



# Kent County Community Action

## Community Needs Assessment

2019





**PUBLIC SECTOR  
CONSULTANTS**

*Prepared by*

Public Sector Consultants  
Lansing, Michigan  
[www.publicsectorconsultants.com](http://www.publicsectorconsultants.com)

*Prepared for*

Kent County Community Action  
Kent County, Michigan  
[www.accesskent.com/Departments/CommunityAction](http://www.accesskent.com/Departments/CommunityAction)

Approved by Kent County Community Action Advisory Governing Board on 11/21/19  
Approved by Kent County Community Action Governing Board on 12/16/19

## Message from the Director

The mission of Kent County Community Action (KCCA) is to eliminate the causes and circumstances of poverty by investing in individuals and families with low incomes. Through dedicated staff and community partnerships, we provide services, resources, education, and advocacy to improve the quality of life for all Kent County residents.

Community Action services and initiatives have been a key source of support for Kent County residents since 1966, most recently under the name ACSET, or the Area Community Services Employment and Training Council. In October 2017, the ACSET Community Action Agency merged with Kent County to form KCCA. This union combined both community action and community development efforts, resulting in a broader continuum of support and more seamless services to residents.

KCCA now offers a wider array of services under one roof, and is able to champion projects and braid resources to meet community needs. With this integration came changes to KCCA's governing structure, which went from two to four boards of directors. The KCCA Advisory Governing Board is a tripartite board that comprises representatives from the private, public, and consumer sectors, oversees all department activities, and provides guidance on programmatic and financial operations. The Kent County Housing Commission presides over the Housing Choice Voucher Program, formerly known as the Section 8 program. The KCCA Governing Board consists of three Kent County commissioners and two City of Grand Rapids commissioners who authorize programmatic and financial policies and procedures. Ultimately, the Kent County Board of Commissioners has the final authority to approve and appropriate KCCA's funding opportunities.

To demonstrate our enduring commitment to residents and the broader community, KCCA embarked upon a comprehensive Community Needs Assessment in 2019. This assessment helped us to fully understand the current causes and conditions of poverty in the county and will serve as the foundation of all our services and efforts for the next three years.

I would like to thank everyone involved in the development of this assessment and for those who shared their stories with us. I would also like to thank you for reading this report and for your interest and commitment to improving our community's well-being.

A handwritten signature in cursive script that reads "Susan Cervantes". The signature is written in a dark ink and is positioned above the printed name and title.

Susan Cervantes, Director  
Kent County Community Action

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## Kent County Community Action

Kent County Community Action is a public Community Action Agency and part of the Community Action Network—a system established by President Lyndon B. Johnson under the Economic Opportunity Act of 1964 as a response to the “unconditional war on poverty.” Community Action Agencies engage their entire community—including elected officials, private-sector representatives, and community members with low-incomes—to assess local needs and fight the causes and conditions of poverty, with the goal of moving families and individuals toward self-sufficiency.

### KCCA Mission Statement

Kent County Community Action works to eliminate the causes and circumstances of poverty by investing in individuals and families with low incomes. Through dedicated staff and community partnerships, we provide services, resources, education, and advocacy to improve the quality of life for all Kent County residents.

KCCA achieves its mission by:

- Providing an array of housing services to Kent County residents, including:
  - Homeless prevention assistance, home rehabilitation, weatherization services, and Housing Choice Vouchers
  - Utility assistance for gas, electric, water, and deliverable fuel
  - Affordable housing development
- Offering specialized services, including:
  - Free tax preparation and assistance
  - Quarterly commodity food distributions
  - Family Self-Sufficiency Program
  - Community project funding
  - Information and service referrals
- Supporting the independence of individuals 60 years or older with services, including:
  - Targeted case management with emphasis on Native American and Latin American seniors
  - Congregate and home-delivered meals
  - Monthly commodity food distribution
  - Transportation assistance
  - Education and assistance with healthcare enrollment

A copy of the KCCA 2018 Annual Report is available in Appendix A.

## The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

## 2019 KCCA Governing Board Members

- Senita Lenear, City Commissioner
- Betsy Melton, County Commissioner
- Kurt Rapport, City Commissioner
- Stanley Stek, County Commissioner
- Robert Womack, County Commissioner

## 2019 KCCA Advisory Governing Board Members

- Catherine Aldridge, Consumer Sector
- Benjamin Escalante, Private Sector
- James Geisen, Public Sector
- Samarhia Giffel, Public Sector
- Carol Glanville, Public Sector
- Kendrick Heinlein, Consumer Sector
- Ruth Kelly, Public Sector
- Judy Knapp, Private Sector
- Thomas Oosterbaan, Consumer Sector
- Hattie Patterson, Consumer Sector
- Reyna Quintino, Consumer Sector
- Wende Randall, Private Sector
- Christina Swiney, Private Sector
- Tricia VanderHaar, Private Sector
- Jessica White-Hatinger, Public Sector

## Introduction

KCCA conducted a Community Needs Assessment in 2019, as required by the Community Services Block Grant, that meets federal guidelines, builds a framework that can provide opportunities for interactive conversations, and creates avenues for change within Kent County and among its partners. The goals of this type of assessment are to:

- Assess service gaps and identify resources to address needs
- Determine if a particular program is needed
- Support organizational strategic planning
- Develop program priorities
- Support the need for funding
- Assist with program evaluation

For the Community Needs Assessment activities, KCCA hired Public Sector Consultants (PSC)—an independent, nonpartisan research and consulting firm—to assist in the process. KCCA and PSC adhered to the Community Services Block Grant Organizational Standards for completing this work, including collecting current data specific to poverty as it relates to age, gender, and race (Organizational Standard 3.2); collecting quantitative and qualitative data for analysis (Organizational Standard 3.3); presenting key findings on causes and conditions of poverty in the community (Organizational Standard 3.4); and securing formal acceptance of the assessment from its governing board (Organizational Standard 3.5) (Community Action Partnership n.d.). KCCA and community stakeholders can use the data presented in this report to inform strategic planning discussions and identify priority areas.

## Process

The Community Needs Assessment included the following main activities:

- Collecting and analyzing county, state, and national data
- Conducting a community survey for KCCA clients, providers, and the broader community
- Facilitating a community forum that engaged KCCA staff, clients, and other stakeholders
- Presenting a final report to the KCCA Advisory Governing Board for approval

## County, State, and National Data

Data were collected from external sources at the county, state, and national levels to supplement the community survey data on key categories of information, including population demographics, poverty, employment, income, housing, and education. The data, compiled and analyzed by PSC, are presented to enable assessment of the county along with survey data that offer direct comparisons to Kent County, Michigan, and the U.S., where appropriate. These data were collected from the following sources:

- Feeding America
- The Grand Rapids Area Coalition to End Homelessness
- The Greater Regional Alliance of REALTORS®

- Kent County Community Action
- The Michigan Association of United Ways
- Michigan's Center for Educational Performance and Information
- The Michigan Department of Health and Human Services
- The National Low Income Housing Coalition
- The U.S. Census Bureau's American Community Survey
- The U.S. Census Bureau's Small Area Income and Poverty Estimates program

In addition, PSC reviewed national reports and articles related to the different survey topics to provide context and a national perspective on the trends exhibited by survey responses. The national reports were cited from the following organizations and journals:

- Archives of Physical Medicine and Rehabilitation
- The Children's Defense Fund
- The Federal Transit Administration
- The Food Research and Action Center
- The Institute for Women's Policy Research
- The Kaiser Family Foundation
- Zillow Economic Research

## Community Survey

KCCA distributed a survey to their clients and other community members to better understand their needs and how to address them. The survey contained 62 questions and gathered information on the following:

- |                         |                         |
|-------------------------|-------------------------|
| • Demographics          | • Health and healthcare |
| • Household information | • Food                  |
| • Support services      | • Housing               |
| • Education             | • Transportation        |
| • Employment            | • Quality of life       |
| • Poverty               |                         |

To maximize participation, the survey was available in electronic and paper formats and in Spanish and English. It was available from June 18, 2019, to August 9, 2019. Participants had the opportunity to receive \$50 toward their utility costs (provided by KCCA) if they completed the survey. Drawings were held each week that the survey was in the field. To select a participant, survey data were pulled every Friday and only included responses recorded for the previous seven-day time period. A unique number was assigned to each participant for that pool of eligible participants, and a random number generator was then used to select one individual for each week.

KCCA and other community organizations distributed the surveys. KCCA engaged clients in person during office and site visits and during scheduled program events, such as food distribution days and senior meals. Paper surveys were collected from partner organizations and KCCA and then entered into the online survey program by KCCA staff. The survey was also available on KCCA's website. A total of 633 individuals completed the survey.



### Service Provider Survey

KCCA leveraged its extensive network and partnerships to gather feedback from other service providers to understand the current provider landscape in Kent County and how these organizations are addressing community needs.

The survey was available online and distributed through direct email communications from KCCA staff. It was sent to 41 board members and community partners, as well as 245 service providers, that represent all five sectors throughout the county. The survey was active from June 18, 2019, to August 9, 2019.

Survey responses were received from 99 members of service provider organizations, representing 13 service areas and types. However, several respondents did not answer the questions regarding community needs. Because the main purpose of this survey was to gather provider views on these items, only those who responded to one or more community needs questions were included in the data analysis. PSC received 61 responses that met these criteria. Half of those respondents had no formal relationship to KCCA, 31 percent considered themselves community partners, 15 percent were KCCA service providers, and 4 percent were KCCA board members.

### Community Forum

On August 20, 2019, KCCA hosted a community forum as part of its 55<sup>th</sup> anniversary celebration. Residents, clients, and service providers were invited to join the conversation to provide context for preliminary community survey results and to discuss potential solutions for the needs identified during the assessment process. More than 45 individuals participated, including representatives from housing programs, workforce development agencies, veterans' services, and state and local governments.

To generate conversations among community stakeholders on addressing poverty in the county, KCCA and PSC engaged the KCCA Advisory Governing Board, which comprises representatives from the consumer, public, and private sectors, and meets bimonthly to discuss program focus and need. During the project, the board met twice and contributed its content area expertise and experiences to the development of the community and provider surveys (available in Appendices B and C), as well as the subsequent analysis and presentation of data.

## Key Findings and Recommendations

After reviewing the community survey, comparing the results to local, state, and federal data, and hearing from KCCA staff, the KCCA Advisory Governing Board, residents during the community forum and presentation to the KCCA Advisory Governing Board, key findings and recommendations about the factors related to poverty in Kent County emerged (Organizational Standard 3.4). These key findings cover the following areas:

- Community profile demographics
- Unemployment
- Health and healthcare
- Food security
- Housing
- Transportation
- Low wages, financial stability, and contributors to poverty

The recommendations for KCCA's consideration, designated with the Community Action logo (🤝), are below and are also offered throughout this Community Needs Assessment.

## Community Profile

The majority of Kent County's population (653,786) is concentrated in the communities of Grand Rapids, East Grand Rapids, Grandville, Kentwood, and Wyoming. Almost 80 percent of the county is white/Caucasian, just under 10 percent is Black or African American, and about 10 percent is Hispanic, Latino, or of Spanish origin. However, only 35 percent of survey respondents are white/Caucasian, 46 percent are Black or African American, and 16 percent are Hispanic, Latino, or of Spanish origin. Additionally, 12 percent are single female-headed households. Between 2013 and 2017, Kent County's population increased about 4 percent, and it aged, especially in the 60–64 and 65–74 age groups. Almost half of community survey respondents indicated that someone in their household is disabled, which is more than four times that of Kent County's population. The majority of survey respondents, 89 percent, primarily speak English in their household, while 10 percent speak Spanish—a slightly larger percentage than other Kent County households.



KCCA should consider the distribution of its population and where services will be most needed while also assisting those in more rural communities with access to support.

KCCA should consider the county's growing and aging population as it designs programming to ensure it can serve more people, including those who are over 60.

KCCA should consider assisting with advocacy efforts to continue the Kent County Senior Millage.

With a large percentage of Spanish-speaking households, KCCA should ensure it continues to hire and maintain Spanish-speaking staff, as well as offer translation services, whenever possible.

## Unemployment

While unemployment rates remain low for Kent County at 4 percent, African-American or Black and Hispanic or Latino individuals experience higher unemployment levels, at 11.1 percent and 7.6 percent, respectively. Moreover, 13 percent of community survey respondents are unemployed. These respondents indicated that disabilities, limited transportation access, and lack of child care are key factors in employment instability, while 40 percent of service providers cited education and lack of training as barriers to employment for many residents.

## Health and Healthcare

While 95 percent of Kent County residents have health insurance, limited access to healthcare and poor health burden many others. Of community survey respondents, 37 percent reported trouble accessing healthcare services; of those, almost half (47 percent) said it was due to the cost of services being too high. On average, respondents experienced more than twice the number of poor physical and mental health days per month compared to the state and county averages. Service providers reinforced these outcomes, with 32 percent indicating that healthcare is one of three critical community needs.



KCCA should consider collaborating with healthcare providers to ensure clients are able to obtain needed healthcare services to better address their physical and mental health needs, given the high rates of poor physical and mental health days.

## Food Security

Food security was also cited as a challenge. In 2017, 11.3 percent of Kent County residents experienced food insecurity; however, a much higher percentage of community survey respondents reported food security issues in the last 12 months, including going without a meal due to cost. According to service providers, access and affordability are the top two contributing factors to food and nutrition instability. Community forum participants also identified lack of nutrition education, meal planning, and healthy food preparation as major barriers.



Supplemental Nutrition Assistance Program benefits are continually threatened in legislative budgets. KCCA should assist with advocacy for the continuation of this program to support families that rely on this support.

## Housing

Housing challenges were consistently identified as a top concern for community members and service providers. In fact, it was the most frequently cited response when survey respondents were asked what KCCA could do to help alleviate poverty, with many reporting challenges in finding safe and affordable housing. Moreover, 54 percent of service providers identified safe and affordable housing as the most critical community need. Community forum participants also came to this conclusion, indicating that beyond the limited availability of affordable, quality housing, application requirements—such as fees, credit history, and income requirements—are barriers to accessing such accommodations.



KCCA should work to develop a plan to increase its housing support services.

KCCA should consider the high rate of renters who use its services and work with clients to address issues with background checks, application fees, and security deposits.



## Transportation

Transportation issues also significantly impact community members, with 32 percent of survey respondents reporting daily problems. This affects many individuals' ability to keep or maintain employment and access community services and healthcare. Service providers noted that limited availability for public transportation and high costs were major contributors to transportation instability. Community forum participants echoed these sentiments, identifying similar barriers and challenges, as transportation issues restrict access to housing, service providers, food, and other essential needs.



KCCA should consider expanding its transportation assistance options, given the close relationship transportation access has with employment, housing, and access to food and healthcare.

## Low Wages, Financial Stability, and Contributors to Poverty

Employment stability, food security, health and healthcare, housing, and transportation problems are exacerbated when individuals earn low wages. While 43 percent of survey respondents indicated wages from employment as a source of income, at least 52 percent earn incomes below the federal poverty level (FPL). Additionally, 28 percent of Kent County households earn less than what is needed to maintain a household. Many also cited low wages as to why poverty is an issue in the community, noting this was an area where KCCA could take action. Service providers and community forum participants supported this by also reporting low wages as a key contributor to clients' instability across the areas of food and nutrition, housing, transportation, employment, and utilities.

Alone or combined, the challenges described above can contribute to poverty. And while poverty rates in Kent County have decreased 4.5 percent between 2013 and 2017, poverty rates for women, children, Black, Hispanic, multiracial, and those with low educational attainment remain high. By addressing the challenges that these communities face through the recommendations provided in this assessment, poverty rates could decline at an equitable rate, and the effects of poverty can also be alleviated.



KCCA should consider the specific needs of single parents, especially because poverty rates are higher among women and those with children.

KCCA should consider the percentage of Kent County residents earning less than what is needed to maintain their household when designing programming. KCCA should also strengthen relationships with other service providers in order to refer clients ineligible for KCCA services to ensure their needs are still met.

With a large percentage of people who have not received any KCCA services, but may be eligible, KCCA should increase awareness about its available services and supports.

## Community Profile

The Community Needs Assessment combines county, state, and national data with community survey data across population demographics, poverty, employment, income and support services, housing, education, and quality of life. Where possible, recommendations are given regarding actions KCCA should take as it plans its programming for the coming years.



### Overview

Kent County encompasses a diverse population across its 21 townships, five villages, and nine cities. In 2018, the county's estimated population was 653,786, with a median age of 35 years and median income of \$57,302 (U.S. Census Bureau 2018; U.S. Census Bureau 2017d; U.S. Census Bureau 2017c). More than three-quarters (78 percent) of its population are white, almost 10 percent are Black or African American, about 11 percent are Hispanic or Latino, and 8 percent are foreign-born (U.S. Census Bureau 2017a; U.S. Census Bureau 2017e). Almost 90 percent of its adult residents have graduated high school, 13.4 percent live at or below the FPL, and almost 30,000 are veterans (U.S. Census Bureau 2017b; U.S. Census Bureau 2017g; U.S. Census Bureau 2017h). Moreover, the county has 251,295 housing units and 52,666 listed companies (U.S. Census Bureau 2017a; U.S. Census Bureau 2012).

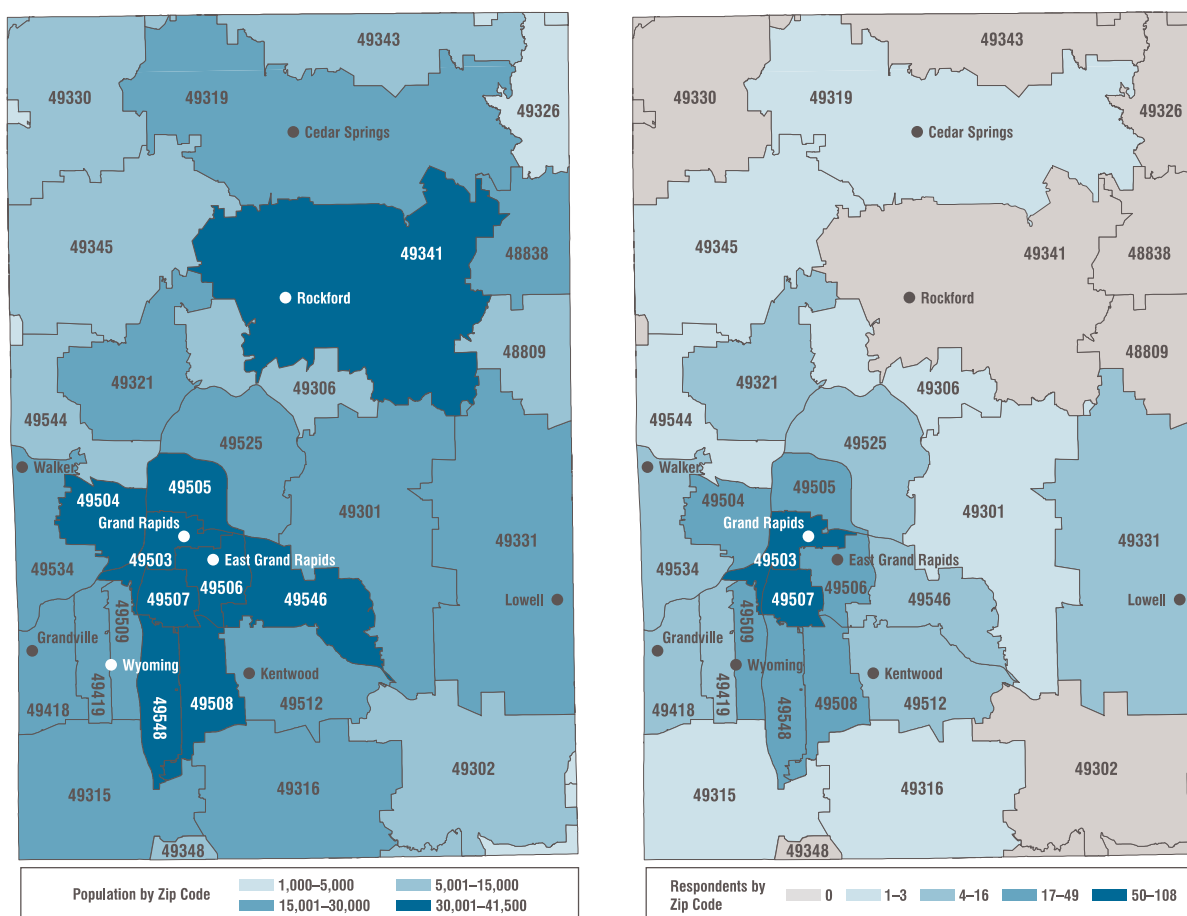


## Population Distribution

Kent County's largest city—Grand Rapids—has an estimated population of 200,217 (U.S. Census Bureau 2018). Many individuals live in the surrounding areas of East Grand Rapids, Grandville, Kentwood, Walker, and Wyoming (Kent County Administration 2019). The majority (59 percent) reside in urban communities, while the remaining 41 percent live in rural cities, villages, and towns (Kent County Administration 2019). The county boasts a large urban center with a large rural population (Exhibit 1).

The distribution of survey respondents was different than the distribution of the population across Kent County. Respondents are concentrated in the Kent County zip codes of 49503 and 49507—which fall within the city of Grand Rapids—representing just under 40 percent of all respondents who shared where they live (Exhibit 1). The six surrounding zip codes make up another 40 percent of where survey respondents live (49504, 49505, 49506, 49508, 49509, and 49548), and include the communities of East Grand Rapids, Grandville, Kentwood, and Wyoming. The remaining 20 percent are from more rural communities throughout the county.

**EXHIBIT 1.** Distribution of Kent County Population and Survey Respondents by Zip Code



Source: U.S. Census Bureau 2017a

Note: N = 466



KCCA should consider the distribution of its population and where services will be most needed while also assisting those in more rural communities with access to support.

## Population by Age and Gender

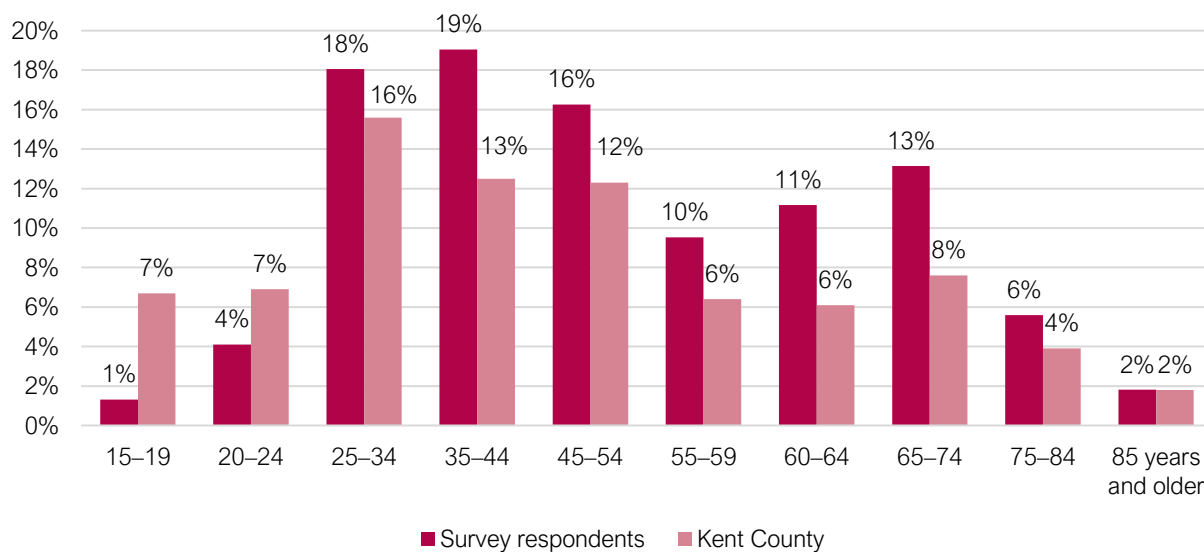
The majority of Kent County residents are between 18 and 64 years of age (Exhibit 2). This is consistent with the age demographic of survey respondents. The majority of respondents—53 percent—are between the ages of 25 and 54. Most who are older than 25 are overrepresented compared to their respective age groups at the county and state levels (Exhibit 3).

### EXHIBIT 2. Population by Age and Gender

	Under 5		Ages 5–17		Ages 18–64		Ages 65 and Older	
	Males	Females	Males	Females	Males	Females	Males	Females
United States	10,138,447	9,656,712	37,673,144	35,975,539	100,208,911	101,045,872	22,520,449	28,295,263
Michigan	292,245	280,125	1,114,681	1,061,180	3,049,605	3,071,732	742,956	922,157
Kent County	22,540	21,671	81,099	77,111	200,718	203,739	38,143	47,784

Source: U.S. Census Bureau 2017i

### EXHIBIT 3. Age Distribution



Source: U.S. Census Bureau 2017k

Note: N = 609. Because not all age groups are included, percentages do not equal 100.



Over a five-year period, Kent County's population has increased about 4 percent. It has also aged, as seen in the 60–64 and 65–74 age groups (Exhibit 4). These groups saw significant increases in their population sizes, at a combined percent change of 2.1 percent. Those who are 45–59 and all groups under 24 years old have declined in the same time period.

#### EXHIBIT 4. Longitudinal Age Distribution of Kent County, 2013–2017

	2013	2017	Percentage Change from 2013 to 2017
Total population	621,700	648,594	4.3%
Under 5	7.0%	6.8%	-0.2%
5–9	7.5%	7.0%	-0.5%
10–14	6.6%	6.5%	-0.1%
15–19	6.9%	6.7%	-0.2%
20–24	7.3%	6.9%	-0.4%
25–34	14.8%	15.6%	0.8%
35–44	12.4%	12.5%	0.1%
45–54	13.5%	12.3%	-1.2%
55–59	6.8%	6.4%	-0.4%
60–64	5.1%	6.1%	1.0%
65–74	6.5%	7.6%	1.1%
75–84	3.7%	3.9%	0.2%
85 years and older	1.8%	1.8%	0.0%

Source: U.S. Census Bureau 2013b; U.S. Census Bureau 2017k



KCCA should consider this growing and aging population as it designs programming to ensure it can serve more people, including those who are over 60.

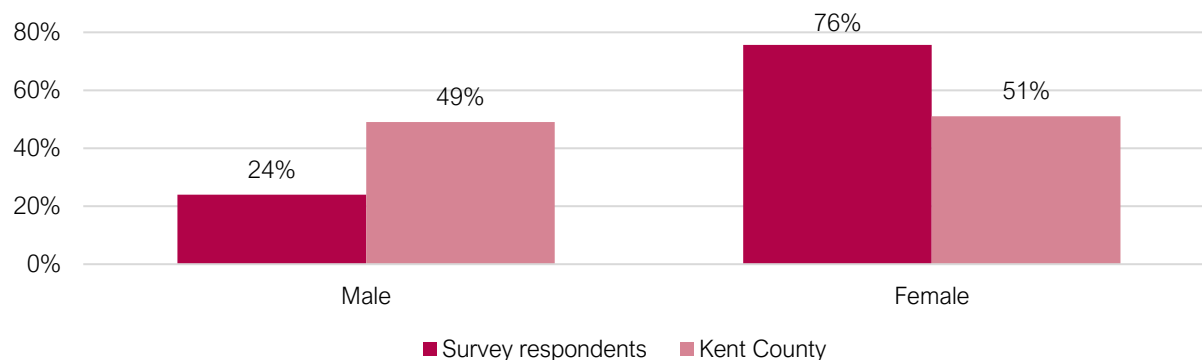
KCCA should consider assisting with advocacy efforts to continue the Kent County Senior Millage.

There are slightly more female residents in Kent County (50.7 percent) than males (49.3 percent) (Exhibit 5). Women were also overrepresented in the KCCA community survey, with 76 percent identifying as female. Males were underrepresented, comprising only 24 percent of respondents (Exhibit 6).

