

Community Action Partnership of Hennepin County: Community Strengths and Needs Assessment 2020

Appendices



The **Improve** Group

Appendix Contents

Appendix A: Expanded Methodology.....	2
Appendix B: Demographics.....	5
Appendix C: Community Survey Response Frequencies.....	10
Appendix D: Community Profile.....	26
Appendix E: Supplemental Maps.....	29
Appendix F: Supplemental Secondary Data.....	32
Appendix G: CAP-HC 2019 Client Satisfaction Survey.....	35
Appendix H: CAP-HC 2019 Agency Service Data.....	39
Appendix I: CAP-HC Agency Strengths and Needs Survey.....	43
Appendix J: Community Survey.....	48
Appendix K: Interview Protocol.....	52
Appendix L: Pre-workshop Survey.....	56
Appendix M: Workshop Protocol.....	58

Appendix A: Expanded Methodology

Community Responsive Approach

The Improve Group has developed and practices a **Community-Responsive ApproachSM** (CRA) to help enable the unique perspectives of multiple affected communities and stakeholder groups to be more fully represented in the community engagement process. By proactively learning about and being responsive to each community's distinct characteristics and by involving individual community stakeholders in our design, we are more likely to hear authentic experiences, concerns, and input. Our Community-Responsive ApproachSM focuses on several methods to use community expertise for culturally responsive work: intentionally focusing on relationships, being adaptable, and hiring community members to join our project team. In this community strengths and needs assessment, The Improve Group implemented this approach through offering multiple methods and languages during data collection and hiring community liaisons to guide our work.

Interviews

CAP-HC and The Improve Group partnered to conduct interview outreach to a variety of community organizations. Interviews were scheduled across two months and took place over the phone. Each interview lasted approximately one hour and covered needs and strengths in the community, causes and contributors of poverty, potential solutions, and suggestions for partnerships with CAP-HC. Across the 15 interviews conducted, input was gathered from community-based organizations, faith-based organizations, educational institutions, the public sector, and the private sector. Interviewees were given the option to approve any quotes used in reporting and will be sent a copy of the report in return for their time and input.

Surveys

Surveys were offered in paper, web, and tablet formats in English, Spanish, and Somali. The Improve Group offered phone and in-person survey support. The survey was designed to take around ten minutes to complete and asked about strengths and needs of the community and service gaps or needs.

To ensure input from both CAP-HC clients and Hennepin County residents not currently receiving services through CAP-HC, the survey was administered at the offices of a range of service providers throughout the county, including food shelves, social service offices, and a family service collaborative. Some of these service providers asked their staff to administer the survey during regular meetings with clients, while at others The Improve Group staff administered the survey to clients passing through reception areas.

Additionally, CAP-HC sent out a mail survey to 2,000 of their clients with a prepaid return envelope; of these, 85 were returned due to an incorrect address. Of the 1,915 mail surveys which were delivered, 343 people responded, for a response rate of 18 percent. Across survey methods, a total of 705 surveys were completed, 697 of which met the

conditions to be included in analysis. Any surveys from those under 18 years old or residing outside of Hennepin County were excluded from analysis.

Individuals completing the survey in-person received a \$5 Mastercard gift card, and individuals completing the survey via mail or online could enter a drawing to win one of six \$100 gift cards.

Community Liaisons

The Improve Group partnered with four community liaisons to reach the Latinx, African American, and Somali communities in Hennepin County. To recruit liaisons, The Improve Group conducted outreach through existing contacts, who shared the recruitment information within their networks. Liaisons were onboarded to the project and calls and/or meetings with The Improve Group were held as needed. The Improve Group worked with liaisons on creating flyers and other materials for outreach.

The liaisons conducted outreach as well as provided feedback on protocols, workshop design, and workshop locations. They then facilitated and/or took notes during each of the three workshops. Liaisons were provided compensation for their partnership. The Improve Group also hired an additional Spanish-speaking notetaker to assist during the workshops.

Workshops

Three community workshops were held, with a maximum capacity of 30 participants at each workshop. Across workshops, 74 community members participated. Workshops were selected as a data collection tool due to their ability to accommodate a high number of participants. Each workshop was then divided into three or four discussion or focus groups based on the language participants chose to use (English, Spanish, or Somali). Each workshop lasted approximately two hours and focused on community needs and strengths. Participants were also offered the opportunity to share and gather information about community resources.

Workshops were held in three libraries in locations around Hennepin County that were accessible by public transportation, in North Minneapolis, Minnetonka, and Edina. Two workshops were held on weekday evenings and the third was held on a weekend morning.

Participants were provided on-site childcare, compensation (\$50 MasterCard gift card), and a meal during the workshop.

Analysis

The Improve Group conducted quantitative survey analysis in Excel and the statistical software packages R and SPSS. Data was cleaned in Excel and R. Analysis included running frequencies of responses in R and Excel and subgroup analysis in SPSS. Subgroups which are too small to report on are not included in the report.

The Improve Group analyzed qualitative data from the survey (open-ended survey questions) by categorizing responses into themes using Excel. Data was organized into themes using a deductive analysis approach, taking themes from survey question categories.

Workshop and interview data were analyzed using a collaborative workshopping approach, in which The Improve Group evaluation team worked together to discuss and reflect on data and find themes across data sources. This analysis was then combined with survey results.

Limitations to the Study

While The Improve Group recognizes the following is not an exhaustive list, limitations to the study are as follows:

The racial and ethnic groupings are broad, and do not allow for analysis by specific racial and ethnic communities. These groupings were selected to enable comparing current data to previous CAP-HC community assessment data that used the same groupings.

The study lacked high participation among Asian Americans and Asian communities in the survey and workshops as well as Somali and other African immigrant communities in the workshops due to the short project timeline, which impacted and limited the study design and outreach.

Lastly, the survey resulted in higher participation by older adults partially because paper surveys were mailed to CAP service recipients, and older adults are more likely to respond to paper mail surveys. Additionally, data collection at service sites occurred during the day, and older adults tend to be more available during the day and were therefore more likely to participate. While an online survey was available and promoted, the data collection strategies resulted in higher participation from older adults.

Appendix B: Demographics

Workshops

Age	n	percent
18-24	12	16%
25-34	6	8%
35-44	21	29%
45-54	18	25%
55-64	13	18%
65+	3	4%
Total	73	100%

Not all workshop participants responded to every demographic question. As a result, the total for the above table is lower than the total for other demographic questions.

Race/Ethnicity	n	percent
Hispanic/Latino	34	46%
Black or African American	20	27%
White	11	15%
American Indian or Native American	6	8%
Multiracial	3	4%
Total	74	100%

Gender	n	percent
Female	52	70%
Male	21	28%
Prefer not to answer	1	1%
Total	74	100%

Survey

Survey questions which asked respondents to select one option include a valid percent and a total row. Survey questions which were select all do not include this, as the n may surpass the total number of respondents.

Have you received any services from Community Action Partnership of Hennepin County?

Q3	n	percent	valid_percent
Yes	419	60%	60%
No	217	31%	31%
I don't know	58	8%	8%
NA	3	0%	-
Total	697	100%	100%

Regional breakdown of survey respondents

Region	n	percent	valid_percent
Minneapolis	369	53%	55%
South Hennepin	89	13%	13%
Central Hennepin	80	11%	12%
North Hennepin	71	10%	11%
West Hennepin	60	9%	9%
NA	28	4%	-
Total	697	100%	100%

Regions were defined by CAP-HC as the following:

- **South Hennepin:** Bloomington, Edina, Richfield, and Eden Prairie
- **Central Hennepin:** Crystal, Hopkins, New Hope, Medicine Lake, Robbinsdale, St. Louis Park, and Golden Valley
- **North Hennepin:** Brooklyn Center, Brooklyn Park, Champlin, Maple Grove, Osseo, Corcoran, Dayton, Rogers, and Hanover
- **West Hennepin:** Greenfield, Rockford, Maple Plain, Mound, Independence, Minnetrista, St. Bonifacius, Minnetonka, Shorewood, Excelsior, Tonka Bay, Greenwood, Deephaven, Woodland, Minnetonka Beach, Navare, Loretto, Medina, Long Lake, Wayzata, Plymouth, and Spring Park
- **Minneapolis** consists only of the city of Minneapolis.

What is your age?

Q36	n	percent	valid_percent
18-24	26	4%	4%
25-34	81	12%	12%
35-44	133	19%	20%
45-54	108	15%	16%
55-64	142	20%	21%
65+	187	27%	28%
NA	20	3%	-
Total	697	100%	100%

What is your gender? (select all that apply)

	n	percent
Female	463	66%
Male	227	33%
Prefer to not answer	3	0%
Bigender or Two Spirit	2	0%
Different identity	1	0%

What is your race/ethnicity? (select all that apply)

	n	percent
White	301	43%
Black or African American, including Somali, Oromo, and other African native	263	38%
Hispanic/Latino	65	9%
American Indian or Native American	57	8%
Asian American or Asian, including Southeast Asian and Pacific Islander	36	5%
Additional identity	12	2%

What language is mostly spoken in your home?

Q39	n	percent	valid_percent
English	558	80%	82%
Spanish	41	6%	6%
Somali	27	4%	4%
Hmong	7	1%	1%
Another language	47	7%	7%
NA	17	2%	-
Total	697	100%	100%

Household size

Household size	n	percent	valid_percent
1	302	43%	45%
2	140	20%	21%
3	63	9%	9%
4	64	9%	10%
5	47	7%	7%
6	30	4%	4%
7	7	1%	1%
8	7	1%	1%
9	5	1%	1%
10	1	0%	0%
11	3	0%	0%
18	1	0%	0%
NA	27	4%	-
Total	697	100%	100%

Percent of the federal poverty line

Poverty	n	percent	valid_percent
Under 100%	236	34%	51%
100% - 125%	74	11%	16%
125% - 200%	118	17%	25%
Over 200%	39	6%	8%
NA	230	33%	-
Total	697	100%	100%

Cost of living for households up to 6 people per Minnesota Department of Employment and Economic Development cost of living calculations

	CoL	n	percent	valid_percent
Income does not meet average cost of living		434	62%	96%
Income meets average cost of living		17	2%	4%
NA		246	35%	-
Total		697	100%	100%

Appendix C: Community Survey

Response Frequencies

Survey questions which asked respondents to select one option include a valid percent and a total row. Survey questions which were select all do not include this, as the n may surpass the total number of respondents and the percent may surpass one hundred percent.

