

Community Needs Assessment Survey

2015

Prepared for: City of Los Angeles



Authors:

Akanksha Bedi, Ph.D.

Richard W. Moore, Ph.D.

Julie Coveney, M.A.

José Daniel Campos, B.S.

April 20th, 2015



The College of Business & Economics
California State University
Northridge

Community Needs Assessment Survey – 2015

Purpose

Community needs assessment is a vital informational tool for the Community Services Block Grant (CSBG) agencies. The primary purpose of the Community Needs Assessment Survey is to help identify and assess poverty-related needs in the community. It serves as the basis for delivering services that assist low-income community members in overcoming the obstacles that block the achievement of self-sufficiency. The current survey thus focused on assessing the needs of Family Source Center clients in the city of Los Angeles.

Methods

Data for the current Community Needs Assessment Survey was collected across 19 different centers representing 7 different regions: North Valley, South Valley, West LA, Central LA, East LA, South LA, and Harbor. Of the 7 regions, we received only one survey from Harbor region and this region was thus excluded from further analyses. Participating centers were given the option to collect data using online or paper surveys. A total of 1582 surveys received of which 1546 were paper surveys and 36 were received online. 38% of the surveys were answered in English while 62% were answered in Spanish. 72% of our respondents were female.

Analysis

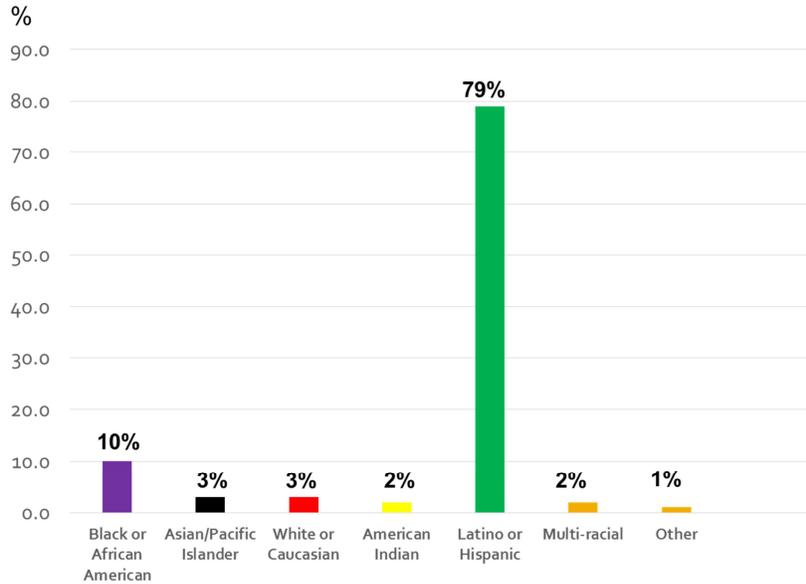
Data was analyzed using statistical software SPSS. We ran basic descriptives such as frequencies, percentages, and means. In addition, we performed simple t tests and group comparisons to assess if needs across participants differed by gender, region, and income levels.

Key Findings

1. Ethnicity:

A total of 1423 surveys were received for ethnicity. 79% of the respondents identified themselves as Hispanic or Latino, 10% as Black or African American, 3% as Asian/Pacific Islander, 3% as White or Caucasian, 2% as American Indian, 2% as Multi-racial and 1% as Other (Figure 1).

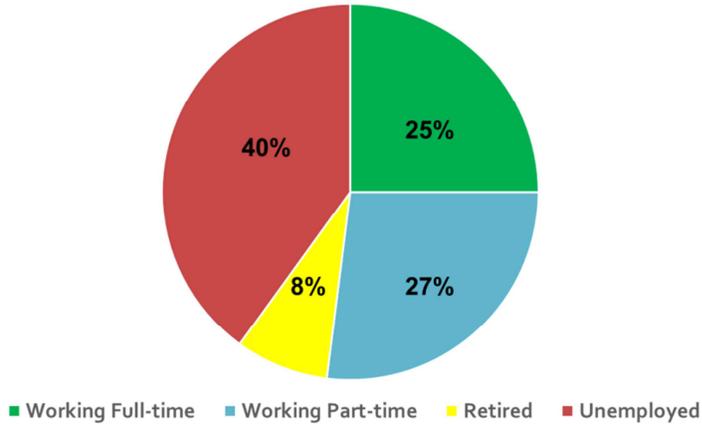
Figure 1: Ethnicity



2. Employment Status:

A total of 1298 surveys were received for employment status. 40% of the respondents identified themselves as unemployed, 27% as working part-time, 25% as working full-time, and 8% as retired (Figure 2).