#### EXHIBIT 5. Gender Distribution

	Survey Respondents	Kent County	Michigan	United States
Total population	572	648,594	9,962,311	325,719,178
Percentage male	24%	49.3%	49.3%	49.2%
Percentage female	76%	50.7%	50.7%	50.8%

Source: U.S. Census Bureau 2017k

**EXHIBIT 6. Gender Distribution of Survey Respondents Compared to Kent County**

Source: U.S. Census Bureau 2017k

Note: N = 572. This question was posed as an open-ended question.

**Population by Race and Ethnicity**

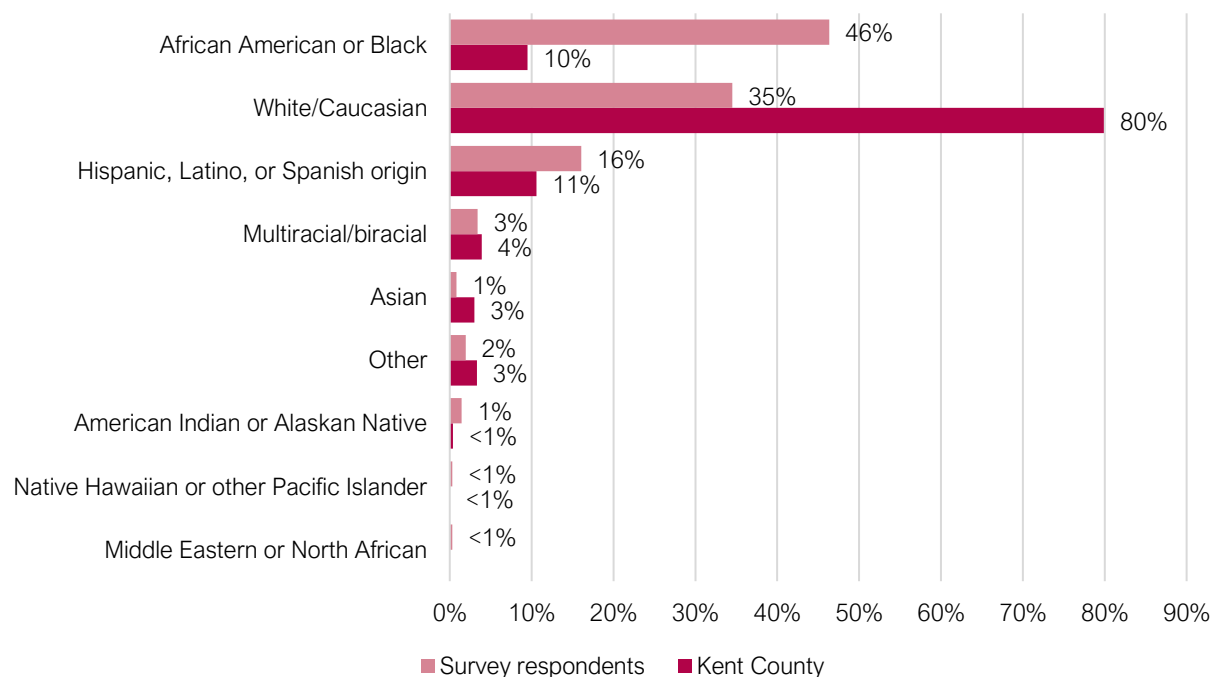
Kent County has a smaller percentage (9.5 percent) of people who identify as African American or Black than the overall state (13.8 percent) and the U.S. (12.7 percent). Kent County has a larger percentage of people who identify as biracial/multiracial as well as those who are of Hispanic, Latino, or Spanish origin than the state overall (Exhibit 7). African-American or Black as well as Spanish, Hispanic, or Latino respondents were largely overrepresented in the client survey compared to their population sizes in Kent County and Michigan, at 46 percent and 16 percent, respectively. White/Caucasian respondents were underrepresented at 35 percent, while making up 80 percent of Kent County's population (Exhibit 8).

**EXHIBIT 7. Race and Ethnic Distribution**

	Survey Respondents	Kent County	Michigan	United States
American Indian or Alaskan Native	1.5%	0.4%	0.5%	0.8%
Asian	0.8%	3.0%	3.1%	5.6%
Black or African American	46.4%	9.5%	13.8%	12.7%
Hispanic, Latino, or Spanish origin	16.0%	10.6%	5.1%	18.1%
Multiracial/biracial	3.4%	3.9%	3.0%	3.3%
Native Hawaiian or other Pacific Islander	0.3%	0.0%	0.0%	0.2%
Other	1.9%	3.3%	1.1%	5.1%
White/Caucasian	34.5%	79.9%	78.4%	72.3%

Source: U.S. Census Bureau 2017k

Note: Race/ethnicity information for those identifying as Middle Eastern or North African are unavailable through the U.S. Census Bureau and are not included in this table.

**EXHIBIT 8. Racial and Ethnic Distribution of Survey Respondents Compared to Kent County**

Source: U.S. Census Bureau 2017k

Note: N = 617. Survey respondents were able to select more than one response. Percentages may calculate to more than 100. Middle Eastern or North African race and ethnicity data are unavailable for Kent County.

The largest population growth for race and ethnic distribution in Kent County occurred in groups that racially identify as other, which increased by 1.4 percent between 2013 and 2017. White/Caucasian populations experienced the largest decrease at 2.2 percent (Exhibit 9).

**EXHIBIT 9. Longitudinal Race and Ethnic Distribution in Kent County, 2013–2017**

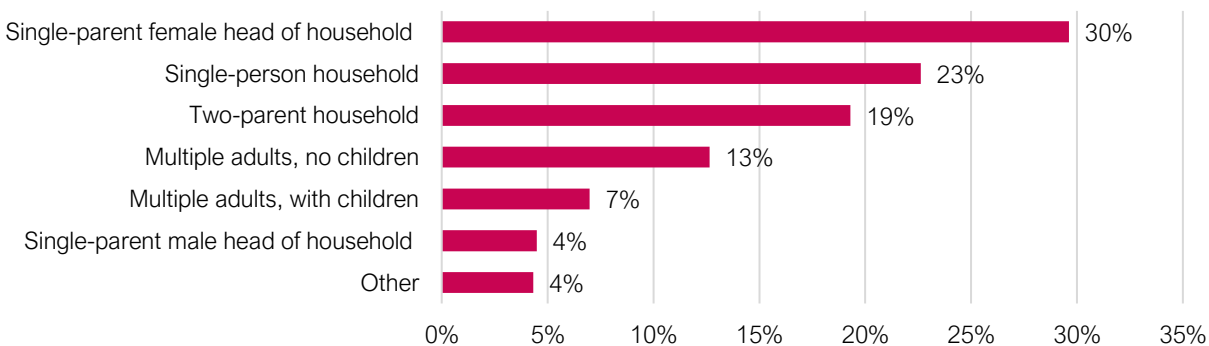
	2013	2017	Percentage Change from 2013 to 2017
American Indian or Alaskan Native	0.5%	0.4%	-0.1%
Asian	2.5%	3.0%	0.5%
African American or Black	9.7%	9.5%	-0.2%
Hispanic, Latino, or Spanish origin	10.0%	10.6%	0.6%
Multiracial/biracial	3.4%	3.9%	0.5%
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%
Other	1.9%	3.3%	1.4%
White/Caucasian	82.1%	79.9%	-2.2%

Source: U.S. Census Bureau 2013b; U.S. Census Bureau 2017k

## Population by Housing, Veteran, Language, and Disability Status

The largest portion of respondents—30 percent—are from single-parent, female-headed households, followed by single-person and two-parent households at 23 and 19 percent, respectively (Exhibit 10).

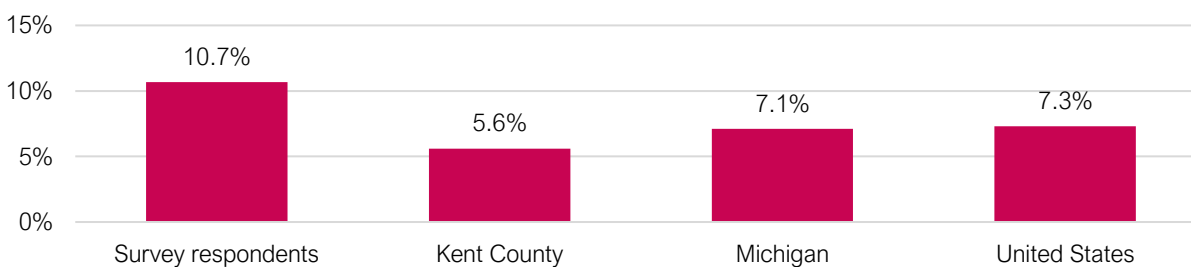
### EXHIBIT 10. Household Type of Survey Respondents



Note: N = 601

Just over 10 percent of survey respondents indicated that someone in their household is a veteran, compared to almost 6 percent of Kent County residents and approximately 7 percent of Michigan residents (Exhibit 11).

### EXHIBIT 11. Veteran Status

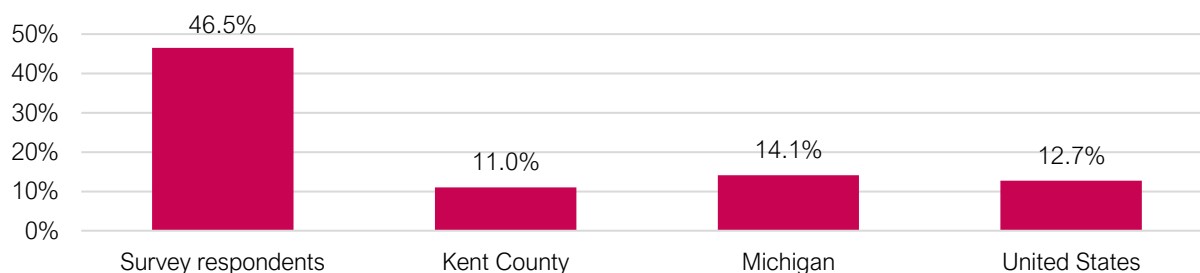


Source: U.S. Census Bureau 2017x

Additionally, almost half of survey respondents indicated that someone in their household is disabled, which is more than four times that of Kent County's population (Exhibit 12).

Per a recent study, disparities between people with and without disabilities are persistent across several domains, like employment, income, poverty, and participation in supports and services. The same study found that the poverty rate for those with disabilities is persistently higher and that they face unique barriers when trying to rise out of poverty, including cultural biases and prejudice, lack of accessible housing and transportation, and limited access to high-quality education (Brucker and Houtenville 2015).

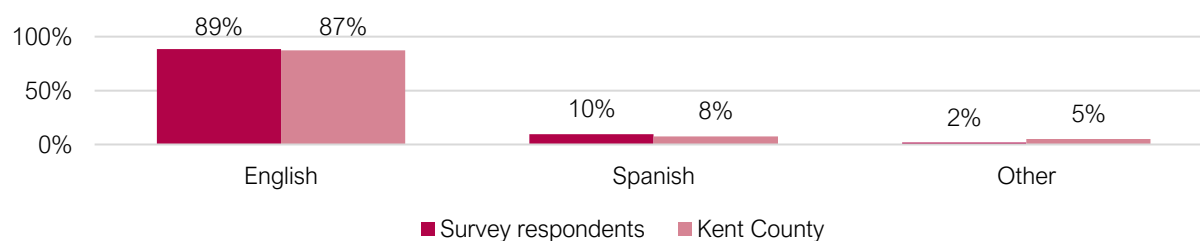
### EXHIBIT 12. Disability Status



Source: U.S. Census Bureau 2017I

The majority of survey respondents (89 percent) primarily speak English in their household, while 10 percent speak Spanish, which is a slightly larger percentage than other households in Kent County (Exhibit 13).

### EXHIBIT 13. Primary Language Used in Household Compared to Kent County



Source: U.S. Census Bureau 2017q  
Note: N = 620

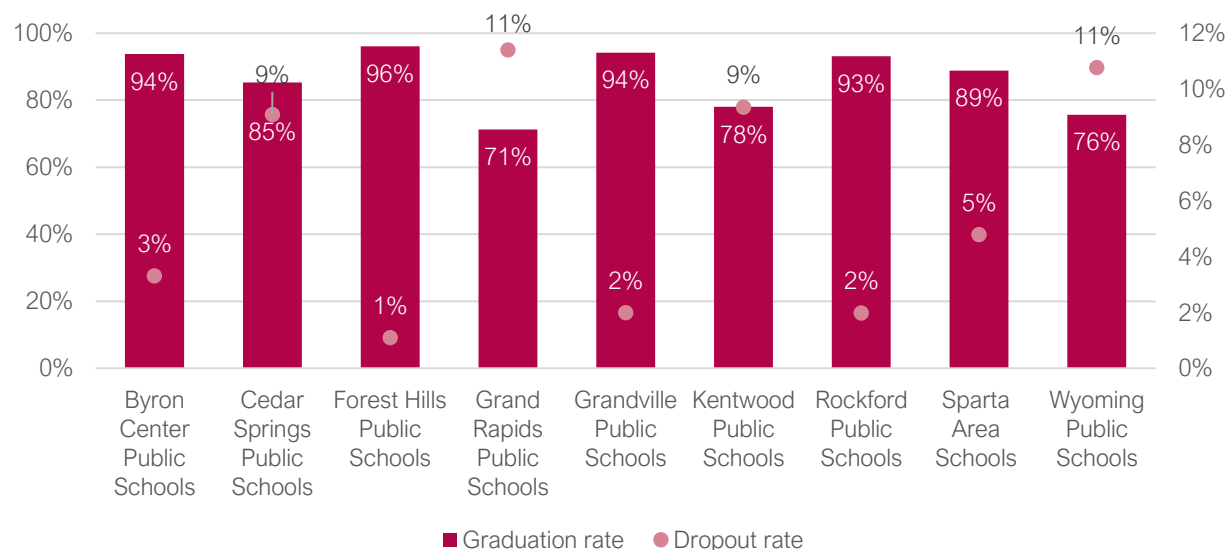


With a large percentage of Spanish-speaking households, KCCA should ensure it continues to hire and maintain Spanish-speaking staff, as well as offer translation services, whenever possible.

## Education

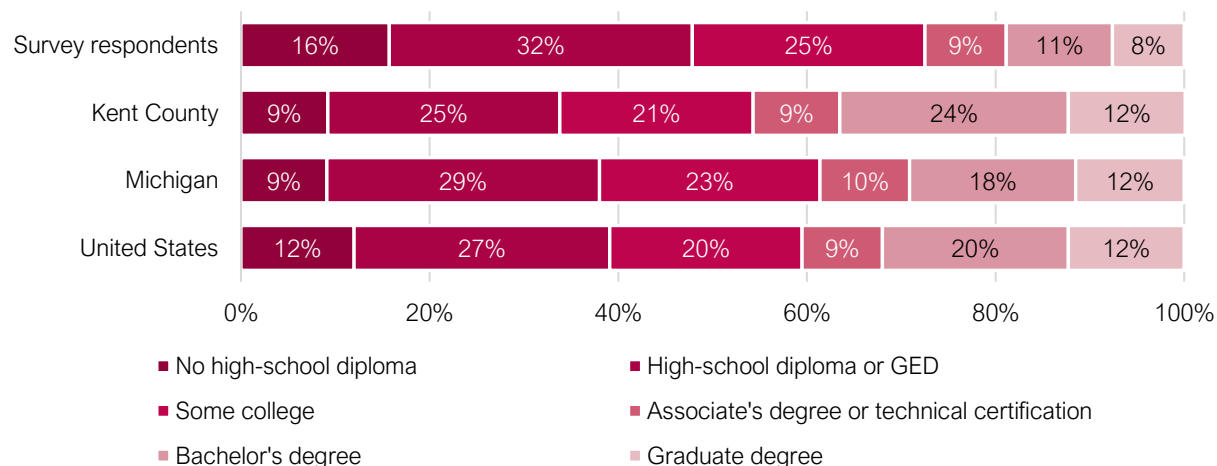
In Kent County, graduation rates vary significantly across school districts. For districts with the largest cohorts, this rate ranges from 71 percent (Grand Rapids Public Schools) to 96 percent (Forest Hills Public Schools). Dropout rates also vary, with 11 percent of Grand Rapids Public Schools students dropping out of high school, compared to only 1 percent at Forest Hills Public Schools (Exhibit 14).

**EXHIBIT 14.** Graduation and Dropout Rates for Select Kent County School Districts, Four-year Cohorts, 2017–2018 School Year



Source: MI School Data 2019

While high-school graduation rates across Kent County are fairly high, 16 percent of survey respondents do not have a high-school diploma. When compared to Kent County, the state, and the U.S., respondents have attained lower levels of education overall. Almost half—48 percent—have a high-school education or less, compared to 34, 38, and 39 percent of the county, state, and U.S., respectively (Exhibit 15).

**EXHIBIT 15. Educational Attainment**

Source: U.S. Census Bureau 2017m  
 Note: N = 604

Among Kent County residents, men and women attain similar education levels. However, Black or African-American individuals have not obtained a high-school diploma at twice the rate of those who are white, and Hispanic or Latino individuals are five times more likely to not have a high-school diploma than those who are white. Additionally, 21 percent of Kent County residents who live at or below the FPL do not have a high-school diploma (Exhibit 16).

**EXHIBIT 16. Educational Attainment by Selected Demographic Characteristics, Kent County**

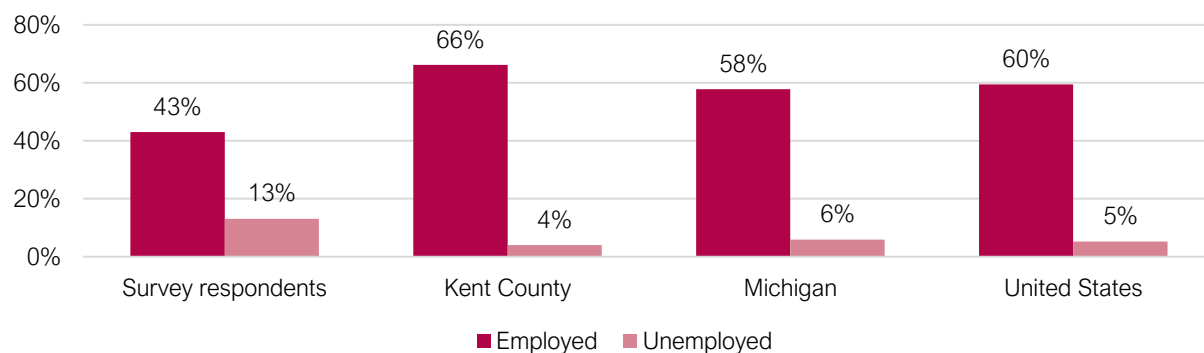
	No High-school Diploma	High-school Diploma	Bachelor's Degree or Higher
<b>Gender</b>			
Male	9.2%	25.5%	37.1%
Female	9.1%	23.7%	35.9%
<b>Race and Ethnicity</b>			
White	6.6%	54.1%	39.3%
Black or African American	14.3%	63.2%	22.5%
Hispanic or Latino	38.8%	50.3%	10.9%
<b>Poverty Status</b>			
At or below the FPL	21.0%	9.7%	3.0%

Source: U.S. Census Bureau 2017m

## Employment

About two-thirds of Kent County residents are employed—a higher rate than the state and the U.S. In comparison, survey respondents are employed at lower rates and exhibit higher unemployment rates. Of respondents, 13 percent are unemployed, compared to just 4 percent of Kent County residents and 6 percent of state residents (Exhibit 17). Employment status varies among respondents; 26 percent are employed full time, 20 percent are retired, and 17 percent are unable to work (Exhibit 18).

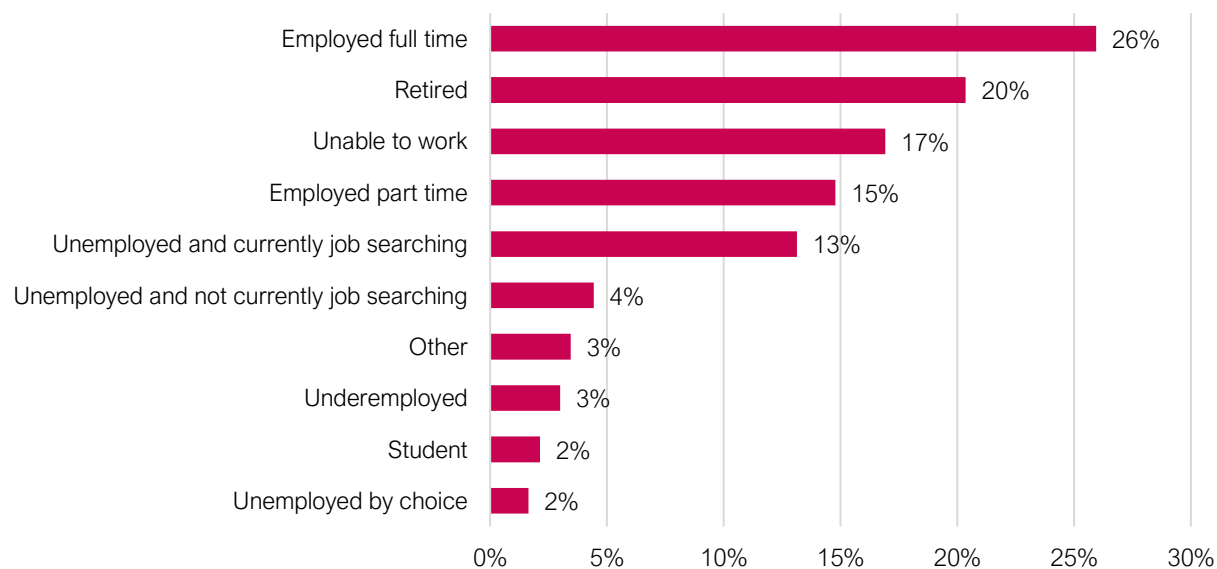
**EXHIBIT 17. Employment Status**



Source: U.S. Census Bureau 2017n

Note: N = 609. Employment is calculated by dividing the number of those employed by the total number of those who are working age (16 and older). Unemployment is defined as not currently working but searching for employment (U.S. Bureau of Labor Statistics 2015).

**EXHIBIT 18. Employment Status of Survey Respondents**



Note: N = 609. Survey respondents were able to select more than one response. Percentages may calculate to more than 100.



Across many demographic characteristics, Kent County unemployment rates have decreased between 2013 and 2017. Unemployment rates for Black or African-American individuals decreased the most at 9.1 percent. Individuals living below the FPL also saw an 8 percent decrease (Exhibit 19).

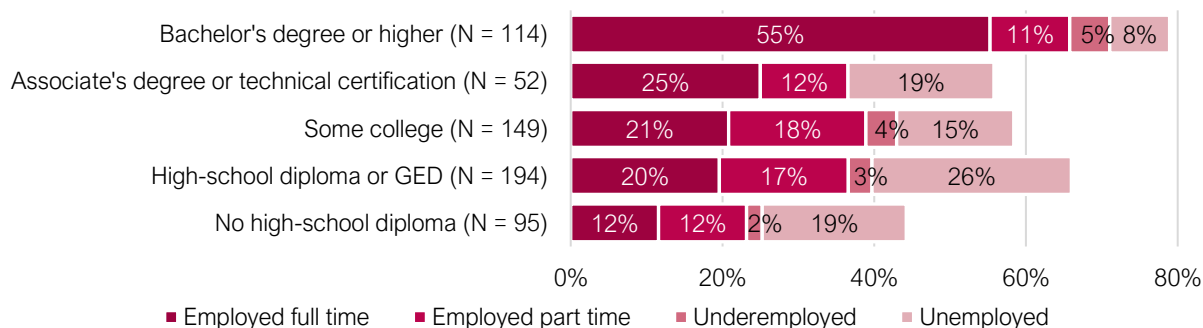
**EXHIBIT 19. Unemployment Rates by Demographic Characteristics, Kent County**

	2013	2017	Percentage Change from 2013 to 2017
<b>Gender</b>			
Male	7.3%	3.3%	-4.0%
Female	6.1%	3.9%	-2.2%
<b>Race and Ethnicity</b>			
White	6.1%	3.0%	-3.1%
Black or African American	20.2%	11.1%	-9.1%
Hispanic or Latino origin	10.1%	7.6%	-2.5%
<b>Educational Attainment</b>			
Less than high school	9.8%	3.2%	-6.6%
High-school graduate	8.7%	3.7%	-5.0%
Some college or associate degree	6.3%	3.8%	-2.5%
Bachelor's degree or higher	4.1%	2.0%	-2.1%
<b>Poverty Status</b>			
Below FPL	26.2%	18.2%	-8.0%

Source: U.S. Census Bureau 2013c; U.S. Census Bureau 2017n

Educational attainment can also impact employment status. Of respondents who have a bachelor's degree or higher, 55 percent are employed full time, compared to just 12 percent of respondents who do not have a high-school diploma (Exhibit 20).

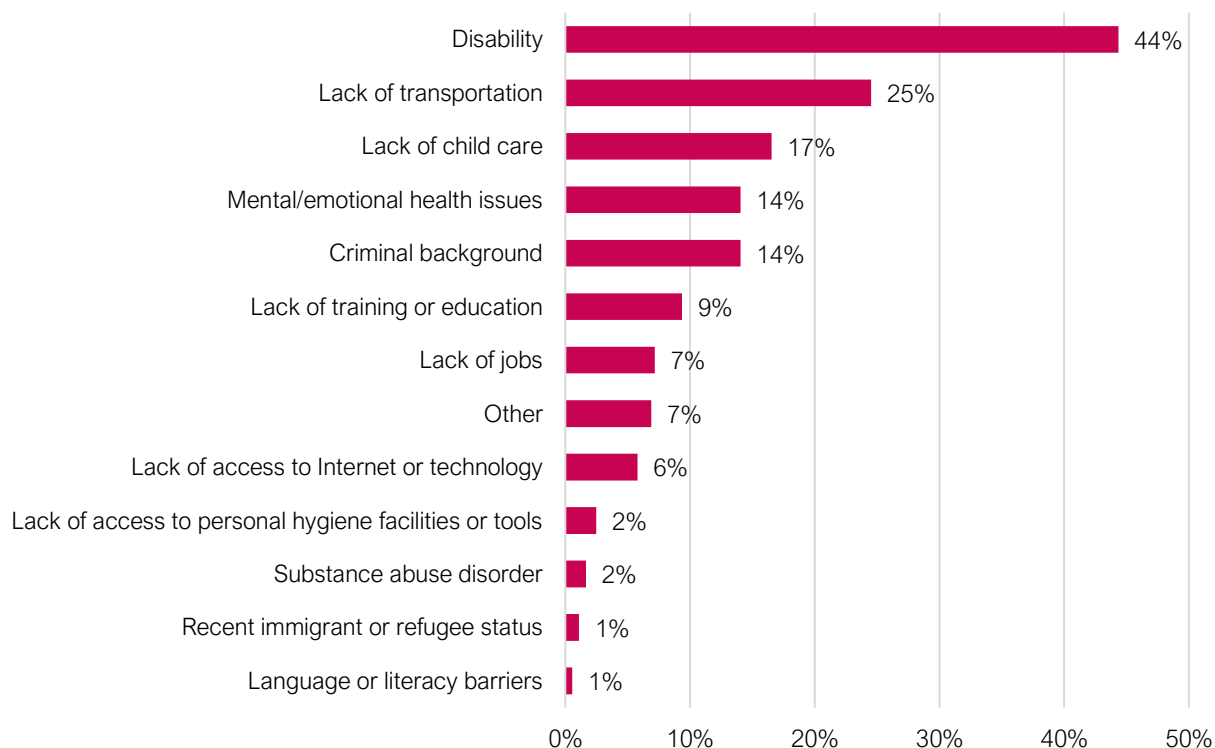
**EXHIBIT 20. Respondents' Employment Status by Educational Attainment**



Note: Percentages may not calculate to 100 percent, as respondents may have selected an employment status not reflected in this chart, such as retired, student, or unable to work.

For survey respondents who indicated that they had difficulties finding or keeping a job, 44 percent said it was due to a disability, while 25 percent said it was due to lack of transportation. Other difficulties reported were lack of child care (17 percent), mental/emotional health issues (14 percent), and having a criminal background (14 percent) (Exhibit 21).

