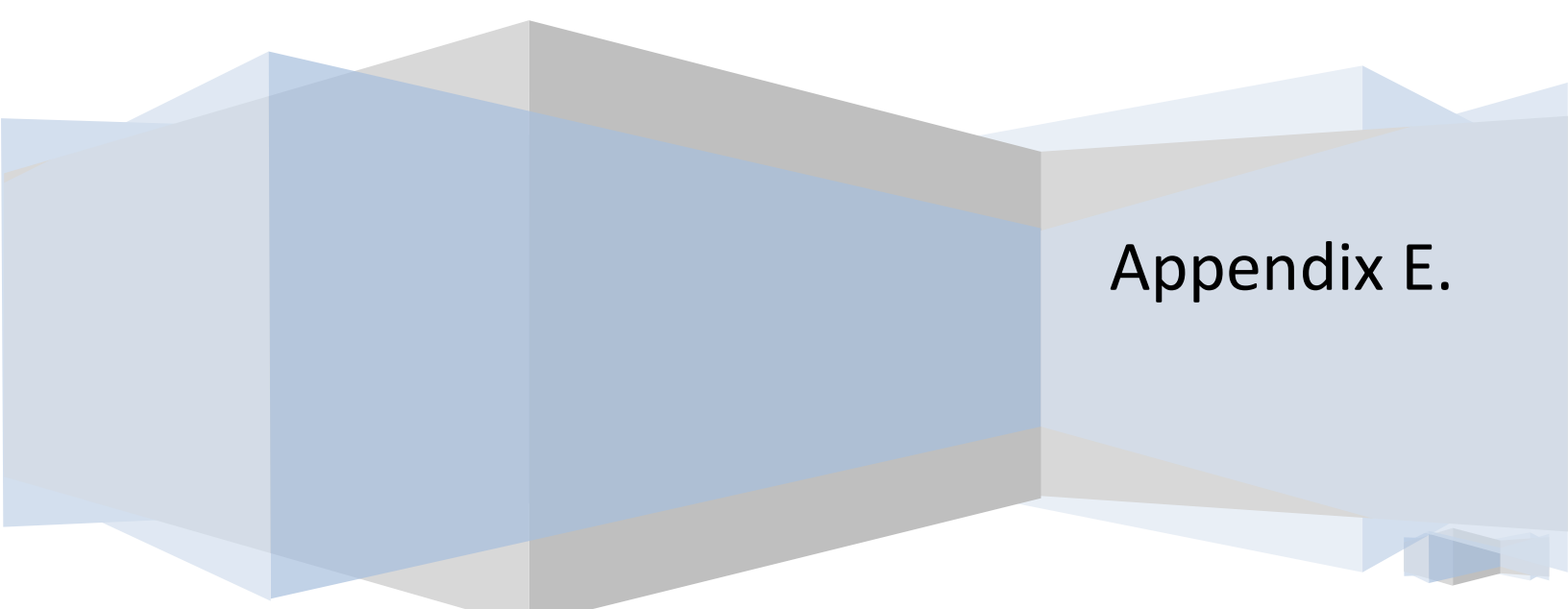


Texoma Council of Governments

2011-2015 Texoma Needs Assessment

A Study of Unmet Needs for Low-Income
Texomans who Seek Self-Sufficiency



Appendix E.