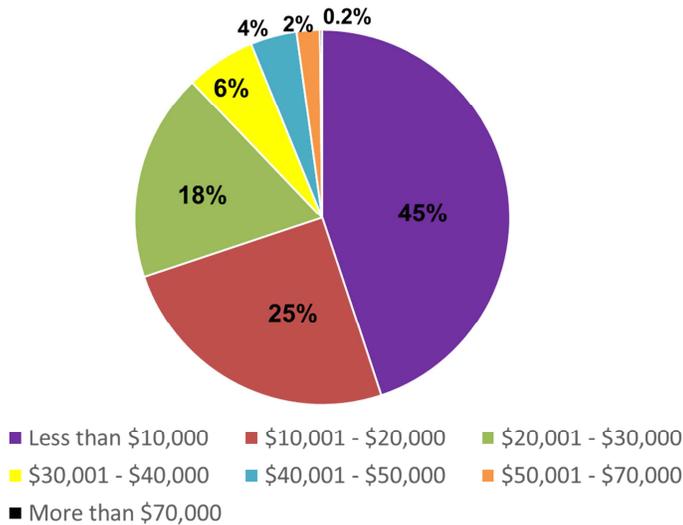
Figure 2



3. Annual Household Income:

A total of 1206 surveys were received for household income. 45% of the respondents indicated an annual household income of less than \$10,000, 25% as between \$10,001-\$20,000, 18% as between \$20,001-\$30,000, 6% as between \$30,001-\$40,000, 4% as between \$40,001-\$50,000, 2% as between \$50,001-\$70,000, and 0.25% as more than \$70,000 (Figure 3).

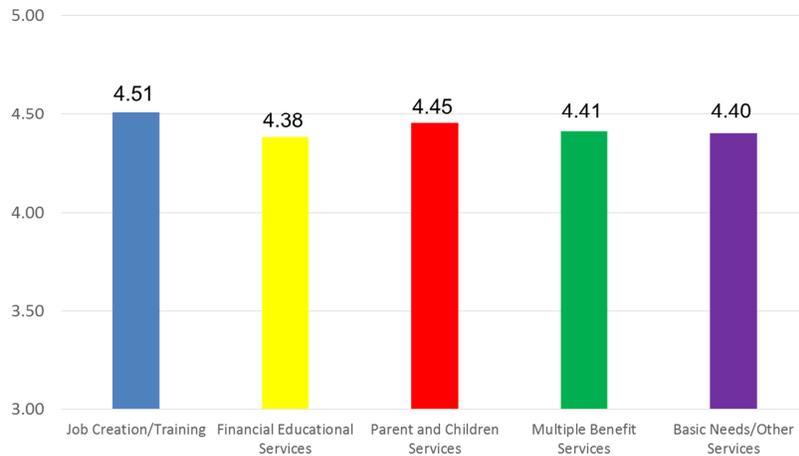
Figure 3



4. Overall Importance of Services:

Participants were asked to indicate the extent to which the following services were important to them on a scale of 1 to 5 (1 not at all important, 2 of a little importance, 3 neutral, 4 important, 5 very important). A total of 1440 surveys were received. Of the various services, Job Creation/ Training received a mean rating of 4.51 out of 5, Financial Educational Services 4.38 out of 5, Parent and Children Services 4.45 out of 5, Multiple Benefit Services 4.41 out of 5, and Basic Needs/Other Services 4.40 out of 5 (Figure 4).

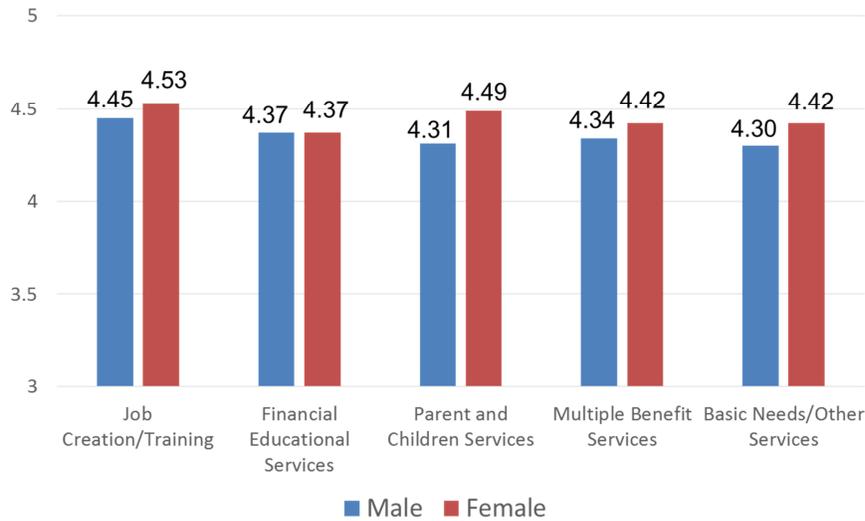
Figure 4: Overall Importance of Services