**EXHIBIT 21.** Difficulties in Finding or Keeping a Job for Survey Respondents

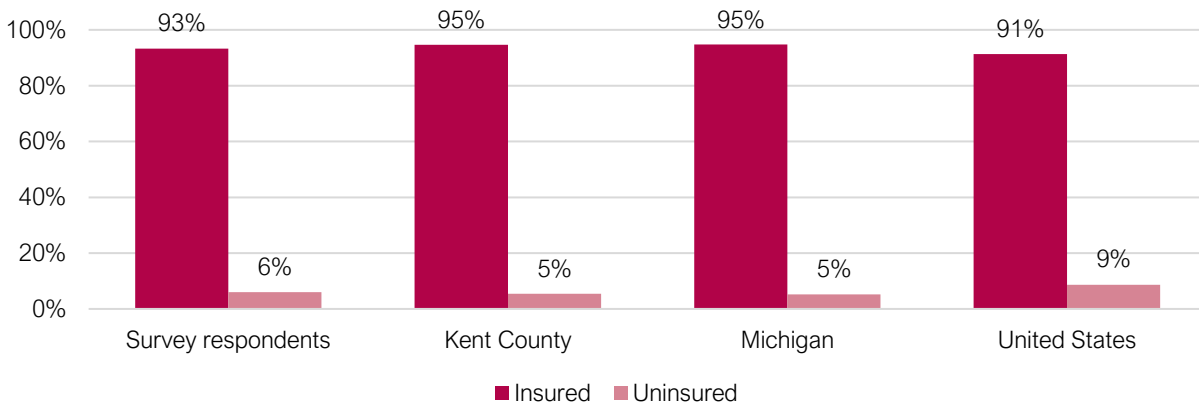


Note: N = 363. Survey respondents were able to select more than one response. Percentages may calculate to more than 100.

## Health and Healthcare

Since the Affordable Care Act, the uninsured rates across the U.S., including in Michigan and Kent County, have decreased. Healthcare coverage rates for Kent County is equal to the state's and is slightly higher than the national average. Coverage for survey respondents is similar to that of Kent County, with 93 percent reporting some type of insurance. Only 6 percent reported no coverage (Exhibit 22).

**EXHIBIT 22.** Healthcare Coverage



Source: U.S. Census Bureau 2017u  
Note: N = 579



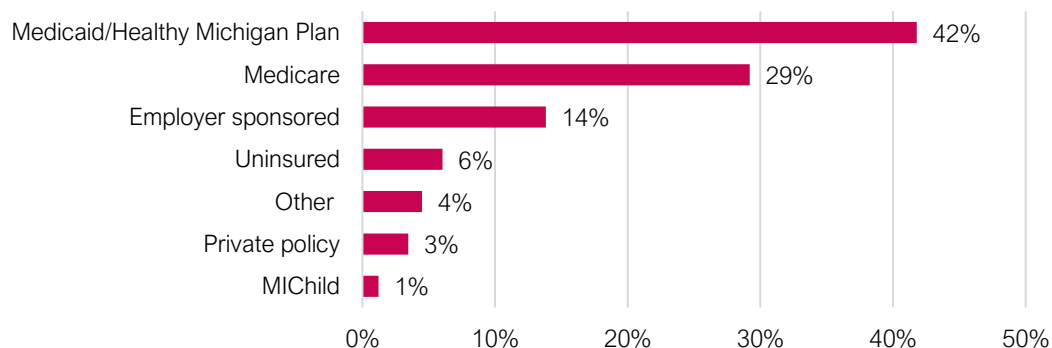
Of those who do not have healthcare coverage in Kent County, the majority are between the ages of 18 and 64 (86.9 percent), male (58.1 percent), white/Caucasian (69.9 percent), and employed (69.1 percent). Those who are 65 years or older are covered at higher rates than 2013, from 0.2 to 7.0 percent, while those who are unemployed saw the largest decrease in coverage at 8.3 percent (Exhibit 23).

**EXHIBIT 23. Uninsured Rate Changes by Selected Demographic Characteristics, Kent County**

	2013	2017	Percentage Change from 2013 to 2017
<b>Gender</b>			
Male	57.3%	58.1%	0.8%
Female	42.7%	41.9%	-0.8%
<b>Age</b>			
Under 18	8.2%	12.4%	4.2%
18–64	91.6%	86.9%	-4.7%
65 years and older	0.2%	7.0%	6.8%
<b>Race and Ethnicity</b>			
White/Caucasian	76.0%	69.9%	-6.1%
Black or African American	13.2%	12.4%	-0.8%
Hispanic or Latino	21.3%	27.4%	6.1%
<b>Employment Status</b>			
Employed	60.6%	69.1%	8.5%
Unemployed	19.9%	11.6%	-8.3%
<b>Poverty Status</b>			
100–149% of the FPL	17.4%	19.0%	1.6%
150–199% of the FPL	13.3%	14.3%	1.0%
200–299% of the FPL	19.5%	18.9%	-0.6%
300% or above the FPL	18.6%	19.7%	1.1%

Source: U.S. Census Bureau 2013a; U.S. Census Bureau 2017f

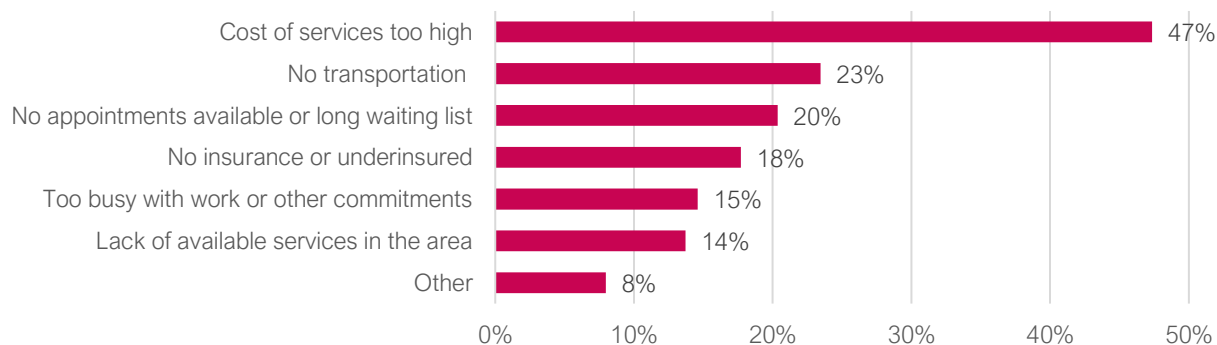
Of survey respondents, 42 percent are covered by the Medicaid/Healthy Michigan Plan, while 29 percent are on Medicare. For those who reported other coverage (4 percent), most said it was a combination of multiple plan types (Exhibit 24).

**EXHIBIT 24. Healthcare Coverage by Type**

Note: N = 579

While the majority of respondents indicated having healthcare coverage, 37 percent still reported trouble accessing services. Almost half (47 percent) of those who reported a challenge said it was due to the cost of services being too high. Nearly one in four (23 percent) also said that they lacked the transportation needed to get to and from appointments (Exhibit 25).

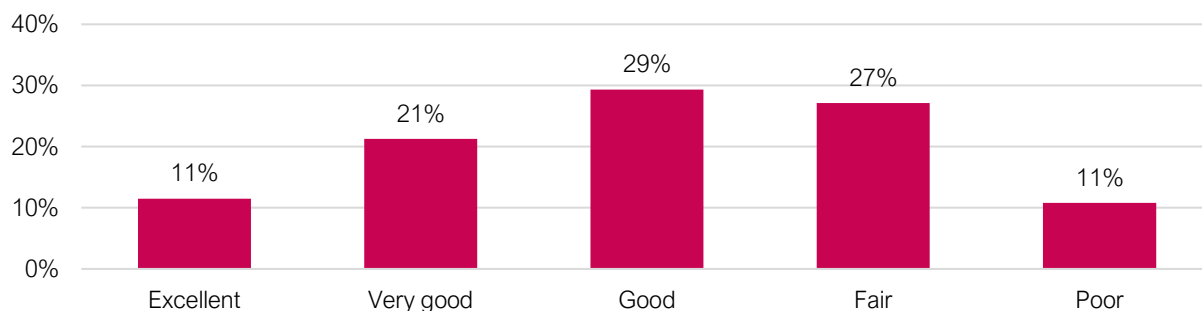
Nationally, premiums and deductibles are rising faster than workers' wages and inflation, challenging healthcare coverage affordability. Since 2009, average family premiums have increased 54 percent and workers' contribution have increased 71 percent, whereas wages have increased 26 percent and inflation is 20 percent. Average annual family premiums now reach \$20,576, with workers contributing an average of \$6,015 annually. Average annual deductibles are now \$1,665, which is double the average from ten years ago, and more than 10 percent of employees have a deductible of at least \$3,000 (Kaiser Family Foundation 2019).

**EXHIBIT 25. Barriers Experienced by Respondents When Accessing Healthcare**

Note: N = 226. Survey respondents were able to select more than one response. Percentages may calculate to more than 100.

More than half of respondents (61 percent) said their overall health ranged from good to excellent, while more than a third (38 percent) described it as fair or poor (Exhibit 26). This is more than double from 2017, in which 16.1 percent of Kent County's overall self-reported health status was fair or poor.

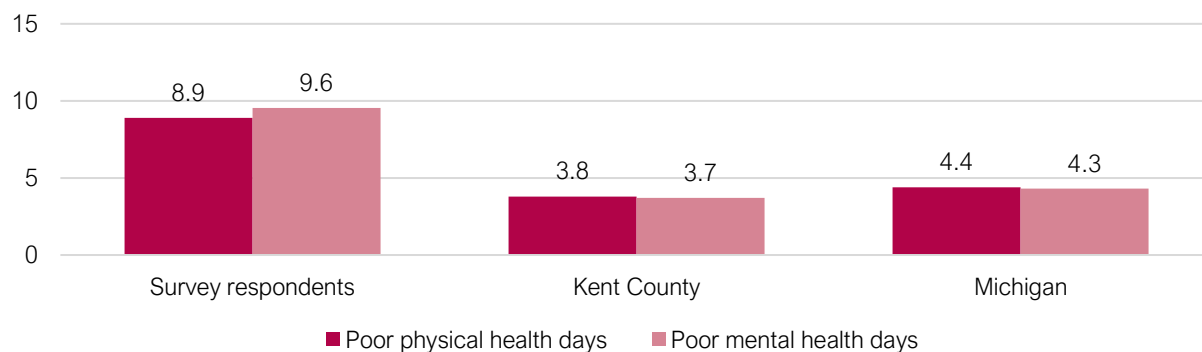
**EXHIBIT 26.** Self-reported Overall Health Status



Note: N = 583

However, survey respondents reported a significantly higher number of poor health days compared to Kent County and the state. They reported almost nine poor physical health days and ten poor mental health days on average in the last month, more than double the county or state numbers (Exhibit 27).

**EXHIBIT 27.** Average Number of Poor Health Days in the Last 30 Days



Source: Michigan Department of Health and Human Services 2018  
Note: N = 536

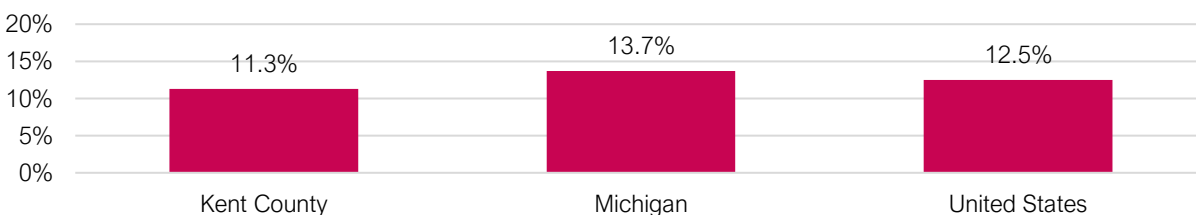


KCCA should consider collaborating with healthcare providers to ensure clients are able to obtain needed healthcare services to better address their physical and mental health needs, given the high rates of poor physical and mental health days.

## Food Security

One contributing factor to negative health outcomes is food insecurity, which is associated with some of the most common health problems in the U.S. and impacts physical and mental health (Food Research and Action Center 2017). In Kent County, 11.3 percent of residents do not have reliable or consistent access to food, compared to 13.7 percent of Michigan residents and 12.5 percent of the U.S. (Exhibit 28). Kent County saw a modest decrease in the percentage of residents who struggle with reliable food access when compared to 2015 (Exhibit 29).

**EXHIBIT 28. Food Insecurity Rates, 2017**



Source: Feeding America n.d.

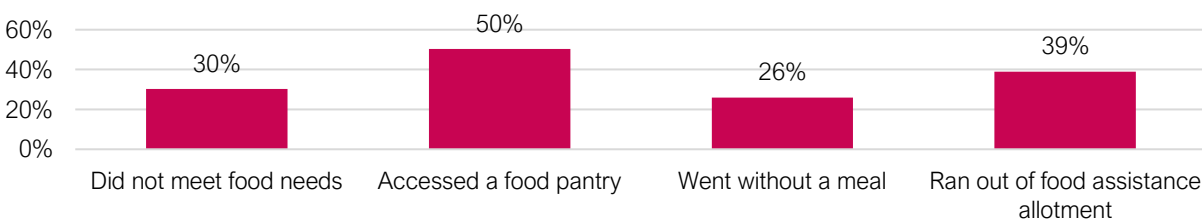
**EXHIBIT 29. Kent County Residents Who Lack Reliable Access to Food**

	2015	2017
Number of persons in Kent County who lack reliable access to food	73,230	72,690
Percentage	11.8%	11.3%
Percentage change from 2015 to 2019		-0.5%

Source: Feeding America n.d.

Survey respondents were asked several questions related to food security that focused on basic needs and access. Half (50 percent) have accessed a food pantry in the last 12 months, while one in four (26 percent) went without a meal because they did not have food or money to buy it (Exhibit 30).

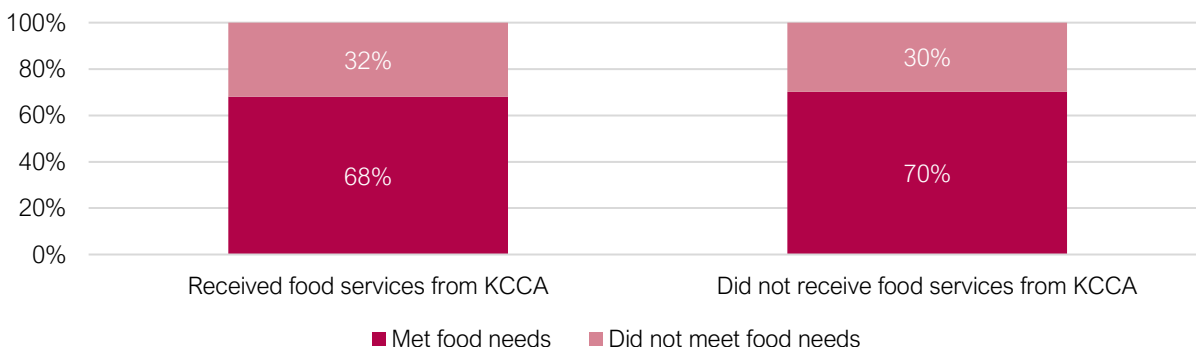
**EXHIBIT 30. Percentage of Respondents Who Indicated Food Insecurity in the Last 12 Months**



Note: N = 588

Respondents' ability to meet their food needs in the last 12 months did not differ greatly between those who received food assistance from KCCA and those who did not. For those who did receive either a food distribution (i.e., monthly or quarterly food boxes) or senior meal, 68 percent were able to meet their needs, while 32 percent were not (Exhibit 31).

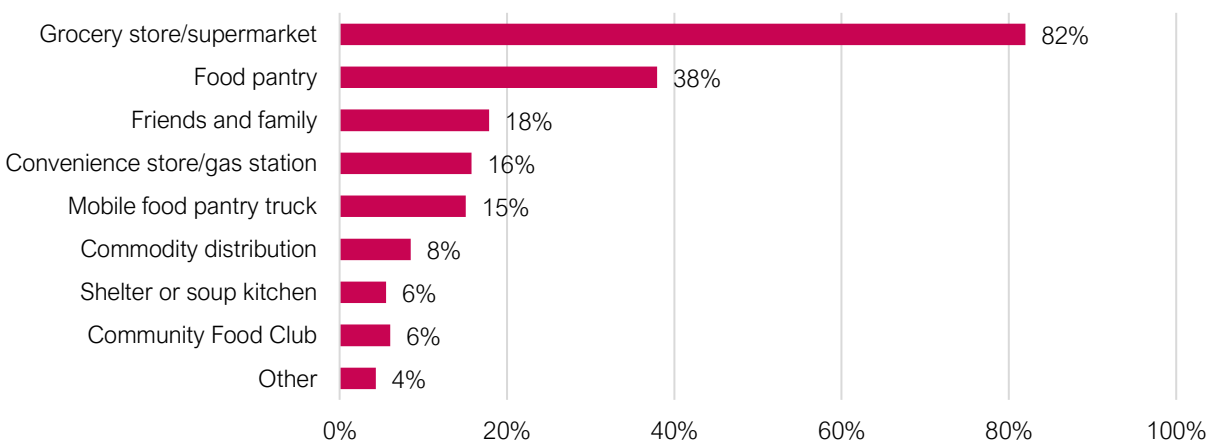
#### EXHIBIT 31. Respondents' Ability to Meet Food Needs by Those Who Received KCCA Food Services



Note: N = 588

Most respondents (82 percent) accessed food from a grocery store or supermarket. Less than 10 percent used commodity distributions, shelters or soup kitchens, or the Community Food Club (Exhibit 32).

#### EXHIBIT 32. Where Respondents Access Food

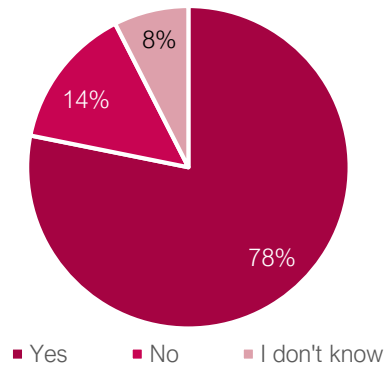


Note: N = 577. Survey respondents were able to select more than one response. Percentages may calculate to more than 100.



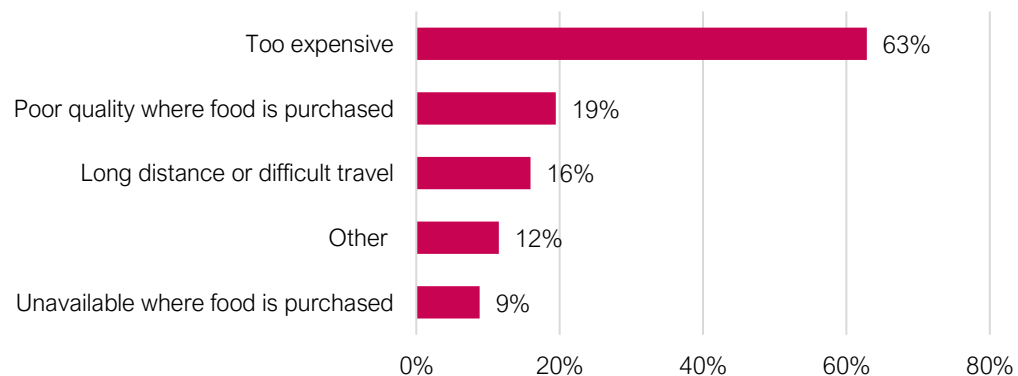
Additionally, 78 percent of respondents said they have access to fresh fruits and vegetables (Exhibit 33). However, for those who do not or do not know whether they have access (22 percent), most said it was because fresh produce is too expensive (Exhibit 34).

**EXHIBIT 33.** Percentage of Respondents Who Have Access to Fresh Fruits and Vegetables



Note: N = 586

**EXHIBIT 34.** Challenges Accessing Fresh Fruits and Vegetables for Respondents

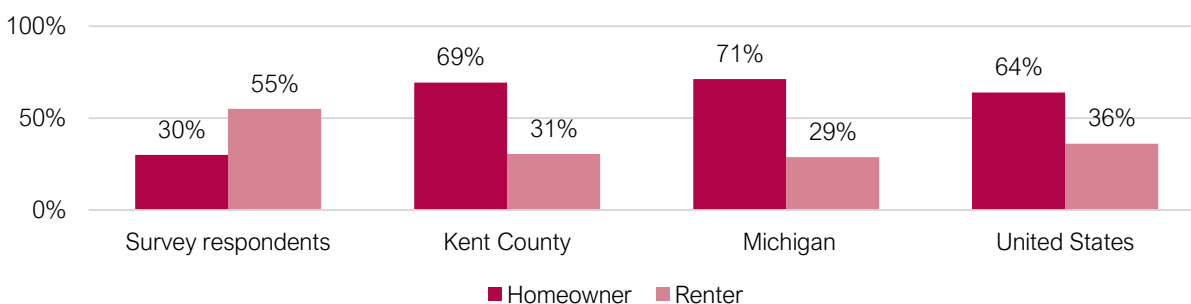


Note: N = 113. Survey respondents were able to select more than one response. Percentages may calculate to more than 100.

## Housing

More than two-thirds of Kent County residents are homeowners, which is a slightly lower rate than the state, but slightly higher than the national average. KCCA survey respondents, however, most often rent their homes (55 percent) compared to Kent County and the state, while only 30 percent of respondents are homeowners (Exhibit 35). Most owner-occupied homes in Kent County are owned by residents age 35 to 64, (58.3 percent), are white/Caucasian (90.5 percent) and have some postsecondary education (75.1 percent) (Exhibit 36).

**EXHIBIT 35. Respondents' Housing Status**



Source: U.S. Census Bureau 2017w

Note: N = 618; Totals for survey respondents do not equal 100 percent, as not all response options are included in the chart.

**EXHIBIT 36. Housing Status Rate Changes by Select Demographic Characteristics, Kent County, 2017**

	Owner Occupied	Renter Occupied
<b>Total housing units</b>	<b>167,036</b>	<b>73,642</b>
<b>Age</b>		
Under 35	16.2%	40.8%
35–64	58.3%	45.4%
65–74	14.9%	6.3%
75 and older	10.6%	7.6%
<b>Total</b>	<b>100.0%</b>	<b>100.1%</b>
<b>Race</b>		
White	90.5%	69.9%
Black or African American	4.4%	20.1%
American Indian and Alaska Native	0.4%	0.6%
Asian	1.6%	3.8%
Native Hawaiian and other Pacific Islander	N/A	N/A
Other	2.0%	2.4%
Multiracial/biracial	1.1%	3.1%
<b>Total</b>	<b>100.0%</b>	<b>99.9%</b>

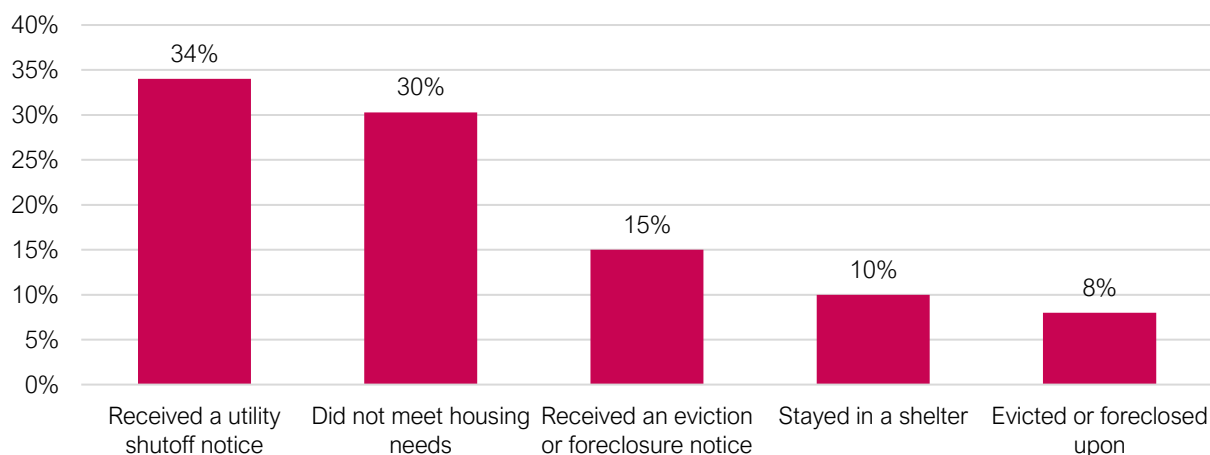
	Owner Occupied	Renter Occupied
<b>Total housing units</b>	<b>167,036</b>	<b>73,642</b>
<b>Ethnicity</b>		
Hispanic or Latino	4.8%	11.6%
<b>Educational Attainment</b>		
Less than high-school diploma	4.8%	11.7%
High-school diploma or equivalent	20.2%	26.2%
Some college or associate degree	31.5%	33.8%
Bachelor's degree or higher	43.6%	28.4%
<b>Total</b>	<b>100.1%</b>	<b>100.1%</b>

Source: U.S. Census Bureau 2017]

Note: Percentages may not total to 100 due to rounding errors as reported by the American Community Survey.

Respondents were asked several questions related to housing that specifically focused on needs and availability. Of these, 30 percent said they did not meet their housing needs in the last 12 months, 34 percent had received a utility shutoff notice, and 10 percent reported staying in a shelter (Exhibit 37).

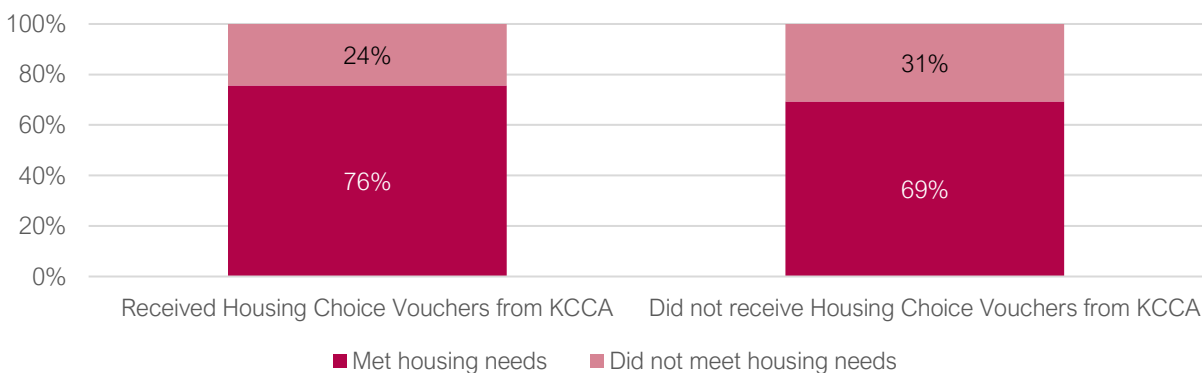
#### EXHIBIT 37. Percentage of Respondents Who Indicated Housing Insecurity in the Last 12 Months



Note: N = 583

However, for those who have received Housing Choice Vouchers from KCCA, 76 percent said they were able to meet their housing needs in the last 12 months, compared to 69 percent who had not received these vouchers (Exhibit 38).

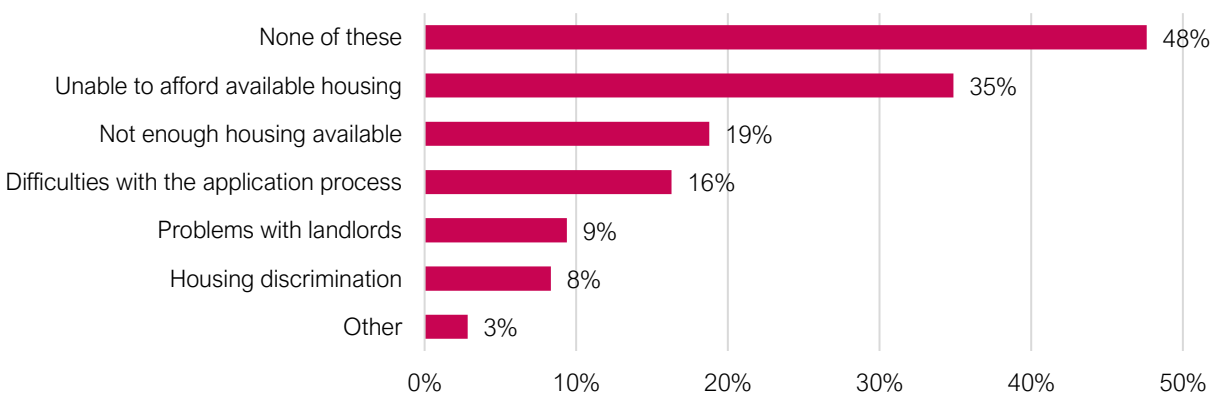
**EXHIBIT 38.** Respondents' Ability to Meet Housing Needs by Those Who Received Housing Choice Vouchers from KCCA



Note: N = 575

When seeking housing, respondents identified several difficulties they have encountered, including an inability to afford available housing (35 percent), not enough housing available (19 percent) and difficulties with the application process (16 percent) (Exhibit 39).