Strengths

What are the three biggest strengths in your community?

	n	percent
Where I live feels relatively safe	317	45%
I can access support from government programs (financial or disability benefits, food support, etc.)	247	35%
I can access transportation	212	30%
Community members and/or families help one another	201	29%
Community members take good care of our neighborhood	130	19%
I can access the services I need (childcare, healthcare, etc.)	128	18%
I feel connected to others in my community	123	18%
There are places I can go to spend time with and feel supported by others in my community	123	18%
I can access support from community and/or faith-based organizations	115	16%
Community members are proud of our community	92	13%
I can access jobs	89	13%
I can access housing	79	11%
I feel like members of my community are heard and respected	66	9%
Other	55	8%

Experiences and Barriers

Transportation

How do you and other members of your household get to the places you need to go? (select all that apply)

	n	percent
Drive own vehicle	389	56%
Take public transit	315	45%
Walk or bike	176	25%
Share rides or carpool	105	15%

Do you or members of your household experience the following barriers around transportation? (select all that apply)

	n	percent
Cost of car ownership (insurance, maintenance, etc.)	360	52%
Health condition (including disability)	202	29%
Cost of public transportation (bus, light rail fare)	148	21%
Length/time of commute	132	19%
Location of bus or light rail stops	129	19%
Bus or light rail schedule	123	18%

Housing

What is your current housing status? (select all that apply)

	n	percent
Rent home	434	62%
Own a home	196	28%
Staying with friends/ family	42	6%
Homeless	19	3%

How much do you spend on housing each month, including utilities? This number was used to determine if each household meets the requirements for being cost burdened (spending 30% or more of their income on housing).

	costburdened	n	percent	valid_percent
Cost burdened		323	46%	79%
Not cost burdened		84	12%	21%
	NA	290	42%	-
Total		697	100%	100%

Do you receive financial assistance for housing?

	Q10	n	percent	valid_percent
No		380	55%	60%
Yes		235	34%	37%
I don't know		21	3%	3%
	NA	61	9%	-
Total		697	100%	100%

Do you or other members of your household experience the following barriers around housing? (select all that apply)

	n	percent
Cost of rent or mortgage	310	44%
Cost of utilities	309	44%
Cost of home maintenance	195	28%
Shortage of housing available	123	18%
Challenges with landlord	74	11%
Unsafe or unhealthy housing	66	9%
Concerns about evictions or foreclosure	55	8%

Employment

How many adults (including yourself) in your household are:

	n	percent
Employed and work 32+ hours/week	228	25%
Employed and work less than 32 hours/week	111	12%
Looking for work (unemployed)	94	10%
Not employed and not looking for work (stay at home parent, retired, etc.)	303	33%

How many adults in your household (including yourself):

	n	percent
Have paid time off from work	100	29%

Do you or members of your household experience the following barriers to employment? (select all that apply)

	n	percent
Health condition (including disability)	250	36%
Jobs do not pay enough	169	24%
Do not have needed transportation	109	16%
Do not have needed skills or experience	108	15%
Not enough jobs available	66	9%
Do not have needed childcare or elder care	62	9%
Language barriers	56	8%
Do not have legal work authorization	24	3%

Education, Training, Childcare, and Elder Care

What is the highest level of education completed by adults (including yourself) in your household?

	n	percent
No high school diploma or GED	119	14%
High school diploma or GED	217	25%
Trade/professional certificate	35	4%
Some college, no degree	123	14%
Associate degree	52	6%
Bachelor's degree	90	10%
Post-graduate degree (master's, PhD, JD, MD, etc.)	47	5%

Do you or members of your household experience the following barriers to education or training? (select all that apply)

	n	percent
Tuition or fees	195	28%
Health condition (including disability)	188	27%
Do not have enough time to attend school or training	108	15%
Do not have needed transportation	98	14%
Do not have needed childcare or elder care	66	9%
Language barriers	56	8%

Does your household experience the following barriers for children's education? (select all that apply)

	n	percent
Our children do not have access to afterschool or summer activities	95	14%
Our children do not have access to early childhood education	41	6%

Health and Wellness

Do all members of your household have health insurance?

Q18	n	percent	valid_percent
Yes	588	84%	86%
No	83	12%	12%
I don't know	13	2%	2%
NA	13	2%	-
Total	697	100%	100%

Are all members of your household able to access the health care they need?

Q19	n	percent	valid_percent
Yes	547	78%	82%
No	69	10%	10%
I don't know	49	7%	7%
NA	32	5%	-
Total	697	100%	100%

Do you or members of your household experience the following barriers around health and wellness? (select all that apply)

	n	percent
Cost of treatment and/or medications even with insurance	204	29%
Cost of health insurance	196	28%
Challenges applying for or getting health insurance	72	10%
Do not have access to transportation	68	10%
Cost of treatment and/or medications because we don't have insurance	67	10%
Language barriers	43	6%

Food and Nutrition

Do any of the following apply to you or your household? (select all that apply)

	n	percent
We use SNAP (food stamps)/EBT	385	55%
We use food shelves	310	44%
We often run out of food	160	23%
It is difficult to find the kinds of food we need	87	12%
We use WIC (Women, Infants, and Children program)	56	8%

Do you or members of your household experience the following barriers around food? (select all that apply)

	n	percent
Cost of food	389	56%
Not enough stores selling healthy foods near where we live	102	15%
Not enough food shelves near where we live	93	13%
Don't have a place to prepare foods/meals	21	3%

Supports

Are you or anyone in your household currently receiving supports from organizations or service providers in the below areas?

Employment and financial support

Help finding and applying for jobs or other job support

	Q24a	n	percent	valid_percent
Currently receiving this support		73	10%	13%
Need this support but not currently receiving it		117	17%	21%
Do not need this support		372	53%	66%
NA		135	19%	-
Total		697	100%	100%

Financial literacy and/or planning support

	Q24b	n	percent	valid_percent
Currently receiving this support		38	5%	7%
Need this support but not currently receiving it		158	23%	30%
Do not need this support		335	48%	63%
NA		166	24%	-
Total		697	100%	100%

Savings and/or tax support

	Q24c	n	percent	valid_percent
Currently receiving this support		43	6%	8%
Need this support but not currently receiving it		191	27%	36%
Do not need this support		291	42%	55%
NA		172	25%	-
Total		697	100%	100%

Education, training, childcare, and elder care

Tuition assistance

	Q25a	n	percent	valid_percent
Currently receiving this support		23	3%	4%
Need this support but not currently receiving it		134	19%	25%
Do not need this support		375	54%	70%
NA		165	24%	-
Total		697	100%	100%

Job training/education

	Q25b	n	percent	valid_percent
Currently receiving this support		21	3%	4%
Need this support but not currently receiving it		107	15%	22%
Do not need this support		367	53%	74%
NA		202	29%	-
Total		697	100%	100%

Childcare

	Q25c	n	percent	valid_percent
Currently receiving this support		31	4%	6%
Need this support but not currently receiving it		70	10%	14%
Do not need this support		405	58%	80%
NA		191	27%	-
Total		697	100%	100%

Elder care

	Q25d	n	percent	valid_percent
Currently receiving this support		23	3%	5%
Need this support but not currently receiving it		50	7%	10%
Do not need this support		429	62%	85%
NA		195	28%	-
Total		697	100%	100%

Early childhood education

	Q25e	n	percent	valid_percent
Currently receiving this support		26	4%	5%
Need this support but not currently receiving it		48	7%	10%
Do not need this support		426	61%	85%
NA		197	28%	-
Total		697	100%	100%

Afterschool or summer care/activities

	Q25f	n	percent	valid_percent
Currently receiving this support		30	4%	6%
Need this support but not currently receiving it		83	12%	16%
Do not need this support		391	56%	78%
NA		193	28%	-
Total		697	100%	100%

Transportation

Financial help for car repairs

	Q26a	n	percent	valid_percent
Currently receiving this support		25	4%	5%
Need this support but not currently receiving it		247	35%	45%
Do not need this support		272	39%	50%
NA		153	22%	-
Total		697	100%	100%

Financial help with public transit fares

	Q26b	n	percent	valid_percent
Currently receiving this support		68	10%	13%
Need this support but not currently receiving it		140	20%	27%
Do not need this support		314	45%	60%
NA		175	25%	-
Total		697	100%	100%

Housing

Help with utilities (energy or water bills, etc.)

	Q27a	n	percent	valid_percent
Currently receiving this support		258	37%	43%
Need this support but not currently receiving it		195	28%	33%
Do not need this support		141	20%	24%
NA		103	15%	-
Total		697	100%	100%

Home maintenance and repair

	Q27b	n	percent	valid_percent
Currently receiving this support		42	6%	8%
Need this support but not currently receiving it		179	26%	35%
Do not need this support		297	43%	57%
NA		179	26%	-
Total		697	100%	100%

Renters' support

	Q27c	n	percent	valid_percent
Currently receiving this support		84	12%	16%
Need this support but not currently receiving it		159	23%	31%
Do not need this support		277	40%	53%
NA		177	25%	-
Total		697	100%	100%

Homeowners' support

	Q27d	n	percent	valid_percent
Currently receiving this support		18	3%	4%
Need this support but not currently receiving it		128	18%	26%
Do not need this support		350	50%	71%
NA		201	29%	-
Total		697	100%	100%

Health and Wellness

Mental health

	Q28a	n	percent	valid_percent
Currently receiving this support		151	22%	28%
Need this support but not currently receiving it		88	13%	16%
Do not need this support		299	43%	56%
NA		159	23%	-
Total		697	100%	100%

Disability

	Q28b	n	percent	valid_percent
Currently receiving this support		164	24%	30%
Need this support but not currently receiving it		105	15%	19%
Do not need this support		279	40%	51%
NA		149	21%	-
Total		697	100%	100%

Senior services

	Q28c	n	percent	valid_percent
Currently receiving this support		80	11%	15%
Need this support but not currently receiving it		103	15%	19%
Do not need this support		350	50%	66%
NA		164	24%	-
Total		697	100%	100%

Substance abuse

	Q28d	n	percent	valid_percent
Currently receiving this support		19	3%	4%
Need this support but not currently receiving it		31	4%	6%
Do not need this support		444	64%	90%
NA		203	29%	-
Total		697	100%	100%

Health insurance assistance

	Q28e	n	percent	valid_percent
Currently receiving this support		148	21%	28%
Need this support but not currently receiving it		108	15%	20%
Do not need this support		281	40%	52%
NA		160	23%	-
Total		697	100%	100%

Food and Nutrition

Food assistance

	Q29a	n	percent	valid_percent
Currently receiving this support		277	40%	47%
Need this support but not currently receiving it		160	23%	27%
Do not need this support		157	23%	26%
NA		103	15%	-
Total		697	100%	100%

Legal Supports

Assistance with legal services

	Q30a	n	percent	valid_percent
Currently receiving this support		42	6%	8%
Need this support but not currently receiving it		121	17%	22%
Do not need this support		389	56%	70%
NA		145	21%	-
Total		697	100%	100%

Assistance addressing domestic violence

	Q30b	n	percent	valid_percent
Currently receiving this support		20	3%	4%
Need this support but not currently receiving it		43	6%	8%
Do not need this support		467	67%	88%
NA		167	24%	-
Total		697	100%	100%

What are the three main causes of not have enough money and/or access to basic needs for you and your household?

	n	percent
Challenges with health, mental health, behavioral health (such as substance use), or disability	253	36%
Can't access jobs that provide enough income	202	29%
Unstable and/or unaffordable housing	160	23%
Other	118	17%
Can't access job training and/or education	110	16%
Can't access transportation	107	15%
Lack of safety in the neighborhood	100	14%
Can't access childcare and/or elder care	60	9%
Lack of safety in the home	26	4%

Where respondents live

What city do you live in most of the time?