4. APPENDIX E. SURVEY- DETAILED TABLES OF RESULTS

Types of Tests Performed

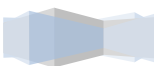
1. Top Five Needs (Open-ended Answers)
2. #1 Need (Open-ended Answers)
3. All Respondents – Importance of Services (Rating Scale)
4. Community Respondents; Importance of Services (Rating Scale)
5. Client Respondents; Importance of Services (Rating Scale)
6. Service Provider Respondents; Importance of Services (Rating Scale)
7. Elected Official Respondents; Importance of Services (Rating Scale)
8. Service Provider Respondents; How do clients and low-income residents access information about available services?
9. Service Provider Respondents; Do low-income individuals in the community have adequate access to information?
10. Client and Community Respondents; Services Used
11. Client Respondents: Top Five Needs (Open-ended Answers) by Hopefulness About Becoming Self-Sufficient
12. Client Respondents; #1 Top Need (Open-ended Answers) by Hopefulness About Becoming Self-Sufficient
13. Client Respondents; Importance of Services (Rating Scale – “Very Important”) by Hopefulness About Becoming Self-Sufficient *** (ONLY INDIVIDUAL COUNTY TABLES) ***
14. Client Respondents; Services Used by Hopefulness About Becoming Self-Sufficient
15. Client and Community Respondents; Top Five Needs (Open-ended Answers) by Employment Status
16. Client and Community Respondents; #1 Top Need (Open-ended Answers) by Employment Status
17. Client and Community Respondents; Are you currently employed?
18. Client and Community Respondents; Importance of Services (Rating Scale) by Employment Status (Employed)
19. Client and Community Respondents; Importance of Services (Rating Scale) by Employment Status (Unemployed)
20. Client and Community Respondents; Importance of Services (Rating Scale) by Employment Status (Retired)
21. All Respondents; Services Used by Employment Status (Employed)
22. All Respondents; Services Used by Employment Status (Unemployed)
23. All Respondents; Services Used by Employment Status (Retired)
24. All Respondents; Surveys Received – By Respondent Type
25. All Counties – All Respondents; Surveys Received – By County *** (ONLY “ALL COUNTY” TABLE) ***

ALL COUNTIES (pages 368-389)

COOKE COUNTY (pages 390-412)

FANNIN COUNTY (pages 413-435)

GRAYSON COUNTY (pages 436-457)



Texoma Tables

All Counties - All Respondents						
Top Five Needs (Open-ended Answers)						
	Service Providers (%)	Community (%)	Clients (%)	Elected Officials (%)	All (%)	
Healthcare/Medical/Counseling	66	52	42	57	47	
Employment	37	50	41	100	44	
Transportation	52	34	31	29	34	
Food/Clothing	16	57	19	14	33	
Housing	60	52	13	43	31	
Utilities	11	35	30	14	30	
Financial Security	14	12	34	0	24	
Education	41	24	16	29	21	
Childcare/Youth Services	32	27	13	29	19	
Other	14	13	16	0	15	
Elderly/Disabled Misc.	3	4	13	0	9	
Domestic	7	4	3	0	4	
Poverty Mentality	7	4	2	0	3	
Info On Services	8	1	1	0	1	
Crime (not drug-related)	3	3	0	0	1	
Substance Abuse	7	2	0	0	1	
N	73	512	744	7	1336	

Of all service providers who responded, 66% listed "healthcare/medical/counseling" as one of the 5 most critical unmet needs among low-income individuals and families in the communities they serve.

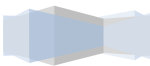
Of all community members who responded, 57% listed "food/clothing" as one of the top 5 needs facing low-income people in their community.

Of all clients who responded, 42% listed "healthcare/medical/counseling" as one of the top 5 most critical needs that keep them from being self-sufficient.

Of all elected officials who responded, 57% listed "healthcare/medical/counseling" as one of the top 5 most critical needs facing low-income individuals in the community.

N – number of respondents

Frequency – number of times an event occurs



All Counties - All Respondents					
#1 Need (Open-ended Answers)					
	Service Providers (%)	Community (%)	Clients (%)	Elected Officials (%)	All (%)
Employment	12	29	24	71	25
Healthcare/Medical/Counseling	22	11	19	0	16
Financial Security	0	4	16	0	11
Food/Clothing	5	18	4	0	9
Elderly/Disabled Misc.	1	9	11	0	9
Housing	29	13	3	0	8
Transportation	7	3	7	14	5
Education	11	4	3	14	4
Childcare/Youth Services	0	1	7	0	4
Utilities	5	3	2	0	3
Other	0	4	3	0	3
Info On Services	1	0	0	0	0
Crime (not drug-related)	0	0	0	0	0
Poverty Mentality	1	1	0	0	0
Domestic	3	0	0	0	0
Substance Abuse	1	1	0	0	0
N	73	512	744	7	1336

Of all service providers who responded, 29% listed "housing" as the most critical unmet need among low-income individuals and families in the communities they serve.

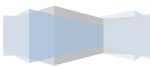
Of all community members who responded, 29% listed "employment" as the top need facing low-income people in their community.

Of all clients who responded, 24% listed "employment" as the top critical need that keeps them from being self-sufficient.

Of all elected officials who responded, 71% listed "employment" as the top critical need facing low-income individuals in the community.