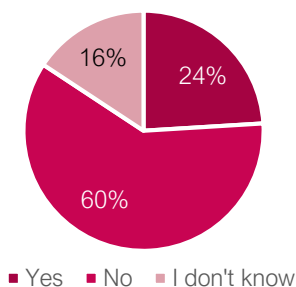
**EXHIBIT 39.** Difficulties Encountered by Survey Respondents When Trying to Find Housing



Note: N = 565. Survey respondents were able to select more than one response. Percentages may calculate to more than 100.

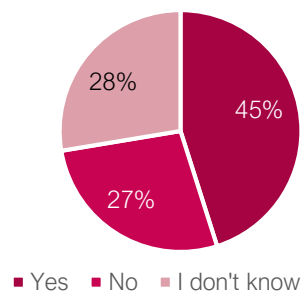
While 60 percent of survey respondents said they have not experienced housing discrimination (Exhibit 40), 45 percent believe that housing discrimination is an issue in Kent County (Exhibit 41).

**EXHIBIT 40.** Respondents Who Have Experienced Housing Discrimination



Note: N = 566

**EXHIBIT 41.** Respondents Who Believe Housing Discrimination Is an Issue in Kent County



Note: N = 572



KCCA should work to develop a plan to increase its housing support services.

Racism was the most frequently cited response for why a respondent believes housing discrimination is an issue in Kent County, with comments on racial profiling, stereotyping, and landlord bias. Many respondents shared that they personally experienced this discrimination or know someone who has.

*"Based on the mix of ethnic backgrounds in the area, if there was no discrimination, then people would not be as segregated as they are. I have personally heard of situations where people were only shown particular neighborhoods to live in or 'warned' about neighborhoods not to live in."*

Gentrification and high housing costs in Kent County also contribute to discriminatory practices, according to one respondent:

*"Cost of living has been raised so high that many working families are unable to afford living in Kent County. Gentrification is strongly taking place. More affordable housing needs to be available."*

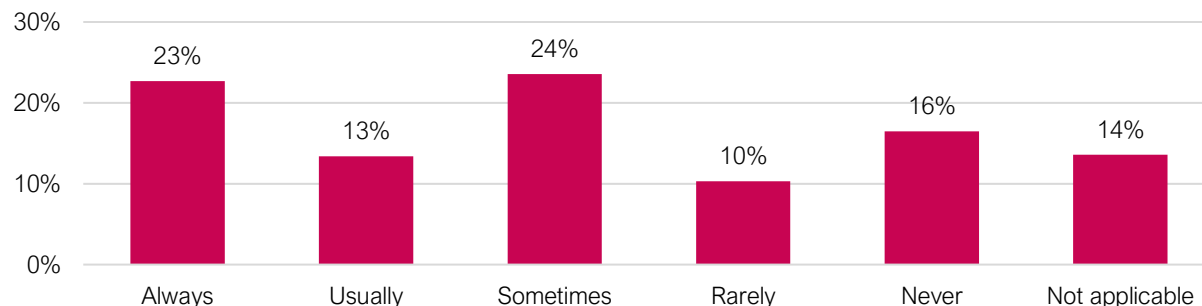
Respondents also said that difficulties with applications, including income requirements and criminal histories, are prevalent.



KCCA should consider the high rate of renters who use its services and work with clients to address issues with background checks, application fees, and security deposits.

The effects of high housing costs were reflected elsewhere, as 60 percent of respondents said they were always, usually, or sometimes worried about paying their mortgage or rent in the last year (Exhibit 42).

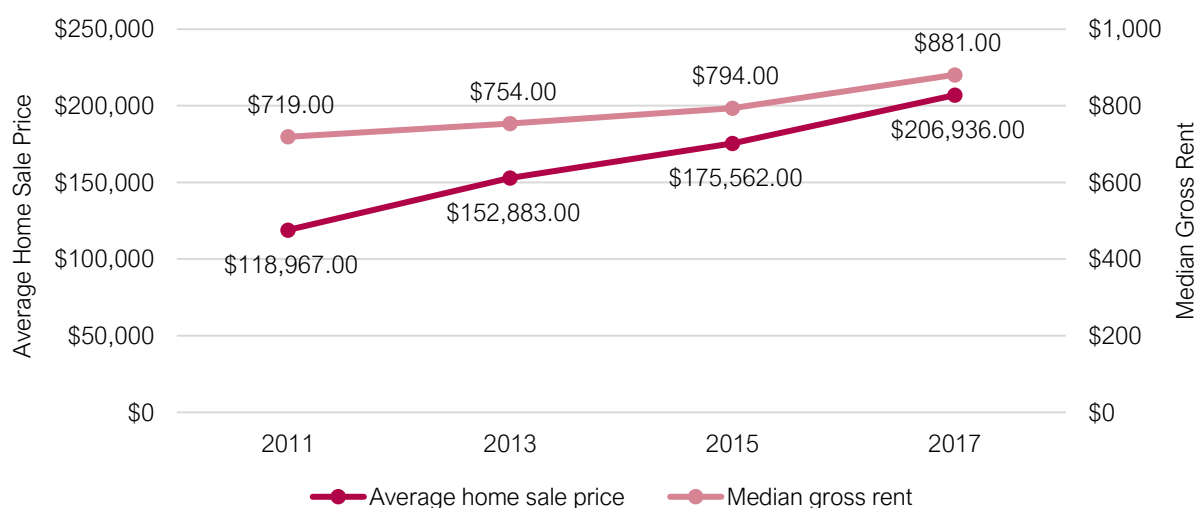
**EXHIBIT 42.** How Often Respondents Were Worried About Paying for Housing



Note: N = 582

Over the past several years, Kent County housing costs have significantly increased. Median rent prices have grown by 22 percent between 2011 and 2017, while the average home sale price has increased 74 percent in the same time frame (Exhibit 43). This may further widen the wealth gap in Kent County, as those who were able to afford to own their home can benefit from the property's increased value and equity, while those who are renters have seen increased rents without added equity. With this increase in the average home price, many people may be priced out of homeownership, which adds to the competitive rental market and rental shortages, as described by survey respondents and community forum participants.

**EXHIBIT 43.** Housing Costs in Kent County, 2011–2017



Source: U.S. Census Bureau 2017s; Greater Regional Alliance of REALTORS® 2019

In 2019, the National Low Income Housing Coalition reported a fair market rent for two-bedroom housing in Kent County at \$903 per month, which includes utilities (Exhibit 44). However, this is significantly higher than what is affordable for many. At an average wage of \$13 per hour, an individual can only afford a monthly rent of \$700. For someone working minimum wage (\$9.45 per hour), affordable rent is \$491 (National Low Income Housing Coalition 2019).

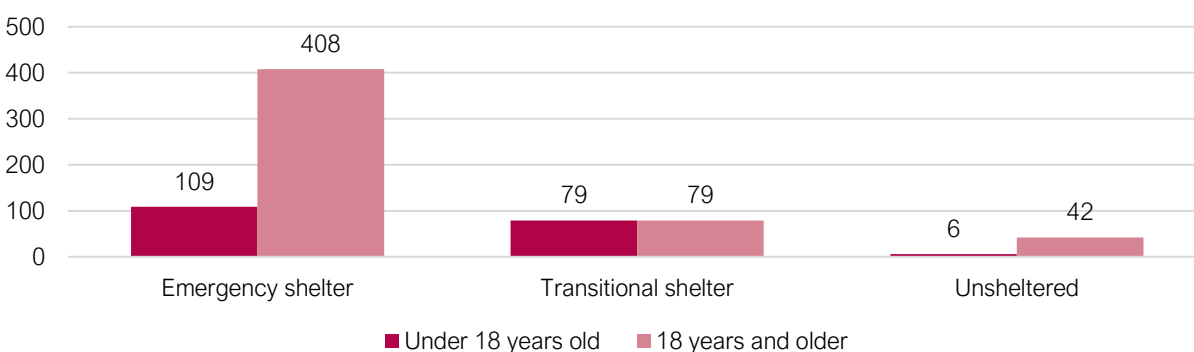
**EXHIBIT 44. Cost of Affordable Rent for Two-bedroom Housing in Kent County Based on Hourly Wages**



Source: National Low Income Housing Coalition 2019

These discrepancies between affordable and fair market rent can lead to housing insecurity. A recent study found that as rent affordability—or the share of income spent on rent—increases across certain thresholds, so do rates of homelessness (Glynn and Casey 2018). As rent and home prices in Kent County continue to rise, this could contribute to homelessness. At their annual Point-in-Time Count in 2018, the Grand Rapids Area Coalition to End Homelessness reported 723 individuals who were living in an emergency shelter, transitional shelter, or unsheltered situations (Exhibit 45).

**EXHIBIT 45. Total Number of Persons Sheltered and Unsheltered in Kent County, by Age**

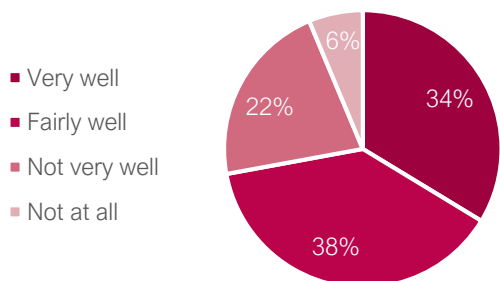


Source: Grand Rapids Area Coalition to End Homelessness 2019

## Transportation

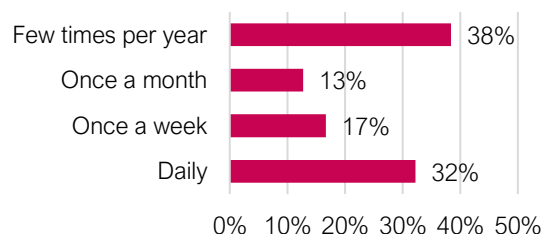
Most respondents (72 percent) said they were able to meet their transportation needs very or fairly well in the last 12 months (Exhibit 46). However, 32 percent reported daily transportation problems (Exhibit 47).

**EXHIBIT 46.** Respondents' Ability to Meet Transportation Needs in the Last 12 Months



Note: N = 570

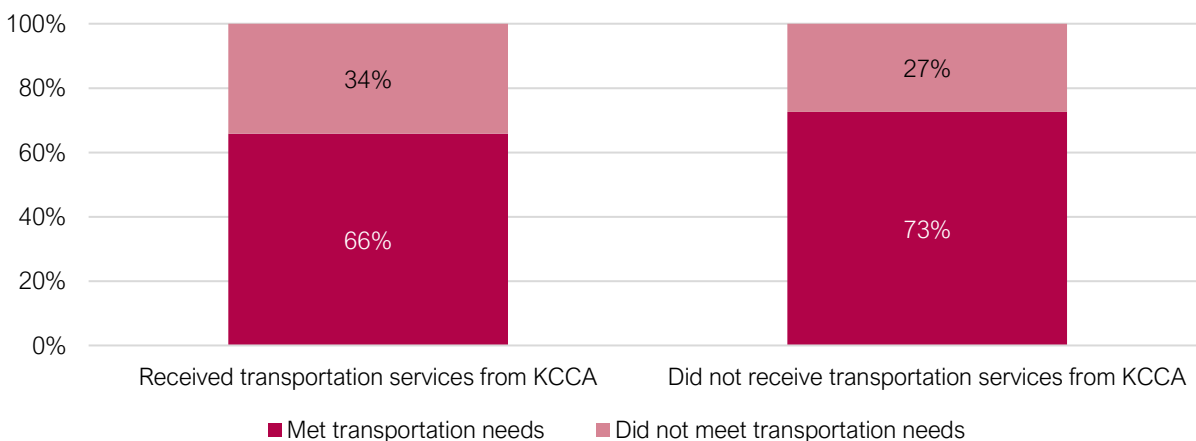
**EXHIBIT 47.** Frequency of Transportation Problems for Respondents



Note: N = 354

For those who have used KCCA's transportation services, 66 percent also said they were able to meet their transportation needs in the last 12 months, compared to 73 percent who have not received services (Exhibit 48).

**EXHIBIT 48.** Respondents' Ability to Meet Transportation Needs for Those Who Received Transportation Services from KCCA

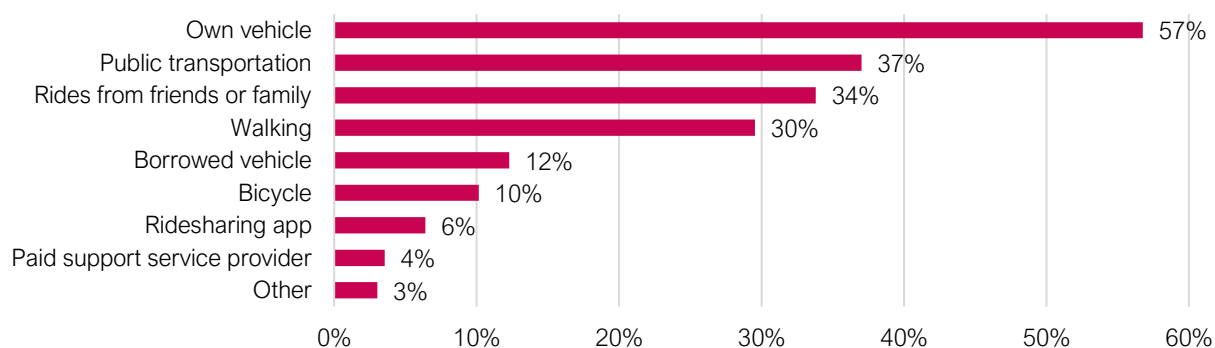


Note: N = 570



Respondents used a variety of transportation options. The majority, 57 percent, used their own vehicle; 37 percent used public transportation; and 34 percent relied on rides from friends and family (Exhibit 49).

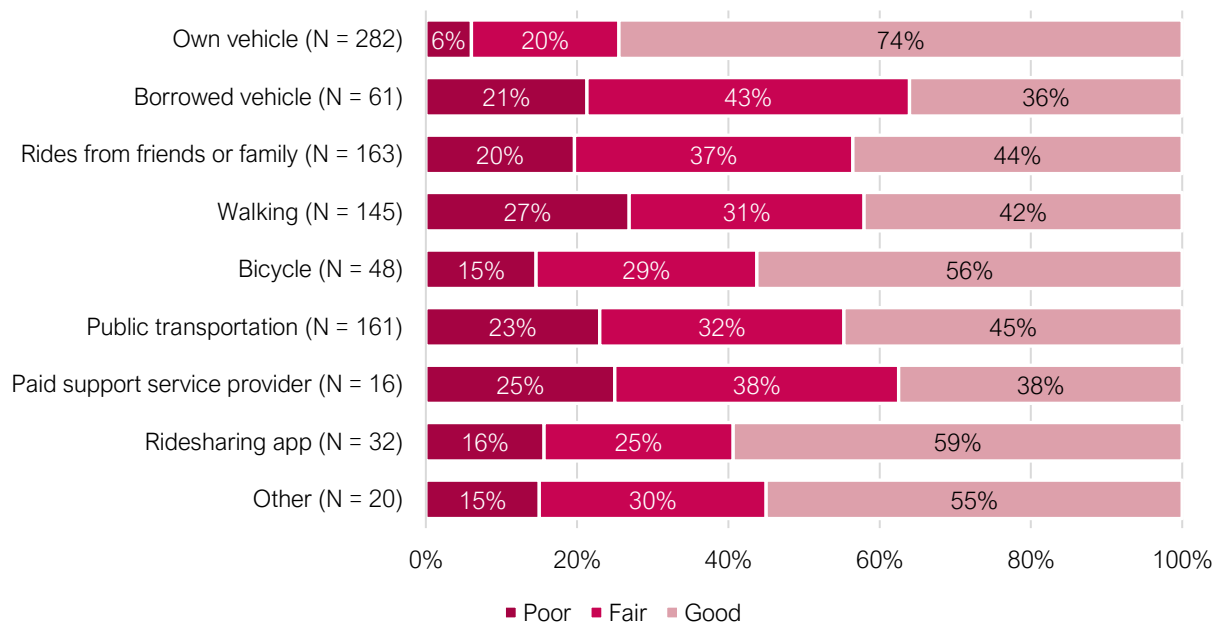
#### EXHIBIT 49. Modes of Transportation



Note: N = 562. Survey respondents were able to select more than one response. Percentages may calculate to more than 100.

For those who use public transportation, only 45 percent reported that it meets their needs. Those who use paid support service providers or rely on rides from friends or family reported similar rates, at 38 percent and 44 percent, respectively (Exhibit 50).

#### EXHIBIT 50. How Well Selected Modes of Transportation Meet Respondents' Needs



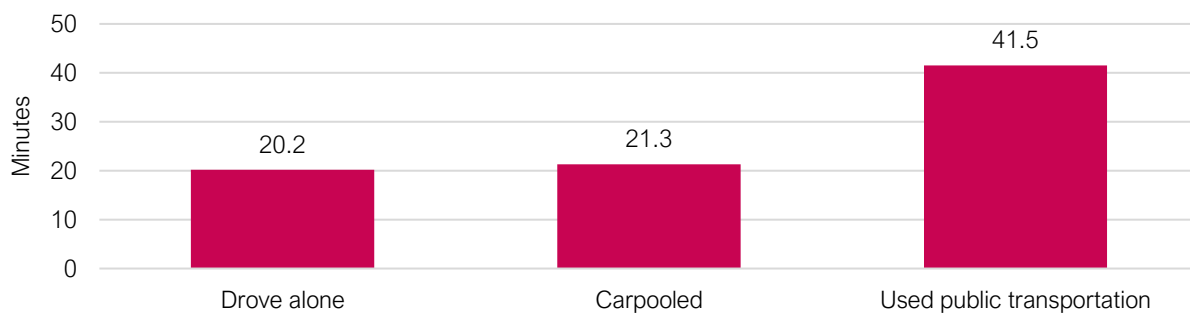


The lack of reliable and affordable transportation has also been identified as a key contributor to poverty, with its effects reaching housing and employment opportunities, access to healthcare and food, and others. According to a study by the Federal Transit Administration, distances between home and work create high commuting costs, especially for low-income workers and families.

For the 37 percent of respondents who use public transportation, their average work commute is double the

length of time compared to those who drove alone and almost double compared to those who carpooled, at over 40 minutes (Exhibit 51).

**EXHIBIT 51.** Average Length of Commute to Work in Minutes, Kent County



Source: U.S. Census Bureau 2017r



KCCA should consider expanding its transportation assistance options, given the close relationship transportation access has with employment, housing, and access to food and healthcare.

## Income

The median household income in Kent County is \$61,125, which is higher than the average for both Michigan and the U.S. Similarly, only 7.5 percent of Kent County households have incomes that are below \$15,000, whereas 11 percent of households across the state and the U.S. have incomes less than \$15,000 (Exhibit 52). While just over 17 percent of Kent County households earn less than \$25,000 per year, these households are highly concentrated in Grand Rapids (Exhibit 53).

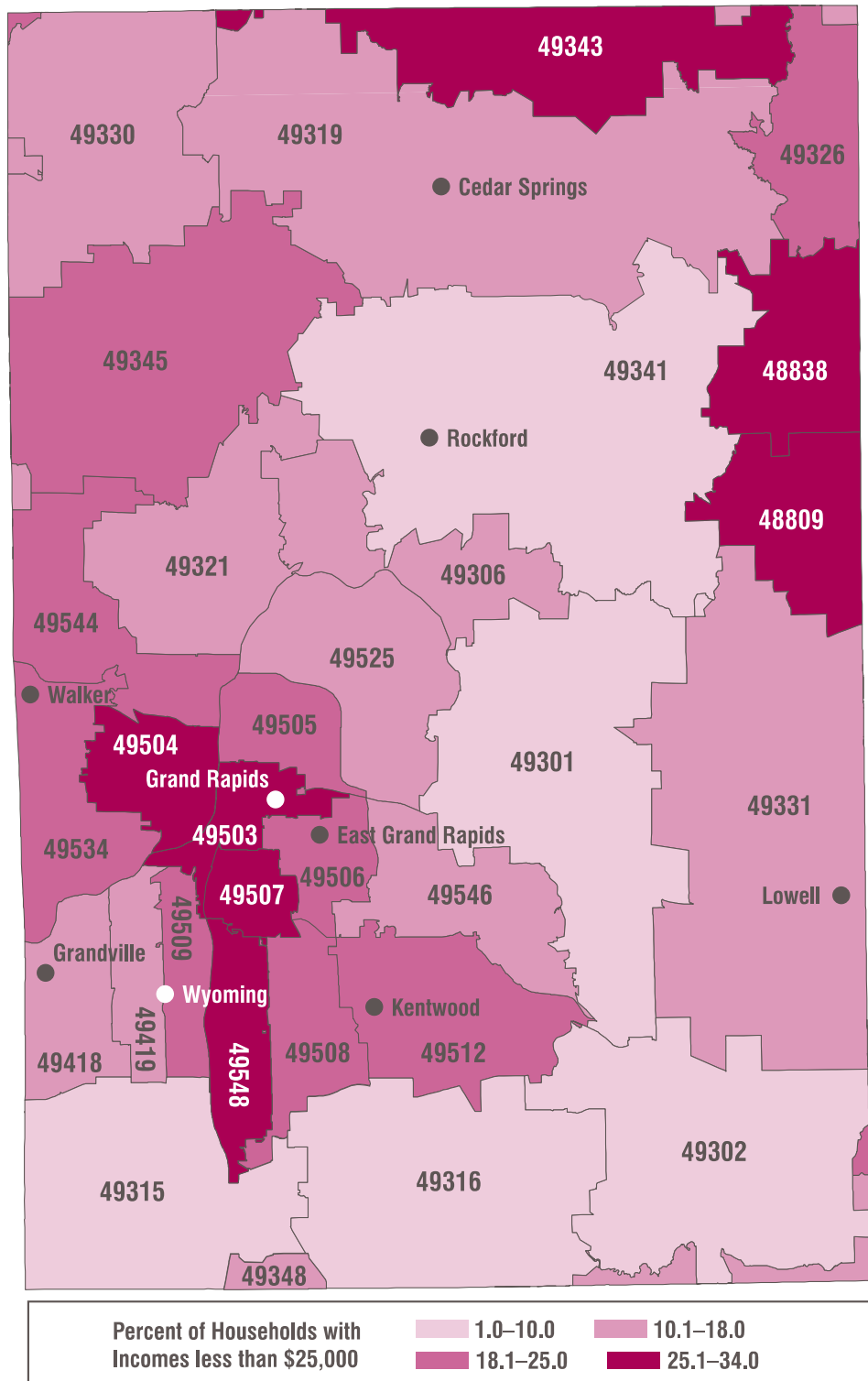
**EXHIBIT 52.** Household Income Distribution, 2017

	Kent County	Michigan	United States
Less than \$10,000	4.4%	6.8%	6.5%
\$10,000–\$14,999	3.1%	4.6%	4.5%
\$15,000–\$24,999	9.6%	10.0%	9.3%
\$25,000–\$34,999	9.2%	9.9%	9.1%
\$35,000–\$49,999	14.4%	14.2%	12.7%
\$50,000–\$74,999	19.6%	18.4%	17.6%
\$75,000–\$99,999	14.0%	12.5%	12.5%
\$100,000–\$149,999	15.3%	13.5%	14.6%
\$150,000–\$199,999	5.7%	5.1%	6.3%
\$200,000 or more	4.9%	4.8%	6.9%
Household median income	\$61,125	\$54,909	\$60,336
Household mean income	\$79,961	\$75,449	\$84,525

Source: U.S. Census Bureau 2017o



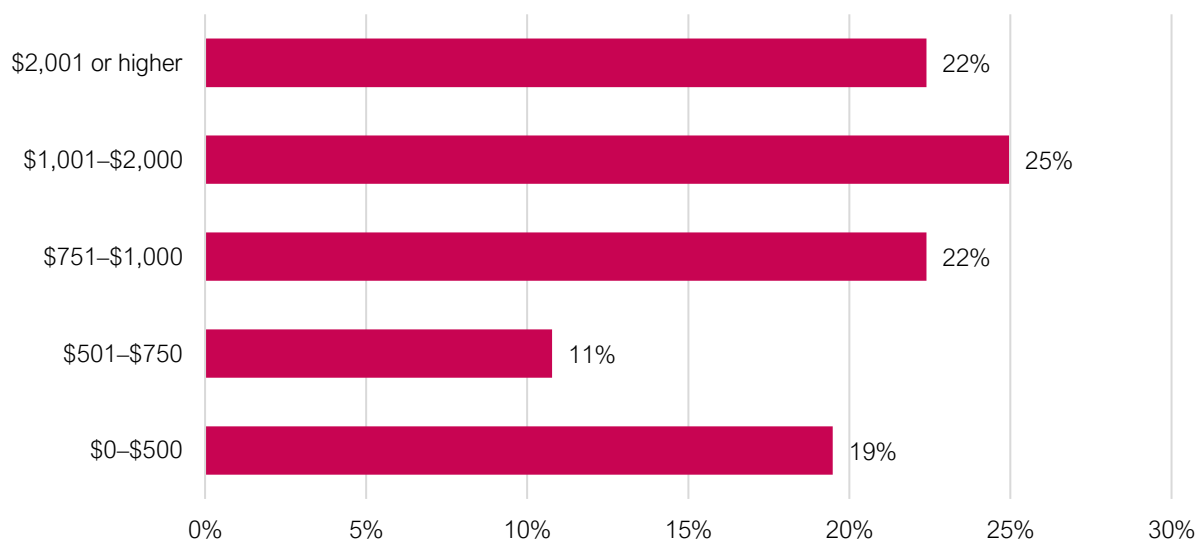
**EXHIBIT 53.** Distribution of Kent County Population with Incomes Less than \$25,000 by Zip Code



Source: U.S. Census Bureau 2017g

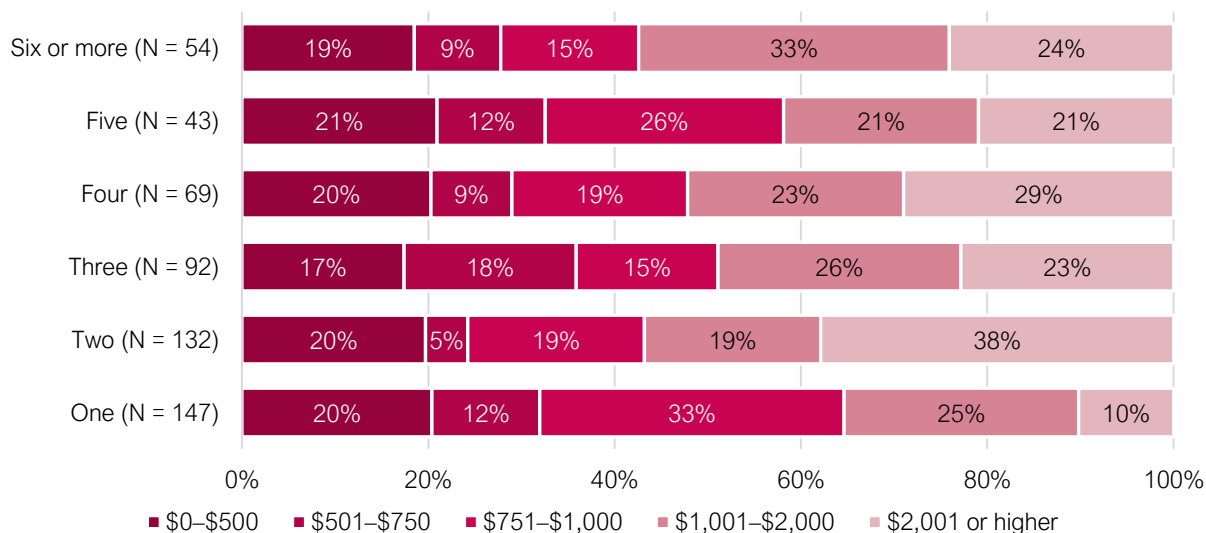
In comparison to Kent County overall, just over half of survey respondents—52 percent—earn \$1,000 or less per month, which is below the FPL guidelines for any size household (Exhibit 54) (Office of the Assistant Secretary for Planning and Evaluation 2019). For households with six or more people, 76 percent earn less than \$2,000 per month—well below the FPL—with almost one in five (19 percent) earning \$500 or less per month. Two-person households are the highest earners, with 38 percent reporting incomes of more than \$2,000 per month (Exhibit 55).

