
United Way
of Central Minnesota



2007 State of Caring Community Assessment

Key Informant Survey

Sponsored by United Way of Central Minnesota
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(Phase 3, 35 pages)



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Key points

The key informant survey is the third phase of the *2007 State of Caring Community Assessment*, conducted by UpFront Consulting for United Way of Central Minnesota (UWCM). The on-line survey was completed by 110 managers and service providers at human service agencies, schools, hospitals/clinics and churches in the UWCM service area. The overall objective of this research was to prioritize the assets, needs and root causes uncovered in the first two research phases, and discover those that might have been missed.

Key findings of this phase of the research include:

Assets of this area

- The range of quality services and the caring people and organizations in this community are seen as key assets. Collaboration and cooperation are strong. As a result residents have good access to assistance, education, recreation and, to a lesser degree, health care.
- Welcoming newcomers and providing transportation to residents in need are seen by some as assets, but many believe the community could do better in these areas. Although diversity is a growing challenge, many key informants also see it as a new community asset.

Financial stability/meeting basic needs

- Access to health insurance, affordable and accessible childcare, and jobs that promote financial stability are top needs according to respondents.
- Food shelves will need additional assistance in the coming years, according to key informants.
- Early intervention with families in need and affordable housing are also important needs, particularly because respondents believe the community has recently lost ground in these areas.

Early childhood and youth needs

- Early detection of the need for and access to mental health care is a top priority for children and youth according to key informants. Access to other health care is also a key need for this group. Both of these are identified as growing needs, and as areas where the community has recently lost ground.
- Early intervention is also important in solving behavior problems, according to survey respondents. They believe this can happen through agency collaboration, described earlier as a key community asset.
- Key informants also noted the critical importance of education, ranging from accessible early childhood education to helping all students graduate from high school.

Family and individual needs

- Access to health care and to mental health care are just as important for other members of the community as they are for youth, according to key informants, who rated these the two most critical needs for families and individuals.
- Getting medical and pharmacy help to the elderly is an important part of meeting this need, respondents agreed.
- Providing services to those with disabilities in rural areas is crucial, according to survey participants.
- Providing transportation for all those with disabilities is seen as a critical need; and transportation for the elderly, especially to medical care, is a growing need.

Root causes

- Inadequate income is a root cause for many of the community needs, especially because of the number of low-wage jobs in the area, according to participants. Mental health issues also create many needs in the community. Respondents believe that programs that address these two root causes will help meet many community needs.
- Key informants also point out that lack of parenting skills and limited access to childcare are important root causes of many needs in the area.
- In the St. Cloud metro area, a shortage of affordable housing is also an important root cause according to respondents. Racism and tension between cultures are also part of the picture in the metro area.

More information about each of these issues is in the main body of the report, following the section of research methodology.

How this research was conducted

The key informant survey is the third phase in the *2007 State of Caring Community Assessment*, conducted by UpFront Consulting for United Way of Central Minnesota. It builds on the information uncovered in the first two phases.

Organization

Overall the research has been organized by the key impact areas identified by the United Way board: 1) Financial Stability/Meeting Basic Needs, 2) Early Childhood/Youth Development, and 3) Strengthening Individuals and Families (including parenting, diversity, persons with disabilities and the elderly).

Phase one and two

Using the above outline, the first two phases of the research were conducted as follows:

- Phase One was a review of other research completed in Central Minnesota since 2007, and a literature review of other research studies that shed light on local needs. Of special interest was data that updated the 2002 needs assessment, but the researchers also searched for data about new needs and challenges that have emerged since that time. This research is summarized in the document “Lit Review: State of Caring 07.doc”.
- Phase Two consisted of focus groups with service recipients from the local community. Participants in the three groups were recruited by three agencies in the community; the discussion centered around needs and assets in Central Minnesota. The researchers created the question path from the Phase One findings; participants reviewed lists of needs and assets uncovered in the initial research, added their own, then discussed priorities. They also talked about root causes underlying needs in the region. This research is summarized in the document “State of Caring FG Report 2007.doc.”

Phase three objective

The overall objective of this research, Phase Three, was to prioritize the assets, needs and root causes uncovered in the first two research phases, and discover those that might have been missed.

Survey design

The researchers took the results from the first two phases and created an on-line survey instrument. It used a series of rating scales to create a ranking of assets, needs and root causes.

The questionnaire was designed so all survey participants answered the questions about community assets, which opened the survey, and about root causes, which ended the survey. The center three sections covered the current UWCM impact areas. Participants could choose to complete one, two or all three of these areas depending on their areas of interest and expertise.

Each of the sections also contained open-ended questions, allowing respondents to write in assets, needs or root causes that they felt were not in the lists.

Six demographic questions at the end of the survey were used to create sub-groups for analysis. For example, one question allowed the researchers to separate the responses of United Way-funded agencies from those who don't receive funding.

Survey participants

The survey participants were organization managers, program managers and service providers in human service agencies, schools, health care organizations, and churches in the UWCM service area. Individuals on the list were identified by UWCM staff and came from two mailing lists. In all, 400 individuals received invitations via email to participate. The email contained a live link to take the participant directly to the survey.

Survey administration

The survey was placed on-line on August 7 and ran until August 31 2007. A total of 124 individuals began the survey; 110 completed it. Given the 400 individuals who received the invitation, this is a response rate of 31% and a completion rate of 28%. Note that the survey was very long; respondents were told in the introduction that it could take them as long as 20 minutes if they chose to answer all three of the impact area sections.

Of the 110 individuals who completed the survey, 72 (66%) answered the basic needs questions, 70 (64%) answered the child and youth questions, and 81 (74%) answered the families and individuals questions. All 110 answered the assets and root causes sections.

Analysis

The researchers prepared count and frequency tables of the rating questions, and cross-tabulation tables based on the demographic questions. They then created categories for the open-ended questions by putting similar responses together, and prepared count and frequency tables of these responses as well.

In examining the sub-group analysis, the researchers found that there were many differences in response between sub-groups, but some were not meaningful. The ones reported in this document are those that meet two criteria: 1) A standard statistical test shows them to be significant (unlikely to occur by chance), and 2) They appear to be useful in helping to inform funding and programming decisions.

Who responded to the survey

The tables below show the responses to demographic questions. Note that for the organization type and the respondent title, some survey participants gave “Other” as a response. The researchers recoded these responses, placing each into a category they felt matched most closely.

Organization type

Human service organization, private sector	52%
Human service organization, government	16%
Education institution	14%
Health care provider	7%
Faith community	11%
<i>Total</i>	<i>100%</i>

Geographic area served

St. Cloud metro	24%
Rural areas	7%
Both metro and rural	69%
<i>Total</i>	<i>100%</i>

Receive annual funding from UWCM?