Q32	n	percent	valid_percent
Minneapolis	369	53%	55%
Bloomington	40	6%	6%
Brooklyn Park	35	5%	5%
Richfield	27	4%	4%
Brooklyn Center	21	3%	3%
St. Louis Park	21	3%	3%
Plymouth	20	3%	3%
Minnetonka	16	2%	2%
Eden Prairie	15	2%	2%
Hopkins	14	2%	2%
New Hope	14	2%	2%
Robbinsdale	13	2%	2%
Crystal	12	2%	2%
Maple Grove	8	1%	1%
Edina	7	1%	1%
Excelsior	6	1%	1%
Golden Valley	6	1%	1%
Wayzata	6	1%	1%
Champlin	5	1%	1%
Mound	4	1%	1%
Maple Plain	2	0%	0%
Shorewood	2	0%	0%
Spring Park	2	0%	0%
Corcoran	1	0%	0%
Long Lake	1	0%	0%
Rogers	1	0%	0%
St. Bonifacius	1	0%	0%
NA	28	4%	-
Total	697	100%	100%

What is your zip code most of the time?

Q33	n	percent	valid_percent
55404	77	11%	11%
55411	56	8%	8%
55407	50	7%	7%
55412	31	4%	5%
55423	30	4%	4%
55406	22	3%	3%
55408	22	3%	3%
55428	21	3%	3%
55422	19	3%	3%
55430	19	3%	3%
55429	18	3%	3%
55403	15	2%	2%
55413	15	2%	2%
55343	14	2%	2%
55417	14	2%	2%
55443	14	2%	2%
55427	13	2%	2%
55431	13	2%	2%
55416	12	2%	2%
55426	12	2%	2%
55418	11	2%	2%
55425	11	2%	2%
55420	10	1%	1%
55305	9	1%	1%
55331	8	1%	1%
55345	8	1%	1%
55346	8	1%	1%
55405	8	1%	1%
55441	8	1%	1%
55444	7	1%	1%
55447	7	1%	1%
55454	7	1%	1%
55391	6	1%	1%

55311	5	1%	1%
55316	5	1%	1%
55344	5	1%	1%
55419	5	1%	1%
55446	5	1%	1%
55364	4	1%	1%
55409	4	1%	1%
55369	3	0%	0%
55410	3	0%	0%
55435	3	0%	0%
55437	3	0%	0%
55438	3	0%	0%
55347	2	0%	0%
55359	2	0%	0%
55374	2	0%	0%
55384	2	0%	0%
55414	2	0%	0%
55421	2	0%	0%
55436	2	0%	0%
55439	2	0%	0%
55442	2	0%	0%
55445	2	0%	0%
55048	1	0%	0%
55075	1	0%	0%
55116	1	0%	0%
55356	1	0%	0%
55375	1	0%	0%
55401	1	0%	0%
55402	1	0%	0%
55415	1	0%	0%
NA	26	4%	-
Total	697	100%	100%

Appendix D: Community Profile

This community profile provides an overview of data regarding Hennepin County, Hennepin County Suburbs, and Minneapolis. The main purpose of this profile is to inform our background knowledge of the community and our data collection methods.

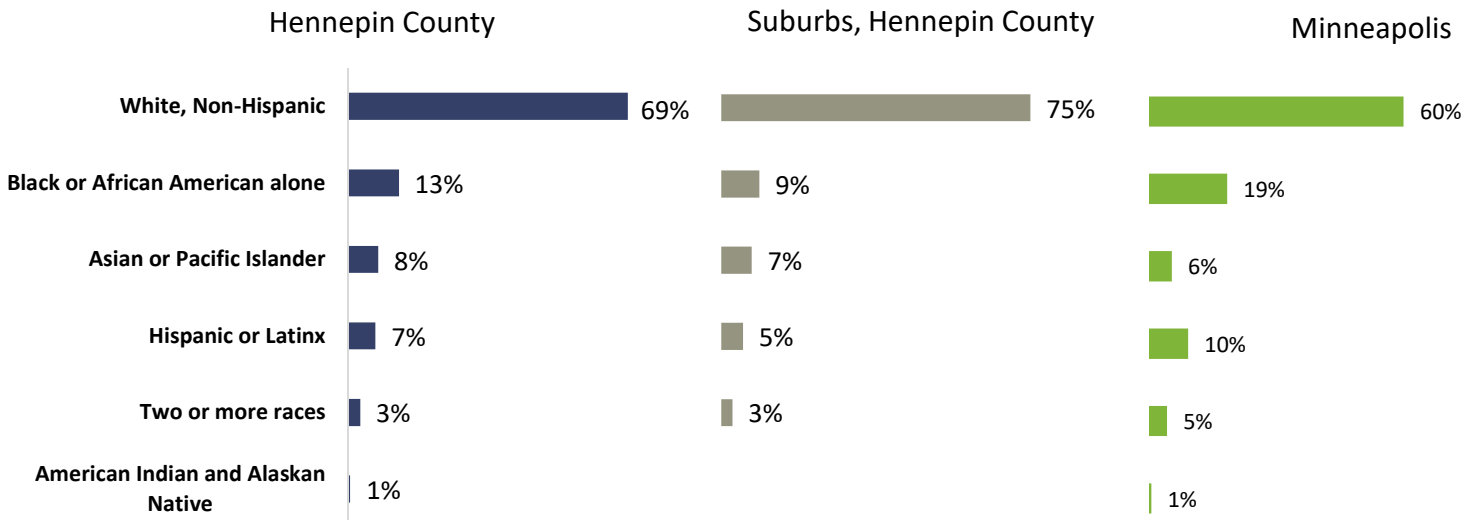
Population Characteristics

An estimated **1,259,248** people live in Hennepin County.



Among Hennepin's **499,104** households, the average family size is **3** people.

850,000 in the Suburbs¹ | **410,000** in Minneapolis



14% of Hennepin County's population was **born outside of the U.S.**



The **median age** in Hennepin County is **36**.

Age 17 and below: **12%**

18-64: **64%**

65+: **15%**



Most common languages spoken at home in Hennepin County:

English only **82%**

Spanish **6%**

Somali **4%**

Hmong **2%**



10% of Hennepin County's population **identifies as having a disability**

Sources: Population estimate based on 2018 ACS 1-year estimate, U.S. Census Bureau; race/ethnicity data compiled by MN Compass based on 1-year ACS data population estimate of 1.252.024; language data sourced directly from 2017 ACS 5-year estimates, U.S. Census Bureau

Income and Poverty



Median household income for the county is **\$71,154**.

\$83,534 in the Suburbs | **\$55,720** in Minneapolis



Approximately **15%** of the Hennepin County population and **26%** of the Minneapolis population live **below 125% of the poverty level**.

Families² <125%: **27,000** in Hennepin County | **13,000** in Minneapolis

Individuals <125%: **180,000** in Hennepin County | **102,000** in Minneapolis



The **yearly cost of living (to meet basic needs)** in Hennepin County is **\$61,464** for the average family size (3 people).

Sources: 2017 ACS 5-year estimates, U.S. Census Bureau; MN DEED



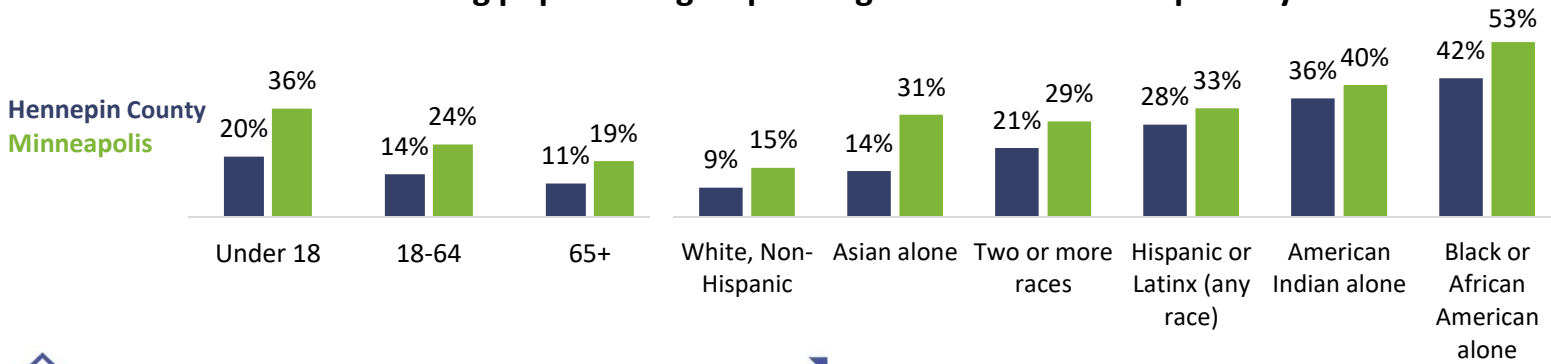
In Hennepin County, there are **715,962** people in the **labor force**.

Source: MN DEED, LAUS, for October 2019

¹Hennepin County Suburbs consist of 44 cities in Hennepin County, aggregated by MN Compass.

²"Families" as defined by the Census Bureau are two or more people who live in the same household and are related by birth, marriage, or adoption. For households living under 125% poverty, the threshold for a family of four is \$32,188.

Percent of the following population groups living under 125% of the poverty level



Less than a high school education
38% in Hennepin County
49% in Minneapolis



Male **14%** in Hennepin County
25% in Minneapolis
Female **16%** in Hennepin County
27% in Minneapolis



Living with a disability
29% in Hennepin County
44% in Minneapolis



Born outside of the United States
25% in Hennepin County
40% in Minneapolis

Source: 2017 ACS 5-year estimates, U.S. Census Bureau

Housing and Transportation



In Hennepin County, the homeownership rate for **POCI** households is **39%**, **Black** households is **22%**, and **White** households is **75%**.

Source: MN Housing Partnership



The **median housing value** is **\$245,000** in Hennepin County.



The **median gross rent** in Hennepin County is **\$1,031**.

Source: 2017 ACS 5-Year Estimates, U.S. Census Bureau



Approximately **1 in 3** households in Hennepin County are cost-burdened, or spend more than 30% of their household income on housing.

47% of renters in Hennepin County are cost-burdened

21% of homeowners are cost-burdened.

According to the 2018 Wilder Homelessness Study, the number of people in Hennepin County **experiencing homelessness** is approximately **4,100** (3,300 in shelters, 800 not in shelters).

Source for data in graphs: 2017 ACS 5-year estimates



87% of workers age 16+ in **Hennepin County Suburbs** take a **car, truck, or van to work**.
81% for Hennepin County | **69%** for Minneapolis

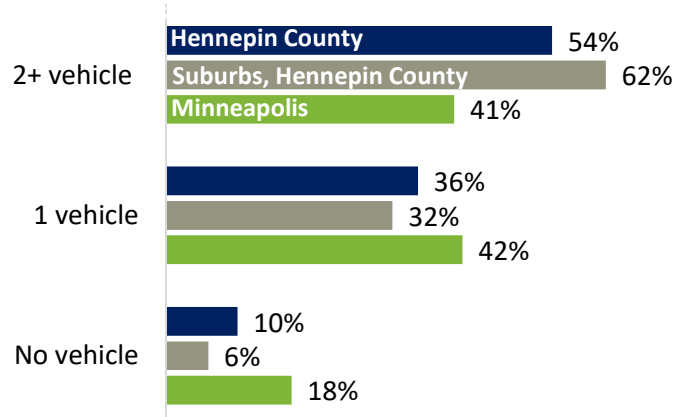


13% of workers age 16+ in **Minneapolis** take **public transportation** to work.
7% in the Suburbs | **4%** in the County overall.