#### EXHIBIT 54. Gross Monthly Household Distribution of Survey Respondents



Note: N = 585

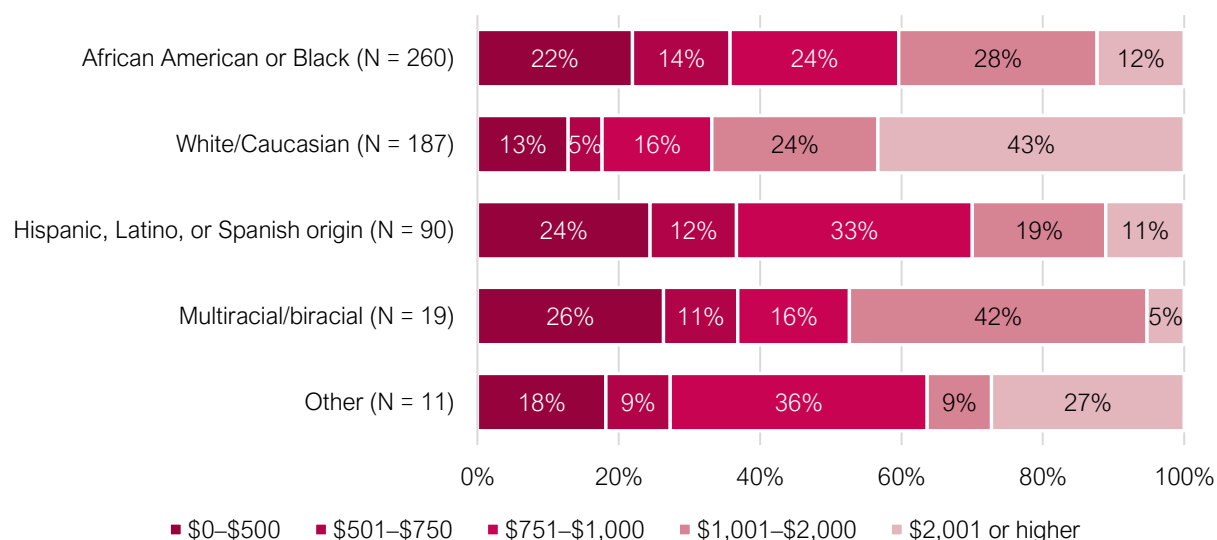
#### EXHIBIT 55. Respondents' Monthly Household Income, by Household Size



## Income by Race

Survey respondents who identify as white/Caucasian only are the highest-earning households, with 43 percent earning more than \$2,000 per month. In contrast, multiracial and biracial respondents represent the lowest earning households, with 26 percent reporting \$500 per month or less (Exhibit 56).

**EXHIBIT 56. Respondents' Monthly Household Income, by Race and Ethnicity**



In 2017, those who identified as African American or Black were the lowest earners in Kent County and the United States. In Kent County, African-American or Black households earned about \$14,000 less per year than Hispanic or Latino households and more than \$32,000 less than white/Caucasian households (Exhibit 57). In Kent County, white/Caucasian households were the highest earners, making at least \$9,000 more per year than all other groups.

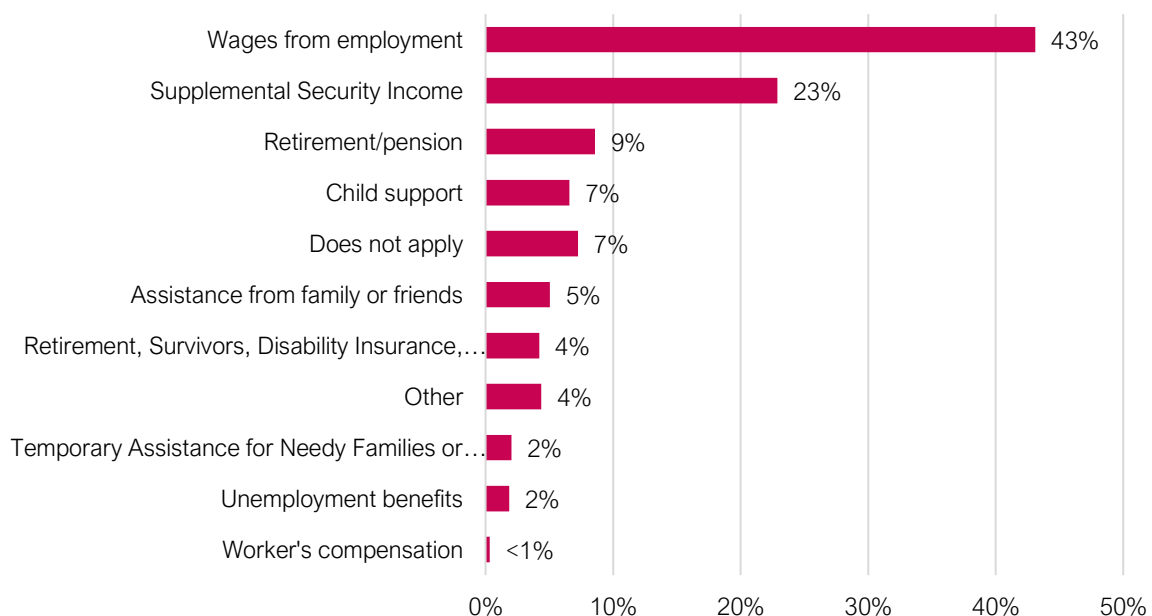
**EXHIBIT 57. Annual Median Household Income, by Race and Ethnicity, 2017**

	Kent County	Michigan	United States
African American or Black	\$33,112	\$34,757	\$40,232
Asian	\$56,250	\$80,968	\$83,456
White/Caucasian	\$65,491	\$58,841	\$63,704
Hispanic, Latino, or Spanish origin	\$47,156	\$46,222	\$49,793
American Indian or Alaskan Native	N/A	\$45,187	\$41,882
Native Hawaiian or other Pacific Islander	N/A	\$28,729	\$60,734
Multiracial/biracial	\$50,900	\$45,203	\$56,519
Other	\$49,028	\$41,934	\$47,219

Source: U.S. Census Bureau 2017p

Survey respondents receive income from a variety of sources—43 percent reported income from employment wages, which was followed by Supplemental Security Income at 23 percent. And while more than half of respondents live below the FPL, only 2 percent rely on benefits like the Family Independence Program (Exhibit 58).

#### EXHIBIT 58. Sources of Income and Benefits



Note: N = 594. Survey respondents were able to select more than one response. Percentages may calculate to more than 100.

## Poverty

Demographic characteristics, income level, education, and employment all affect poverty status for individuals, as outlined in the following section (Organizational Standard 3.2). Each year, federal poverty guidelines are issued to determine eligibility for many government assistance programs and are based on annual income and household size (Exhibit 59).

**EXHIBIT 59. 2019 Federal Poverty Guidelines**

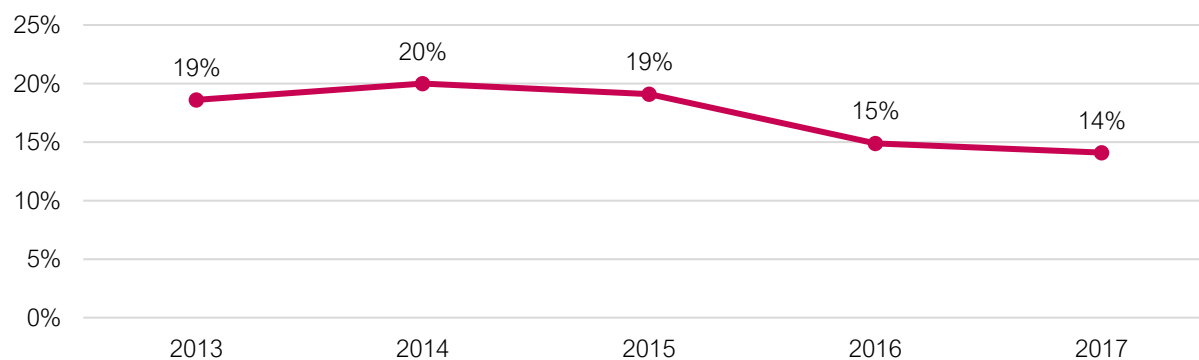
Persons in Family/Household	Poverty Guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430

Source: Office of the Assistant Secretary for Planning and Evaluation 2019

Note: For families/households with more than eight people, add \$4,420 for each additional person.

In 2017, more than 12.8 million children and youth lived below the federal poverty line for a family of four, increasing their risk for hunger, homelessness, poor health, violence, poor educational outcomes, and chronic stress (Children's Defense Fund 2019). Poverty rates for youth living in Kent County have decreased over the last several years, dropping 5 percent between 2015 and 2017 (Exhibit 60).

**EXHIBIT 60. Percentage of Children Ages Zero to 17 Living Below the FPL in Kent County**

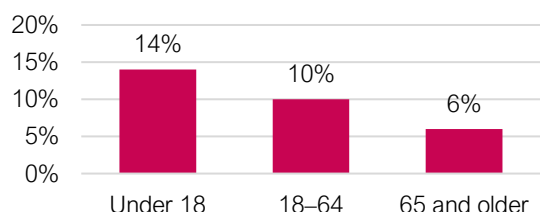


Source: U. S. Census Bureau 2019



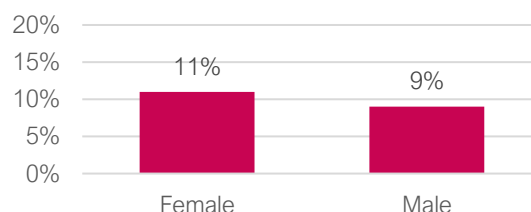
However, children and adolescents represent the highest age group living below the FPL when compared to adults and seniors (Exhibit 61). Women live below the FPL at higher rates (11 percent) than men in Kent County (9 percent) (Exhibit 62).

**EXHIBIT 61.** Percentage of Kent County Residents Living Below the FPL, by Age Group



Source: U.S. Census Bureau 2017t

**EXHIBIT 62.** Percentage of Kent County Residents Living Below the FPL, by Sex

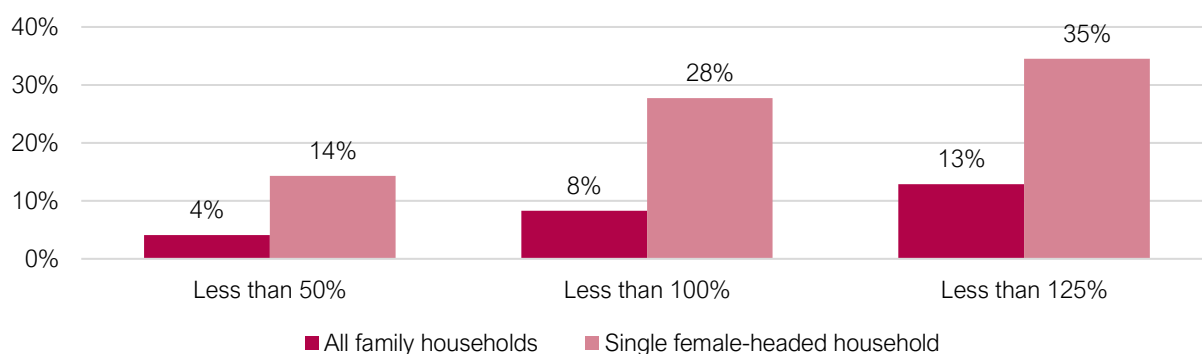


Source: U.S. Census Bureau 2017t

According to a report by the Institute for Women's Policy Research, women are more likely to live below the FPL than men, with factors such as the gender wage gap, women's prevalence in low-paid occupations, and lack of family support in the workplace contributing to this inequity (Institute for Women's Policy Research 2016).

Single female-headed households experience poverty at significantly higher rates than others. They also make up 34.5 percent of households living at or below 125 percent of the FPL—compared to only 12.9 percent of all family households (Exhibit 63).

**EXHIBIT 63.** Percentage of Kent County Residents Living at the FPL, by Household Type



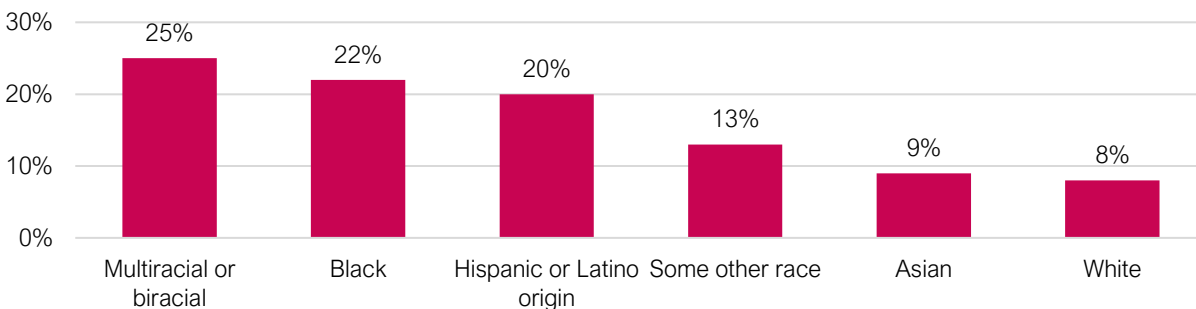
Source: U.S. Census Bureau 2017v



KCCA should consider the specific needs of single parents, especially because poverty rates are higher among women and those with children.

Black, Hispanic or Latino, and multiracial communities are living in poverty at significantly higher rates than others, with 25 percent of multiracial individuals living below the FPL in Kent County, compared to just 8 percent of white individuals (Exhibit 64).

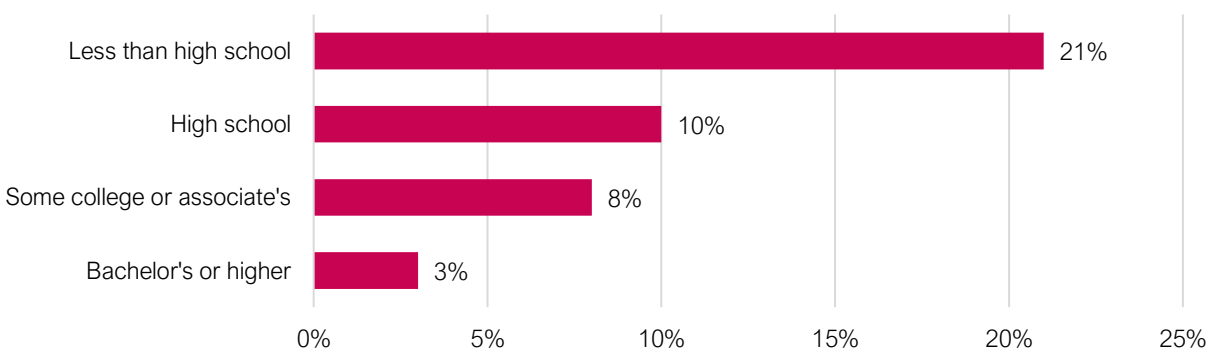
**EXHIBIT 64.** Percentage of Kent County Residents Living Below the FPL, by Race



Source: U.S. Census Bureau 2017t

Poverty rates are significantly higher for Kent County residents who do not have a high-school education; however, this rate decreases significantly as educational attainment increases (Exhibit 65).

**EXHIBIT 65.** Percentage of Kent County Residents Living Below the FPL, by Educational Attainment



Source: U.S. Census Bureau 2017t

Poverty rates have declined across many demographics in Kent County over a five-year period. Black or African-American residents saw the largest decline at 13.6 percent, followed by those who are Hispanic or Latino at 12.6 percent. Those with bachelor's degrees or higher saw the smallest decrease at 0.7 percent (Exhibit 66).

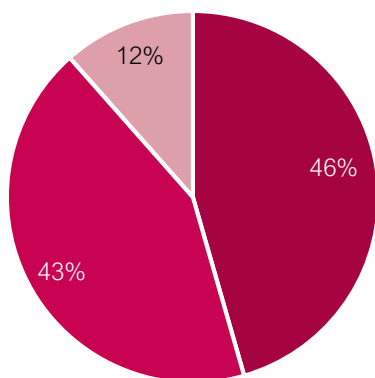
**EXHIBIT 66. Poverty Rate Change by Selected Demographic Characteristics at Less Than 100 Percent of the FPL, Kent County**

	2013	2017	Percentage Change from 2013 to 2017
Kent County	14.7%	10.2%	-4.5%
<b>Gender</b>			
Male	13.4%	9.4%	-4.0%
Female	15.9%	11.0%	-4.9%
<b>Age</b>			
Under 18	18.2%	14.3%	-3.9%
18–64	14.6%	9.5%	-5.1%
65 and older	8.0%	5.9%	-2.1%
<b>Race and Ethnicity</b>			
White	11.3%	8.1%	-3.2%
Black or African American	35.7%	22.1%	-13.6%
Hispanic/Latino	32.6%	20.0%	-12.6%
<b>Household Type</b>			
Family households	12.0%	8.3%	-3.7%
Single female-headed	34.8%	27.7%	-7.1%
<b>Educational Attainment</b>			
Less than high school	30.9%	21.0%	-9.9%
High-school graduate	15.7%	9.7%	-6.0%
Some college or associate's	10.8%	7.8%	-3.0%
Bachelor's or higher	3.7%	3.0%	-0.7%

Source: U.S. Census Bureau 2013d; U.S. Census Bureau 2017v

Although at least 52 percent of survey respondents are at or below the FPL based on their reported monthly income and family size, only 43 percent view themselves as living in poverty (Exhibit 67). However, 71 percent believe that poverty is a problem in Kent County (Exhibit 68).

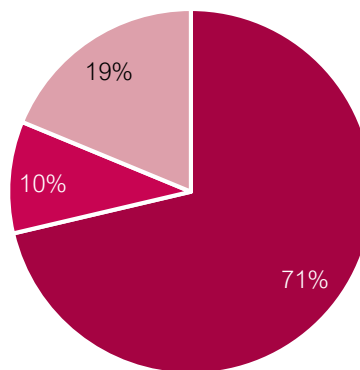
**EXHIBIT 67.** Percentage of Respondents Who View Themselves as Living in Poverty



■ Yes ■ No ■ I don't know

Note: N = 573

**EXHIBIT 68.** Percentage of Respondents Who Believe Poverty Is a Problem in Kent County



■ Yes ■ No ■ I don't know

Note: N = 565

For those who believe poverty is a problem in Kent County, most said it was due to high housing costs, which often leads to homelessness:

*"Monthly rent costs have skyrocketed, and people cannot afford to live in Kent County. Lots of urban campers observed in Grand Rapids metro area."*

*"[There are] a lot of homeless people and people needing places to live. Rents are too high!"*

Homelessness—combined with high costs of living and low incomes—contribute to financial instability, according to respondents:

*"I see homeless people on the streets of downtown Grand Rapids almost daily, but it's much more than that. Too many people in our community are living paycheck to paycheck."*

*"Wages have remained flat over the last few years, while the cost of housing and living have continued to rise. Many families are working full time and still cannot support the needs of their family. The wealth gap in Kent County appears to be getting wider."*

Many respondents also said that there are too few assistance programs and resources in the community to help. Other contributors to the problem included employment challenges, racial disparities, the political environment, mental health issues and substance abuse, and educational barriers.

When asked what steps KCCA could take to help reduce poverty in the community, respondents suggested several solutions. The most frequently cited solution was around housing, specifically providing and assisting with more affordable housing opportunities. Employment assistance—including job placement and training—transportation services, food access, and financial counseling were also recommended.

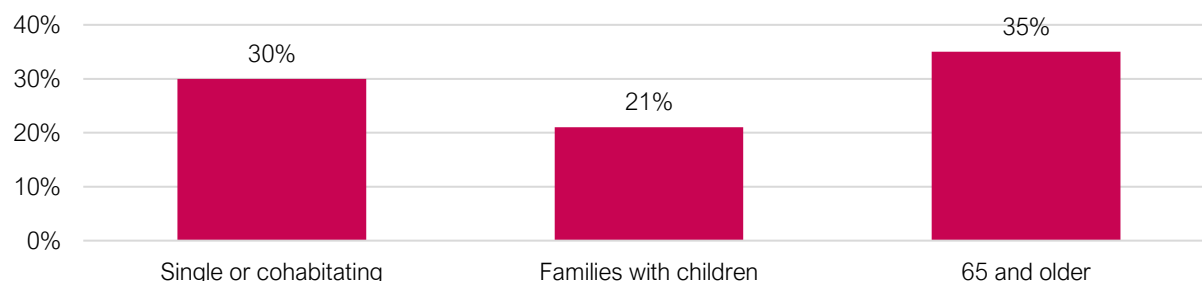


## Financial Stability

While FPL guidelines can describe household poverty levels, it is not the only measurement available. ALICE, or asset limited, income constrained, employed, is a term developed by the United Way to describe those who live above the FPL for a given household size, but still struggle to make ends meet—a level that 29 percent of Michigan households experience (United Ways of Michigan 2017). ALICE measures livable wages and self-sufficiency, as it reflects the minimum income needed to maintain a household, including housing, food, transportation, child care, and other necessities.

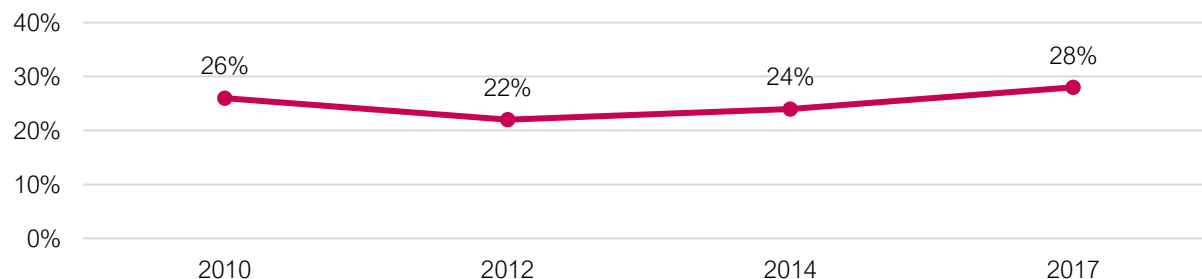
In 2017, the minimum cost of maintaining a Kent County household was \$21,624 per year for a single adult and \$64,788 for a household with two adults and two children. A single adult would need to earn \$10.81 per hour working 40 hours a week, while a family of four needs \$32.39 per hour just to make ends meet (United Ways of Michigan 2019). Michigan's minimum wage is \$9.45, and 61 percent of employers statewide pay less than \$20 per hour (United Ways of Michigan 2019). For some, full-time employment may not be enough, requiring many to work more than one job. In 2017, 30 percent of single or cohabitating households and 21 percent of families with children lived below those thresholds (Exhibit 69). Of all households in Kent County, 28 percent lived below the ALICE threshold in 2017 (Exhibit 70).

**EXHIBIT 69.** Percentage of ALICE Households in Kent County by Household Type, 2017



Source: United Ways of Michigan 2017

**EXHIBIT 70.** Percentage of ALICE Households in Kent County, 2010–2017

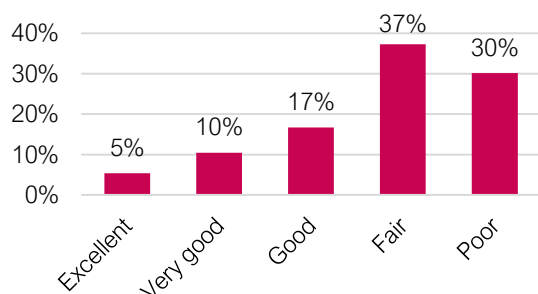


Source: United Ways of Michigan 2017

Crucial resources are often targeted to households near or below the FPL, meaning that many struggling ALICE households are not eligible for assistance. Benefits are often structured to end before a family reaches stability, which is known as the “cliff effect” (Michigan Association of United Ways 2017). This cliff may lead some individuals to decline a promotion or not seek better employment opportunities because the increase in salary would not adequately offset the loss of benefits.

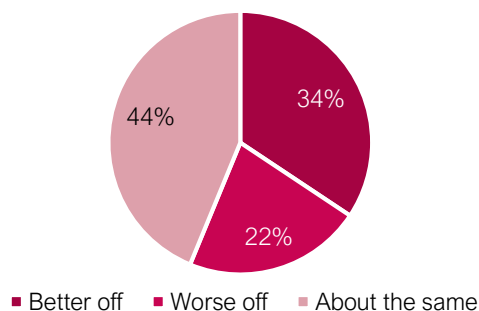
Financial instability is also reflected in survey respondents’ self-reported financial status. Two-thirds of respondents (67 percent) reported their financial status as fair or poor, while only 5 percent reported it as excellent (Exhibit 71). Also, 78 percent said they were the same or better off compared to where they were one year ago, while 22 percent said they are worse off (Exhibit 72).

**EXHIBIT 71. Self-reported Financial Status**



Note: N= 574

**EXHIBIT 72. Percentage of Respondents Who Reported Changes in Their Situation Compared to One Year Ago**



Note: N= 530



KCCA should consider the percentage of Kent County residents earning less than what is needed to maintain their household when designing programming. KCCA should also strengthen relationships with other service providers in order to refer clients ineligible for KCCA services to ensure their needs are still met.

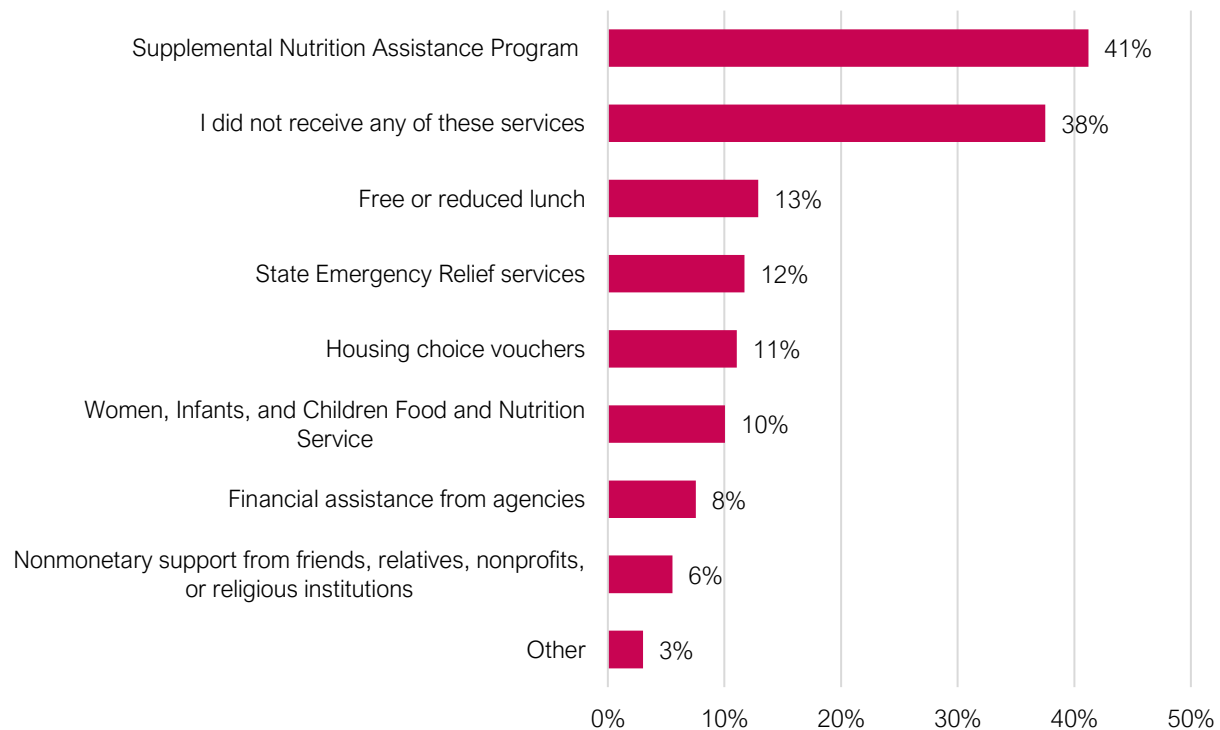
Many respondents indicated that they have goals to improve their standard of living, leading to greater financial stability. Most were related to employment and income—either finding a job, getting a better job, or making more money. Other responses were related to becoming more financially stable or better managing finances by budgeting, saving, or paying off debt. A large number of respondents said they wanted to change their current housing situation by either buying a home or finding more affordable options, while others were aimed at continuing and achieving higher education goals.