N – number of respondents

Frequency – number of times an event occurs

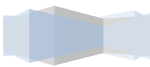


All Counties - All Respondents Importance of Services (Rating Scale)							
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)		N
Employment (Need a Job)	20.5	4.2	2.7	10.6	62		1435
Living Wage Employment (Need a Better Paying Job)	18.8	3.9	2.3	18.6	56.4		1400
More Education (For Better Employment)	16.1	4.1	3.5	24.9	51.4		1402
Enrichment Programs for Youth (Positive Environment and Skill Building)	22.6	4.8	5.8	24.9	41.9		1377
School Readiness (For Children)	21.7	4.8	4.6	24.1	44.8		1374
Affordable Childcare	24.9	5.8	4.1	19.6	45.6		1380
Summer Childcare	25.6	5.9	5.7	23.1	39.6		1362
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	21.4	6.8	9.8	26.7	35.3		1362
Use Public Transportation	21.4	6.8	9.8	26.7	35.3		1387
Need Reliable Personal Vehicle	17.3	5.7	5.4	26.8	44.8		1397
Temporary Shelter	29.6	9.7	11.3	26	23.4		1357
Rent Assistance	15.2	4.7	5.4	30.4	44.2		1371
Utility Assistance (Water Bill, Electric Bill, etc...)	6.1	3.5	4.3	25.5	60.7		1453
Improvements to Heating and A/C in Home	14.5	4.2	9.1	29.2	43		1375
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	18	5.4	6.9	26	43.7		1397
Emergency Healthcare	13.1	5.3	5	25.1	51.5		1398
Preventative Healthcare	11.6	4.9	4.5	28.2	50.8		1391
Health Insurance	10.9	4.1	3.6	24.8	56.5		1374

Of all respondents, 62% ranked "employment" as "very important."

N – number of respondents

Frequency – number of times an event occurs

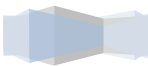


All Counties - Community Respondents Importance of Services (Rating Scale)							
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	Very Important (%)	N
Employment (Need a Job)	3.2	2.1	0.5	11.6	82.6		568
Living Wage Employment (Need a Better Paying Job)	2.7	2.1	1.2	26.2	67.8		562
Affordable Childcare	2.5	2	1.6	32.9	61		557
More Education (For Better Employment)	2.2	1.8	2.5	33.3	60.2		558
Enrichment Programs for Youth (Positive Environment and Skill Building	2.5	2.3	3.4	33.6	58.2		560
School Readiness (For Children)	2.3	2.2	2.9	34.7	57.9		554
Emergency Healthcare	2.5	2.7	4.5	33	57.3		558
Health Insurance	2.8	2.3	4.1	35.6	55.2		533
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	3.9	3	4.1	34.5	54.4		559
Summer Childcare	2.9	2	2.8	38.5	53.8		545
Preventative Healthcare	2.3	2.5	3.6	39.3	52.3		560
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	2.4	1.8	4.4	40.1	51.4		549
Utility Assistance (Water Bill, Electric Bill, etc...)	1.8	2.5	6.5	41.2	47.9		553
Use Public Transportation	4.2	2.5	9.4	37.9	46		552
Need Reliable Personal Vehicle	4	1.7	5.9	44.5	43.9		544
Rent Assistance	3.3	2.2	6.7	49	38.8		539
Improvements to Heating and A/C in Home	2.2	2.6	10.3	48	36.9		542
Temporary Shelter	5.4	2.4	11.7	46.5	34.1		540

Of all community members who responded, 82.6% ranked "employment" as "very important" for reducing poverty in their community and helping people get off social services.