Yes	55%
No	45%
<i>Total</i>	<i>100%</i>

Respondent title

Management, organization	35%
Management, program	32%
Service provider	17%
Manager and provider	16%
<i>Total</i>	<i>100%</i>

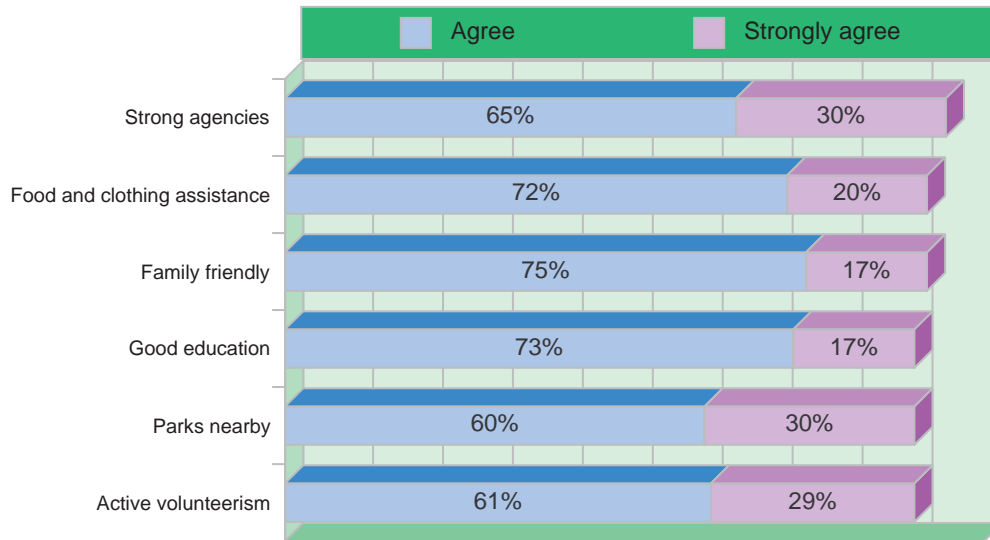
Gender

Female	79%
Male	21%
<i>Total</i>	<i>100%</i>

ZIP code of organization

St. Cloud	75%
Other metro (Sartell, Sauk Rapids, Waite Park)	11%
Other	14%
<i>Total</i>	<i>100%</i>

Assets, rating questions



Top six assets identified by respondents, combined “Strongly agree” and “Agree” responses, n = 110

Assets, sorted by “Strongly agree” responses

	<i>Strongly agree</i>	<i>Agree</i>	<i>Total</i>
We have strong agencies helping community members and newcomers	30%	65%	95%
There are good parks nearby for most people in this community	30%	60%	90%
Strong, active volunteerism in the community	29%	61%	90%
Early childhood education and activities are a strength in this community	25%	60%	85%
The lower crime rate is a plus for this community	21%	64%	85%
People here have access to food and clothing assistance	20%	72%	92%
This community is family friendly	17%	75%	92%
Children here get a good education with challenging academics	17%	73%	90%
People here have good access to health care	16%	55%	70%
Our schools help students and families access resources	7%	66%	73%
People in this community are generally trusting of other people	5%	63%	67%
Our community is welcoming to newcomers	3%	56%	58%
Our bus system meets local needs	3%	37%	40%

Assets, open-ended questions

Note that the following list of answers to open-ended questions contains only the most common responses. The verbatim text of responses to all open-ended questions is provided in a separate document.

Greatest asset in the community (shown are those suggested by at least 10% of respondents):

Range/quality of services (and access to those resources)	22%
Caring people/community/organizations	21%
People (including some who specifically name diversity)	16%
Collaboration/cooperation	11%

Assets that have been added or grown significantly (shown are those suggested by 5% of respondents or more):

Diversity, awareness	38%
Growth, economic and population	10%
Focus on meeting needs of children, especially pre-school	6%
Collaboration/cooperation/communication	6%

Additional assets (respondents could suggest up to four; shown are percent of total respondents who suggested each additional asset):

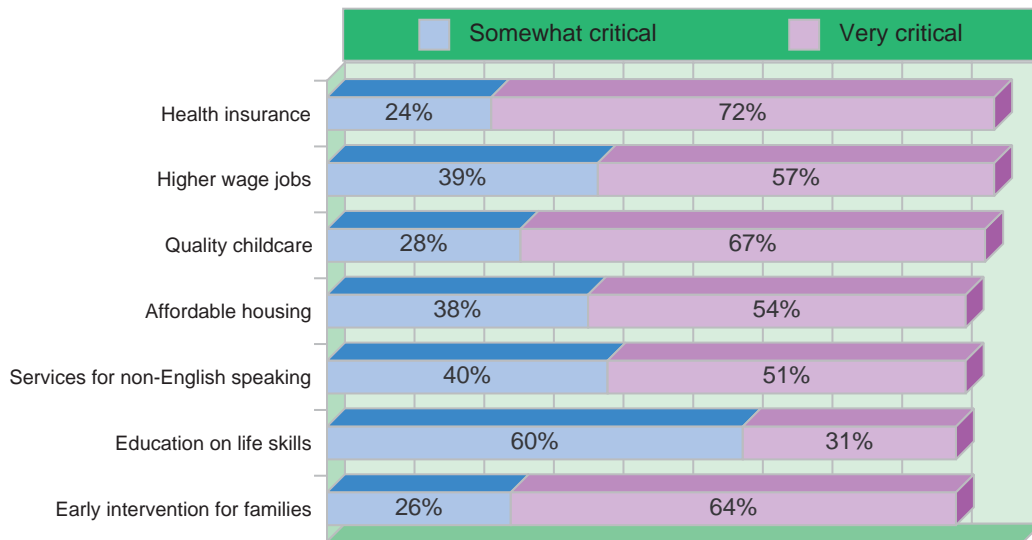
Youth programs	9%
Faith community/churches	9%
Higher education/resources/economic impact	9%
Arts and cultural opportunities	8%
Community organizations/services	7%
Business/community interaction	7%
Health/mental health care	6%

Assets, sub-group differences

Differences reported in all the sub-group sections—those shown below as well as those reported later in this document—are those that a statistical test shows are unlikely to have occurred by chance ($p < .05$) and are deemed to be useful for decision-making.

- Respondents from organizations based outside St. Cloud metro are more likely to answer “don’t know” when asked if people in the community have **access to food and clothing assistance**.
- Respondents from the health care sector were most likely to “Strongly agree” but also most likely to “Disagree” that **people here have good access to health care**. Human service organizations in the private sector were also more likely to disagree with this statement.
- Organizations that receive annual funding from United Way are less likely to “Strongly agree” that people in the community **have good access to health care**. Non-United Way agencies were more likely to answer “Don’t know” to this question.
- Those who described their position as “Management of an organization” (rather than a program) were more likely to “Strongly agree” that **the lower crime rate is a plus for this community**.
- Government human service organizations and health care providers were most likely to “Strongly agree” that **we have strong agencies helping community members and newcomers**. Few in any sector disagreed with this statement.
- Organizations in the metro area (St. Cloud, Sartell, Sauk Rapids, and Waite Park) were more likely to “Strongly agree” that **we have strong agencies helping community members and newcomers**.
- Organizations that serve primarily rural areas were more likely to “Strongly agree” that **our community is welcoming to newcomers**. The same was true for organizations based outside the metro area.
- Organizations based in St. Cloud were most likely to “Strongly agree” that there is **strong, active volunteerism in the community**. Organizations based outside the metro area were least likely to “Strongly agree” with this statement.
- Organizations based in St. Cloud and the other metro communities (Sartell, Sauk Rapids and Waite Park) were more likely to “Disagree” that **people in this community are generally trusting of other people** compared to organizations based in other communities.