However, many said that financial obstacles—like low incomes, high finances, and high living costs—prevent them from achieving their desired goals. Challenges with poor health and disabilities, transportation, housing, and child care are also contributing factors.

## Support Services

More than a third (38 percent) of respondents said that they did not receive any of the listed support services. Of the services used, food assistance was cited by 64 percent, including the Supplemental Nutrition Assistance Program (i.e., food stamps), free or reduced lunches, and the Women, Infants, and Children Food and Nutrition Service (Exhibit 73).

**EXHIBIT 73.** Support Services Received by Survey Respondents



Note: *N* = 597. Survey respondents could select more than one response. Percentages may calculate to more than 100.

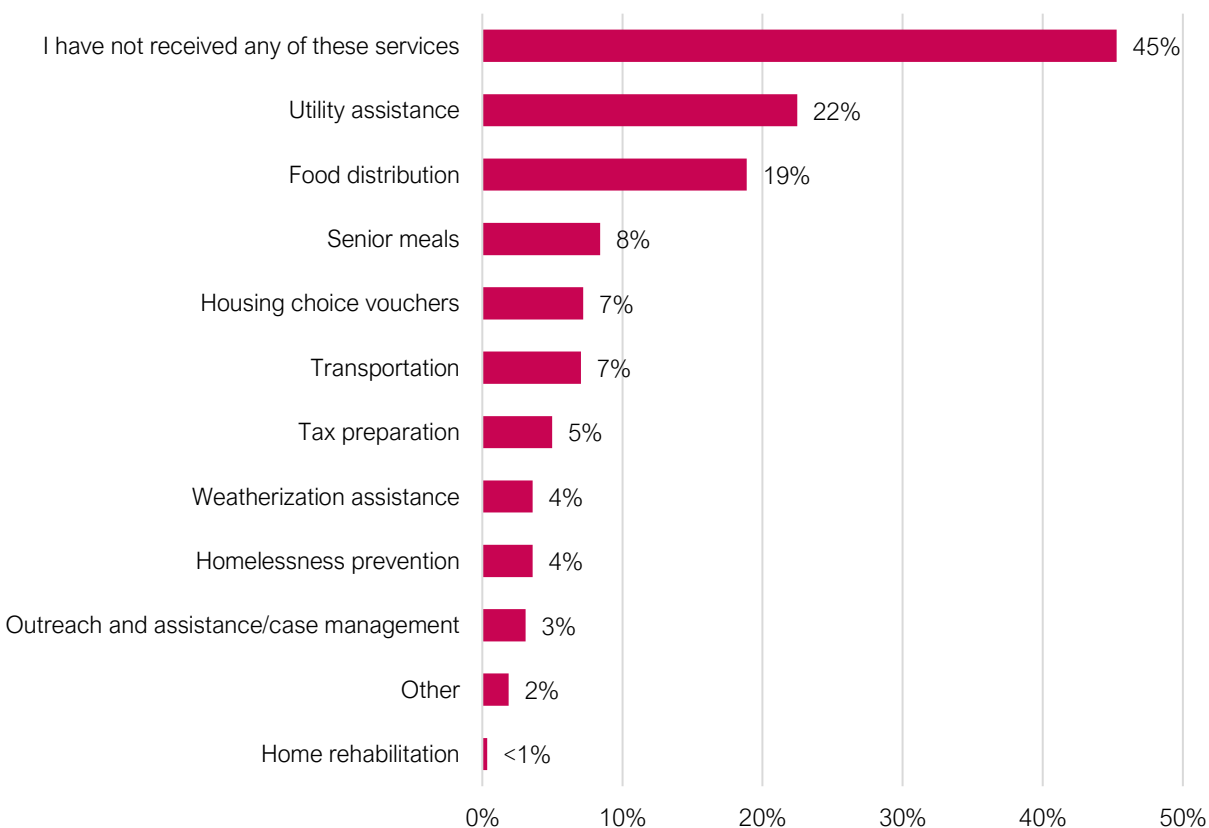


Supplemental Nutrition Assistance Program benefits are continually threatened in legislative budgets. KCCA should assist with advocacy for the continuation of this program to support families that rely on this support.



Of the KCCA services available to Kent County residents, the highest number of respondents reported using utility assistance (22 percent), followed by food distribution (19 percent), and senior meals (8 percent). However, 45 percent of respondents said that they have not received any of the listed services (Exhibit 74). The large number of respondents who have not used KCCA services is due to the survey being shared with partner organizations who serve the community, as well as asking all those who visited the Kent County Human Services building to complete the survey, regardless of their involvement with KCCA.

#### EXHIBIT 74. KCCA Services Received by Survey Respondents



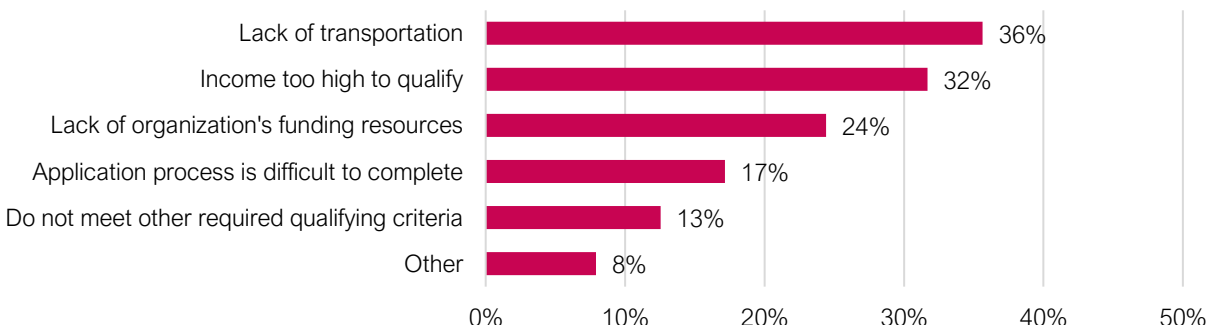
Note: N = 583. Survey respondents could select more than one response. Percentages may calculate to more than 100.



With a large percentage of people who have not received any KCCA services, but may be eligible, KCCA should increase awareness about its available services and supports.

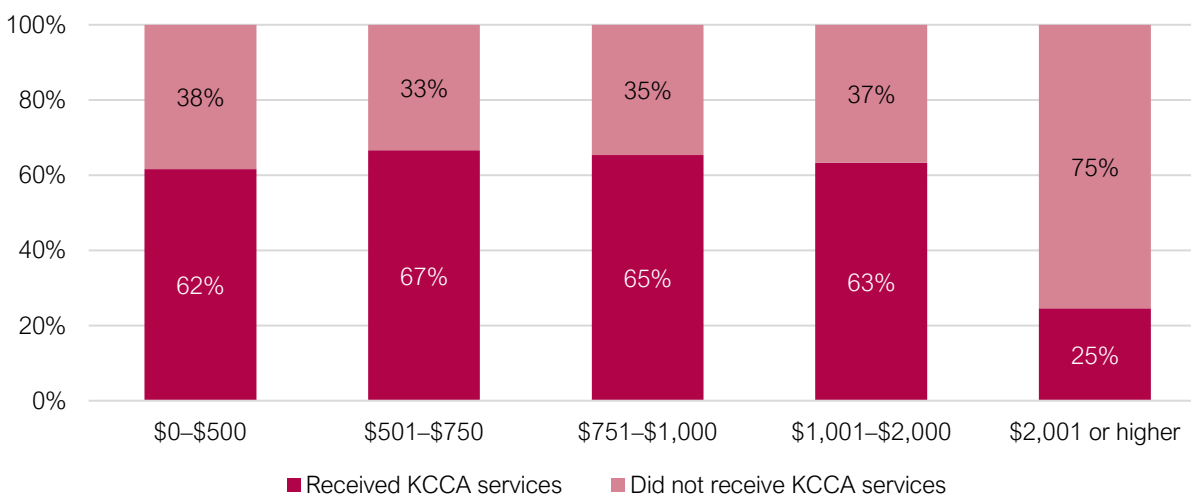
Of respondents who experienced challenges accessing services, 36 percent said it was due to lack of transportation, which was followed by income being too high to qualify for services at 32 percent (Exhibit 75). For those who reported a monthly income of more than \$2,000, only 25 percent have received services; for those who earn \$2,000 or less, this number increases to between 62 and 67 percent (Exhibit 76). This significant change is a result of the income qualification guidelines that KCCA is required to adhere to.

#### EXHIBIT 75. Challenges Experienced by Survey Respondents When Accessing Community Services



Note: N = 303. Survey respondents could select more than one response. Percentages may calculate to more than 100.

#### EXHIBIT 76. Survey Respondent KCCA Service Use, by Income



Note: N = 557

KCCA successfully builds relationships and meets the needs of its clients. In a 2018 customer satisfaction survey with 538 respondents, almost 95 percent reported being satisfied or very satisfied with KCCA services. And, an impressive 99 percent reported they felt KCCA listened to them, treated them fairly, and provided convenient services (Kent County Community Action n.d.). Moreover, they indicated they would refer their friends and/or family to KCCA for assistance. Some highlights of their comments include:

*"[KCCA] saved my life."*

*"She went above and beyond to meet my needs."*

*"[KCCA] will help me lower my energy bills and save money."*

Housing assistance was again the most frequently cited topic for what KCCA could do to help Kent County residents. However, this was closely followed by general requests for assistance:

*"Any help is helpful."*

*"Just help out whenever you can."*

*"When I need you, be there for me."*

*"Help those who need help."*

Finally, several people said that KCCA has already been of assistance and encouraged the organization to continue its mission:

*"Keep doing what you are doing."*

*"Keep up the good work and commitment to our community!"*

*"Keep the friendly smiles going. Thanks for your service."*

## Service Provider Survey

KCCA and Public Sector Consultants conducted a service provider survey to better understand the current provider landscape in Kent County. This helped determine who is being served in the community, how community needs are being addressed, what gaps exist in addressing those needs, and what can be done to fill them (Organizational Standard 3.3).

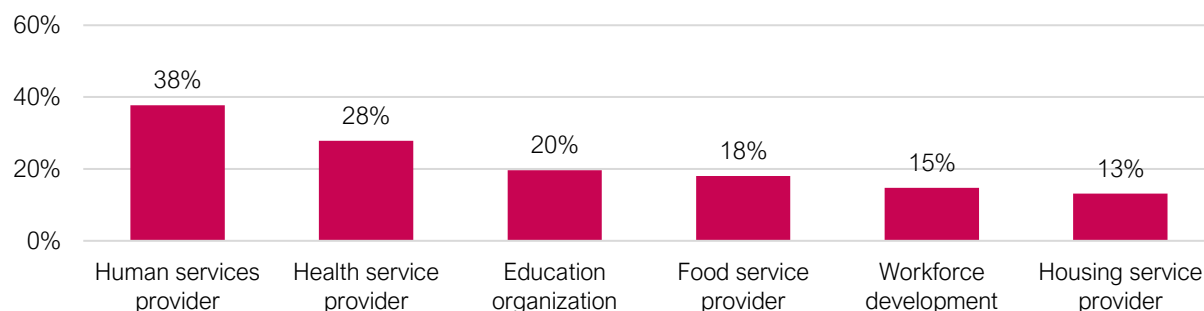
Survey responses were received from 61 representatives of service provider organizations across 13 different service areas and types. Half of those respondents had no formal relationship with KCCA, 31 percent considered themselves community partners, 15 percent were KCCA service providers, and 4 percent were KCCA board members.

### Provider Organization Demographics

Respondents represented several types of service provider organizations that ranged in size from one to several thousand employees. Most (80 percent) of these organizations are within Grand Rapids and provide direct services to clients in the community. Although there was some variation in the age range of those served by the various organizations, 43 percent serve all ages.

The most common types of organizations are shown in Exhibit 77. More than one-third (38 percent) represented human services providers, 28 percent represented health service providers, 20 percent represented education organizations, and 18 percent represented food service providers.

**EXHIBIT 77. Types of Provider Organizations**



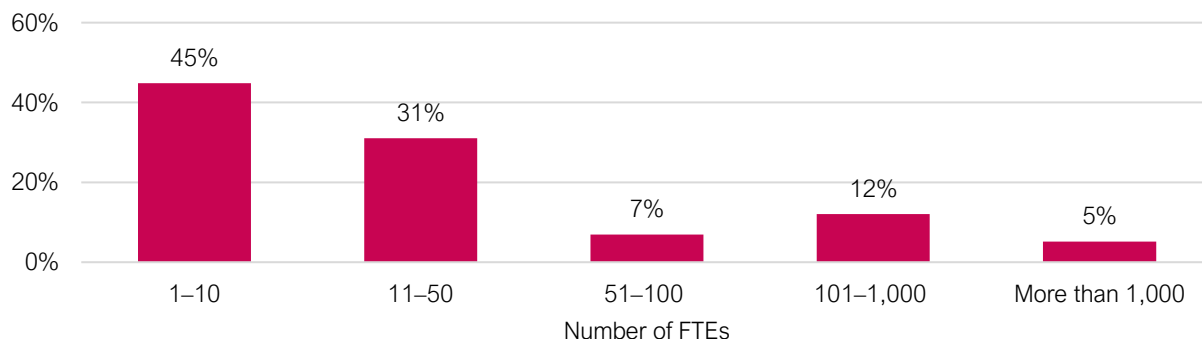
Note: N = 61. Survey respondents could select more than one response. Percentages may calculate to more than 100 percent.

Other types of organizations included the following:

- Transportation service providers (5 percent)
- Legal and court service providers (5 percent)
- Government (3 percent)
- Nonprofit organizations (3 percent)
- Organizations that connect people to services (3 percent)

The size of these organizations varied from small to large, with the number of full-time equivalent (FTE) employees ranging from one to 30,000. Most had 100 or fewer FTEs (83 percent), with the largest group having one to ten FTEs (45 percent) (Exhibit 78). The two largest organizations, with 22,000 and 30,000 FTEs, were both health service providers.

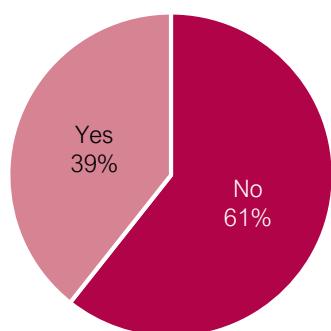
**EXHIBIT 78. Provider Organization Size by Number of FTEs**



Note: N = 58

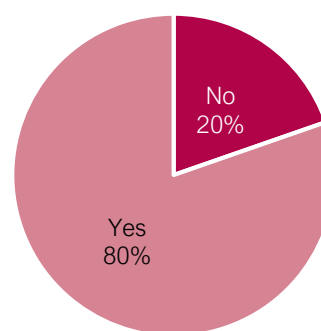
Nearly 40 percent have more than one location (Exhibit 79), 80 percent provide direct services (Exhibit 80), and 80 percent are located within Grand Rapids (Exhibit 81).

**EXHIBIT 79. Provider Organizations with More Than One Location**



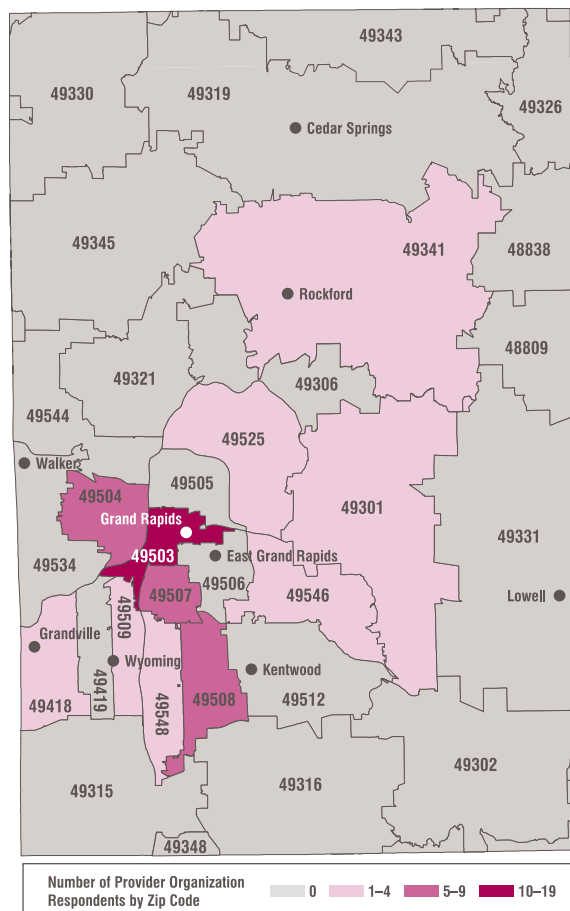
Note: N = 61

**EXHIBIT 80. Provider Organizations Providing Direct Services**



Note: N = 61

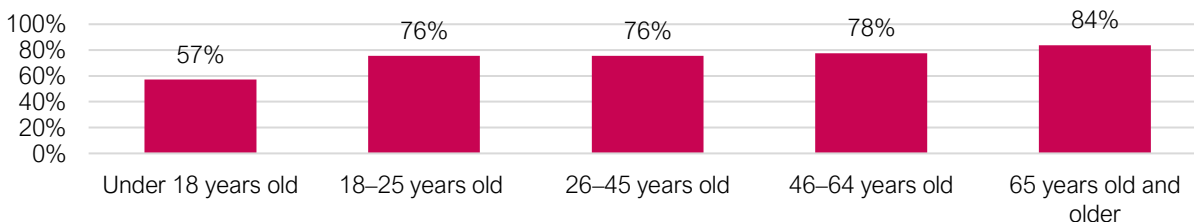
**EXHIBIT 81.** Distribution of Provider Organizations in Provider Survey, by Zip Code



Note: N = 61

Additionally, these organizations serve people of all ages. As shown in Exhibit 82, at least three-quarters serve all adults, ages 18 to 65 and older, and more than half (57 percent) serve those under 18. More than four out of every ten (43 percent) serve all ages.

**EXHIBIT 82.** Ages Served

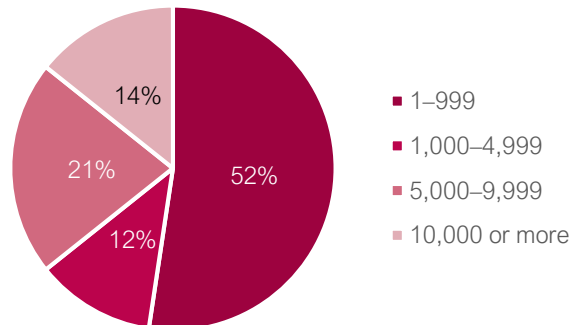


Note: N = 49. Survey respondents could select more than one response. Percentages may calculate to more than 100.

## Service Provision

The number of individuals served annually by the represented service organizations varied significantly, ranging from 50 to 37,300. More than half (52 percent) serve fewer than 1,000 clients each year (Exhibit 83). Most of the organizations that serve more than 10,000 clients annually provide human services or education and workforce development services. One of these provides multiple services.

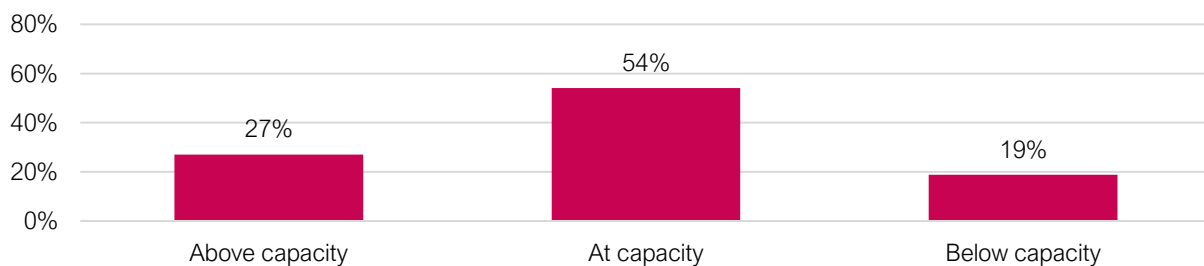
**EXHIBIT 83. Annual Number of Clients Served**



Note: N = 42

More than half (54 percent) of the represented organizations are operating at their service capacity, meaning that they do not have a client waitlist, but staff have full caseloads (Exhibit 84). More than a quarter (27 percent) are above capacity, meaning they have a waitlist or deny access to services, and 19 percent are below capacity, meaning that staff could serve more people.

**EXHIBIT 84. Service Capacity**



Note: N = 48

## SERVICE PROVIDER SURVEY

Services that are above capacity include:

- Care management
- Child care, especially infant care
- Food service
- Mobility equipment provision
- Guardian services
- Housing and shelter services
- Inpatient services
- Complex legal case assistance
- Yard maintenance

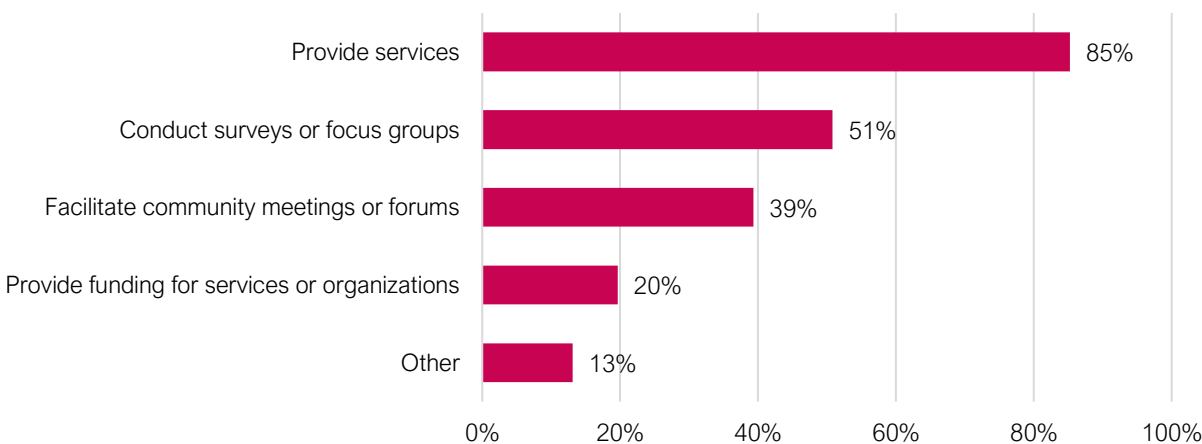
Services that are below capacity include:

- Employment services
- Healthcare services, including outpatient, cardiovascular, and diabetes preventive care; maternal and infant health programs; and support for those affected by ALS
- Youth housing services
- Women's support services

## Community Connection

Organizations connect with the community in a variety of ways, with 85 percent doing so through service provision and 39 percent through community meetings or forums (Exhibit 85).

**EXHIBIT 85.** Ways Organizations Connect with the Community



Note: N = 61. Survey respondents could select more than one response. Percentages may calculate to more than 100.

Other ways in which represented organizations connect to the community include classes, eligibility screening and resource connection, and playgroups.



## Challenges in Providing Services

Survey respondents face many challenges in providing services in Kent County. The most mentioned challenge—cited by 36 percent—was the lack of funding for service provision. Comments included:

*"[There are] many needs in the community and limited funding to meet those needs."*

*"The philanthropic model of dedicated funding and program-related investments [is not working]. Systemic barriers aren't being funded from any of the major revenue streams in West Michigan. Specific to our community, we see a lack of mental health options, limited Spanish-speaking services, a lack of education and prevention in addiction, limited recovery options for addicts and their support groups, a crisis in access to housing and affordability, a broken transit system, and a model of neighborhood empowerment (through Community Development Block Grant funds) that is dated and ineffective."*

The second most frequently mentioned challenges—each cited by 22 percent of respondents—were lack of affordable, safe housing and transportation access. Respondents remarked on housing instability:

*"The rent and housing crisis is the most pressing issue facing our programs now. More families are being evicted, and more families that are experiencing homelessness are having a hard time finding an affordable place to move in to."*

*"Apartments are mainly for senior citizens, with very few allocated for younger people needing a unit with accessibility features. The complex gets a lot of inquiry calls from younger people/families looking for affordable housing who have to be turned away."*

Regarding transportation, respondents noted a shortage of affordable, accessible transportation options, which can prevent clients from accessing needed services, such as healthcare.

Service providers also said that lack of communication to potential clients is a challenge that affects service provision:

*"People can get jobs so fast; they are not coming through us. While this seems good, most cycle through low-paying jobs and never get ahead. When they connect with us, we provide support for a year and help them move forward in their careers."*

*"Communicating our services to the appropriate potential recipients, generally those without access to technology, [is a challenge]."*

Other challenges included the need for more staff and volunteers, limited service availability, the need for more nutritional food, and a lack of community trust among immigrant populations.

## Improving Service Delivery

To improve service delivery in Kent County, 39 percent of service providers said that better coordination and collaboration is needed between providers. Ideas included sharing databases, coordinating services, building referral systems, and increasing accountability and transparency. These providers remarked on the following:

*"True collaboration [is needed] between service providers that addresses multiple needs in a coordinated manner for a time period that is long enough to effect change and move toward sustained stability."*

*"[Build] referral systems; hire staff from communities in need to be ambassadors and connectors; [create opportunities for] organizations to partner together in creative and systemic solutions."*

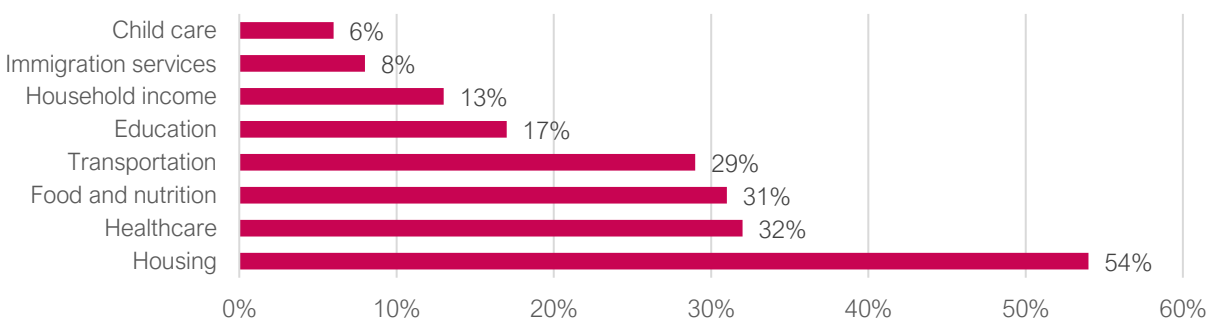
*"There is an opportunity to create a system that is intended on serving the needs of under-resourced populations and providing those services with dignity and respect."*

Additionally, 29 percent said delivery could be enhanced by improving access and eliminating barriers, including better communication and more availability of services, better transportation options, increased service hours, and fewer eligibility restrictions. Other ideas for improvements included offering preventive services instead of only providing crisis response and giving people fair wages and more job opportunities.