N – number of respondents

Frequency – number of times an event occurs

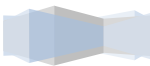


All Counties - Client Respondents Importance of Services (Rating Scale)						
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Utility Assistance (Water Bill, Electric Bill, etc...)	9.6	4.3	3.1	13.6	69.5	816
Health Insurance	17.7	5.7	3.6	16	57.1	758
Improvements to Heating and A/C in Home	24.4	5.6	7.3	14.7	48	750
Preventative Healthcare	19.9	7.1	5.6	19.7	47.7	747
Rent Assistance	25.4	7.1	4.7	15.9	47	749
Emergency Healthcare	22.3	7.7	5.7	18.4	46	757
Living Wage Employment (Need a Better Paying Job)	32.9	5.6	3.3	12.3	45.9	754
Need Reliable Personal Vehicle	28.4	9	5.3	13	44.3	770
Employment (Need a Job)	35.2	6	4.6	10.1	44.1	783
More Education (For Better Employment)	28.2	6.1	4.5	18.6	42.8	760
School Readiness (For Children)	38.4	7.1	5.8	14.5	34.2	737
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	30.4	7.4	9.4	19.4	33.4	754
Affordable Childcare	44.5	9.2	6.1	9.1	31.1	739
Enrichment Programs for Youth (Positive Environment and Skill Building)	40.1	6.9	8	16.3	28.6	735
Summer Childcare	45.3	9.3	8	10	27.4	733
Use Public Transportation	36.3	10.5	10.6	19	23.6	754
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	44.7	11.1	10.5	12.6	21.1	731
Temporary Shelter	50.5	15.8	11.4	9.7	12.5	734

Of all clients who responded, 28.6% ranked "enrichment programs for youth" as "very important" for helping them get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs

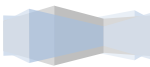


All Counties - Service Provider Respondents						
Importance of Services (Rating Scale)						
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)		1.3		9.1	89.6	77
Affordable Childcare	1.3	1.3	1.3	22.1	74.0	77
Living Wage Employment (Need a Better Paying Job)		1.3		26.0	73.7	77
Use Public Transportation			5.4	23.0	71.6	74
More Education (For Better Employment)		1.3	1.3	28.6	68.8	77
Preventative Healthcare		1.3	1.3	32.5	64.9	77
Family Services (Crisis Counseling, Domestic Violence Services, etc...)		2.7		33.3	64.0	75
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	1.3	2.6	3.9	31.2	61.0	77
Utility Assistance (Water Bill, Electric Bill, etc...)		1.3	1.3	37.7	59.7	77
Emergency Healthcare		1.3	2.6	36.8	59.2	76
Summer Childcare		2.6		37.7	58.4	77
School Readiness (For Children)	2.6	2.6	2.6	36.8	55.3	76
Need Reliable Personal Vehicle		1.3	2.6	40.8	55.3	76
Rent Assistance	1.3		2.6	40.8	55.3	76
Health Insurance	1.3	2.6	1.3	39.5	55.3	76
Enrichment Programs for Youth (Positive Environment and Skill Building)	2.7	2.7	1.3	40.0	53.3	75
Temporary Shelter	1.3	2.6	5.3	38.2	52.6	76
Improvements to Heating and A/C in Home	5.3	1.3	17.1	39.5	36.8	76

Of all service providers who responded, 89.6% ranked "employment" as "very important" for helping clients get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs

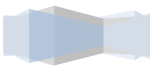


All Counties - Elected Official Respondents						
Importance of Services (Rating Scale)						
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)					100	7
Living Wage Employment (Need a Better Paying Job)					100	7
More Education (For Better Employment)					100	7
Improvements to Heating and A/C in Home					100	7
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)					100	7
Emergency Healthcare					100	7
Preventative Healthcare					100	7
Use Public Transportation		14.3		28.6	57.1	7
Rent Assistance		14.3		28.6	57.1	7
Temporary Shelter			14.3	42.9	42.9	7
Utility Assistance (Water Bill, Electric Bill, etc...)	14.3	14.3	14.3	14.3	42.9	7
Affordable Childcare			28.6	42.9	28.6	7
Enrichment Programs for Youth (Positive Environment and Skill Building)			14.3	71.4	14.3	7
School Readiness (For Children)			28.6	57.1	14.3	7
Summer Childcare			57.1	28.6	14.3	7
Family Services (Crisis Counseling, Domestic Violence Services, etc...)		14.3		71.4	14.3	7
Need Reliable Personal Vehicle		14.3	42.9	28.6	14.3	7
Health Insurance						7

Of all elected officials who responded, 57.1% ranked "public transportation" as "very important" for helping low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



All Counties - Service Provider Respondents
How do clients and low-income residents access
information about available services?

	(%)
Info from friends and family	74
Info from 211 (via telephone or email)	52
Info from internet	31
Info from fliers	27
Info from phone	24
Info from TV	22
Info from mail	14
N	85

Of all service providers who responded, 74% said their clients and low-income residents access information about available resources from "friends and family."

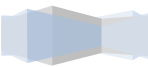
All Counties - Service Provider Respondents
Do low-income individuals in the community
have adequate access to information?