5. Overall Importance of Services by Gender:

A total of 1364 responses were available to conduct a group comparison of the importance of overall services by gender. On a scale of 1 to 5 (1 not at all important to 5 very important), Job Creation/Training received a mean rating of 4.45 out of 5 for males and 4.53 for females; Financial Educational Services 4.37 out of 5 for males and females; Parent and Children Services 4.31 out of 5 for males and 4.49 for females; Multiple Benefit Services 4.34 out of 5 for males and 4.42 for females; and Basic Needs/Other Services 4.30 out of 5 for males and 4.42 for females (Figure 5).

Figure 5



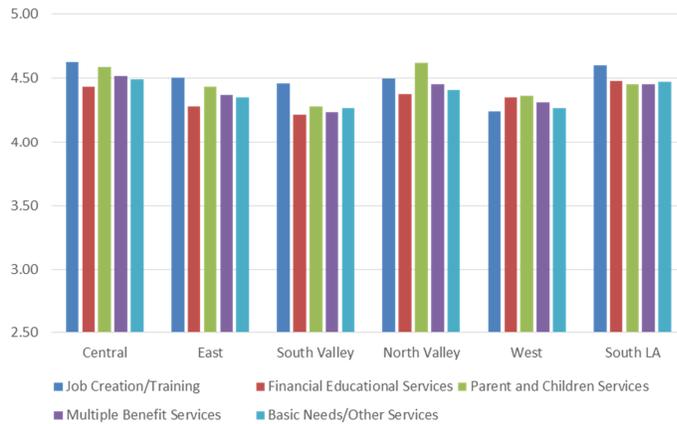
6. Overall Importance of Services by Region:

A total of 1223 responses were available to conduct a group comparison of the importance of overall services by region. Of the 7 regions, we received only one survey from Harbor region and this region was thus excluded from further analyses. Table 1 and Figure 6 show the mean ratings of the importance of various services by region (1 not at all important to 5 very important) (Table 1 and Figure 6).

Table 1

Regions	Job Creation/ Training	Financial Educational Services	Parent and Children Services	Multiple Benefit Services	Basic Needs/Other Services
Central	4.62	4.43	4.59	4.52	4.49
East	4.51	4.28	4.44	4.37	4.35
South Valley	4.46	4.22	4.28	4.24	4.27
North Valley	4.50	4.38	4.62	4.45	4.41
West	4.25	4.35	4.37	4.31	4.27
South LA	4.60	4.48	4.45	4.45	4.47