## Critical Community Needs

Service providers were asked to list the top three critical needs not being addressed in the community. More than half (54 percent) said the top need was housing, with many noting housing affordability and safety specifically (Exhibit 86).

**EXHIBIT 86. Critical Community Needs**



N = 48

Additionally, 17 percent of responding providers said more collaboration and communication is needed among services and providers.

## Key Factors Contributing to Client Instability

Service providers also shared what they believe are the key factors contributing to instability in food and nutrition, housing, transportation, employment, and utilities. Affordability, low incomes, availability, accessibility, education, and transportation were among the most commonly mentioned key factors across all five areas. There was also overlap. For example, transportation was cited as a key contributing factor to food and nutrition, housing, and employment instability. Some service providers discussed how these were related and identified a need for a systemic approach to address them:

*"Housing is a huge issue right now, with people leaving the area since there are so few affordable options in Grand Rapids. If they try to move into surrounding communities, then—often—transportation becomes the problem."*

*"People are making very difficult choices: Pay rent or buy food; buy food or pay utilities; get a job, but no daycare available during second or third shift."*

*"They are all connected. We need to start funding organizations that approach these issues systemically and stop piecing grants to agencies trying to zero in on any one thing through any one means."*

### Food and Nutrition

According to service providers, the top two contributing factors to food and nutrition instability were access and affordability. Factors around access included proximity to healthy food, rural locations, food deserts, and availability of grocery stores. Regarding affordability, cost of healthy food options, low incomes, and reductions in food assistance programs were mentioned.

Lack of education was also frequently noted as a factor in food instability. Although only two respondents listed it as the number one contributing factor, it was most often ranked as second and third by service providers. Education issues included lack of knowledge on nutrition, meal planning, and healthy food preparation. Beyond these, transportation, housing, and employment were noted as well.

### Housing

Of respondents, 89 percent highlighted the combination of high housing costs and low incomes as a key contributing factor to housing instability, with 54 percent ranking it as the number one factor. The next most common factor, given by half of respondents, was a lack of housing, with 36 percent listing this as the number one contributor to instability.

Other factors included issues with housing assistance, lack of desirable or habitable accommodations, and experiences with poor rental or credit history or a criminal record. One service provider shared the following regarding housing assistance:

*"More grants are given to nonprofits to 'help' residents secure housing, but the investment fails to reach residents who need financial help to purchase houses with competitive loans in this market because MSHDA [Michigan State Housing Development Authority] or FHA [Federal Housing Administration] loan applicants are often ignored by developers. Nonprofits are doing well in Kent County; people of color are not."*

## Transportation

Access issues were the most cited factor contributing to transportation instability. Respondents specified limited service areas (48 percent) and limited routes and times (41 percent) as key issues, and 33 percent cited general access as a key factor. Affordability and cost of transportation was the next most commonly mentioned factor (30 percent), which was followed by personal vehicle issues (22 percent).

## Employment

Service providers cited low wages most often as a key factor that contributes to employment instability, with 48 percent ranking it as either the first, second, or third. Education and lack of training or skills was the second most mentioned, cited by 40 percent of respondents, with one stating that clients remain in poverty due to education levels not meeting employer needs.

Other factors were criminal histories (24 percent), racism (16 percent), behavioral health issues (12 percent), and a lack of jobs (8 percent). One respondent also said that a lack of fair wages makes it difficult for families to maintain stable employment.

## Utilities

The most mentioned key factor contributing to utility instability was cost/low income, with 72 percent of service providers listing this as the top issue and 11 percent listing it as the second. Other factors were issues with utility assistance programs (33 percent), inefficient energy usage (17 percent), and high rental costs, which leaves less money for utilities (11 percent).

## Other

Other areas in which service providers see instability for their clients include education, safety, healthcare, child care, and immigration status.

## Community Forum

In August 2019, KCCA hosted a community forum as part of its community needs assessment and 55<sup>th</sup> anniversary celebration. Residents, clients, and service providers were invited to provide context for preliminary community survey results on the six issue areas—employment, food, health and healthcare, housing, income and financial stability, and transportation (Organizational Standard 3.3). The forum also served as a place to discuss potential solutions to the needs identified during the assessment process. PSC presented the preliminary survey findings and facilitated the forum, which 47 community members and KCCA staff attended.

Forum participants discussed preliminary data results from the survey, sharing what stood out or concerned them and whether the findings aligned with their experiences. They then worked in small groups to discuss solutions to each need area and shared their personal commitments to these issues.

### Preliminary Results Highlights

Forum participants identified several findings from the preliminary results that stood out to them because they were a concern, were unexpected, or were concerned with the survey itself. Participants expressed apprehension that so many respondents (71 percent) believe poverty is a challenge in Kent County but were surprised that, although half of respondents identify as being in poverty themselves, many have incomes that are too high to qualify for services. Similarly, one participant said that even though the survey showed that only 6 percent of respondents did not have healthcare coverage, the cost of healthcare was still too high for many who are insured.

Other participants were surprised and concerned that 13 percent of respondents are unemployed and currently job hunting, which is much higher than the statewide unemployment rate of 6 percent (U.S. Census Bureau 2017b). One participant added that unemployment rates may be even higher in some neighborhoods. Another was worried that housing discrimination, which 8 percent of survey respondents highlighted as an issue when trying to find housing, often goes unreported; therefore, that number may also be much higher.

Two participants raised concerns about the survey itself. One was worried that veterans and veterans' services were missing from the assessment, and the other was concerned about the overall number of respondents, specifically the low numbers of Hispanic survey respondents.

### Alignment with Personal Experience

Prior to discussing the preliminary survey results, participants voted on which issues they thought were of greatest concern for Kent County. Two areas—housing/income and financial stability—each received about a third of the votes. The remaining four areas each received four or fewer votes. Participants shared their thoughts on whether the survey results aligned with their experience, as well as with the voting that took place at the beginning of the forum. One participant said that, in their experience, transportation needs are not as high as the survey reflects in some areas of the county, but food needs are higher, indicating that community needs may differ between county residents.

Another pointed out that transportation only received 8 percent of the votes as the biggest issue in Kent County; however, the survey shows it as a high need, with 21 percent of respondents experiencing transportation challenges daily. One participant said that the percentage of underemployed individuals (3 percent) did not align with what they actually see in the community; instead, they see underemployment as a larger problem. Additionally, for many who are employed, their incomes are still too low.

One participant questioned how survey respondents may have defined “meeting basic needs” under housing. For example, while 70 percent of survey respondents said that they were able to meet their basic housing needs either very or fairly well, 34 percent said they had received a utility shutoff notice in the last 12 months, which would indicate they have a housing need that is not being well met. Regarding housing, one participant was excited to see that affordable housing is being built in the area, which may help address some of these issues for residents.

## Recommended Solutions

After discussing the results, participants worked in small groups to discuss solutions to the issue area that most interested them. There were nine small group conversations—three on housing, two each on income and financial stability, two on transportation, and one each regarding employment and food. No groups discussed solutions to challenges related to health and healthcare. The groups answered the following three questions:

- What are the barriers to addressing this issue? Consider factors that contribute to these barriers.
- What additional resources are needed? Consider existing resources.
- What solutions might help address this issue? Consider what other communities have done to alleviate the area of need.

### Employment

The employment group identified lack of resources and training, as well as community members’ inability to meet their basic needs, as barriers to underemployment and unemployment. They identified several ways to address these issues, including:

- Providing more transportation assistance
- Increasing resource awareness
- Encouraging collaboration between service agencies and organizations
- Providing access to training dollars

The group also recommended other approaches, including increased grant funding and agency collaboration, greater access to skills training to help people develop literacy and soft skills, and more public and private investment in community training to build a talent pipeline.

### Food

The food group identified transportation challenges, assistance eligibility restrictions, and access to food resources as barriers to food access. The group said that many people do not have the time required to

access and successfully use available transportation options, which may signify a need to increase access points to food pantries across the county as well as ensure food resources are available after traditional business hours. The solutions they suggested to address this issue included:

- Providing more funding
- Increasing awareness of the organizations that provide resources in the community through additional education and marketing
- Increasing collaboration to reduce service duplication between organizations
- Encouraging policy and systems change in how food issues are approached

## Housing

Three separate groups discussed housing issues and solutions. They collectively identified many barriers to attaining housing in Kent County, including low incomes; high rents; lack of affordable, quality housing; limited inspection enforcement; high application fees; poor credit; past evictions; and issues with housing vouchers. Housing vouchers, they explained, are often not accepted by landlords or are intentionally priced out.

Participants said that resources needed to address some of these barriers include landlord education and guidelines so that poor credit and past evictions do not affect a person's ability to obtain housing. They also said that tenant education on how to be a good renter is needed. Other resources included security deposit assistance, increased housing subsidies, assistance program funding, and additional affordable housing options.

Recommended solutions to address housing issues and needs included:

- Using nontraditional, creative models that allow direct access to housing, such as eviction diversion
- Meaningfully developing attainable, safe, and affordable housing
- Providing informational meetings and education for landlords and renters, including recruiting landlords to house less-qualified tenants and encouraging landlords to rent to those with low incomes, low credit scores, and eviction histories
- Educating the community through the use of public service announcements and other media on what housing resources are available
- Developing legislation and public policies that change incentives to require inclusive zoning and mixed-use development; to provide source-of-income protections to prevent discrimination against housing vouchers; and to expand the rental application ordinance across the county and state

## Income and Financial Stability

The two groups that discussed income and financial stability identified low wages, discrimination, criminal backgrounds, poor financial planning, and social stigma as contributing factors to these issues. The groups said the resources needed to address these barriers included increasing the minimum wage; increasing funding for Social Security, disability, and unemployment; providing affordable and flexible daycare options; and training employers in equitability.

Solutions given to address income and financial stability included:

- Increasing access to financial resources for emergencies
- Providing vocational education and education around budgeting and financial management
- Implementing radical shifts in pay practices, hiring processes, and promotions to fix unfair treatment based on race
- Revitalizing unions to increase worker wages and protections

## Transportation

The two transportation groups identified several transportation barriers in Kent County, including the following:

- Lack of drivers for public transportation
- Cost of fleet maintenance
- Limited routes, which do not reach rural areas
- Limited availability, with the hours of operation not matching the times transportation is needed
- Limited public structures for private vehicle use
- Negative attitudes toward public transportation
- Costs associated with owning personal vehicles

One of the groups added that housing options, as well as access to service providers, food, and other essential needs, are all restricted by transportation barriers.

In order to address these issues, the small groups said that funding, greater availability, and more community engagement efforts are needed. They suggested ways to increase funding, including bringing community needs to the attention of state representatives or introducing a millage that supports transportation. To increase the availability of transportation, participants suggested:

- Adjusting work hours to align with transportation schedules
- Creating a train system and rapid transit in Kent County
- Developing partnerships to offer transportation passes or discounts to those with need

The small groups suggested increasing community engagement by changing negative attitudes toward public transportation and raising more awareness regarding how to use it.



## Taking Action

At the forum's close, participants wrote down one thing they were committed to doing for addressing identified community needs. Participants committed to the following:

- Advocating for those in need
- Increasing access to services
- Increasing collaboration
- Participating in community outreach
- Providing education on and connection to community resources

## Key Findings Presentation to Advisory Governing Board

In September 2019, Public Sector Consultants presented preliminary survey findings as part of its Community Needs Assessment to the Kent County Community Action Advisory Governing Board. The KCCA Advisory Governing Board reviewed these findings and recommended strategies that KCCA could employ to support residents in rising above poverty and to reduce its effects. An overview of the recommendation provided by the Advisory Governing Board are shown below, by main topic area.

### Unemployment

The KCCA Advisory Governing Board suggests KCCA could support people's employment needs by:

- Helping people understand and identify transferable skills and assist them in moving to another job field, such as healthcare, by working with Michigan Works! to coordinate an event, like Career Quest, where they can assess job-seekers' skills
- Providing support for adult-focused vocational and apprenticeship program opportunities in collaboration with local workforce development agencies
- Forging partnerships between employers and schools to develop employment opportunities

### Health and Healthcare

The KCCA Advisory Governing Board suggests KCCA could support clients' healthcare needs by:

- Ensuring its employees are aware of the availability and the location of current healthcare resources to appropriately refer clients by creating a county-wide geographic database of these resources that indicates who accepts different insurances
- Identifying opportunities to better understand clients' healthcare needs
- Helping clients apply for insurance and offering support in filling out related paperwork
- Helping to promote the construction of a physical health and dental facility

### Food Security

The KCCA Advisory Governing Board suggests KCCA could support the community's food and nutrition needs by:

- Implementing a food delivery process, like Shipt, to deliver food pantry items directly to clients
- Placing food pantries within community schools, which are often centrally located and would not be limited to just students and their families
- Developing a mobile food pantry program with regular locations and adding future access points
- Offering bus tickets at pantries to provide transportation support for those who need it

- Advocating that pantries reduce restrictions on the number of trips a person can make per month, which could help customers distribute their food more efficiently and make it easier to carry on public transportation
- Advocating that pantries offer weekend or extended pantry hours or do a large distribution at KCCA
- Funding a community-wide food assistance awareness campaign
- Creating a community garden project that master gardeners could maintain with food provided to KCCA for distribution

## Housing

The KCCA Advisory Governing Board suggests KCCA can support its clients' housing needs by:

- Holding discussions with landlords regarding housing voucher acceptance
- Providing clients information about income-sensitive developments and options
- Advocating for a regional study on housing crises
- Continuing work on solving the housing crisis and providing rental assistance, as well as supporting the development of affordable, quality senior and mixed-income housing
- Supporting the county in offering land trusts for permanent housing and offering incentives for developers to build mixed-income accommodations
- Advocating for policy changes, such as offering tax credits to developers for prioritizing low-income housing and to maintain the reduced rates for income-eligible clients

## Transportation

The KCCA Advisory Governing Board suggests KCCA can support clients' transportation needs by:

- Partnering with local officials as well as city and county government to develop a light-rail system that can move people through the city quickly and efficiently
- Working with public transit to improve routes and times and provide more transit outside of city limits
- Working with community and public leaders to continue developing walkable communities using place-based strategies
- Increasing driver wages and benefits to build stability and interest in driving staff
- Advocating for businesses to implement policies for employee transportation options
- Increasing on-demand transportation opportunities and access
- Partnering with the Michigan Department of Health and Human Services transportation funding
- Offering transportation vouchers that can be accepted through the county for different means of transportation

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## Appendix A: 2018 Kent County Community Action Annual Report

# 2018 ANNUAL REPORT

7,068 individuals

3,862 families

2,650 seniors

2,107 children

**SERVED**

42,287 information  
and referral  
calls



**"I think what you are doing now is really great. I don't feel like I'm humiliated just because I needed help. I have been treated with respect."**

**-2018 Program participant**

We work to eliminate the causes and circumstances of poverty by investing in individuals and families with lower incomes. Through dedicated staff and community partnerships we provide services, resources, education and advocacy to improve the quality of life for all residents of Kent County.



**101 homes weatherized** to help families with low-income conserve energy, save money, and live in healthier, safer homes.

Investment: \$476,411 in labor and materials ROI: \$1,281,546\*

\*Each dollar of Department of Energy investment in weatherization returns \$2.69 in energy and non-energy-related benefits. Source: weatherize.org



**4,264 individuals received free tax preparation assistance.**

Result: \$4,893,057 in tax refunds and credits



**15,271 rides provided to seniors and/or disabled persons** to medical, dental, and recreational destinations in support of independent living.



**1,616 utility payments made** to prevent shut offs of gas, electricity, or water.

Investment: \$755,997 for an average of \$468 per utility bill



**932,013 pounds of food distributed** to low-income households.

Value: \$1,335,254



**14,714 boxes of nutritious food distributed** to 2,073 seniors.

Value: \$297,811 at \$20.24/box

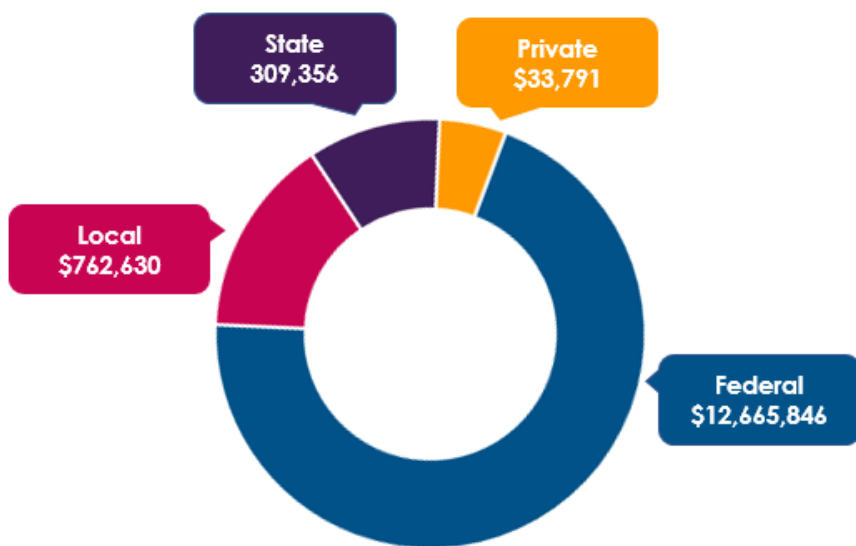


**18,492 Latin-American inspired meals served** to seniors, ensuring that seniors receive a nutritious meal in their home or in a group setting.



**501 individuals and families housed** on average each month in safe, affordable housing of their choice.

# FUNDING ALLOCATIONS



## COORDINATED EFFORTS & RESOURCES

**53,620**  
volunteer hours

**221** PARTNER  
organizations

**1,578**  
staff training hours

**98%** of customers believe that KCCA helps to improve the condition in which persons with low-income live.

## 2018 HIGHLIGHTS

ACSET CAA became a department within Kent County on October 1, 2017, officially becoming Kent County Community Action (KCCA). This braiding of services, location, resources, and leadership has provided enhanced services to our community.

KCCA formed an official internal partnership with the Kent County Sheriff's Department and Juvenile Detention to help distribute food to residents in need in our community. Individuals in the Inmate Trustee Program assist in packing monthly boxes of healthy foods to supplement the diets of senior citizens with low income. Assistance with carrying 50-60 lb. boxes of food and escorting recipients to their car is provided by youth in residential Juvenile Detention every quarter.

121 Franklin Street SE • Suite 110 • Grand Rapids, MI 49507 • Phone: (616) 632-7950 • Fax: (616) 632-7955

[www.accesskent.com/Departments/CommunityAction](http://www.accesskent.com/Departments/CommunityAction)

## Appendix B: Community Survey Instruments



# Kent County Community Action Community Needs Assessment

## Introduction

Welcome to the Kent County Community Action's (KCCA's) Community Needs Assessment survey! As an organization, we are dedicated to serving our community. The responses to this survey will help us better understand the community's needs and how to address them.

Your participation in the survey is voluntary, and your survey answers are confidential. No identifying information, such as your name or contact information, is required to complete the survey. However, you are invited to submit your name and contact information separate from your responses to be eligible for an incentive for completing the survey. If you choose to provide it, this information is collected at the end of the survey on a separate page to keep your responses anonymous.

Thank you for your participation!

## Instructions

Please respond to each question to the best of your ability. Note that some questions require one answer, while for others you may choose multiple responses. The survey has about 60 questions and will take about 15 minutes to complete.

## Demographic Information

1. What is your age? \_\_\_\_\_
2. Which of the following best represents your race? Select all that apply.
  - a. African American or Black
  - b. Asian
  - c. White/Caucasian
  - d. Hispanic, Latino, or Spanish origin
  - e. American Indian or Alaskan Native
  - f. Native Hawaiian or other Pacific Islander
  - g. Middle Eastern or North African
  - h. Multiracial/biracial
  - i. Other, please describe: \_\_\_\_\_
3. What is your gender identity? \_\_\_\_\_

4. What is your marital status?
- a. Married
  - b. Never married
  - c. Divorced
  - d. Separated
  - e. Widowed
  - f. Other, please describe: \_\_\_\_\_
5. What is the highest level of school you completed?
- a. No high-school diploma
  - b. High-school diploma or GED
  - c. Some college
  - d. Associate's degree or technical certification
  - e. Bachelor's degree
  - f. Graduate degree
6. What is your zip code? \_\_\_\_\_

## Household Information

7. Which of the following best describes your household?
- a. Two-parent household
  - b. Single-parent female head of household
  - c. Single-parent male head of household
  - d. Single-person household
  - e. Multiple adults, no children
  - f. Multiple adults, with children
  - g. Other, please describe: \_\_\_\_\_
8. Is your household multigenerational?
- a. Yes
  - b. No
9. Number of children in the household (18 or younger). If none, enter "0": \_\_\_\_\_
10. Number of adults in the household (over 18): \_\_\_\_\_
11. Number of people in household with a disability. If none, enter "0": \_\_\_\_\_
12. Number of people in the household with veteran status. If none, enter "0": \_\_\_\_\_

13. What is your current housing situation?

- a. Homeowner
- b. Renter
- c. Homeless
- d. Staying with friends or family
- e. Staying in temporary housing (e.g., shelter)
- f. Other, please describe: \_\_\_\_\_

14. What is the primary language used in your household?

- a. English
- b. Spanish
- c. Asian and Pacific Islander languages
- d. Indo-European languages
- e. Other, please describe: \_\_\_\_\_

## Employment

15. Which of the following best describes your current employment status? Select all that apply.

- a. Employed full time [Go to Q16]
- b. Employed part time [Go to Q16]
- c. Underemployed (i.e., employed part time but would prefer full-time work) [Go to Q16]
- d. Underemployed (i.e., overqualified for current position) [Go to Q16]
- e. Unemployed and currently job searching [Skip to Q17]
- f. Unemployed and not currently job searching [Skip to Q17]
- g. Unemployed by choice [Skip to Q17]
- h. Unable to work [Skip to Q17]
- i. Retired [Skip to Q17]
- j. Student [Skip to Q17]
- k. Other, please describe: \_\_\_\_\_ [Go to Q16]

16. Are you self-employed?

- a. Yes, I am entirely self-employed
- b. Yes, I am self-employed but also work elsewhere
- c. No



17. Which of the following, if any, make it difficult for you to find and/or keep a job? Select all that apply.

- a. Lack of jobs
- b. Lack of transportation
- c. Lack of training or education
- d. Criminal background
- e. Lack of childcare
- f. Lack of access to internet or technology
- g. Lack of access to personal hygiene facilities or tools (e.g., shower, laundry facilities)
- h. Mental/emotional health
- i. Substance abuse disorder
- j. Disability
- k. Language or literacy barriers
- l. Recent immigrant or refugee status
- m. Other, please describe: \_\_\_\_\_
- n. Does not apply

## Income and Support Services

18. What is your or your household's gross (pretax) monthly income?

- a. \$0–\$500
- b. \$501–\$750
- c. \$751–\$1,000
- d. \$1,001–\$2,000
- e. \$2,001 or higher

19. What are the sources of household income? Select all that apply.

- a. Wages from employment
- b. Worker's compensation
- c. Supplemental Security Income (SSI)
- d. Retirement, Survivors, Disability Insurance (RSDI), including Social Security Disability Income (SSDI)
- e. Unemployment benefits
- f. Retirement/pension
- g. Temporary Assistance for Needy Families (TANF cash assistance) or Family Independence Program (FIP cash assistance)
- h. Child support
- i. Assistance from family or friends
- j. Other, please describe: \_\_\_\_\_
- k. Does not apply

20. In the last 12 months, which of these support services have you or your household received? Select all that apply.

- a. Supplemental Nutrition Assistance Program (SNAP, food assistance)
- b. Women, Infants, and Children Food and Nutrition Service (WIC)
- c. Michigan Department of Health and Human Services Emergency Relief Services
- d. Financial assistance from agencies (e.g., utility shutoff prevention, homelessness prevention)
- e. Housing choice vouchers
- f. Free or reduced lunch
- g. Nonmonetary support from friends, relatives, nonprofits, or religious institutions (e.g., food, child care, clothing, transportation, etc.)
- h. Other, please describe: \_\_\_\_\_
- i. I did not receive any of these services

21. In the last 12 months, what Kent County Community Action services have you or your household requested and/or received? Select all that apply.

- a. Utility assistance
- b. Weatherization assistance
- c. Tax preparation
- d. Food distribution
- e. Senior meals
- f. Transportation
- g. Housing choice vouchers
- h. Home rehabilitation
- i. Outreach and assistance/case management
- j. Homelessness prevention
- k. Other, please describe: \_\_\_\_\_
- l. I have not received any of these services

22. What challenges, if any, have you experienced when accessing community services? Select all that apply.

- a. Income too high to qualify
- b. Lack of transportation
- c. Application process is difficult to complete (e.g., don't have the right documents, the application is confusing)
- d. Lack of organization's funding resources
- e. Do not meet other required qualifying criteria. Please describe: \_\_\_\_\_
- f. Other, please describe: \_\_\_\_\_
- g. None

## Health and Healthcare

23. How would you rate your overall health?
- a. Excellent
  - b. Very good
  - c. Good
  - d. Fair
  - e. Poor
24. Thinking about your physical health, which includes physical illness and injury, how many days during the past 30 days was your physical health not good? Enter number between 0 and 30: \_\_\_\_\_
25. Thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good? Enter number between 0 and 30: \_\_\_\_\_
26. During the past 30 days, for about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, work, or recreation? Enter number between 0 and 30: \_\_\_\_\_
27. What is the primary source of your healthcare coverage?
- a. MIChild
  - b. Medicare
  - c. Medicaid/Healthy Michigan Plan
  - d. Private policy
  - e. Employer sponsored
  - f. Uninsured
  - g. Other, please describe: \_\_\_\_\_
28. What barriers, if any, prevent you from accessing healthcare services? Select all that apply.
- a. Cost of services is too high
  - b. Don't have transportation to get to and from appointments
  - c. Lack of available services in the area
  - d. Could not get an appointment when needed or waiting list was too long
  - e. Too busy with work or other commitments
  - f. Do not have insurance or are underinsured
  - g. Other: \_\_\_\_\_
  - h. Not applicable

## Basic Food Needs

29. In the last 12 months, how well have you been able to meet your or your household's food needs?
- a. Very well
  - b. Fairly well
  - c. Not very well
  - d. Not at all
30. In the last 12 months, have you accessed a food pantry?
- a. Yes
  - b. No
31. In the last 12 months, have you or someone in your household gone without a meal because you had no food and no money to buy food?
- a. Yes
  - b. No
32. In the last 12 months, did your food assistance run out before your next monthly allotment?
- a. Yes
  - b. No
  - c. I don't use food assistance
33. Where do you get the food that you eat? Select all that apply.
- a. Convenience store/gas station
  - b. Friends and family
  - c. Shelter or soup kitchen
  - d. Grocery store/supermarket
  - e. Garden (home or community)
  - f. Community Food Club
  - g. Food pantry
  - h. Mobile food pantry truck
  - i. Commodity distribution (e.g., The Emergency Food Assistance Program, Commodity Supplemental Food Program)
  - j. Other, please describe: \_\_\_\_\_
34. Are you able to access fresh fruits and/or vegetables?
- a. Yes (Skip to Q36)
  - b. No (Continue to Q35)
  - c. I don't know (Continue to Q35)

35. Which of the following, if any, prevents you from accessing fresh fruits and/or vegetables? Select all that apply.
- a. Stores are too far away or are hard to travel to
  - b. Too expensive
  - c. Poor quality where I buy food
  - d. Not available where I buy food
  - e. Other, please describe: \_\_\_\_\_

## Basic Housing Needs

36. In the last 12 months, how well have you been able to meet your or your household's housing needs?
- a. Very well
  - b. Fairly well
  - c. Not very well
  - d. Not at all
37. In the last 12 months, have you received a shutoff notice for your utilities?
- a. Yes
  - b. No
  - c. Not applicable
38. In the last 12 months, have you received an eviction notice or notice of foreclosure?
- a. Yes
  - b. No
  - c. Not applicable
39. In the last 12 months, have you been evicted or foreclosed upon?
- a. Yes
  - b. No
  - c. Not applicable
40. In the last 12 months, have you stayed in a shelter?
- a. Yes
  - b. No

41. Which of the following, if any, makes it difficult to find suitable housing in your community? Select all that apply.
- a. Unable to afford available housing
  - b. Not enough housing available
  - c. Difficulties with the application process (e.g., don't meet the requirements, can't afford the application fee, etc.)
  - d. Problems with landlords
  - e. Housing discrimination
  - f. Other, please describe: \_\_\_\_\_
  - g. None of these
42. How often in the last 12 months would you say you were worried or stressed about having enough money to pay your rent/mortgage?
- a. Always
  - b. Usually
  - c. Sometimes
  - d. Rarely
  - e. Never
  - f. Not applicable
43. Please rate how safe you feel where you live.
- a. Very safe [Skip to Q45]
  - b. Somewhat safe
  - c. Not very safe
  - d. Very unsafe
44. Which of the following, if any, affect your feelings of safety where you live? Select all that apply.
- a. I can't afford safe housing
  - b. My neighborhood is unsafe (e.g., high crime rate)
  - c. I have a high police presence in my neighborhood
  - d. I have experienced discrimination in my neighborhood (e.g., from my landlord, neighbors, etc.)
  - e. The place where I live needs maintenance or repairs
  - f. I live alone and have trouble taking care of myself
  - g. One or more of the people I live with makes me feel unsafe
  - h. Other, please describe: \_\_\_\_\_
  - i. None of the above
45. Do you believe housing discrimination based on race, religion, sex, and/or nationality is an issue in Kent County?
- a. Yes
  - b. No
  - c. I don't know
46. If yes, why do you believe so? \_\_\_\_\_

47. Have you ever experienced discrimination when trying to secure or maintain housing?
- a. Yes
  - b. No
  - c. I don't know
48. If you have experienced discrimination when trying to secure or maintain housing, can you describe the situation? \_\_\_\_\_
- 

## Basic Transportation Needs

49. In the last 12 months, how well have you been able to meet your or your household's transportation needs?
- a. Very well
  - b. Fairly well
  - c. Not very well
  - d. Not at all
50. How often, if at all, do you have transportation problems?
- a. Daily
  - b. Once a week
  - c. Once a month
  - d. Few times per year
  - e. I do not have transportation problems
51. Do you have access to public transportation?
- a. Yes
  - b. No
  - c. I don't know
52. Which forms of transportation do you use? Select all that apply.
- a. Your own vehicle
  - b. Borrowed vehicle
  - c. Rides from friends or family
  - d. Walking
  - e. Bicycle
  - f. Public transportation
  - g. Paid support service provider (e.g., home health aide or paid caregiver)
  - h. Ride-sharing app (e.g., Uber or Lyft)
  - i. Other, please describe: \_\_\_\_\_

53. Please rate how well your current forms of transportation meet your or your household's needs on a scale of one to five, where one is very poor and five is excellent.