18% of workers age 16+ in **Minneapolis** **walk or bike to work, or work at home**.
12% in the County overall | **9%** in the Suburbs.

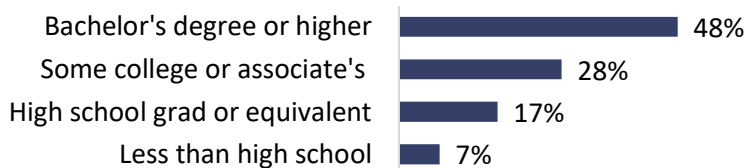
Vehicles available per household



Source: MN Compass, 2017 ACS 5-Year Estimates, U.S. Census Bureau

Education

Educational attainment for those age 25+, Hennepin County



3 in 10 residents age 25+ in Hennepin County with **less than a high school** degree **experience poverty**.



55% of students in **Hennepin County** were proficient in **reading** by 3rd grade.



56% of students were proficient in **math** by 8th grade.



78% of students **graduated** high school on time.

Source: 2017 MCA, MN Dept of Education, compiled by MN Compass

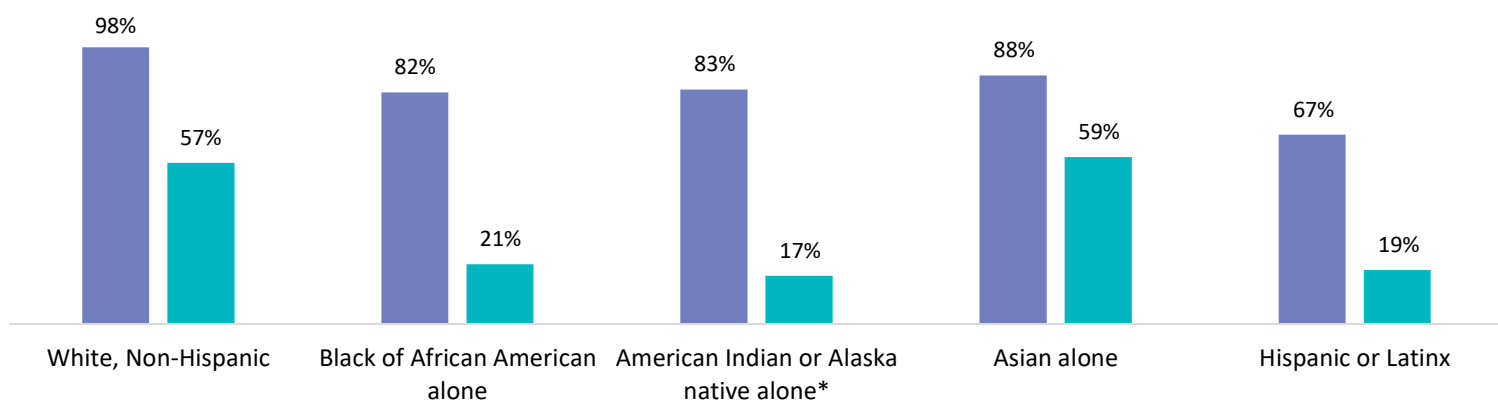
Educational attainment for population age 25+ in Hennepin County, by race/ethnicity



High school diploma/equivalent or higher



Bachelor's degree or higher



*Margin of error is at least 10% of the total value. Be cautious with this estimate.

Source: 2018 ACS 1-Year Estimates, U.S. Census Bureau

Health



6% of the Hennepin County populations is **uninsured**.



13% of the Hennepin County population is on Medicaid/means test coverage alone, while **3%** is on Medicare coverage alone.

Source: 2017 ACS 5-Year Estimates



23% say it is *very or somewhat difficult* to pay for health insurance, co-pays, and deductibles.

Source: 2018 Metro Shape Survey



households receive **SNAP benefits** in Hennepin County.



U.S. Health Resources and Service Administration identified these areas in Hennepin County as being medically underserved area.*

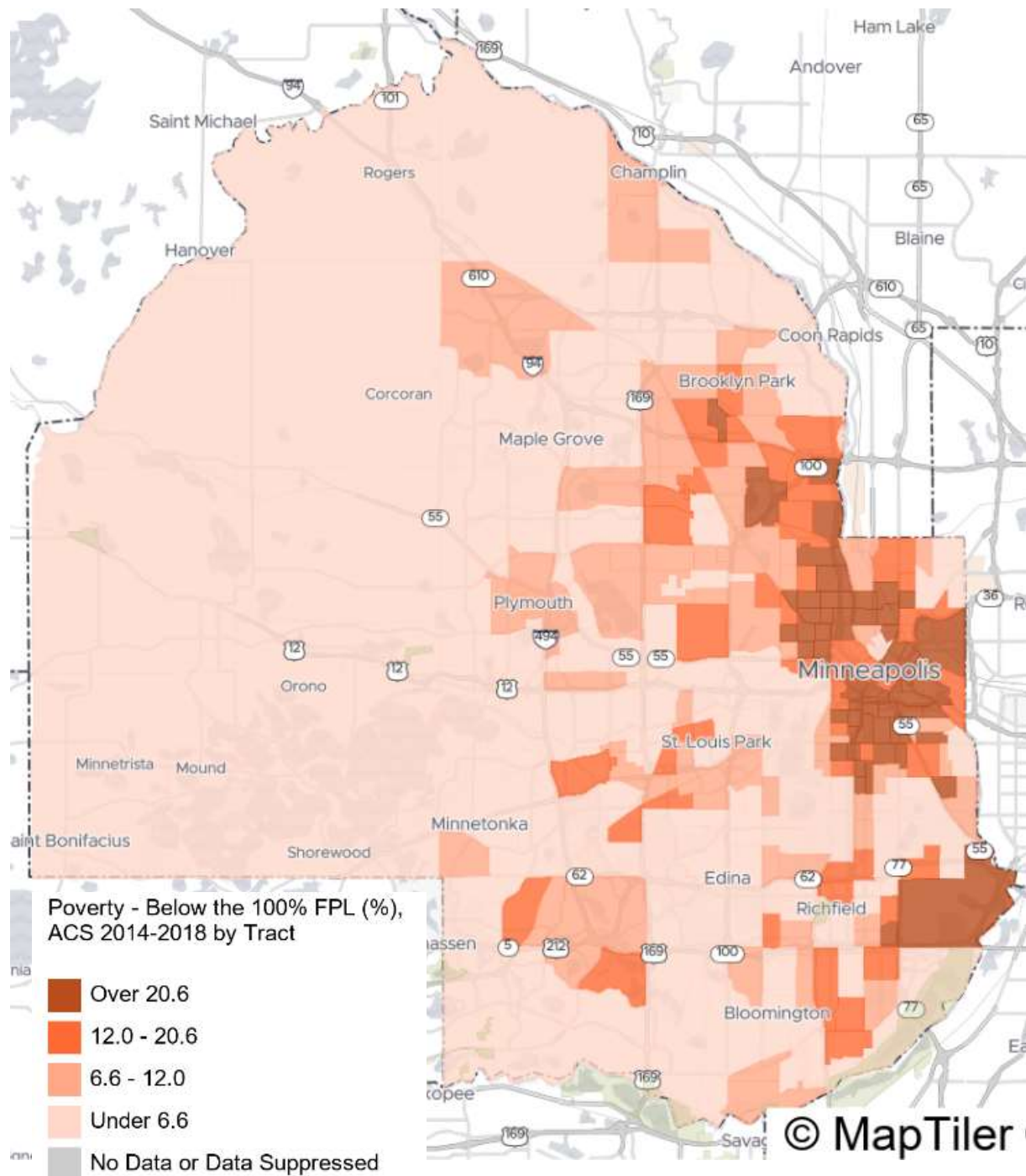
*having too few primary care providers, high infant mortality, high poverty or a high elderly population.