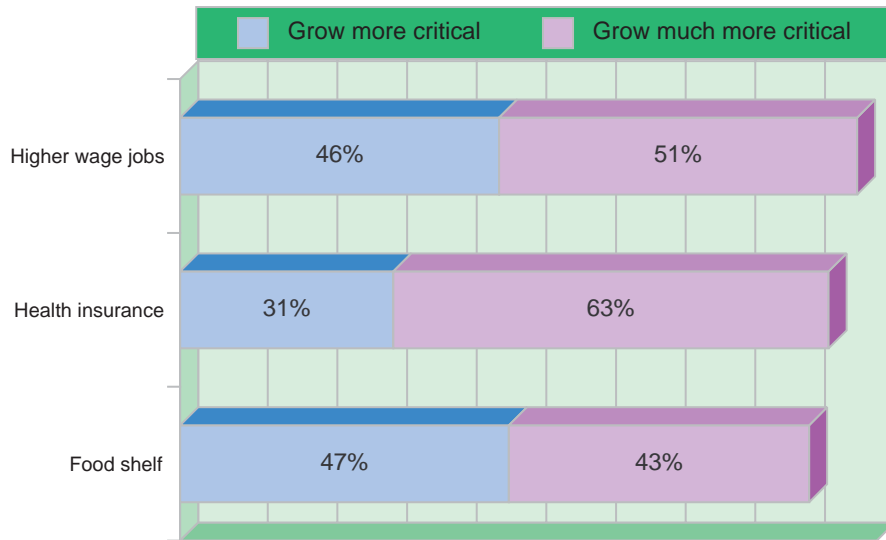
Financial stability/meeting basic needs, rating questions



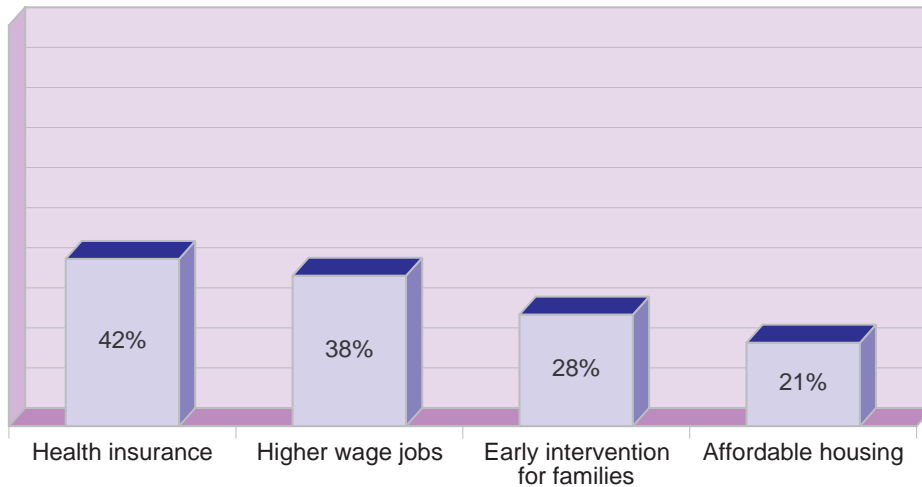
Seven most critical basic needs identified by respondents, combined “Very critical” and “Critical” responses, n = 72

Critical needs, sorted by “Very critical” responses

	<i>Very critical</i>	<i>Somewhat critical</i>	<i>Total</i>
Access to health insurance	72%	24%	96%
Affordable and accessible quality childcare	67%	28%	95%
Help early rather than waiting until family has multiple needs	64%	26%	90%
Higher wage, long-term jobs	57%	39%	96%
Affordable, quality, adequate size housing with easier access	54%	38%	92%
Services for non-English speaking (language classes & basic needs)	51%	40%	92%
Transportation access	51%	38%	89%
Agency staff with knowledge of what services and programs other agencies offer	47%	36%	83%
Emergency housing, especially needed for singles and seniors	43%	39%	82%
Food shelf (brief access, not enough food)	42%	47%	89%
Education on budgeting and other life skills	31%	60%	90%
Housing with supportive services	28%	51%	79%
Help with utility payments, energy assistance	26%	60%	86%
Cash assistance	19%	51%	71%
Homeless shelters for singles	18%	44%	63%



Three basic needs most likely to grow, according to respondents, combined “Grow much more critical” and “Grow more critical” responses, n = 72



Four basic needs where the community has lost the most ground in the past five years, n = 72

Financial stability/meeting basic needs, open-ended questions

Note that the following list of answers to open-ended questions contains only the most common responses. The verbatim text of responses to all open-ended questions is provided in a separate document.

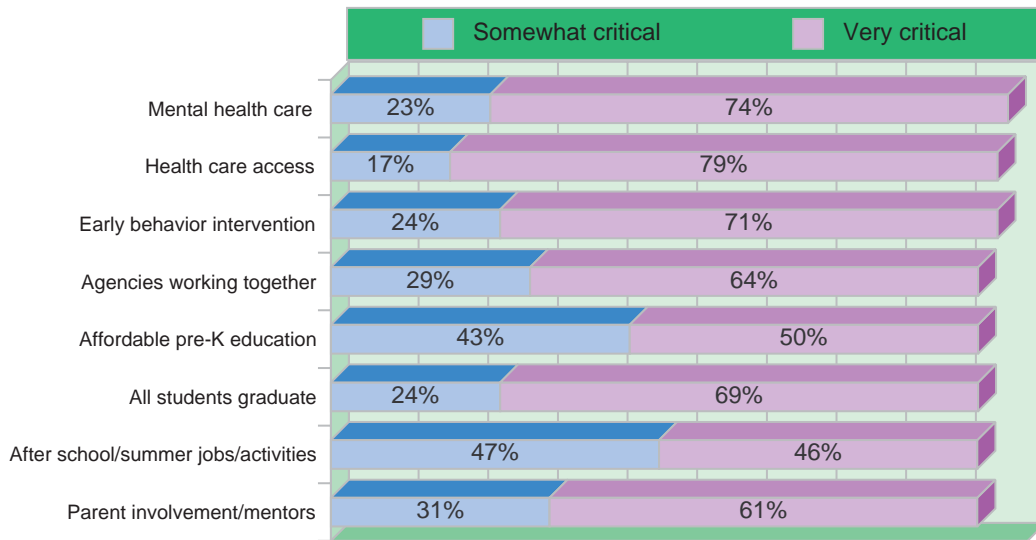
Other basic needs (respondents could suggest up to four; shown are percent of total respondents who suggested each additional need):

Variety of services for immigrants (basic needs, education)	7%
Services for elderly	7%
Emergency/crisis funding, services	7%
Homeless shelters, services	6%
Education, job skills training	4%
Safety/security	4%

Financial stability/meeting basic needs, sub-group responses

- Organizations that serve rural areas, or a combination of metro and rural, are more likely to rate **affordable and accessible child care** as “Very critical.” And organizations headquartered in St. Cloud (which may also serve rural areas) are more likely than others to rate this child care need “Very critical.”
- Organizations that serve the St. Cloud metro area are even more likely to rate **affordable, quality, adequate size housing access** as “Very critical.”
- Women are more likely than men to rate **cash assistance** as “Very critical.”
- Women are much more likely to rate **emergency housing, especially for singles and seniors**, as “Very critical.”
- The need for **homeless shelters for singles** is more likely to be rated “Very critical” by those who directly provide service, compared to program or organization managers. Women are also more likely to name this need as “Very critical” compared to men.
- Those at the program level (managers and service providers) are more likely to rate **housing with supportive services** as “Very critical” compared to organization managers.
- Women are more likely than men to rate **transportation access** as “Very critical.”