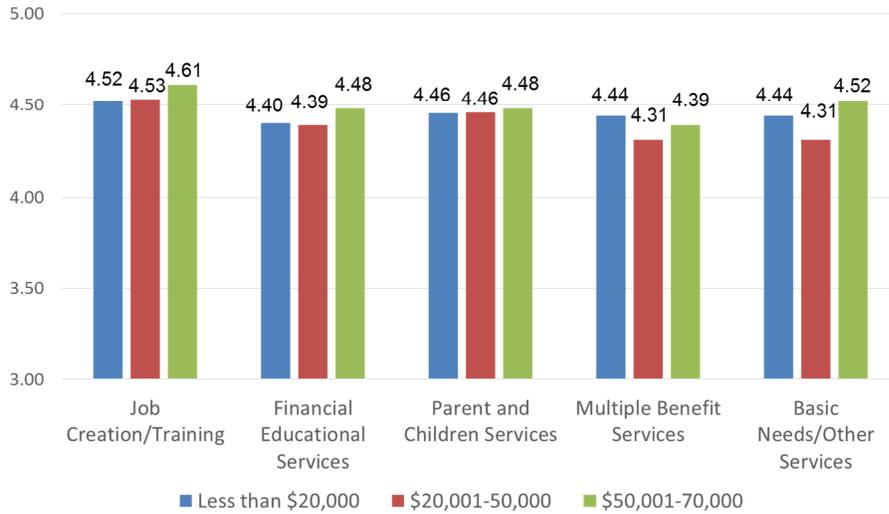
Figure 6



7. Overall Importance of Services by Annual Income Levels:

A total of 1121 responses were available to conduct a group comparison of the importance of overall services by annual income levels. For the ease of comparison, we further divided income levels into less than \$20,000, \$20,001-\$50,000, and \$50,001-\$70,000. On a scale of 1 to 5 (1 not at all important to 5 very important), Job Creation/Training received a mean rating of 4.52 out of 5 for less than \$20,000, 4.53 for \$20,001-\$50,000, and 4.61 for \$50,001-\$70,000; Financial Educational Services 4.40 for less than \$20,000, 4.39 for \$20,001-\$50,000, and 4.48 for \$50,001-\$70,000; Parent and Children Services 4.46 out of 5 for less than \$20,000, 4.46 for \$20,001-\$50,000, and 4.48 for \$50,001-\$70,000, Multiple Benefit Services 4.44 out of 5 for less than \$20,000, 4.31 for \$20,001-\$50,000, and 4.39 for \$50,001-\$70,000, and Basic Needs/Other Services 4.44 out of 5 for less than \$20,000, 4.31 for \$20,001-\$50,000, and 4.52 for \$50,001-\$70,000 (Figure 7).

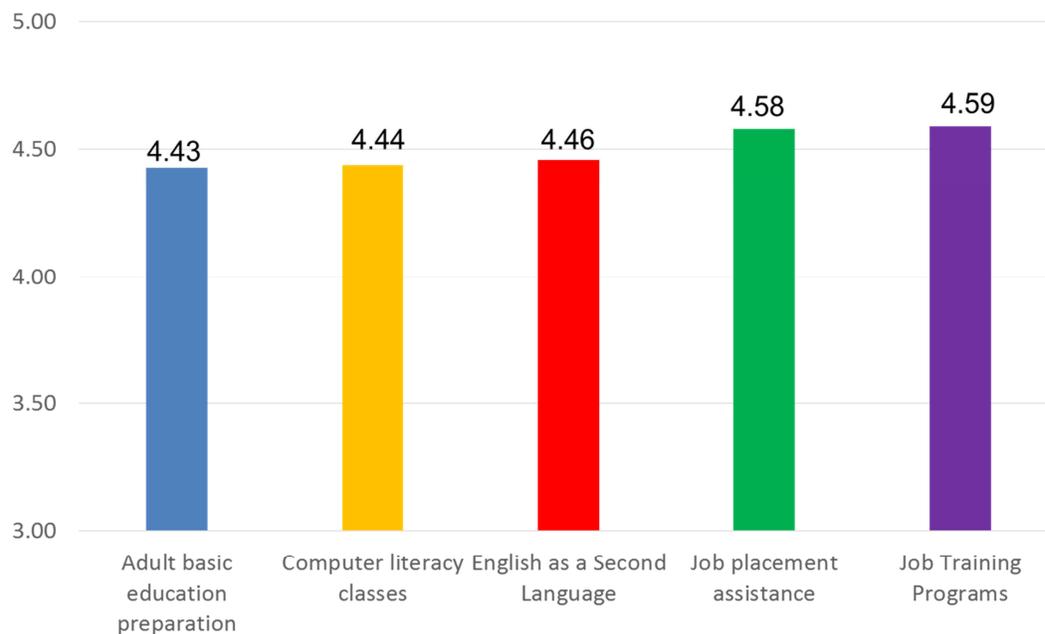
Figure 7



8. Importance of Employment Services:

Participants were asked to indicate the extent to which the following employment services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1510 surveys were received. Of the various services, Adult Basic Education received a mean rating of 4.43 out of 5, Financial Educational Services 4.38 out of 5, Computer Literacy Classes 4.44 out of 5, English as a Second Language 4.46 out of 5, Job Placement Assistance 4.58 out of 5, and Job Training Programs 4.59 out of 5 (Figure 8).