Appendix E: Maps

Hennepin County population under 100% of the poverty line

Source: BroadStreet.io, using data from the US Census Bureau

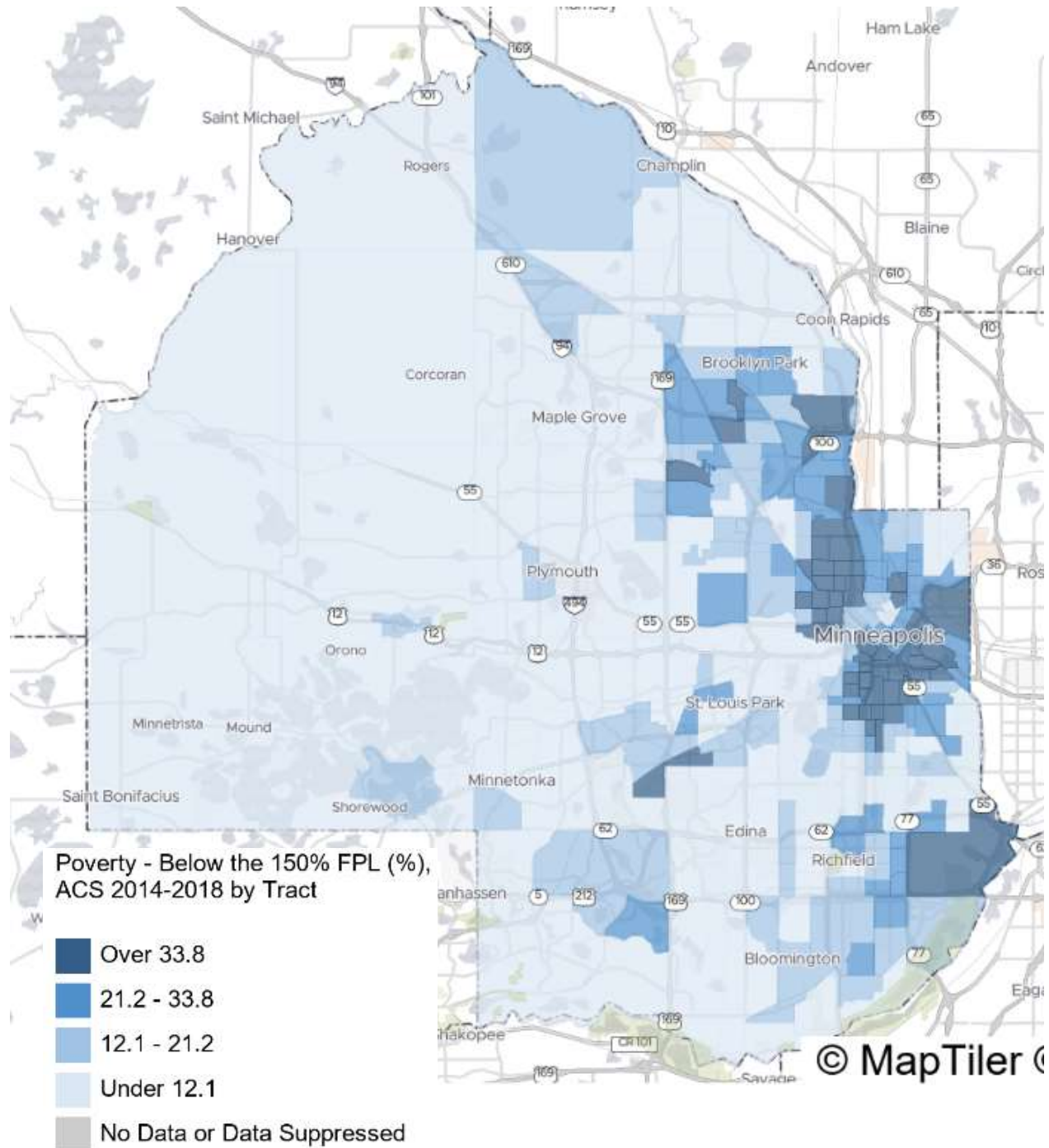
<https://www.broadstreet.io/map/>



Hennepin County population under 150% of the poverty line

Source: BroadStreet.io, using data from the US Census Bureau

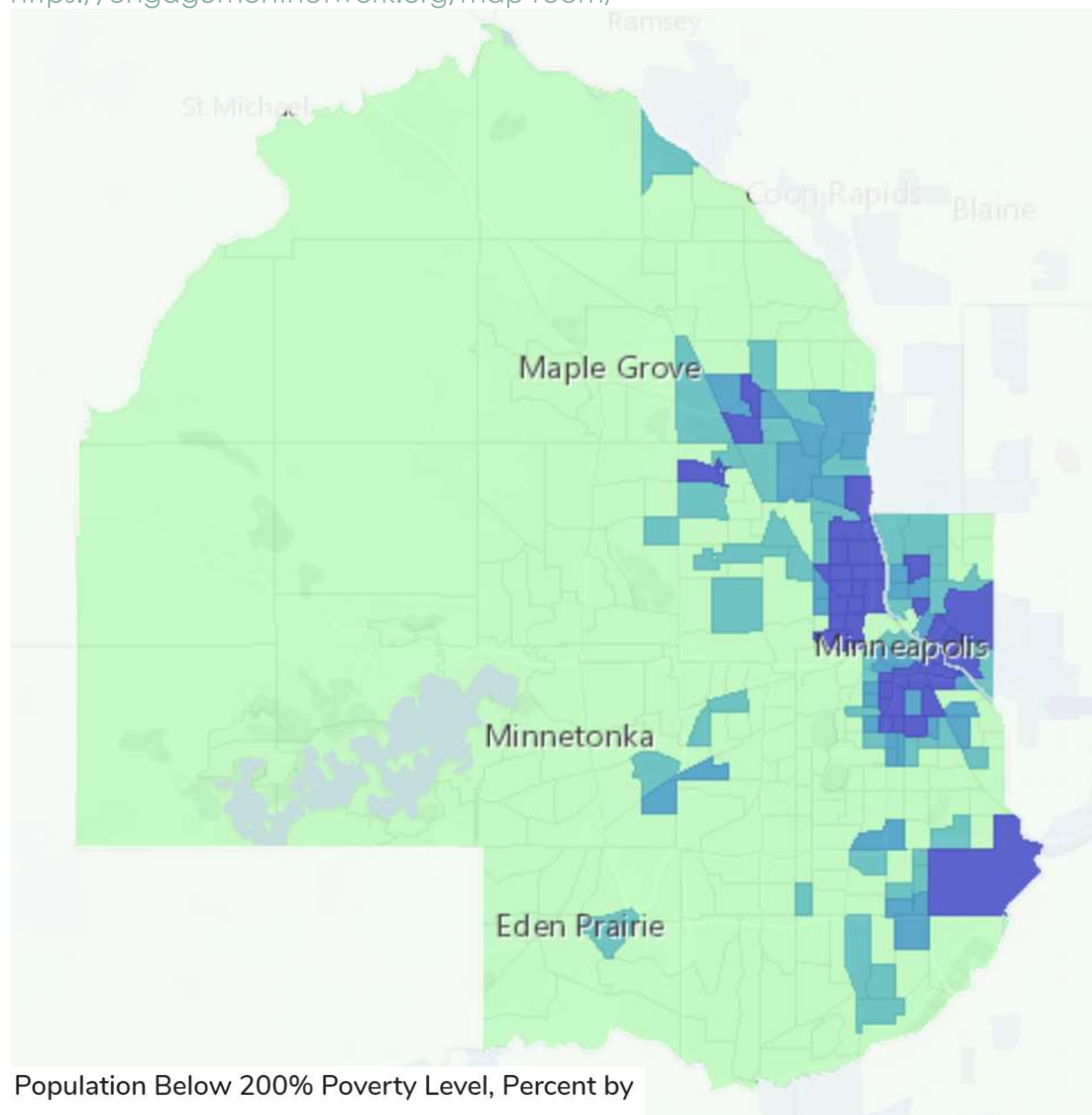
<https://www.broadstreet.io/map/>



Hennepin County population under 200% of the poverty line

Source: CARES Engagement Network, using data from the US Census Bureau

<https://engagementnetwork.org/map-room/>



Appendix F: Supplemental secondary data

All data is for Hennepin County and comes from the U.S. Census Bureau's 2014-2018 American Community Survey population estimates, except where otherwise noted.

Transportation

For workers 16 years and over:

Means of transportation to work:	percent
Car, truck, or van	80.6%
Drove alone	72.6%
Carpooled	7.9%
In 2-person carpool	6.1%
In 3-person carpool	1.1%
In 4-or-more person carpool	0.8%
Public transportation (excluding taxicab)	7.3%
Walked	3.4%
Bicycle	1.7%
Taxicab, motorcycle, or other means	1.1%
Worked at home	5.9%

Travel time to work:	percent
Less than 10 minutes	9.3%
10 to 14 minutes	12.8%
15 to 19 minutes	17.9%
20 to 24 minutes	19.2%
25 to 29 minutes	9.2%
30 to 34 minutes	15.4%
35 to 44 minutes	7.0%
45 to 59 minutes	5.5%
60 or more minutes	3.7%
Mean travel time to work:	23.6 minutes

Vehicles available:	percent
No vehicle available	4.5%
1 vehicle available	22.9%
2 vehicles available	46.2%
3 or more vehicles available	26.5%

Veterans

For population 18 years and older:

Veteran Status:	n	Percent
Civilian veterans	51,428	5.2%
Civilian nonveterans	931,360	94.8%
Civilian population over 18	982,788	100%

Period of service for veterans:	percent
Gulf War (9/2001 or later) veterans	17.6%
Gulf War (8/1990 to 8/2001) veterans	15.6%
Vietnam era veterans	36.6%
Korean War veterans	9.8%
World War II veterans	4%

Gender:	percent
Male	92.5%
Female	7.5%

Age:	percent
18 to 34 years	7.6%
35 to 54 years	19%
55 to 64 years	17.8%
65 to 74 years	27.1%
75 years and over	28.4%

Poverty status in the last 12 months:	n	percent
Income in the past 12 months below poverty level	4,054	8%
Income in the past 12 months at or above poverty level	16,569	92%
Civilian veterans	51,428	

Technology

	n	percent
Households with a computer	482,143	94.7%
Households with a broadband internet subscription	450,823	88.6%
Total households	508,964	

Crime rates, 2018

Data from the Minnesota Department of Public Safety and the US Census Bureau Population Estimates

Serious crime rate per 100,000 residents	3,050
Total serious crimes	38,417
Property crime rate per 100,000 residents	2,681
Number of property crimes	33,768
Violent crime rate per 100,000 residents	369
Number of violent crimes	4,649
Total population	1,259,428

Appendix G: Program Year 2019

Client Satisfaction Survey

On July 18, 2019, a Quarters 1-3 client satisfaction survey was sent out to 6,000 Energy Assistance Program (EAP) and 446 Client Services clients that were serviced in the first three quarters of the 2019 program year (10/01/2018-6/30/2019). A Quarter 4 client satisfaction survey was sent out on October 14, 2019 to 299 Client Services clients that were serviced in the fourth quarter of the 2019 program year (7/01/2019-9/30/2019).

Response Rate

	Response	Sample	Response Rate
Email	246	3,622	10%
Mail	527	3,123	17%
Total	773	6,745	11%

Respondent Profile

The Respondent Profile gives data on the characteristics of the survey respondents, including services received, client residence, location of assistance, client's history with CAP-HC, and the source of their referral to CAP-HC. These tables appear below.

Services Received

	n	percent
Energy Assistance Program (EAP)	687	89%
Food Support (SNAP) Assistance	209	27%
Water Bill Assistance	48	6%
MNsure Application Assistance	32	4%
Homeownership Pre-purchase Counseling	17	2%
Homebuyer Education	14	2%
Renter's Rights Training	13	2%
Lift to Work (Car Repair)	11	1%
Savings Assistance (FAIM)	8	1%
Eviction Prevention	8	1%
Foreclosure Prevention	8	1%
Reverse Mortgage	7	1%
Homeless Family Support	6	1%
Financial Literacy Workshop	5	1%

Location of Residence

	n	percent
Minneapolis	506	67%
Suburban Hennepin	254	33%
Total	760	100%

Location of Assistance

	n	percent
St. Louis Park Office	497	67%
Urban League	46	6%
Sabathani Community Center	29	4%
Minnesota Council of Churches	15	2%
Other	151	20%
Total	738	100%

Returning vs. New Clients

	n	percent
Returning	407	61%
New	264	39%
Total	671	100%

Source of Referral

	n	percent
Hennepin County	263	34%
Friend or Relative	200	26%
Mail, Flyer, or Brochure	96	12%
Other Agency	76	10%
General Assistance	61	8%
Internal Referral (other CAP-HC	46	6%
service) Internet	31	4%
2-1-1 United Way	22	3%
Lender/Mortgage Company	12	2%
Newspaper	11	1%

A vast majority of survey respondents (89%) were serviced by the Energy Assistance Program, substantially higher than the second most common service of SNAP application assistance (27%) with no other program eclipsing 10%. The typical respondent was a Minneapolis resident and was assisted at the main CAP-HC location in St. Louis Park. Additionally, more than 60% of respondents were returning clients. Respondents were also most likely to be referred by Hennepin County (34%) or through a friend or relative (26%).

Level of Satisfaction

In order to assess client satisfaction, survey respondents were given three statements regarding the quality of service and information received. Respondents were asked to what level they agreed or disagreed with these following statements:

To what extent do you agree or disagree with the following statements?

I received courteous and prompt service when I reached out for assistance

	n	percent
Strongly Agree	476	64%
Agree	219	29%
Neither Agree or Disagree	28	4%
Disagree	11	1.5%
Strongly Disagree	11	1.5%
Total	745	

The staff were knowledgeable, courteous, respectful and professional

	n	percent
Strongly Agree	462	62%
Agree	226	30%
Neither Agree or Disagree	38	5%
Disagree	10	1%
Strongly Disagree	6	1%
Total	742	

The information provided was easy to understand

	n	percent
Strongly Agree	405	55%
Agree	283	38%
Neither Agree or Disagree	31	4%
Disagree	13	2%
Strongly Disagree	6	1%
Total	738	

Client satisfaction was high for 2019. More than 92% of respondents stated that they received prompt and courteous service, staff were knowledgeable, respectful, and professional, and information provided was easy to understand.

