

## Appendix A

### Household Survey Results: Emergency Assistance Consumers

May 24, 2005

#### Methods and participant characteristics

During November 2004 through January 2005 consumers from several emergency assistance providers throughout the county were invited to complete the United Way Community Assessment *Household Survey*. A total of 99 surveys were completed. Table 83 displays the participating agencies and the number completed at each site. These agencies mostly serve low-income families and individuals. This convenience sampling method was used in order to obtain feedback from low-income Knox County residents from throughout the county. Consumers were asked to fill out the surveys in the agency lobbies or waiting rooms while they waited to be seen by agency staff. All surveys were anonymous and voluntary; consumers placed completed surveys into sealed United Way envelopes and agency staff were not allowed to see the completed surveys. United Way provided all respondents with \$5 Kroger gift certificates as remuneration.

Table 83: *Emergency Assistance Agency Survey Sites* (convenience sample sources)

Agency/ site	Number of completed surveys
Interchurch Social Services, Mount Vernon	15
Interchurch Social Services, Centerburg	4
Interchurch Social Services, Danville	10
Interchurch Social Services, Fredericktown	9
The Salvation Army of Mount Vernon	15
The Salvation Army, Centerburg	10
Knox Metropolitan Housing Authority	10
Kno-Ho-Co Community Action Energy Assistance Program	10
Moundbuilders Guidance Center	10
Other (United Way or mailed in from unknown site)	6
<b>Total</b>	<b>99</b>

Source: *COMPASS Household Survey* (selected items), emergency assistance consumer sample, 2004-2005

Half of the respondents reported annual household incomes of less than \$10,000, and most others (41%) had incomes between \$10,000 and \$24,999 (see Table 84). Sixty-five percent said that someone in their household received public assistance (such as Temporary Assistance for Needy Families/ Ohio Works First, food stamps, Supplemental Security Income (SSI) or Medicaid). Most respondents were between the ages of 35-54 years (44%) or 20-24 years (40%) (see Table 85). The sample was 93% white, 4% American Indian, 2% African American, and 2% Hispanic/Latino, and the majority of respondents were female (81%). Over half of the households represented had a child under age 18 (63%), and 29% of all respondents were single parents (see Table 86).

About half (53%) said they lived in Mount Vernon, while the remaining half reside throughout other parts of the county (see Table 87).

**Table 84: Annual household income** ("Counting income from all sources (including all earnings from jobs, unemployment insurance, pensions, public assistance, etc.) and counting income from everyone living in your home, which of the following ranges did your household income fall into last year?") (n=92)

Income category	Number of respondents	Percent of respondents
Less than \$10,000	46	50%
\$10,000 to \$24,999	38	41%
\$25,000 to \$49,999	8	9%
\$50,000 or more	0	0%

Source: *COMPASS Household Survey* (selected items), emergency assistance consumer sample, 2004-2005

**Table 85: Age** (n=97)

Age category (years)	Number of respondents	Percent of respondents
19 or younger	2	2%
20 to 34 years	39	40%
35-54 years	43	44%
55-64 years	10	10%
65 or more years	3	3%

Source: *COMPASS Household Survey* (selected items), emergency assistance consumer sample, 2004-2005

**Table 86: Household type** (n=93)

	Number of respondents	Percent of respondents
Household with children	59	63%
One adult with at least one child	27	29%
Two or more adults with at least one child	32	34%
No children in household	34	37%
One adult living alone	7	8%
Two or more adults without children	27	29%

Source: *COMPASS Household Survey* (selected items), emergency assistance consumer sample, 2004-2005

**Table 87: Residence (by zip code area) (n=99)**

City/Town/Village	Number of respondents	Percent of respondents
Mount Vernon	52	53%
Centerburg	15	15%
Fredericktown	13	13%
Danville	9	9%
Howard	7	7%
Brinkhaven	1	1%
Don't know	2	2%