List responses from Q52	1—Very poor	2—Poor	3—Fair	4—Good	5—Excellent
Option 1:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 2:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 3:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Quality of Life

54. How would you rate your current financial situation?

- a. Excellent
- b. Very good
- c. Good
- d. Fair
- e. Poor

55. Do you see yourself as a person who lives in poverty?

- a. Yes
- b. No
- c. I don't know

56. Do you believe that poverty is a problem in Kent County?

- a. Yes
- b. No
- c. I don't know

57. If possible, please explain why you believe poverty is or is not a problem in Kent County:

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58. If you believe poverty is a problem in Kent County, what are some actions that could be taken by the KCCA to reduce poverty in the community? \_\_\_\_\_

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59. Overall, are you better or worse off today than you were one year ago?

- a. Better off
- b. Worse off
- c. About the same



60. What goals do you have to improve your or your family's standard of living?

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61. Does anything keep you from achieving these goals? If yes, please describe: \_\_\_\_\_

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62. What can the KCCA do to help you achieve these goals? \_\_\_\_\_

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## End of Survey

Thank you for completing our survey! To show our appreciation for your time and effort in answering our questions, we are doing a weekly drawing for survey participants to receive a \$50 utilities gift card. If you would like to submit your name and contact information to be entered into the drawing, please fill out the information below and return it with your completed survey.

Please tear off the contact sheet separately from the survey so that your responses will remain anonymous!

## **I completed the survey!**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

*Thank you for your participation!*



*Please remove this sheet and return with your completed survey.*

# Evaluación de Necesidades de la Comunidad de Kent County Community Action

## Introducción

### Encuesta por la Internet (en línea)

¡Bienvenido a la encuesta de Evaluación de Necesidades de la Comunidad de Kent County Community Action (KCCA)! Como organización, estamos dedicados a servir a nuestra comunidad. Las respuestas a esta encuesta nos ayudarán a comprender mejor las necesidades de la comunidad y cómo atenderlas (responder a ellas).

Su participación en la encuesta es voluntaria, y las respuestas de su encuesta son confidenciales. No se requiere información de identificación, como su nombre o información de contacto, para completar la encuesta. Sin embargo, le invitamos a enviar su nombre e información de contacto por separado de sus respuestas para ser elegible para un incentivo por completar la encuesta. Si elige proporcionarla, esta información se recopila al final de la encuesta a través de un formulario separado para mantener sus respuestas anónimas.

¡Gracias por su participación!

### Encuesta en papel

¡Bienvenido a la encuesta de Evaluación de Necesidades de la Comunidad de Kent County Community Action (KCCA)! Como organización, estamos dedicados a servir a nuestra comunidad. Las respuestas a esta encuesta nos ayudarán a comprender mejor las necesidades de la comunidad y cómo atenderlas (responder a ellas).

Su participación en la encuesta es voluntaria, y las respuestas de su encuesta son confidenciales. No se requiere información de identificación, como su nombre o información de contacto, para completar la encuesta. Sin embargo, le invitamos a enviar su nombre e información de contacto por separado de sus respuestas para ser elegible para un incentivo por completar la encuesta. Si elige proporcionarla, esta información se recopila al final de la encuesta en una página separada para mantener sus respuestas anónimas.

¡Gracias por su participación!

# Instrucciones

Por favor responda a cada pregunta lo mejor que pueda. Tenga en cuenta que algunas preguntas requieren una respuesta, mientras que para otras, puede elegir varias respuestas. La encuesta tiene alrededor de 60 preguntas y le tomará como 15 minutos en completar.

## Información Demográfica

1. ¿Cuál es su edad? \_\_\_\_\_
2. ¿Cuál de los siguientes representa mejor tu raza? Seleccione todas las que apliquen.
  - a. Afroamericano o Negro
  - b. Asiático
  - c. Blanco / Caucásico
  - d. Origen Hispano, Latino o Español
  - e. Indio Americano o Nativo de Alaska
  - f. Nativo de Hawai u otra Isla del Pacífico
  - g. Medio-Oriente o Norte de África
  - h. Multirracial / biracial
  - i. Otro, por favor describa: \_\_\_\_\_
3. ¿Con qué género te identificas? \_\_\_\_\_
4. ¿Cuál es el estado civil de esta persona?
  - a. Casada actualmente
  - b. Nunca se ha casado
  - c. Divorciada
  - d. Separada
  - e. Viuda
  - f. Otro, por favor describa: \_\_\_\_\_
5. ¿Cuál es el nivel más alto de escuela que completó?
  - a. Sin diploma de escuela secundaria
  - b. Diploma de secundaria o GED
  - c. Alguna educación superior
  - d. Título de asociado o certificación técnica.
  - e. Bachillerato
  - f. Licenciatura
6. ¿Cuál es tu código postal? \_\_\_\_\_

## Información del hogar

7. ¿Cuál de las siguientes opciones describe mejor su hogar?
- a. Hogar de dos padres
  - b. Madre soltera cabeza del hogar
  - c. Padre soltero cabeza del hogar
  - d. Hogar de una sola persona
  - e. Múltiples adultos, sin hijos
  - f. Múltiples adultos, con hijos
  - g. Hogar compuesta de múltiples generaciones
  - h. Otro, por favor describa: \_\_\_\_\_
8. Número de niños en el hogar (18 años o menos). Si no hay, ingrese "0": \_\_\_\_\_
9. Número de adultos en el hogar (mayores de 18 años): \_\_\_\_\_
10. Número de personas en el hogar con una discapacidad. Si no hay, ingrese "0": \_\_\_\_\_
11. Número de personas en el hogar con estatus de veterano. Si no hay, ingrese "0": \_\_\_\_\_
12. ¿Cuál es su situación actual de vivienda?
- a. Dueño de casa
  - b. Inquilino
  - c. Sin hogar
  - d. Vive con amigos o familia
  - e. Estoy en una vivienda temporal (por ejemplo, refugio)
  - f. Otro, por favor describa: \_\_\_\_\_
13. ¿Cuál es el idioma principal que se utiliza en su hogar?
- a. Inglés
  - b. Español
  - c. Idiomas asiáticos e isleños del Pacífico
  - d. Lenguas indoeuropeas
  - e. Otro, por favor describa: \_\_\_\_\_

# Empleo

14. ¿Cuál de las siguientes opciones describe mejor su situación laboral actual? Seleccione todas las que apliquen.

- a. Empleado a tiempo completo [Ir a P15]
- b. Empleado a tiempo parcial [Ir a P15]
- c. Subempleado (e.g., empleado a tiempo parcial pero preferiría trabajar a tiempo completo) [Ir a P15]
- d. Subempleado (por ejemplo, sobrecualificado para la posición actual) [Ir a P15]
- e. Desempleado y actualmente buscando trabajo [Salte a P16]
- f. Desempleado y no está actualmente buscando trabajo [Salte a P16]
- g. Desempleados por elección [Salte a P16]
- h. No puede trabajar [Salte a P16]
- i. Retirado [Salte a P16]
- j. Estudiante [Salte a P16]
- k. Otro, por favor describa: \_\_\_\_\_ [Ir a P15]

15. ¿Eres trabajador independiente?

- a. Sí, soy totalmente trabajador independiente
- b. Sí, soy trabajador independiente pero también trabajo en otro lugar
- c. No

16. ¿Cuál de los siguientes, en su caso, le dificulta encontrar y / o mantener un empleo? Seleccione todas las que apliquen.

- a. Falta de trabajo
- b. Falta de transportación
- c. Falta de entrenamiento o educación
- d. Antecedentes criminales
- e. Falta de cuidado de los niños
- f. Falta de acceso a internet o tecnología
- g. Falta de acceso a instalaciones o herramientas de higiene personal (por ejemplo, duchas, instalaciones de lavandería)
- h. Salud mental / emocional
- i. Trastorno de abuso de sustancias
- j. Discapacidad
- k. Barreras de lenguaje o alfabetización
- l. Estado de inmigrante o refugiado reciente
- m. Otro, por favor describa: \_\_\_\_\_
- n. No aplica

## Ingresos y Servicios de Apoyo

17. ¿Cuál es su ingreso mensual bruto (antes de impuestos) o el de su familia?
- a. \$0–\$500
  - b. \$501–\$750
  - c. \$751–\$1,000
  - d. \$1,001–\$2,000
  - e. \$2,001 o más
18. ¿Cuáles son las fuentes de ingresos del hogar? Seleccione todas las que apliquen.
- a. Salarios de empleo
  - b. Compensación de trabajadores
  - c. Seguridad de Ingreso Suplementario (SSI)
  - d. Seguro de jubilación, sobrevivientes y discapacidad (RSDI), incluyendo el Ingreso por discapacidad del Seguro Social (SSDI)
  - e. Beneficios de desempleado
  - f. Jubilación / pension
  - g. Asistencia Temporal para Familias Necesitadas (TANF asistencia en efectivo) o el Programa de Independencia Familiar (FIP asistencia en efectivo)
  - h. Manutención de niños
  - i. Asistencia de familiares o amigos.
  - j. Otro, por favor describa: \_\_\_\_\_
  - k. No aplica
19. En los últimos 12 meses, ¿cuál de estos servicios de apoyo ha recibido usted o su familia? Seleccione todas las que apliquen.
- a. Programa de Asistencia Nutricional Suplementaria (SNAP, asistencia alimentaria)
  - b. Servicio de alimentación y nutrición para mujeres, bebés y niños (WIC)
  - c. Servicios de ayuda de emergencia del Departamento de Salud y Servicios Humanos de Michigan
  - d. Asistencia financiera de agencias (por ejemplo, prevención de cierre de servicios públicos, prevención de falta de vivienda)
  - e. Vales de elección de vivienda (HCV)
  - f. Almuerzo gratis o reducido
  - g. Apoyo no monetario de amigos, familiares, organizaciones sin fines de lucro o instituciones religiosas (por ejemplo, alimentos, cuidado de niños, ropa, transporte, etc.)
  - h. Otro, por favor describa: \_\_\_\_\_
  - i. No recibo ninguno de estos servicios

20. En los últimos 12 meses, ¿qué servicios de Kent County Community Action ha solicitado y /o ha recibido usted o su familia? Seleccione todas las que apliquen.
- a. Asistencia de utilidad
  - b. Asistencia a la climatización
  - c. Preparación de impuestos
  - d. Distribución de comida
  - e. Comidas para personas de la tercera edad
  - f. Transportación
  - g. Vales de elección de vivienda (HCV)
  - h. Rehabilitación de vivienda
  - i. Difusión y asistencia / manejo de casos
  - j. Prevención de la falta de vivienda
  - k. Otro, por favor describa: \_\_\_\_\_
  - l. No he recibido ninguno de estos servicios
21. ¿Qué desafíos, si los hay, ha experimentado al acceder a servicios comunitarios? Seleccione todas las que apliquen.
- a. Ingresos demasiado altos para calificar
  - b. Falta de transportación
  - c. El proceso de aplicación es difícil de completar (por ejemplo, no tiene los documentos correctos, la aplicación es confusa)
  - d. Falta de recursos de financiación de la organización.
  - e. No cumple con otros criterios de calificación requeridos. Por favor describa: \_\_\_\_\_
  - f. Otro, por favor describa: \_\_\_\_\_
  - g. Ninguno

## Salud y Servicios de Salud

22. ¿Cómo calificaría su salud en general?
- a. Excelente
  - b. Muy bueno
  - c. Bueno
  - d. Promedio
  - e. Pobre
23. Con respecto a su estado de salud física, lo que incluye tanto enfermedades como lesiones físicas, en los últimos 30 días, ¿durante cuántos días su estado de salud física no fue bueno? Ingrese el número entre 0 y 30: \_\_\_\_\_
24. Con respecto a su estado de salud mental, lo que incluye estrés, depresión y problemas emocionales, en los últimos 30 días, ¿durante cuántos días su estado de salud mental no fue bueno? Ingrese el número entre 0 y 30: \_\_\_\_\_



25. En los últimos 30 días, ¿durante cuántos días sintió que los problemas relacionados con su salud mental o física le impidieron realizar sus actividades habituales, tales como cuidados personales, trabajo o recreación? Ingrese el número entre 0 y 30: \_\_\_\_\_
26. ¿Cuál es la fuente principal de su cobertura de salud?
- a. MICHild
  - b. Medicare
  - c. Medicaid/Healthy Michigan Plan
  - d. Póliza privada
  - e. Patrocinado por el empleador
  - f. Sin seguro
  - g. Otro, por favor describa: \_\_\_\_\_
27. ¿Qué barreras, si las hay, le impiden acceder a los servicios de salud? Seleccione todas las que apliquen.
- a. El costo de los servicios es demasiado alto
  - b. No tiene transportación para ir y venir de citas
  - c. Falta de servicios disponibles en la zona.
  - d. No pudo obtener una cita cuando era necesario o la lista de espera era demasiado larga
  - e. Muy ocupado con el trabajo u otros compromisos
  - f. No tiene seguro o no tiene seguro suficiente
  - g. Otro: \_\_\_\_\_
  - h. No aplica

## Necesidades básicas de alimentos

28. En los últimos 12 meses, ¿qué tan bien ha podido satisfacer sus necesidades alimentarias o las de su hogar?
- a. Muy bien
  - b. Bastante bien
  - c. No muy bien
  - d. De ningún modo
29. En los últimos 12 meses, ¿ha accedido a una despensa de alimentos?
- a. Sí
  - b. No
30. En los últimos 12 meses, ¿ha estado usted o alguien en su hogar sin comer porque no tenía alimentos ni dinero para comprarlos?
- a. Sí
  - b. No

31. En los últimos 12 meses, ¿se agotó su asistencia alimentaria antes de su próximo depósito mensual?

- a. Sí
- b. No
- c. No uso ayuda alimentaria

32. ¿De dónde obtienes la comida que comes? Seleccione todas las que apliquen.

- a. Tienda de conveniencia / gasolinera
- b. Amigos y familia
- c. Refugio o cocina de beneficencia.
- d. Tienda de comestibles / supermercado
- e. Jardín (hogar o comunidad)
- f. Club de comida de la comunidad
- g. Despensa de alimentos
- h. Camión de despensa móvil
- i. Distribución de productos básicos (por ejemplo, el Programa de asistencia alimentaria de emergencia, Programa de alimentos suplementarios de productos básicos)
- j. Otro, por favor describa: \_\_\_\_\_

33. ¿Tienes acceso a frutas y / o verduras frescas?

- a. Sí (Skip to Q35)
- b. No (Continue to Q34)
- c. No sé (Continue to Q34)

34. ¿Cuál de los siguientes, si las hay, le impide acceder a frutas y / o verduras frescas? Seleccione todas las que apliquen.

- a. Las tiendas están demasiado lejos o son difíciles de llegar a ellos
- b. Muy caro
- c. Mala calidad donde compro comida.
- d. No disponible donde compro comida.
- e. Otro, por favor describa: \_\_\_\_\_

## Necesidades básicas de vivienda

35. En los últimos 12 meses, ¿qué tan bien has podido satisfacer sus necesidades de vivienda o las de su hogar?

- a. Muy bien
- b. Bastante bien
- c. No muy bien
- d. De ningún modo

36. En los últimos 12 meses, ¿ha recibido un aviso de cierre para sus servicios públicos?
- a. Sí
  - b. No
  - c. No aplica
37. En los últimos 12 meses, ¿ha recibido una orden de desalojo o un aviso de ejecución hipotecaria?
- a. Sí
  - b. No
  - c. No aplica
38. En los últimos 12 meses, ¿ha sido desalojado o tuvo una ejecución hipotecaria?
- a. Sí
  - b. No
  - c. No aplica
39. En los últimos 12 meses, ¿has estado en un refugio?
- a. Sí
  - b. No
40. ¿Cuál de las siguientes opciones, si las hay, hace que sea difícil encontrar una vivienda adecuada en su comunidad? Seleccione todas las que apliquen.
- a. No puede costear la vivienda disponible
  - b. No hay suficientes viviendas disponibles
  - c. Dificultades con el proceso de solicitud (por ejemplo, no cumple con los requisitos, no puede pagar la tarifa de la solicitud, etc.)
  - d. Problemas con los propietarios
  - e. Discriminación de vivienda
  - f. Otro, por favor describa: \_\_\_\_\_
41. ¿Con qué frecuencia en los últimos 12 meses diría que estaba preocupado o estresado por tener suficiente dinero para pagar su alquiler / hipoteca?
- a. Siempre
  - b. Generalmente
  - c. Algunas veces
  - d. Raramente
  - e. Nunca
  - f. No aplica
42. Por favor, califica qué tan seguro te sientes donde vives.
- a. Muy seguro
  - b. Algo seguro
  - c. No muy seguro
  - d. Muy inseguro

43. ¿Cuál de los siguientes, si las hay, afecta sus sentimientos de seguridad en el lugar donde vive?  
Seleccione todas las que apliquen.
- a. No puedes pagar por una vivienda segura
  - b. Su vecindario no es seguro (por ejemplo, alta tasa de criminalidad)
  - c. Tienes una alta presencia de la policía en tu vecindario
  - d. Ha experimentado discriminación en su vecindario (es decir, de su arrendador, vecinos, etc.)
  - e. El lugar donde vives necesita mantenimiento o reparaciones
  - f. Vives solo y tienes problemas para cuidarte
  - g. Una o más de las personas con las que vives te hace sentir inseguro
  - h. Otro, por favor describa: \_\_\_\_\_
  - i. Ninguna de las anteriores
44. ¿Cree que la discriminación de vivienda basada en raza, religión, sexo y / o nacionalidad es un problema en el Condado de Kent?
- a. Sí
  - b. No
  - c. No lo sé
45. Si es así, ¿por qué crees? \_\_\_\_\_
46. ¿Alguna vez haz experimentado discriminación al tratar de asegurar o mantener una vivienda?
- a. Sí
  - b. No
  - c. No lo sé
47. Si ha experimentado discriminación al tratar de asegurar o mantener una vivienda, ¿puede describir la situación? \_\_\_\_\_

## Necesidades básicas de transporte

48. En los últimos 12 meses, ¿qué tan bien ha podido satisfacer sus necesidades de transporte o las de su hogar?
- a. Muy bien
  - b. Bastante bien
  - c. No muy bien
  - d. De ningún modo
49. ¿Con qué frecuencia, si viene al acaso, tiene problemas de transporte?
- a. Diario
  - b. Una vez a la semana
  - c. Una vez al mes
  - d. Pocas veces al año
  - e. No tengo problemas de transporte

50. ¿Tienes acceso al transporte público?

- a. Sí
- b. No
- c. No lo sé

51. ¿Qué formas de transporte utilizas? Seleccione todas las que apliquen.

- a. Tu propio vehículo
- b. Vehículo prestado
- c. Transporte a través de amistades o familia
- d. Caminando
- e. Bicicleta
- f. Transporte Público
- g. Proveedor de servicios de apoyo pagado (por ejemplo, asistente de salud en el hogar o cuidador pagado)
- h. Aplicación para compartir viajes (por ejemplo, Uber o Lyft)
- i. Otro, por favor describa: \_\_\_\_\_

52. Califique qué tan bien sus medios de transporte actuales satisfacen sus necesidades o las de su hogar en una escala de uno al cinco, donde uno es muy pobre y cinco es excelente.

<b>Anote las respuestas de P49</b>	<b>1 Muy Pobre</b>	<b>2 Pobre</b>	<b>3 Promedio</b>	<b>4 Bueno</b>	<b>5 Excelente</b>
<b>Opción 1</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Opción 2</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Opción 3</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Calidad de Vida

53. ¿Cómo calificaría su situación financiera actual?

- a. Excelente
- b. Muy bueno
- c. Bueno
- d. Promedio
- e. Pobre

54. ¿Usted se ve como una persona que vive en la pobreza?

- a. Sí
- b. No
- c. No lo sé

55. ¿Crees que la pobreza es un problema en el condado de Kent?

- a. Sí
- b. No
- c. No lo sé

56. Si es posible, explique por qué cree que la pobreza es o no un problema en el condado de Kent.

---

57. ¿Cuáles son algunas de las acciones que KCCA podría tomar para reducir la pobreza en la comunidad? \_\_\_\_\_

58. En general, ¿estás mejor o peor hoy de lo que estabas hace un año?

- a. Mejor
- b. Peor
- c. Casi igual

59. ¿Qué metas tiene usted para mejorar su nivel de vida o el de su familia?

---

60. ¿Hay algo que te impida alcanzar estas metas? En caso afirmativo, por favor describa:

---

61. ¿Qué puede hacer KCCA para ayudarlo a alcanzar estas metas? \_\_\_\_\_

## Fin de la Encuesta

### Encuesta por la Internet (en línea)

¡Gracias por completar la encuesta! Para mostrar nuestro agradecimiento por su tiempo y esfuerzo en responder a nuestras preguntas, estamos haciendo un sorteo semanal para que los participantes de la encuesta reciban una tarjeta de regalo de utilidades de \$ 50. Si desea enviar su nombre e información de contacto para ingresar al sorteo, haga clic en el siguiente enlace. ¡Recuerde, su nombre e información de contacto se envían por separado de las respuestas de su encuesta para que permanezcan en el anonimato!

[Insert hyperlink to contact form]

### Encuesta en papel

Gracias por completar nuestra encuesta! Para mostrar nuestro agradecimiento por su tiempo y esfuerzo en responder a nuestras preguntas, estamos haciendo un sorteo semanal para que los participantes de la encuesta reciban una tarjeta de regalo de utilidades de \$ 50. Si desea enviar su nombre e información de contacto para ingresar al sorteo, complete la información a continuación y devuélvala con su encuesta completada.

¡Desprenda la hoja de contacto por separado de la encuesta para que sus respuestas se mantengan en el anonimato!

## ¡Completé la encuesta!

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_

*¡Gracias por su participación!*



*Por favor retire esta hoja y regrese con su encuesta completada.*

## Appendix C: Provider Survey Instrument



# Provider Survey

## Kent County Community Action Community Needs Assessment

04.16.19

### Introduction

Thank you for participating in this provider survey as part of the Kent County Community Action's (KCCA's) Community Needs Assessment. The information gathered here will help us better understand the current provider landscape in Kent County and how we are addressing the community's needs. We appreciate your knowledge and expertise as a provider and value your feedback.

Your participation in the survey is voluntary and your answers are confidential. No identifying information, such as your name or contact information, is required to complete the survey. However, you are invited to submit your name and contact information at the end to be added to the KCCA mailing list. This information is collected on a separate form to ensure your responses remain anonymous.

### Instructions

Please respond to each question to the best of your ability. Note that some questions require one answer, while for others you may choose multiple responses. The survey has about 18 questions and will take about 15 minutes to complete.

1. Which of the following best describes the type of organization you represent? Select all that apply.
  - a. Food service provider
  - b. Housing service provider
  - c. Transportation service provider
  - d. Health service provider
  - e. Human services provider
  - f. Workforce development
  - g. Religious organization
  - h. Education organization
  - i. Other, please describe: \_\_\_\_\_
2. How many full-time equivalent employees work at your organization? \_\_\_\_\_
3. Does your organization have more than one location?
  - a. Yes
  - b. No

4. In which zip code(s) is your organization located? \_\_\_\_\_
5. Do you provide direct services to clients in the community?
  - a. Yes [Go to Q6]
  - b. No [Skip to Q11]
6. What is the age range of the population you serve? Select all that apply.
  - a. Under 18 years old
  - b. 18–25 years old
  - c. 26–45 years old
  - d. 46–64 years old
  - e. 65 years old and older
7. How many individuals does your organization serve annually? \_\_\_\_\_
8. Is your organization at, above, or below capacity?
  - a. At capacity, no client waitlist, but staff caseloads are full [Skip to Q11]
  - b. Above capacity, organization has a waitlist or denies access to service [Go to Q9]
  - c. Below capacity, staff could serve more people [Skip to Q10]
9. What service areas within your organization are above capacity? \_\_\_\_\_
10. What service areas within your organization are below capacity? \_\_\_\_\_
11. In what ways does your organization connect with the community it serves? Select all that apply.
  - a. Service provision
  - b. Conduct surveys or focus groups
  - c. Community meetings or forums
  - d. Provide funding for services or organizations
  - e. Other, please describe: \_\_\_\_\_

12. What are some challenges that your organization faces in providing services in Kent County?

13. Based on your experience serving individuals in Kent County, what do you see as the key contributing factor(s) to instability in each of the following areas?

	Food/Nutrition	Housing	Transportation	Employment	Utilities	Other, please describe
Key factor 1						
Key factor 2						
Key factor 3						

14. Do you have any additional comments regarding the key factors listed above?

15. List or describe what you perceive to be the top three critical needs in the community that are not currently being addressed by service providers.

16. Based on your experience serving individuals in Kent County, what opportunities do you see for improved service delivery?
17. In your opinion, what services could be offered through the KCCA that would fill an existing service gap in the community?
18. What is your relationship to the KCCA?
- a. Board member
  - b. Service provider
  - c. Community partner
  - d. Staff
  - e. No formal relationship
  - f. Other, please describe: \_\_\_\_\_

## End of Survey

Thank you for completing our provider survey! If you would like to submit your name and contact information to be added to the KCCA listserv, please click on the following link. Remember, your name and contact information are submitted separately from your survey responses so they will remain anonymous.