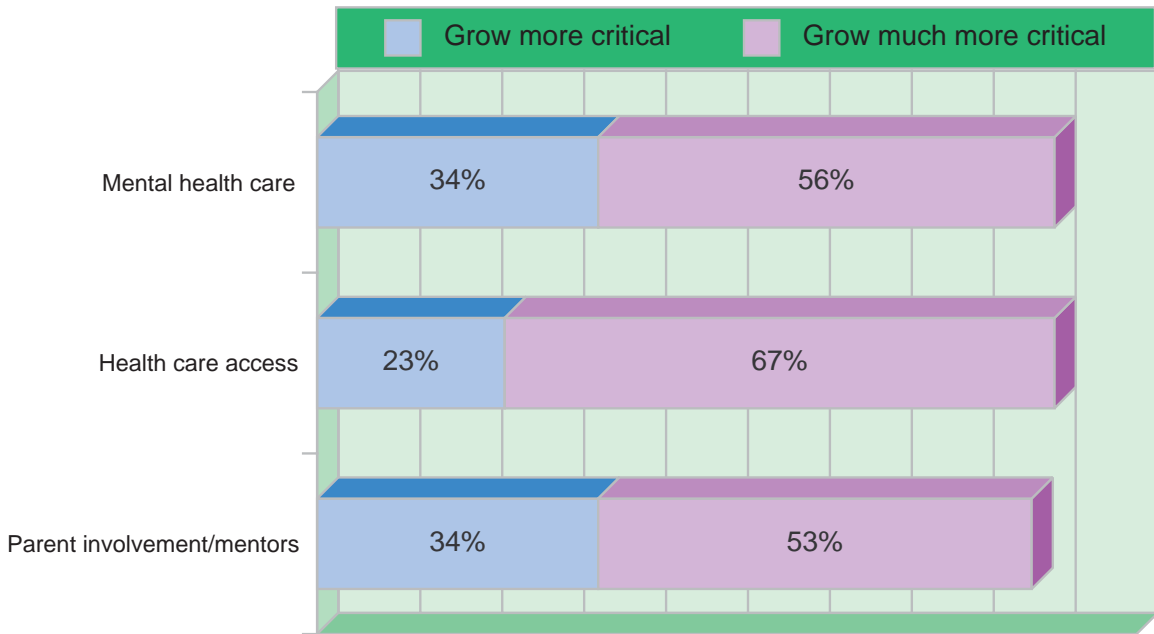
Early childhood and youth needs, rating questions



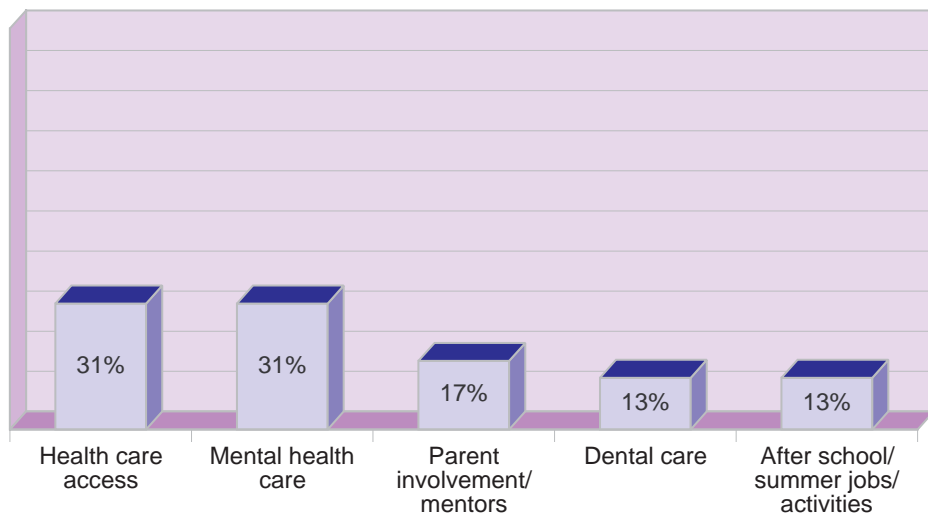
Eight most critical early childhood and youth needs identified by respondents, combined “Very critical” and “Critical” responses, n = 70

Critical needs, sorted by “Very critical” responses

	Very critical	Somewhat critical	Total
Health care access	79%	17%	96%
Mental health care (access to early detection and help)	74%	23%	97%
Early behavior intervention programs	71%	24%	96%
Help all students graduate	69%	24%	93%
Agencies working together to meet child and youth needs	64%	29%	93%
Parent involvement and mentors	61%	31%	93%
Parenting classes and support for teenage parents, including daycare for students	57%	34%	91%
Youth center/supervised activities	56%	34%	90%
Affordable and accessible dental care	51%	36%	87%
Easier access to affordable pre-K education	50%	43%	93%
Family assistance/advocacy	49%	41%	90%
Additional academic assistance for children of color	49%	34%	83%
After school and summer jobs/activities	46%	47%	93%
Scholarships/grants for activities	46%	44%	90%
Transportation to activities	46%	37%	83%
Education about bullying/violence	43%	47%	90%
Multicultural focus/education	41%	43%	84%
Support/life skills groups	39%	44%	83%
Information for families about services, e.g. WIC, immunization clinics	36%	54%	90%
Suicide education and prevention	34%	50%	84%
More education about chemical issues	33%	54%	87%
Cash assistance/income support for children	33%	47%	80%



Three early childhood and youth needs most likely to grow identified by respondents, combined “Grow much more critical” and “Grow more critical” responses, n = 70



Four early childhood and youth needs where the community has lost the most ground in the past five years, n = 70

Early childhood and youth needs, open-ended questions

Note that the following list of answers to open-ended questions contains only the most common responses. The verbatim text of responses to all open-ended questions is provided in a separate document.