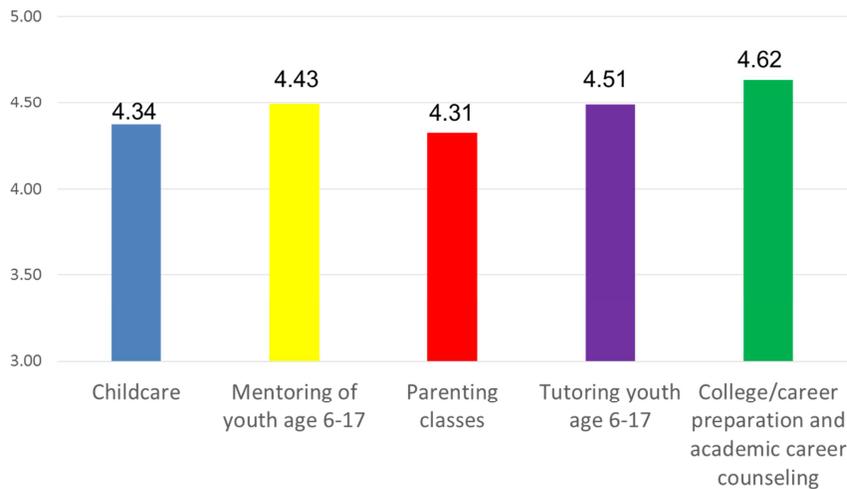
Figure 8: Employment Services



9. Importance of Parent and Child Services:

Participants were asked to indicate the extent to which the following parent and child services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1487 surveys were received. Of the various services, Childcare received a mean rating of 4.34 out of 5, Mentoring of youth age 6-17 received 4.43 out of 5, Parenting Classes 4.31 out of 5, Tutoring Youth age 6-17 received 4.51 out of 5, and College/Career Preparation and Academic Career Counseling 4.62 out of 5 (Figure 9).

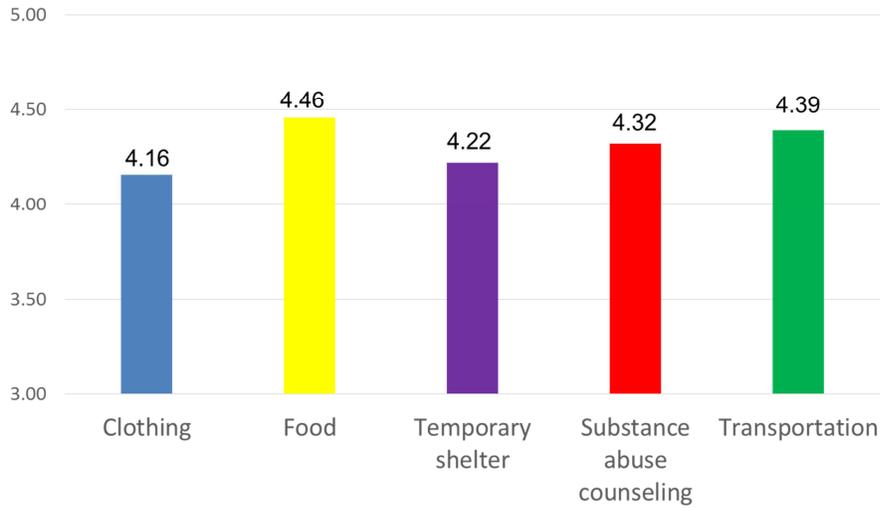
Figure 9



10. Importance of Basic Needs/Other Services:

Participants were asked to indicate the extent to which the following basic needs/other services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1449 surveys were received. Of the various services, Clothing received a mean rating of 4.16 out of 5, Food 4.46 out of 5, Temporary Shelter 4.22 out of 5, Substance Abuse Counseling 4.32 out of 5, and Transportation 4.39 out of 5 (Figure 10).