Appendix H: Program Year 2019

Agency Service Data

This section provides data on clients served by Community Action Partnership of Hennepin County (CAP-HC) during the Community Services Block Grant (CSBG) Fiscal Year 2019 (10/1/2018-09/30/2019). Data includes counts of households and individuals served overall, by program, and by service received. This section also includes demographical data on these clients.

An important note is that this data includes services provided by subgrantees. During April-December 2019, Community Action Partnership of Hennepin subgranted CSBG funds to Beacon Interfaith Collaborative, EMERGE Community Development, Lutheran Social Service of Minnesota, Simpson Housing Services, The Link, The Salvation Army, and Volunteers of America. More than 1,400 individuals with served through these subgrantee relationships.

Numbers Served

	Count
Individuals	57,032
Households	22,083

Programs

	Households Served
Energy Assistance Program (EAP)	20,366
Energy-related Repairs	831
Subgrantees	514
Water Bill Assistance	491
MNSure Application Assistance	338
Homebuyer Pre-purchase Counseling	298
SNAP Application Assistance	238
Lift to Work (Car Repair)	194
Eviction Prevention	155
Renter's Rights Training	130
Savings Assistance (FAIM)	99
Homebuyer Education	98
Foreclosure Prevention	54
Financial Literacy Workshops	10

Over 22,000 households and 57,000 individuals were served by CAP-HC during the 2019 reporting year through 13 different programs. In terms of individuals, this was a 4% increase from the 2018 reporting year. Over 90% of these households were serviced through the Energy Assistance Program. However, substantial numbers were also serviced by the Client Services department, including 1,785 individuals through case management programs and 571 individuals through eligibility determination programs.

Services

	Individuals Served
Utility Payments	52,871
Utility Arrears Payments	19,594
Energy Efficiency Improvements	831
Rent Payments	544
Health Insurance	422
Financial Coaching / Counseling	360
First-Time Homebuyer Counseling	337
SNAP Benefits	329
Health Physicals	275
Eviction Counseling	259
Transportation Services	198
Job Readiness Training	149
Permanent Housing Placements	141
Landlord / Tenant Mediations	116
Financial Capability Skills Training	108
Financial Management Programs	108
Deposit Payments	55
Foreclosure Prevention Counseling	54
Temporary Housing Placements	44
Career Counseling: Coaching	43
Wellness Classes	42
Exercise / Fitness	24
Employment Supplies	20
Rental Counseling	19
Vocation Training	17
Savings Accounts	12
Financial Literacy Education	10

CAP-HC served individuals under 27 different CSBG service areas across five different domains: Employment, Education and Cognitive Development Services, Income and Asset Building Services, Housing Services, Health and Social/Behavioral Development. These individuals were also able to achieve successful outcomes with 1,748 individuals achieving one or more outcomes as identified by the National Performance Indicators (NPI) with 18 different NPIs being met.

Demographics

This section provides demographic information on clients served during the 2019 reporting year (10/01/2018-09/30/2019) based on gender, ethnicity (Hispanic, Latino, or Spanish origin), race, and age. These tables appear below.

Gender

	n	percent
Female	30,800	58%
Male	21,975	42%
Total	52,775	

Hispanic, Latino, or Spanish Origin

	n	percent
Yes	4,201	9%
No	44,340	91%
Total	48,541	

Race

	n	percent
Black/African-American	29,662	60%
White	12,671	25%
Asian	3,536	7%
American Indian or Alaska Native	1,412	3%
Native Hawaiian / Other Pacific Islander	70	<1%
Multi-Racial	1,898	4%
Other	546	1%
Total	49,795	

Age

	n	percent	18+ percent
Under 18	22,813	43%	-
18-23	4,472	9%	15%
24-44	10,565	20%	36%
45-54	4,581	9%	15%
55-70	6,076	12%	20%
70+	4,011	8%	14%

A majority of individuals served were female (58%) as compared to male (42%). The 2019 client base was also racially and ethnically diverse with 9% Hispanic/Latino, 60% Black or African American, 7% Asian, and 3% American Indian or Alaska Native (amounting to 75% persons of color). The largest age group were those under 18 years of age, composing 43% of the client base. The largest 18+ demographic was 24-44 years old with 36% belonging to this age group. However, accounting for variation in the ranges across these age groups, the client base was rather evenly spread in terms of age.

Appendix I: Agency Strengths and Needs

On February 27, 2020, a survey was sent to 40 full-time, permanent CAP-HC employees. Thirty-five staff members responded, resulting in an 88% response rate. The purpose of the survey was to collect staff feedback on the agency's needs as well as CAP-HC's ability to respond to the individual and community needs identified by the 2020 CAP-HC Community Strengths and Needs Assessment.

Response Rate

	Response	Sample	Response Rate
Total	35	40	88%

Respondent Profile

Staff were asked two questions regarding their personal characteristics: their department and length of tenure. These questions were asked in order to identify potential relationships between staff feedback, experience, and location within agency. A majority of staff were located within the Energy Services program (60%) and most staff have been with the agency 5 years or less (77%).

Department

	n	percent
Energy Services	21	60%
Administration	9	26%
Client Services	4	11%
Refused to Answer	1	4%

Length of Tenure

	n	percent
Less than a year	6	17%
1-5 years	21	60%
6-10 years	4	11%
More than 10 years	3	9%
Refused to answer	1	4%

Agency Strengths and Weaknesses

The agency needs survey is meant to assess CAP-HC's ability to respond to Hennepin County residents' needs (individual and community). In order to assess CAP-HC's general capacity to respond to these needs, staff were asked to identify the agency's strengths and weaknesses. The following two tables highlighted these responses.

The most prominent strength was staff diversity (71%). High quality staff (50%) and the quality of current programming and agency locations (47%) were among the most commonly identified agency strengths. The common themes for agency weaknesses were staffing and agency environment, primarily the training of staff (56%), the number of staff (53%), and agency culture and morale (47%).

Which of the following would you consider to be CAP-HC's {strengths/weaknesses}?

Agency Strengths

	n	percent
Staff diversity	24	71%
The quality of staff	17	50%
Customer service	16	47%
Location of offices	16	47%
Type of programs	15	44%
Agency funding	15	44%
Partnerships with other service organizations	13	38%
Data collection and reporting	11	32%
Communications and outreach	11	32%
Information provided to clients	10	29%
Quality of programs	9	26%
Technology and IT support	7	21%
Supervision of staff	6	18%
Fiscal policies and procedures	5	15%
The number of staff	3	9%
Training of staff	3	9%
Agency culture and morale	3	9%
Number of programs	2	6%
Total respondents	34	

Agency Weaknesses

	n	percent
Training of staff	19	56%
The number of staff	18	53%
Agency culture and morale	16	47%
Number of programs	15	44%
Technology and IT support	11	32%
Agency funding	10	29%
Supervision of staff	9	26%
Quality of programs	8	24%
Partnerships with other service organizations	8	24%
The quality of staff	7	21%
Type of programs	7	21%
Information provided to clients	6	18%
Communications and outreach	6	18%
Location of offices	5	15%
Data collection and reporting	4	12%
Staff diversity	3	9%
Customer service	2	6%
Fiscal policies and procedures	1	3%
Total respondents	34	

Agency Capacity to Respond

Agency staff were also asked about CAP-HC's ability to respond to specific individual and community needs. Staff rated CAP-HC's ability to address these needs on a 1-5 scale, indicating the ease in which CAP-HC could respond (1=Very Difficult, 5=Very Easy). The table below summarizes these results with a weighted average for the responses and the percentage of respondents indicating that the need would be easy or very easy for CAP-HC to address.

The vast majority of respondents felt that CAP-HC could easily respond to utility payment needs (88%). A majority of respondents also felt that CAP-HC could aptly respond to health insurance, public transit fare, food support, financial literacy, homebuyer counseling and education, renter's education, savings assistance, and tax assistance needs. Childcare, substance abuse, and mental health were identified as the most challenging needs for CAP-HC to address.

Rate how easily CAP-HC could address the following needs?
 (1=Very Difficult, 2=Difficult, 3=Neither Difficult nor Easy, 4=Easy, 5=Very Easy)

Agency Capacity to Respond	Weighted Average (1-5)	Percentage Easy or Very Easy
Help with utilities	4.59	88%
Health insurance	3.82	59%
Financial help with public transit fares	3.79	68%
Food support	3.74	59%
Financial literacy	3.71	56%
Homebuyer counseling and education	3.67	67%
Financial help for car repairs	3.65	62%
Renter's education	3.65	62%
Savings assistance	3.58	51%
Tax assistance	3.52	54%
Home maintenance and repair	3.35	47%
Homeless support	3.32	47%
Senior services	3.12	29%
Rental assistance	3.09	39%
Help finding and applying for jobs	2.94	33%
Job training / education	2.88	29%
Legal assistance	2.76	32%
Community violence assistance	2.76	26%
Tuition assistance	2.70	24%
Disability services	2.56	21%
Domestic violence assistance	2.53	21%
Early childhood education	2.48	24%
Afterschool or summer care/activities	2.48	27%
Childcare	2.39	15%
Substance abuse	2.38	12%
Mental health	2.15	9%
Average (all responses)	3.18	

Appendix J: Community Survey



Community Action Partnership of Hennepin County (CAP-HC) is asking people living with low income in Hennepin County about their community strengths and their needs. CAP-HC will share what they learn with the community so that organizations and service providers can better support residents. This survey is anonymous – no one will know how you answered the survey questions. It should take about 10 minutes to take the survey.

If you have questions about the survey, contact [consultant name] at The Improve Group, at [phone and email].

- In-person surveys:** You will receive a \$5 Visa or Mastercard gift card for completing the survey.
- Mail surveys:** You may submit your name for a drawing to win one of six \$100 Visa gift cards at the end of the survey. Your name will be separated from your survey answers as soon as we receive your survey, and your answers will remain anonymous. Please return your survey by Friday January 17, 2020 to enter the drawing!

Survey questions refer to “you/your household.” This means you and anyone else you live with.

1. Do you live in Hennepin County most of the time? Select one.
- ☐ Yes ☐ No ☐ I don’t know
- ➔ This survey is only for people who live in Hennepin County. If you answered “no” or “I don’t know,” please do not finish the survey. Thank you for your time!
2. Are you at least 18 years old? Select one.
- ☐ Yes ☐ No
- ➔ This survey is only for people who are 18 and older. If you answered “no,” please do not finish the survey. Thank you for your time!
3. Have you received any services from Community Action Partnership-Hennepin County (CAP-HC) in the last 12 months? Select one.
- ☐ Yes ☐ No ☐ I don’t know

Strengths

4. What are the three biggest strengths in your community? Select three from the list below.
- ☐ Community members and/or families help one another
 - ☐ I feel connected to others in my community
 - ☐ There are places I can go to spend time with and feel supported by others in my community
 - ☐ Community members take good care of our neighborhood
 - ☐ Community members are proud of our community
 - ☐ I feel like members of my community are heard and respected
 - ☐ Where I live feels relatively safe
 - ☐ I can access jobs
 - ☐ I can access housing
 - ☐ I can access transportation
 - ☐ I can access the services I need (childcare, healthcare, etc.)
 - ☐ I can access support from community and/or faith-based organizations
 - ☐ I can access support from government programs (financial or disability benefits, food support, etc.)
 - ☐ Other: _____
5. How can the strengths in your community be used to improve your community? Describe below.

