing with teenager(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Correcting/disciplining their child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Dealing with alcohol and drug use by youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Other (describe):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\_\_\_\_\_

2. Please describe changes that could be made, if any, to improve the quality of services provided for child and family development-related needs in our area.

\_\_\_\_\_  
\_\_\_\_\_

**BUSINESS DEVELOPMENT**

1. Rate the following business development-related needs for people with low incomes.  
(CHECK your response.)

	No Need	Slight Need	Moderate Need	High Need	Very High Need	Don't Know
a) Getting business start-up help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Developing a business plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Getting business start-up loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Other (describe):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\_\_\_\_\_

2. Please describe changes that could be made, if any, to improve the quality of services provided for business development-related needs in our area.

\_\_\_\_\_  
\_\_\_\_\_

**EMERGENCY ASSISTANCE**

1. Rate the following emergency assistance-related needs for people with low incomes.  
(CHECK your response.)

	No Need	Slight Need	Moderate Need	High Need	Very High Need	Don't Know
a) Food assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Clothing assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Shelter assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Getting help with utility bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Getting help with house repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Getting help with home modifications for mobility/living independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Getting help with rent payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Getting help with mortgage payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Eviction prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Emergency health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Finding affordable legal help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Dealing with depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Dealing with emergency mental health issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Other (describe): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please describe changes that could be made, if any, to improve the quality of services provided for emergency assistance-related needs in our area.

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**COULEECAP**

1. What do you consider to be the greatest STRENGTH of Couleecap?

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2. In the last couple of years, tell us about a time when you were proud to partner with, support, work for, or be a part of Couleecap.

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3. In five years, what would you like to be able to say about Couleecap in terms of things that it has done?

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**ADDITIONAL COMMENTS**

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**THANK YOU FOR YOUR HELP!  
YOUR RESPONSES ARE IMPORTANT AND GREATLY APPRECIATED!**