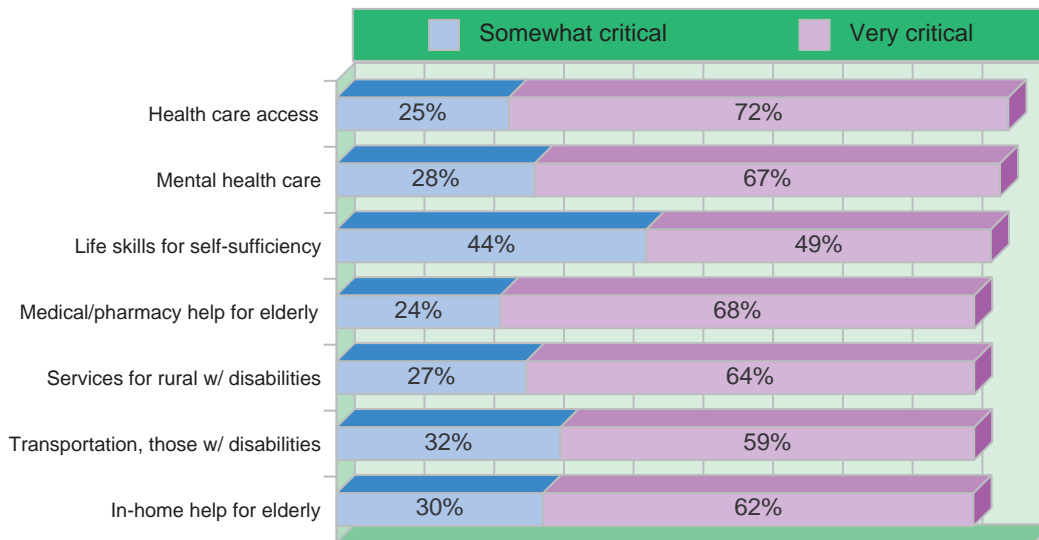
Additional early childhood and youth needs (respondents could suggest up to four; shown are percent of total respondents who suggested each additional need):

Health, mental health and safety	11%
Literacy	6%
Activities, center	6%
Multicultural needs, training	4%
Education	4%

Early childhood and youth needs, sub-group responses

- The need for **additional academic assistance for children of color** was seen as critical by all groups, but organizations that serve both metro and rural areas were most likely to rate it “Very critical.”
- Women were more likely than men to say it is “Very critical” that **agencies work together to meet child and youth needs**.
- Program managers and service providers rated **family assistance and advocacy** as “Very critical” more often than did organization managers.
- Human service organizations, in both the non-profit and government sectors, were most likely to rate **health care access** for children and youth as “Very critical.”
- Respondents in the faith community were most likely to rate **more education about chemical issues** for children and youth as “Very critical.”
- Respondents from education were most likely to rate **scholarships and grants for activities** for children and youth as “Very critical.”
- Women were much more likely than men to rate **transportation to activities** as “Very critical” for youth.

Families and individuals (including elderly & people with disabilities), rating questions

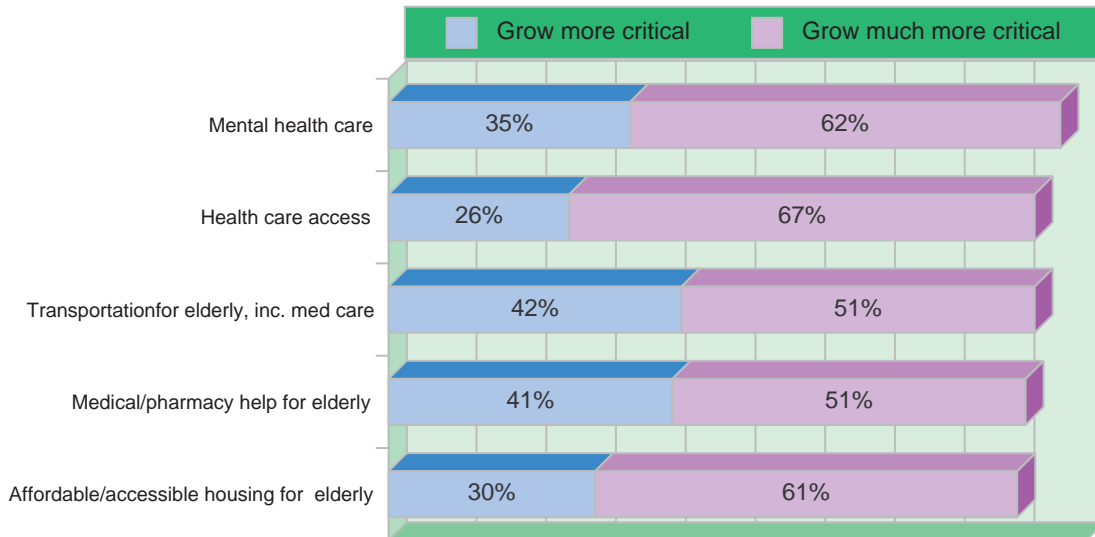


Seven most critical family and individual needs identified by respondents, combined “Very critical” and “Critical” responses, n = 81

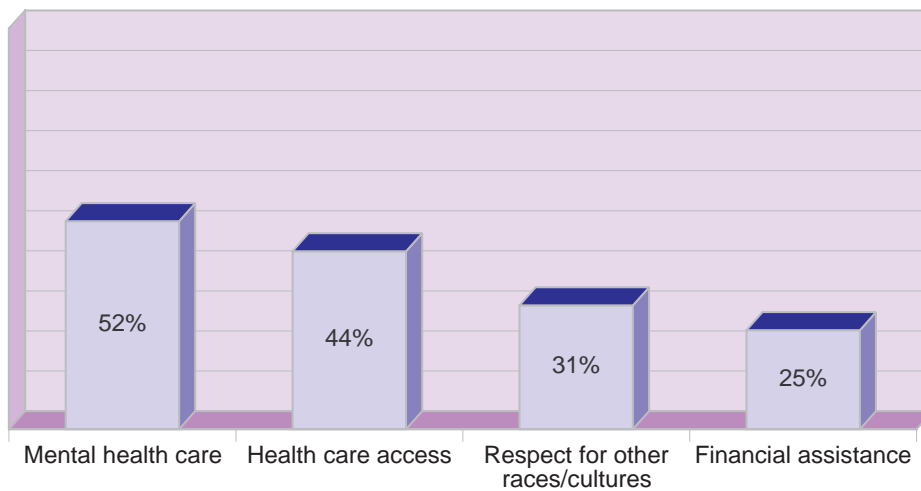
Critical needs, all positive responses, sorted

	Very critical	Somewhat critical	Total
Health care access (hours), co-pay, insurance	72%	25%	96%
Medical and pharmacy help for the elderly	68%	24%	91%
Access to mental health care	67%	28%	95%
Providing services to disabled in rural areas	64%	27%	91%
Affordable/accessible housing for the elderly	63%	26%	89%
In-home help for the elderly	62%	30%	91%
Transportation, especially to medical care for the elderly	61%	27%	88%
Transportation for those with disabilities	59%	32%	91%
Social connections among people of different cultures	56%	27%	83%
Social connections for those with disabilities	53%	37%	90%
Medical and pharmacy help for those with disabilities	53%	33%	86%
Respect for other races/cultures in the community and workplace	52%	32%	84%
Physically accessible buildings for those with disabilities	52%	31%	83%
Employment opportunities for those with disabilities	51%	40%	90%
Physically accessible buildings for the elderly	51%	32%	83%
Life skills leading to self-sufficiency	49%	44%	94%
Parent education	48%	42%	90%
Social connections for the elderly	48%	42%	90%
In-home help for those with disabilities	48%	41%	89%
Social connections among people in the community	46%	35%	80%
Addressing racial/cultural discrimination-in housing, jobs	42%	36%	78%
Advocacy for all ages	40%	46%	85%