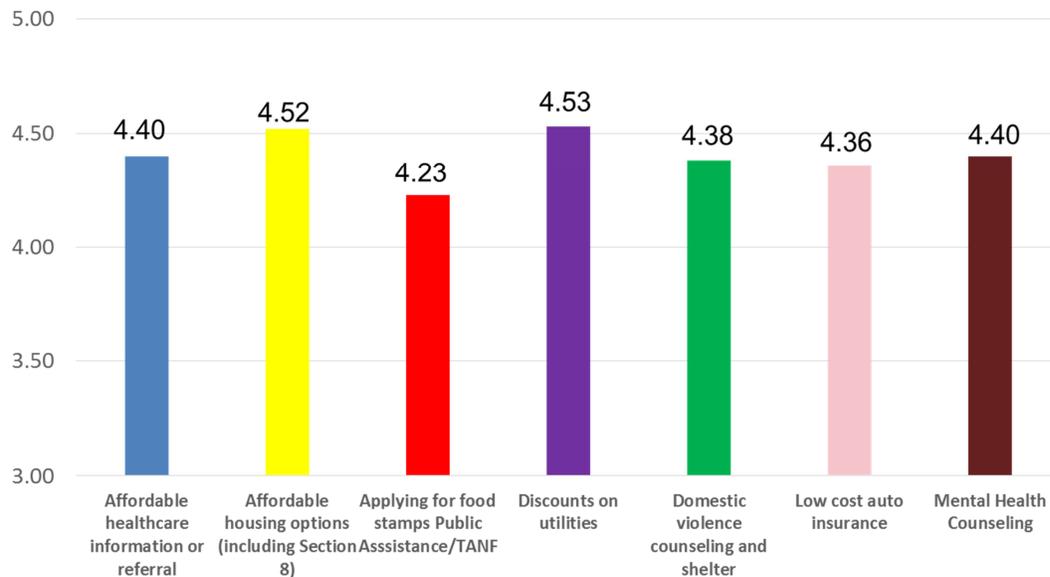
Figure 10



11. Importance of Multiple Benefit Services:

Participants were asked to indicate the extent to which the following multiple benefit services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1443 surveys were received. Of the various services, Affordable Healthcare Information or Referral received a mean rating of 4.40 out of 5, Affordable Housing Options (including Section 8) 4.52 out of 5, Applying for Food Stamps, Public Assistance, TANF 4.23 out of 5, Discounts on Utilities 4.53 out of 5, Domestic Violence Counseling and Shelter 4.38, Low-cost Insurance 4.36, and Mental Health Counseling 4.40 out of 5 (Figure 11).

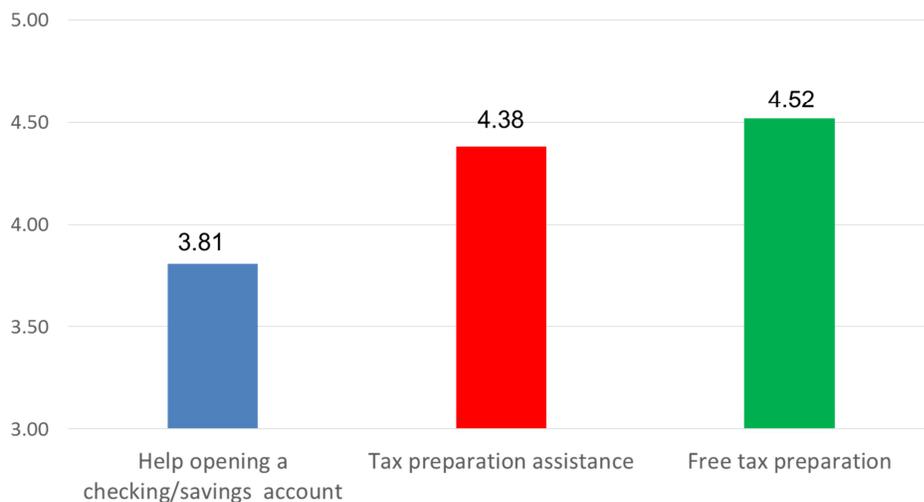
Figure 11: Multiple Benefit Services



12. Importance of Financial Education Services:

Participants were asked to indicate the extent to which the following financial education services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1501 surveys were received. Of the various services, Help opening a checking/savings account received a mean rating of 3.81 out of 5, Tax preparation assistance 4.38 out of 5, and Free tax preparation 4.52 out of 5 (Figure 12).

Figure 12



Lessons Learned

This Community Needs Assessment Survey generated a wealth of data about the needs and services required by our community members. To summarize, when asked about the importance of Employment Services, respondents rated Job Creation/Training programs with the highest importance. This makes sense with 40% of respondents identifying themselves as unemployed and 27% of respondents as working part-time. Moreover, 70% of clients report an annual household income of \$20,000 per year or less which suggests that job improvement programs may prove to be a valuable asset for employed individuals.

In Parent and Child Services, College/Career Preparation had the highest importance. Among Basic Needs, food has the highest importance. When asked about Multiple Benefits, affordable housing and help with utility bills has the highest importance. And finally, in Financial Education Services, tax preparation had the highest importance.