Source: *COMPASS Household Survey* (selected items), emergency assistance consumer sample, 2004-2005

### Household concerns

In order to identify their highest priority concerns, respondents were asked to rate several issues that may have affected them or someone in their household over the past 12 months on a four-point scale (1= “not an issue,” 2= “minor issue,” 3= “moderate issue,” 4= “major issue”). Table 88 displays these results in rank order, starting with the problems respondents identified as their household’s most significant issues. Concerns related to mental health, financial problems, and health care emerged as the most significant problems. More than half of respondents (57%) said “anxiety, stress, or depression” were major issues for their household. Not having enough money for clothing and shoes (55%), emergency needs (housing, food, etc.) (49%), and medical care (prescriptions, doctor bills, insurance, etc.) (62%) were also described as “major issues” for roughly half of the households. Recreation, entertainment, and child care were also important issues, as were basic needs such as food, transportation, and housing. “Having a job that doesn’t provide benefits” (50%) and “not being able to find work” (43%) were also major issues for many. Overall, crime, violence, the environment (water, air, and green space), racial discrimination, illiteracy, and drug and alcohol abuse received the lowest ratings, indicating low levels of personal concern about those issues.

**Table 88: Household concerns among emergency assistance agency consumers (n=87-99)**  
 (“Have any of the following been a challenge or an issue for you or anyone in your household over the past 12 months?”)

Household issue (in rank order, starting with biggest concern)	Average Rating	1 Not an Issue	2 Minor Issue	3 Moderate Issue	4 Major Issue
Having a lot of anxiety, stress, or depression	3.3	7%	10%	26%	57%
Not having enough money to buy needed clothing and shoes	3.3	4%	16%	25%	55%
Not having the financial resources for emergency needs (housing, food, transportation, etc.)	3.3	4%	14%	33%	49%

Table 88 continued	Average Rating	1 Not an Issue	2 Minor Issue	3 Moderate Issue	4 Major Issue
Household issue					
Not having enough money to pay the doctor, buy prescription medications, or get medical insurance	3.2	17%	7%	14%	62%
Not being able to afford entertainment activities (music, movies, etc.)	3.1	8%	17%	29%	46%
Finding it difficult to budget	3.1	9%	20%	25%	46%
Not being able to afford recreational activities	3.0	13%	13%	30%	43%
Not having enough money for food	3.0	11%	16%	33%	39%
Having a job that doesn't provide benefits	2.8	31%	8%	12%	50%
Not being able to find work	2.8	27%	13%	17%	43%
Not having enough money to pay for housing	2.8	18%	17%	29%	36%
Not being able to afford legal help	2.8	21%	16%	22%	40%
Not having education or training for a decent paying job	2.7	27%	12%	22%	39%
Lack of recreational activities that are accessible	2.7	24%	17%	29%	31%
Lack of activities for school-aged children and teens	2.5	37%	14%	17%	33%
Being overweight or obese	2.3	39%	14%	24%	23%
Living in housing that needs major repairs	2.2	45%	18%	10%	27%
Not being able to afford public transportation	2.2	52%	5%	18%	25%
Not being able to use public transportation to get to a job or appointment on time	2.1	53%	10%	15%	23%
Not being able to find transportation for a medical appointment outside of Knox County	2.1	55%	3%	21%	21%
Not having enough room in your house for all the people who live there	1.9	61%	7%	12%	20%
Not being able to find or afford childcare for ages 0-5	1.9	62%	11%	5%	22%
Not being able to find before or after school care, or summer care, for school-aged children	1.9	58%	17%	4%	21%