Volunteer opportunities for youth to help people with disabilities	36%	46%	82%
Volunteer opportunities for youth to help elderly	33%	46%	79%
Financial assistance	32%	54%	86%



Five family and individual needs most likely to grow identified by respondents, combined “Grow much more critical” and “Grow more critical” responses, n = 81



Four family and individual needs where the community has lost the most ground in the past five years, n = 81

Families and individuals, open-ended questions

Note that the following list of answers to open-ended questions contains only the most common responses. The verbatim text of responses to all open-ended questions is provided in a separate document.

Other family and individual needs (respondents could suggest up to four; shown are percent of total respondents who suggested each additional need):

Senior services	5%
Systems issues	5%
Safety for women and children from domestic violence	3%
Volunteer opportunities for seniors	3%
Mental health needs	3%
Generational connections	3%
Activities	3%

Families and individuals, sub-group responses

- Women were a little more likely than men to rate **access to mental health care** as a critical issue. It was also a much bigger issue with organizations in the St. Cloud metro area (including Sartell, Sauk Rapids and Waite Park) than in organizations based in other communities.
- Women were more likely to say that **advocacy for all ages** is a critical need than were men. However, among those men who see it as a need, many rated it “Very critical.”
- The issue **health care access, co-pay, insurance** was seen as most critical by respondents in government human service organizations and in health care. It was also rated more critical by organizations in the St. Cloud metro area than it was in rural areas. Women were much more likely to rate this issue as “Very critical” compared to men.
- Men were more likely to rate **life skills leading to self-sufficiency** as “Very critical” than were women.
- Respondents in the faith community and in education were most likely to rate **parent education** as “Very critical.” Organizations that serve the St. Cloud metro area were also more likely to rate this need as “Very critical.” And individuals who manage programs or provide services are more likely than organization managers to say this is a critical need.
- **Respect for other races/cultures in the community and workplace** is rated as “Very critical” more often by women than by men. It is also rated more critical by organizations based in St. Cloud than by organizations in other parts of the metro area or in rural communities.
- Organizations that serve the metro area are more likely to say **social connections among people in the community** are “Very critical” compared to organizations that serve more rural communities.

- Organizations that do not receive annual funding from United Way are more likely to rate **social connections among people of different cultures** as “Very important.” Women tend to see this as more critical than men.
- **Affordable, accessible housing for the elderly** was more likely to be rated “Very critical” by organizations that serve the St. Cloud metro area compared to organizations that serve rural areas. Women were much more likely to rate this need as “Very critical” than were men.
- **Social connections for the elderly** is more often seen as a critical issue in the metro area than in rural areas.
- Women were more likely than men to say that **in-home help for the elderly** is “Very critical.” Women were also more likely to say that **medical and pharmacy help** and **accessible buildings** are more critical for the elderly.
- Organizations that serve both the metro and rural areas were more likely to rate **transportation to medical care for the elderly** as “Very critical.” Women also see this as more critical than men.
- **Volunteer opportunities for youth to help the elderly** is more of a critical issue in rural areas than in metro St. Cloud.
- **Employment opportunities for the elderly** was more likely to be rated “Very critical” by organizations that serve both rural and metro areas.
- Organizations that serve the metro area are more likely to rate **social connections for those with disabilities** as “Very critical.”
- Women are more likely than men to say that **in-home help for those with disabilities** is “Very critical.”
- **Medical and pharmacy help for those with disabilities** is more critical according to organizations that serve the metro area, rather than those serving rural areas. Service providers, as opposed to program or organization managers, also see this need as more critical. Women rate it as more critical than men.

Comments about needs

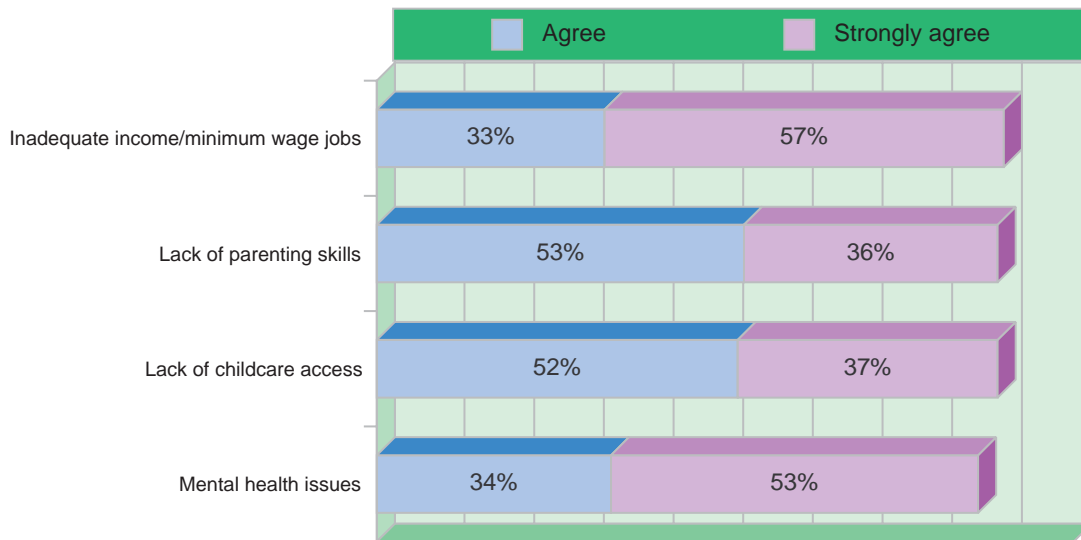
After respondents had answered one or more of the needs sections, they were asked for additional comments about needs (respondents earlier had the opportunity to suggest additional needs within each of the three sections).

The researchers read each comment and grouped them with similar comments. The table below shows the subject matter of the comments, and the percent of respondents who made comments about each.

Note that the following list of answers to open-ended questions contains only the most common responses. The verbatim text of responses to all open-ended questions is provided in a separate document.