Experiences and Barriers

6. For the following portion of the survey, we would like you to think about your household’s current experience and barriers around the following areas.

Transportation			
How do you and members of your household get to the places you need to go? Select all that apply.			
<input type="checkbox"/> Drive own vehicle	<input type="checkbox"/> Share rides/carpool	<input type="checkbox"/> Take public transit	<input type="checkbox"/> Walk or bike
Do you or members of your household experience the following barriers around transportation? Select all that apply.			
<input type="checkbox"/> Cost of car ownership (insurance, maintenance, etc.)	<input type="checkbox"/> Cost of public transportation (bus, light rail fare)	<input type="checkbox"/> Health condition (including disability)	
<input type="checkbox"/> Location of bus or light rail stops	<input type="checkbox"/> Length/time of commute	<input type="checkbox"/> Bus or light rail schedule	
		<input type="checkbox"/>	

Housing			
What is your current housing status? Select all that apply.			
<input type="checkbox"/> Own home	<input type="checkbox"/> Rent home	<input type="checkbox"/> Staying with friends/family	<input type="checkbox"/> Homeless
How much do you spend on housing each month, including utilities? _____			
Do you receive financial assistance for housing? Select one. <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know			
Do you or members of your household experience the following barriers around housing? Select all that apply.			
<input type="checkbox"/> Cost of rent or mortgage	<input type="checkbox"/> Cost of utilities	<input type="checkbox"/> Cost of home maintenance	<input type="checkbox"/> Unsafe or unhealthy housing
<input type="checkbox"/> Challenges with landlord	<input type="checkbox"/> Concerns about eviction or foreclosure	<input type="checkbox"/> Shortage of housing available	

Employment			
How many adults (including yourself) in your household are:			
____ Employed and work 32+ hours/week	____ Employed and work less than 32 hours/week	____ Looking for work (unemployed)	____ Not employed and not looking for work (stay at home parent, retired, etc.)
How many adults in your household (including yourself):			
____ Have health insurance through work		____ Have paid time off from work	
Do you or members of your household experience the following barriers to employment? Select all that apply.			
<input type="checkbox"/> Do not have needed skills or experience	<input type="checkbox"/> Do not have needed childcare or elder care	<input type="checkbox"/> Do not have needed transportation	<input type="checkbox"/> Health condition (including disability)
<input type="checkbox"/> Language barriers	<input type="checkbox"/> Do not have legal work authorization	<input type="checkbox"/> Jobs do not pay enough	<input type="checkbox"/> Not enough jobs available

Education, Training, Childcare and Elder Care			
What is the highest level of education completed by adults (including yourself) in your household? Indicate number of adults for each category			
____ No high school diploma or GED	____ High school diploma or GED	____ Trade/professional certificate	____ Some college, no degree
____ Associate degree	____ Bachelor's degree	____ Post-graduate degree (master's, PhD, JD, MD, etc.)	
Do you or members of your household experience the following barriers to education or training? Select all that apply.			
<input type="checkbox"/> Tuition or fees	<input type="checkbox"/> Language barriers	<input type="checkbox"/> Do not have needed transportation	<input type="checkbox"/> Do not have needed childcare or elder care
<input type="checkbox"/> Health condition (including disability)		<input type="checkbox"/> Do not have enough time to attend school or training	
Does your household experience the following barriers for children's education? Select all that apply.			
<input type="checkbox"/> Our children do not have access to early childhood education		<input type="checkbox"/> Our children do not have access to afterschool or summer activities	

Health and Wellness			
Do all members of your household have health insurance? Select one. <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know			
Are all members of your household able to access the health care they need? Select one. <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know			
Do you or members of your household experience the following barriers around health and wellness? Select all that apply.			
<input type="checkbox"/> Cost of health insurance	<input type="checkbox"/> Challenges applying for or getting health insurance	<input type="checkbox"/> Cost of treatment and/or medications because we don't have insurance	
<input type="checkbox"/> Cost of treatment and/or medications even with insurance	<input type="checkbox"/> Language barriers	<input type="checkbox"/> Do not have access to transportation.	

Food and Nutrition				
Do any of the following apply to you or your household? Select all that apply.				
<input type="checkbox"/> We use SNAP (food stamps)/EBT	<input type="checkbox"/> We use food shelves	<input type="checkbox"/> We use WIC (Women, Infants, and Children program)	<input type="checkbox"/> We often run out of food	<input type="checkbox"/> It is difficult to find the kinds of food we need
Do you or members of your household experience the following barriers around food? Select all that apply.				
<input type="checkbox"/> Cost of food	<input type="checkbox"/> Not enough stores selling healthy foods near where we live	<input type="checkbox"/> Not enough food shelves near where we live	<input type="checkbox"/> Don't have a place to prepare foods/meals	

7. What are your most pressing concerns about living with low income? Describe below.

Supports

8. Are you or anyone in your household currently receiving supports from organizations or service providers in the below areas? Select one response per row.

Support type:	Currently receiving this support	Need this support but not currently receiving it	Do not need this support
Employment and financial			
Help finding and applying for jobs or other job support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial literacy and/or planning support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Savings and/or tax support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education, training, childcare and elder care			
Tuition assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job training/education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elder care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early childhood education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afterschool or summer care/activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation			
Financial help for car repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial help with public transit fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing			
Help with utilities (energy or water bills, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home maintenance and repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renters' support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeowners' support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Wellness			
Mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health insurance assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food and Nutrition			
Food assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Supports			
Assistance with legal services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance addressing domestic violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. What are the three main causes of not having enough money and/or access to basic needs for you and your household? Select three from the list below.

☐ Challenges with health, mental health, behavioral health (such as substance use), or disability

☐ Can't access jobs that provide enough income

☐ Can't access job training and/or education

☐ Can't access transportation

☐ Can't access childcare and/or elder care

☐ Unstable and/or unaffordable housing

☐ Lack of safety in the neighborhood

☐ Lack of safety in the home

☐ Other: _____

About you and your household

10. What city do you live in most of the time? _____
11. What is your zip code most of the time? _____
12. How many adults age 18 or older, including you, live in your household? _____
13. How many children under age 18 live in your household? _____
14. What is your age? Select one.
- ☐ 18-24
 - ☐ 25-34
 - ☐ 35-44
 - ☐ 45-54
 - ☐ 55-64
 - ☐ 65+
15. What is your gender? Select all that apply.
- ☐ Female
 - ☐ Male
 - ☐ Bigender or Two Spirit
 - ☐ Non-binary gender
 - ☐ Gender non-conforming
 - ☐ Different identity: _____
 - ☐ Prefer to not answer
16. What is your race/ethnicity? Select all that apply.
- ☐ Black or African American, including Somali, Oromo, and other African native
 - ☐ American Indian or Native American
 - ☐ Asian American or Asian, including Southeast Asian and Pacific Islander
 - ☐ Hispanic/Latino
 - ☐ White
 - ☐ Additional identity (please specify): _____
2. What language is mostly spoken in your home? Select one.
- ☐ English
 - ☐ Spanish
 - ☐ Somali
 - ☐ Hmong
 - ☐ Another language (please specify): _____
17. What is your estimated household income before taxes in 2018 (gross income)? _____

Thank you for completing this survey! If you are feeling unsafe or need immediate information about health and human service resources in your area, please call the United Way at 2-1-1 or text your zip code to 898-211.

To enter a drawing to win one of six \$100 Visa gift cards, enter your name and contact information:
This sheet will be separated from the rest of your survey so that your answers remain anonymous.

Name: _____

Street Address: _____

City/State/Zip: _____

Phone or email: _____

Appendix K: Key Informant Interview Protocol

[Populate the below before the interview]

Interviewee organization:

Organization services provided:

Interviewee name:

Interviewer name:

Date:

Introduction

Thank you for participating in this interview today! Is this still a good time for a 60 minute interview? As you know, we are working with Community Action Partnership of Hennepin County to complete a community strengths and needs assessment with a focus on poverty in Hennepin County. We are interviewing about 15 organizations throughout Hennepin County, and are doing a survey and workshop with residents. CAP-HC will use what we learn as a foundation for their upcoming strategic planning process. CAP-HC will also share the learnings with the community and other organizations so everyone can learn from the findings.

Because we are only interviewing about 15 service providers, any input that you provide that is specific to a characteristic of your organization (serve residents in west suburbs, or serve LGBTQIA+ youth, etc.) may be recognizable by CAP as input that you provided because they know who we are interviewing. However, we will combine all information from interviews and analyze by themes, so any input that you provide that is general to the experience of poverty in Hennepin County will remain confidential (no one will know who said what).

We may find when we are analyzing that there are quotes we'd like to use. May we use quotes from your interview with the attribution "Hennepin County service provider"? If you prefer, we can also send you any quotes for your review and approval before we use them. What is your preference?

- ☐ Yes, just use my quote, don't contact me
- ☐ Please send me any quotes for my review and approval before using them

Also, I will be typing your responses during our interview, so I may need a few moments to finish before I say anything or ask the next question.

What questions do you have before we begin?

About your organization

First, I'd like to talk really briefly to gather just a couple more pieces of information about your organization to set us up for the other questions.

1. I understand that [organization name] provides [pre-populate] services. Is that correct?
 - a. Briefly, does [organization name] provide other services, as well? (list or describe)
2. Does [organization name] serve residents across all of Hennepin County, or do you primarily serve residents in Minneapolis or one of the suburbs?
 - a. What are the cities/suburbs primarily served?
3. Does [organization name] primarily serve any other specific communities or groups, such as specific immigrant groups, racial or ethnic groups, youth or seniors, or other groups?

Community Strengths

Now, I'd like to learn more about your perceptions of community strengths in Hennepin County, especially for people living with low incomes. Can you speak to the full scope of Hennepin County or are there smaller communities you are more familiar with?

Great, then when we talk about "community," let's talk about [repeat the definition (scope) of community they just described.]

Important: Note here a brief definition of how the interviewee is scoping community (Hmong community, low income residents in western suburbs, seniors in Hennepin County, etc.):

4. What are the systems or structures that give the community strength (such as having a lot of nonprofits, community organizations, strong faith communities, etc.)?
 - a. What do some of these organizations do particularly well?
5. Where are there strengths in the community among community members themselves, such as strong networks, neighborhood organizations, systems of support, etc.?
 - a. Prompt if needed: What is the community proud of?
6. What strengths or resources (systems and/or resident-driven) are currently being developed and further strengthened?
 - a. Prompt if needed: Are neighborhood groups ramping up, are community organizations creating coalitions to work together?
7. What strengths or resources are currently struggling or threatened?
 - a. Prompt if needed: neighborhood food shelves or other services closing

8. How can community strengths be leveraged to better support people with low-incomes in Hennepin County?

Community Needs and Service Gaps

Now that we've discussed community strengths, I'd like to ask you some questions about community needs and service gaps.

Again, you've defined community for the purposes of this interview as _____. Let me know as we go through the next sets of questions if you'd like to define community differently.