Table 88 continued	Average Rating	1 Not an Issue	2 Minor Issue	3 Moderate Issue	4 Major Issue
Household issue					
Not being able to get care for a person with a disability or serious illness, or for an elder	1.9	59%	13%	10%	18%
Observing unsafe driving habits	1.9	51%	24%	14%	12%
Not knowing how to access services or information in Knox County	1.9	43%	29%	22%	6%
Not being able to find a crisis intervention resource (suicide, family violence, neglect, alcohol and drug emergencies, etc.)	1.8	62%	13%	10%	15%
Children not receiving quality instruction in the classroom	1.8	56%	21%	9%	14%
Not being able to find transportation for a person with a disability or an elder	1.7	68%	10%	10%	13%
Not having enough preserved green space for use	1.7	60%	20%	9%	12%
Experiencing air or water pollution	1.7	54%	27%	9%	10%
Experiencing physical conflict in the household	1.6	68%	12%	12%	9%
Difficulty in reading well enough to get along	1.6	68%	13%	14%	6%
Experiencing an alcohol and/or drug issue	1.5	75%	10%	8%	7%
Children being unsafe at school	1.5	74%	13%	8%	6%
Experiencing sexual assault/rape	1.3	85%	4%	6%	5%
Experience racial or ethnic discrimination	1.3	83%	7%	5%	5%
Observing gang activity	1.3	79%	13%	4%	4%
Experiencing household crime	1.3	79%	15%	3%	3%

Source: *COMPASS Household Survey* (selected items), emergency assistance consumer sample, 2004-2005

### Awareness of social service agencies

This survey included a list of United Way member agencies and emergency assistance providers, and asked respondents to indicate whether or not they had heard of or gotten help from these organizations. Awareness ranged widely, with a low of 23% saying they had heard of Compassionate Friends, to a high of 97% saying they had heard of Interchurch Social Services (see Table 89). The Knox County Department of Job and Family Services (DJFS), YMCA, Hospice, Red Cross, and the Salvation Army of Mount Vernon also enjoyed high visibility among respondents. Overall, the majority of respondents had heard of most of the organizations, indicating a fairly high level of awareness. Consumer Credit Counseling services (53%) was a notable exception,

considering the high level of financial need expressed by respondents (see Tables 84 and 88).

Respondents were also asked if they had ever gotten help from these organizations. Not surprisingly, some of the most commonly used agencies were those where the surveys were collected: Interchurch (87%), Kno-Ho-Co (69%), Salvation Army of Mount Vernon (59%), and Moundbuilders (56%) (see Table 89). Seventy-four percent said they had received help from DJFS.

**Table 89: Awareness and use of selected social service agencies among emergency assistance consumers**

Organization*	Have you ever heard of this organization?  Percent "yes" (n=90-97)	Have you (or your child) ever gotten help from this agency or participated in any of its activities?  Percent "yes" (n=70-84)
Adult Day Care Center	57%	6%
Alcohol & Drug Freedom Center	82%	24%
The American Red Cross of Knox County	88%	13%
Arthritis Foundation - Knox County Branch	54%	0%
Big Brothers Big Sisters of Knox and Morrow Counties	85%	24%
Boy Scouts of America - Muskingum Valley Council	63%	13%
Compassionate Friends	23%	4%
Consumer Credit Counseling Service	53%	6%
Heart of Ohio Girl Scouts	71%	20%
Hospice of Knox County	89%	20%
Interchurch Social Services	97%	87%
Kno-Ho-Co Services	84%	69%
Knox County 4-H Center	74%	14%
Knox County Head Start	85%	37%
Knox County Dept. of Job & Family Services	95%	74%
Knox Metropolitan Housing	80%	38%
Mental Health Association	63%	19%
Moundbuilders Guidance Center	85%	56%
New Directions: Domestic Abuse Shelter	77%	16%
The Salvation Army of Mount Vernon	88%	59%
The Salvation Army - Centerburg Service Unit	55%	10%
South Vernon Youth League	24%	0%
The Station Break	71%	8%
YMCA of Mount Vernon	90%	30%

\*All United Way member organizations are listed, as well as the emergency assistance providers where surveys were collected.

Source: *COMPASS Household Survey* (supplemental items), emergency assistance consumer sample, 2004-2005