Comments about other needs, areas of focus	6%
Changing needs, vision is critical	5%
Survey question comments	3%
Issue of limited resources to meet needs	3%
Health/mental health comments	3%
Positive progress seen/described	2%
Community socialization, respect, understanding needed	2%
Need for a community center	2%
Importance of early help	1%

Root causes, rating questions



Top four “root causes” of needs in the community, n = 110

Root causes, sorted by “Strongly agree” responses

	<i>Strongly agree</i>	<i>Agree</i>	<i>Total</i>
Inadequate income/minimum wage jobs	57%	33%	90%
Mental health issues	53%	34%	86%
Shortage of affordable housing	38%	39%	77%
Lack of childcare access, including cost of care	37%	52%	89%
Lack of parenting skills	36%	53%	89%
Lack of transportation routes and schedules to give access to employment/workplaces	36%	34%	70%
Racism	36%	34%	70%
Lack of gathering-places and activities for teens	28%	45%	73%
Tension between cultures	27%	47%	75%
Fear of losing benefits due to small increase in income	26%	54%	79%
Limited access to assistance because of narrow guidelines (inability to qualify)	26%	46%	72%

Root causes, open-ended questions

Note that the following list of answers to open-ended questions contains only the most common responses. The verbatim text of responses to all open-ended questions is provided in a separate document.

Other root causes (respondents could suggest up to four; shown are percent of total respondents who suggested each additional root cause):

Lack of government support for services	8%
Lack of individual motivation	7%
Increased diversity	6%
Health/mental health needs	5%
Lack of awareness, vision and action	5%

Subject matter of comments about root causes (shown are those suggested by more than one respondent):

Prevention is key	2%
Increased diversity	2%
Class divides/economic disparity	1%
Lack of government support for services	1%
Systems change	1%

Root causes, sub-group responses

- While all sub-groups agreed, respondents in government human service organizations were most likely to “Strongly agree” that **inadequate income and minimum wage jobs** are a root cause.
- Organizations that receive annual funding from UWCM are more likely to “Strongly agree” that **limited access to assistance because of narrow guidelines** is a root cause. Women are more likely to “Strongly agree” with this root cause than are men.
- Women are much more likely than men to see **lack of transportation routes and schedules to give access to employment** as a root cause.
- Organizations that receive annual funding from UWCM are more likely to “Strongly agree” that **mental health issues** are a root cause.
- Shortage of affordable housing is much more of a root cause according to organizations that serve the St. Cloud metro area, compared to other communities.

- Women are much more likely than men to “Strongly agree” that **lack of childcare access (including cost of care)** is a root cause. Organizations based in St. Cloud are more likely to “Strongly agree” as well, compared to organizations in other parts of the metro or in other communities.
- **Lack of gathering places for teens** is seen as a root cause more often by women than by men.
- **Racism** is more likely to be perceived as a root cause by organizations that serve the St. Cloud metro area, as well as by organizations based in the metro.
- Organizations that do not receive annual funding from UWCM are more likely to “Strongly agree” that **tension between cultures** is a root cause. Women are a little more likely than men to see this as a root cause.

Data tables

The following tables contain the data from each of the major sections in the survey. They are ordered from highest to lowest by combining the top two responses (for example, the total percent of “Agree” and “Strongly agree” responses).

Assets

	Agree	Strongly agree	Total
We have strong agencies helping community members and newcomers	65%	30%	95%
People here have access to food and clothing assistance	72%	20%	92%
This community is family friendly	75%	17%	92%
Children here get a good education with challenging academics	73%	17%	90%
There are good parks nearby for most people in this community	60%	30%	90%
Strong, active volunteerism in the community	61%	29%	90%
Early childhood education and activities are a strength in this community	60%	25%	85%
The lower crime rate is a plus for this community	64%	21%	85%
Our schools help students and families access resources	66%	7%	73%
People here have good access to health care	55%	16%	70%
People in this community are generally trusting of other people	63%	5%	67%
Our community is welcoming to newcomers	56%	3%	58%
Our bus system meets local needs	37%	3%	40%

Basic Needs/financial stability, critical needs

	Somewhat critical	Very critical	Total
Access to health insurance	24%	72%	96%
Higher wage, long-term jobs	39%	57%	96%
Affordable and accessible quality childcare	28%	67%	95%
Affordable, quality, adequate size housing with easier access	38%	54%	92%
Services for non-English speaking (language classes & basic needs)	40%	51%	92%
Education on budgeting and other life skills	60%	31%	90%
Help early rather than waiting until family has multiple needs	26%	64%	90%
Food shelf (brief access, not enough food)	47%	42%	89%
Transportation access	38%	51%	89%
Help with utility payments, energy assistance	60%	26%	86%
Agency staff with knowledge of what services and programs other agencies offer	36%	47%	83%
Emergency housing, especially needed for singles and seniors	39%	43%	82%
Housing with supportive services	51%	28%	79%
Cash assistance	51%	19%	71%
Homeless shelters for singles	44%	18%	63%

Basic needs/financial stability, growth in needs

	Grow more critical	Grow much more critical	Total
Higher wage, long-term jobs	46%	51%	97%
Access to health insurance	31%	63%	93%
Food shelf (brief access, not enough food)	47%	43%	90%
Affordable, quality, adequate size housing with easier access	47%	40%	88%
Help with utility payments, energy assistance	54%	33%	88%
Help early rather than waiting until family has multiple needs	36%	50%	86%
Transportation access	33%	53%	86%
Housing with supportive services	56%	29%	85%
Services for non-English speaking (language classes & basic needs)	40%	44%	85%
Affordable and accessible quality childcare	53%	31%	83%
Education on budgeting and other life skills	50%	31%	81%
Agency staff with knowledge of what services and programs other agencies offer	51%	28%	79%
Emergency housing, especially needed for singles and seniors	43%	33%	76%
Cash assistance	49%	24%	72%
Homeless shelters for singles	54%	13%	67%

Basic needs/financial stability, lost ground

Access to health insurance	42%
Higher wage, long-term jobs	38%
Help early rather than waiting until family has multiple needs	28%
Affordable, quality, adequate size housing with easier access	21%
Services for non-English speaking (language classes & basic needs)	14%
Affordable and accessible quality childcare	13%
Transportation access	11%
Food shelf (brief access, not enough food)	7%
Cash assistance	6%
Emergency housing, especially needed for singles and seniors	6%
Housing with supportive services	6%
Agency staff with knowledge of what services and programs other agencies offer	4%
Help with utility payments, energy assistance	4%
Education on budgeting and other life skills	3%
Homeless shelters for singles	0%

Early childhood/youth, critical needs

	Somewhat critical	Very critical	Total
Mental health care (access to early detection and help)	23%	74%	97%
Health care access	17%	79%	96%
Early behavior intervention programs	24%	71%	96%
Agencies working together to meet child and youth needs	29%	64%	93%
Easier access to affordable pre-K education	43%	50%	93%
Help all students graduate	24%	69%	93%
After school and summer jobs/activities	47%	46%	93%
Parent involvement and mentors	31%	61%	93%
Parenting classes and support for teenage parents, including daycare for students	34%	57%	91%
Youth center/supervised activities	34%	56%	90%
Information for families about services, e.g. WIC, immunization clinics	54%	36%	90%
Scholarships/grants for activities	44%	46%	90%
Education about bullying/violence	47%	43%	90%
Family assistance/advocacy	41%	49%	90%
More education about chemical issues	54%	33%	87%
Affordable and accessible dental care	36%	51%	87%
Multicultural focus/education	43%	41%	84%
Suicide education and prevention	50%	34%	84%
Additional academic assistance for children of color	34%	49%	83%
Support/life skills groups	44%	39%	83%
Transportation to activities	37%	46%	83%
Cash assistance/income support for children	47%	33%	80%