[If they're struggling with answering these questions, focus on people their organization serves]

9. What unmet needs do you see most frequently in the community?
 - a. How is this different for different populations (e.g. race/ethnicity, age, gender, geography, etc.)?
10. What services or supports are missing in the community that could help meet these unmet needs?
 - a. How is this different for different populations (e.g. race/ethnicity, age, gender, geography, etc.)?
11. When you think about services and supports to meet these needs that **do exist**, what barriers do people experience in accessing them?
 - a. How is this different for different populations (e.g. race/ethnicity, age, gender, geography, etc.)?
12. What other barriers do people living with low-income in Hennepin County experience?
 - a. How is this different for different populations (e.g. race/ethnicity, age, gender, geography, etc.)?

Causes and Contributors to Poverty

Thanks for sharing about the strengths and needs the community is experiencing. We are also working to learn about the root causes and contributors to poverty in Hennepin County, which is the topic of the next set of questions.

[If they're struggling with answering these questions, focus on people their organization serves]

13. We know that poverty is caused and sustained by many interrelated factors. When you think about the different factors contributing to poverty in Hennepin County, what are the primary factors that you would list?
 - a. How is this different for different populations (e.g. race/ethnicity, age, gender, geography, etc.)?

- b. Do any of these factors seem to be *root causes* of poverty, that have a strong role in affecting the other factors that you spoke about?
- 14. [ONLY IF THIS HAS NOT PREVIOUSLY BEEN COVERED]
 Let's discuss a little bit about employment – when you think about Hennepin County, to what extent are people able to meet their needs with their employment income?
 - a. What do you see as the most frequent barriers to meeting income needs with employment?
 - b. How is this different for different populations (e.g. race/ethnicity, age, gender, geography, etc.)?
 - c. What could be done to help remove those barriers?

Partnerships and other solutions to better serve the community

Finally, I'd like to ask about potential ways to better serve people with low incomes in Hennepin County, including potential partnerships between Community Action and other service providers.

- 15. What solutions (such as partnerships or other solutions) would better meet the needs and build on the assets of low-income individuals and communities in Hennepin County?
- 16. Does [organization name] currently partner with Community Action in any way? (prompt if needed: such as providing mutual referrals, etc.?)
 - a. [If yes] What are the components of that partnership? (referrals, etc. or describe)
- 17. [If no current partnership]: What could your organization bring to a potential future partnership with CAP-HC, and what may your organization like from CAP-HC in a potential partnership?
- 18. [If current partnership]: What would you say is going well in your current partnership with CAP-HC, and what would you like to see go differently in the future, if anything?

Those are all the questions I have for you! Is there anything else you'd like to share with Community Action Partnership of Hennepin County?

Thank you for your time and thoughtful responses! If you have any questions about the interview or project later please feel free to reach out to me at any time at [email & phone]. Thank you!

Appendix L: Pre-workshop Survey

Hello! Please complete this brief survey before we start.

Your answers will be **anonymous and confidential** and will **help to inform the conversations we have today**.

Strengths and Needs

1. What are the three biggest strengths in your community? Select three from the list below.

- ☐ Community members and/or families help one another
- ☐ I feel connected to others in my community
- ☐ There are places I can go to spend time with and feel supported by others in my community
- ☐ Community members take good care of our neighborhood
- ☐ Community members are proud of our community
- ☐ I feel like members of my community are heard and respected
- ☐ Where I live feels relatively safe
- ☐ I can access jobs
- ☐ I can access housing
- ☐ I can access transportation
- ☐ I can access the services I need (childcare, healthcare, etc.)
- ☐ I can access support from community and/or faith-based organizations
- ☐ I can access support from government programs (financial or disability benefits, food support, etc.)
- ☐ Other: _____

2. What are the three main causes of not having enough money and/or access to basic needs for you and your household? Select three from the list below.

- ☐ Challenges with health, mental health, behavioral health (such as substance use), or disability
- ☐ Can't access jobs that provide enough income
- ☐ Can't access job training and/or education
- ☐ Can't access transportation
- ☐ Can't access childcare and/or elder care
- ☐ Unstable and/or unaffordable housing
- ☐ Lack of safety in the neighborhood
- ☐ Lack of safety in the home
- ☐ Other: _____

About you and your household

3. What city do you live in most of the time? _____

4. What is your zip code most of the time? _____
5. How many adults age 18 or older, including you, live in your household? _____
6. How many children under age 18 live in your household? _____
7. What is your age? Select one.
- ☐ 18-24
 - ☐ 25-34
 - ☐ 35-44
 - ☐ 45-54
 - ☐ 55-64
 - ☐ 65+
8. What is your gender? Select all that apply.
- ☐ Female
 - ☐ Male
 - ☐ Bigender or Two Spirit
 - ☐ Non-binary gender
 - ☐ Gender non-conforming
 - ☐ Different identity: _____
 - ☐ Prefer to not answer
9. What is your race/ethnicity? Select all that apply.
- ☐ Black or African American
 - ☐ African, including Somali, Oromo, and other African native
 - ☐ American Indian or Native American
 - ☐ Asian American or Asian, including Southeast Asian and Pacific Islander
 - ☐ Hispanic/Latino
 - ☐ White
 - ☐ Additional identity (please specify): _____
10. What language is mostly spoken in your home? Select one.
- ☐ English
 - ☐ Spanish
 - ☐ Somali
 - ☐ Hmong
 - ☐ Another language (please specify): _____
11. What is your estimated annual household income before taxes in 2018 (gross income)?

Appendix M: Community Workshop Protocol

6:00-6:30 Arrive

Settling In (30 min)

- Workshop attendees will grab nametags (if they choose to use one) and food
- IG staff will guide participants to the appropriate table (which will have signs in the discussion language)
- Facilitators arrive at 6:25 at the latest

6:30-8:00 Facilitation

Protocol (next page)

Facilitator Instructions: The column on the right has the research question(s) (RQs) that we are hoping to inform in each section, to help get a better idea of the purpose behind each section. Facilitation guide is on the left. **Questions to ask are in bold in the left column.**

APPROX TIME

~6:30-6:40

**Start at 6:30 if possible, but we understand timings will shift based on each group.

FACILITATION GUIDE

Welcome and Set-up (10min)

Facilitator Instructions:

- Welcome everyone and thank them for coming
- Check to ensure everyone has completed and returned the survey (they should have received it upon registration)

RQs/Notes

NOTE: IG facilitators will be standing nearby to collect surveys.

~6:40-6:45 Introduction (5min)

Describe the project, learnings and workshops:

- **Project:** This is one of three community workshops we are holding to inform a Community Strengths and Needs Assessment for Community Action Partnership in Hennepin County. The Strengths and Needs Assessment has included a community survey, interviews with staff at organizations serving community members, and these workshops. What we

**APPROX
TIME****FACILITATION GUIDE****RQs/Notes**

learn through this process will help Community Action Partnership better understand current community realities so that they can better plan for the next few years.

- **How CAP will use learnings:** Action Partnership will share the learnings from this process with the public through their website and through a public event that they will advertise, and they will share the learnings with other organizations in Hennepin County so that organizations can better support residents.
- **Workshop:**
 - Your participation in today's workshop will have no effect on any services you may be receiving.
 - We have a series of questions that I will read, and we will create space for everyone to share. You do not have to answer every question, but we appreciate any ideas and opinions that you feel comfortable sharing.
 - My role will be to read the questions, keep track of the time, and make space for everyone to share so that we hear from all.
- **Privacy practices:**
 - All the input that you provide in our discussion today and in the brief survey you just took will be anonymous, so we won't use anyone's names or any information that will identify you.
 - When the information is included in the overall reporting for the Strengths and Needs Assessment it will be shared as general themes of what many people said, with some specific examples and some anonymous quotes to explain those themes.
 - [NAME] will be taking notes, and may ask you to repeat your ideas so we can record your input accurately.
 -

Ask for questions:

- What questions do you have about why we are here or our goals for today before we get started?

**APPROX
TIME**

FACILITATION GUIDE

RQs/Notes

~6:45-6:55 Warm-up (10min)

To start, go around and have everyone say:

- **Your first name**
- **And one thing you appreciated or enjoyed recently—*Feel free to choose another warm-up you think is more appropriate for the group/community***

~6:55-7:10 Community Strengths (15min)

Refer to the chart with the survey responses to the question “What are the three biggest strengths in your community.” Start with the first strength and ask:

- 1. What makes that a strength?**
- 2. How can this strength be better used to help people in your (our) community?**
- 3. What other strengths from this list do you think can be used to improve your (our) community and how?**

~7:10-7:35 Needs and Impacts (25min)

Refer to the chart with the survey responses to the question “What are the three main causes of not having enough money and/or access to basic needs for you and your household.” **Ask for each cause:**

- 4. How do these impact your life and your family?**
 - a. ASK IF CHALLENGES NOT DISCUSSED: What challenges does these create for you and your family?**
 - b. ASK IF IMPACTS OF CHALLENGES NOT DISCUSSED: How do those challenges you described impact your life and your family?**

Then ask:

- 5. What are other factors that limit your ability to meet your basic needs and how do they affect your life and your family?**

RQ: What do we know about assets and strengths of low-income individuals and communities in Hennepin County, and how can these be leveraged?

RQ: What are key causes and contributors of poverty?

RQ: What are the conditions of poverty (what are people’s lived experiences with poverty)?

RQ: What do we know about burdens and barriers, needs and concerns experienced by people with low-incomes in Hennepin County?

RQ: What does poverty look like? Who experiences it?

**APPROX
TIME****FACILITATION GUIDE****RQs/Notes**

(who will come from the demographics survey)

~7:35-7:45 Opportunities for Improvement (10min)

6. If you were to improve services to help people with low incomes and in your community, what would you do first? (GIVE FEW MINUTES TO THINK BEFORE RESPONDING)
- IF HAVING TROUBLE RESPONDING, RESTATE QUESTION AND PROVIDE EXAMPLES: **For example, would you choose:**
 - a. Have more service providers
 - b. Have services available in more locations
 - c. More or (clearer) information on services – where to go and who has what services
 - d. Have new or additional services

Note: If people share an idea with limited detail (for example, “have more services,” ask them to explain what services, specifically, so that we get a better sense of their full ideas.

~7:45-7:55 Final Thoughts (10min)

7. What else would you want service providers and funders to know about your family’s experience and what would be helpful to you?

~7:55-8:00 Closing (5min)

Facilitator Instructions: After everyone has shared their ideas to the last question, read the following:

- Those are all the questions that I have. Thank you all for being here, and for being so thoughtful in your responses.
- As a reminder, the information shared today is all anonymous and will help to inform a Community Strengths and Needs Assessment for Community Action Partnership in Hennepin County. The learnings from this assessment will be shared with the public and with other organizations so that organizations in Hennepin County can better support residents.
- The final report will be available on CAP-HC’s website by this summer. If you want to receive a copy of the

**APPROX
TIME****FACILITATION GUIDE****RQs/Notes**

report, put your mailing address or email address here: (have a sign-up sheet)

- In the envelopes with your \$50 for attending, we have included a business card for one of the project team members. If you want to reach out for any reason – with questions about what we discussed today, or if you have additional ideas to share – please don't hesitate.
- Thank you again!