Early childhood/youth, growing needs

	Grow more critical	Grow much more critical	Total
Mental health care (access to early detection and help)	34%	56%	90%
Health care access	23%	67%	90%
Parent involvement and mentors	34%	53%	87%
Early behavior intervention programs	44%	43%	87%
Easier access to affordable pre-K education	51%	36%	87%
Family assistance/advocacy	54%	30%	84%
Scholarships/grants for activities	40%	43%	83%
Affordable and accessible dental care	46%	37%	83%
More education about chemical issues	46%	37%	83%
Help all students graduate	39%	43%	82%
Parenting classes and support for teenage parents, including daycare for students	41%	40%	81%
Support/life skills groups	54%	27%	81%
Youth center/supervised activities	34%	47%	81%
Education about bullying/violence	46%	34%	80%
Suicide education and prevention	57%	23%	80%
Transportation to activities	36%	43%	79%
Additional academic assistance for children of color	41%	37%	79%
Multicultural focus/education	37%	41%	79%
After school and summer jobs/activities	49%	29%	77%
Cash assistance/income support for children	51%	24%	76%
Agencies working together to meet child and youth needs	37%	37%	74%
Information for families about services, e.g. WIC, immunization clinics	54%	19%	73%

Early childhood/youth, lost ground

Health care access	31%
Mental health care (access to early detection and help)	31%
Parent involvement and mentors	17%
Affordable and accessible dental care	13%
After school and summer jobs/activities	13%
Early behavior intervention programs	10%
Education about bullying/violence	10%
Easier access to affordable pre-K education	9%
Help all students graduate	9%
Transportation to activities	9%
Youth center/supervised activities	9%
Additional academic assistance for children of color	6%
Multicultural focus/education	6%
Parenting classes and support for teenage parents, including daycare for students	6%
Scholarships/grants for activities	6%
Family assistance/advocacy	4%
More education about chemical issues	4%
Agencies working together to meet child and youth needs	3%
Cash assistance/income support for children	3%
Suicide education and prevention	3%
Information for families about services, e.g. WIC, immunization clinics	0%
Support/life skills groups	0%

Families and individuals, critical needs

	Somewhat critical	Very critical	Total
Health care access (hours), co-pay, insurance	25%	72%	96%
Access to mental health care	28%	67%	95%
Life skills leading to self-sufficiency	44%	49%	94%
Medical and pharmacy help for the elderly	24%	68%	91%
Providing services to disabled in rural areas	27%	64%	91%
Transportation for those with disabilities	32%	59%	91%
In-home help for the elderly	30%	62%	91%
Parent education	42%	48%	90%
Social connections for the elderly	42%	48%	90%
Employment opportunities for those with disabilities	40%	51%	90%
Social connections for those with disabilities	37%	53%	90%
Affordable/accessible housing for the elderly	26%	63%	89%
In-home help for those with disabilities	41%	48%	89%
Transportation, especially to medical care for the elderly	27%	61%	88%
Financial assistance	54%	32%	86%
Medical and pharmacy help for those with disabilities	33%	53%	86%
Advocacy for all ages	46%	40%	85%
Respect for other races/cultures in the community and workplace	32%	52%	84%
Social connections among people of different cultures	27%	56%	83%
Physically accessible buildings for those with disabilities	31%	52%	83%
Physically accessible buildings for the elderly	32%	51%	83%
Volunteer opportunities for youth to help people with disabilities	46%	36%	82%
Social connections among people in the community	35%	46%	80%
Volunteer opportunities for youth to help elderly	46%	33%	79%
Addressing racial/cultural discrimination-in housing, jobs	36%	42%	78%

Families and individuals, growing needs

	Grow more critical	Grow much more critical	Total
Access to mental health care	35%	62%	96%
Health care access (hours), co-pay, insurance	26%	67%	93%
Transportation, especially to medical care for the elderly	42%	51%	93%
Medical and pharmacy help for the elderly	41%	51%	91%
Affordable/accessible housing for the elderly	30%	61%	90%
In-home help for the elderly	35%	54%	89%
Employment opportunities for those with disabilities	49%	38%	88%
In-home help for those with disabilities	56%	32%	88%
Providing services to disabled in rural areas	41%	47%	88%
Financial assistance	54%	32%	86%
Life skills leading to self-sufficiency	52%	33%	85%
Transportation for those with disabilities	37%	48%	85%
Parent education	46%	36%	82%
Medical and pharmacy help for those with disabilities	41%	41%	81%
Respect for other races/cultures in the community and workplace	35%	46%	80%
Social connections for the elderly	40%	41%	80%
Social connections for those with disabilities	41%	40%	80%
Advocacy for all ages	56%	24%	79%
Social connections among people of different cultures	37%	42%	79%
Physically accessible buildings for the elderly	38%	40%	78%
Addressing racial/cultural discrimination-in housing, jobs	35%	42%	77%
Social connections among people in the community	38%	38%	77%
Volunteer opportunities for youth to help elderly	43%	33%	77%
Physically accessible buildings for those with disabilities	42%	33%	75%
Volunteer opportunities for youth to help people with disabilities	44%	28%	73%

Families and individuals, lost ground

Access to mental health care	52%
Health care access (hours), co-pay, insurance	44%
Respect for other races/cultures in the community and workplace	31%
Financial assistance	25%
Addressing racial/cultural discrimination-in housing, jobs	20%
Social connections among people of different cultures	19%
Affordable/accessible housing for the elderly	19%
Transportation, especially to medical care for the elderly	19%
In-home help for the elderly	17%
Providing services to disabled in rural areas	17%
Medical and pharmacy help for the elderly	16%
Social connections among people in the community	15%
Employment opportunities for those with disabilities	15%
Life skills leading to self-sufficiency	14%
Parent education	14%
Transportation for those with disabilities	11%
In-home help for those with disabilities	10%
Advocacy for all ages	9%
Medical and pharmacy help for those with disabilities	9%
Social connections for the elderly	7%
Volunteer opportunities for youth to help people with disabilities	6%
Volunteer opportunities for youth to help elderly	5%
Social connections for those with disabilities	4%
Physically accessible buildings for the elderly	3%
Physically accessible buildings for those with disabilities	3%

Root causes

	Agree	Strongly agree	Total
Inadequate income/minimum wage jobs	33%	57%	90%
Lack of parenting skills	53%	36%	89%
Lack of childcare access, including cost of care	52%	37%	89%
Mental health issues	34%	53%	86%
Fear of losing benefits due to small increase in income	54%	26%	79%
Shortage of affordable housing	39%	38%	77%
Tension between cultures	47%	27%	75%
Lack of gathering-places and activities for teens	45%	28%	73%
Limited access to assistance because of narrow guidelines (inability to qualify)	46%	26%	72%
Lack of transportation routes and schedules to give access to employment/workplaces	34%	36%	70%
Racism	34%	36%	70%