	(%)
Yes	50
No	50
N	84

Of all service providers who responded, 50% said that low-income individuals in the community do have adequate access to information.

N – number of respondents

Frequency – number of times an event occurs



**All Counties - Client and Community Respondents
Services Used**

	Clients (%)*	Community (%)**	All (%)
Medicare or Medicaid	69	39	57
Food Assistance	64	15	44
Utility Bill Assistance	41	9	28
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	30	5	20
Employment Assistance (Workforce Solutions, Experience Works, etc...)	10	6	9
Women, Infants and Children (WIC) Assistance	14	1	9
Children's Health Insurance Program (CHIP)	5	2	4
Childcare	3	2	2
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	2	1	1
Temporary Assistance for Needy Families (TANF)	3	1	2
N	917	616	1533

* services currently enrolled in and receiving assistance from

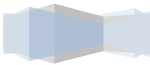
**services used in the past year

Of all clients who responded, 69% said that they were currently enrolled in and receiving assistance from "Medicare or Medicaid."

Of all community members who responded, 39% said that they had used "Medicare or Medicaid" in the past year.

N – number of respondents

Frequency – number of times an event occurs



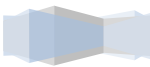
All Counties - Client Respondents
Top Five Needs (Open-ended Answers) by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment	26	23	48	51
Financial Security	29	37	30	36
Transportation	24	29	33	34
Utilities	32	23	30	31
Healthcare/Medical/Counseling	53	68	37	29
Education	12	2	22	21
Food/Clothing	20	20	13	20
Childcare/Youth Services	7	7	12	19
Other	14	17	17	15
Housing	13	13	16	12
Elderly/Disabled Misc.	16	27	11	7
Domestic	1	1	4	4
Poverty Mentality	4	0	2	2
Info On Services	0	1	0	2
Substance Abuse	0	1	0	0
Crime (not drug-related)	0	0	0	0
N	111	128	141	337

Of all clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 51% said that "employment" was one of the top five most critical needs keeping them from being self-sufficient.

N – number of respondents

Frequency – number of times an event occurs

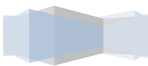


All Counties - Client Respondents				
#1 Top Need (Open-ended Answer) by Hopefulness About Becoming Self-Sufficient				
	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment	13	7	29	33
Financial Security	15	20	13	16
Healthcare/Medical/Counseling	26	37	18	11
Elderly/Disabled Misc.	14	5	13	10
Education	3	0	3	6
Transportation	5	7	11	5
Childcare/Youth Services	10	14	6	4
Food/Clothing	7	4	1	4
Other	3	2	2	4
Housing	1	2	2	4
Utilities	3	2	1	2
Domestic	0	0	0	1
Poverty Mentality	1	0	0	0
Info On Services	0	0	0	0
Crime (not drug-related)	0	0	0	0
Substance Abuse	0	0	0	0
N	111	128	141	337

Of all clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 33% said that "employment" was the top most critical need keeping them from being self-sufficient.

N – number of respondents

Frequency – number of times an event occurs



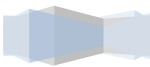
All Counties - Client Respondents
Services Used by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at Hopeful (%)	All	Somewhat Hopeful (%)	Very Hopeful (%)
Food Assistance	65		65	66	66
Utility Bill Assistance	48		63	42	31
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	33		44	20	29
Employment Assistance (Workforce Solutions, Experience Works, etc...)	5		1	13	14
Childcare	0		1	4	4
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	0		1	1	2
Temporary Assistance for Needy Families (TANF)	2		4	2	3
Children's Health Insurance Program (CHIP)	3		5	3	7
Medicare or Medicaid	74		82	72	63
Women, Infants and Children (WIC) Assistance	8		3	17	18
N	133		142	166	410

Of all clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 66% said they were currently enrolled in and receiving "food assistance"

N – number of respondents

Frequency – number of times an event occurs



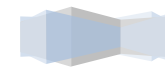
All Counties - Client and Community Respondents
Top Five Needs (Open-ended Answers) by Employment Status

	Employed (%)	Unemployed (%)	Retired (%)
Employment	52	52	27
Financial Security	22	29	24
Housing	37	16	34
Healthcare/Medical/Counseling	41	42	57
Transportation	33	38	27
Education	29	20	8
Food/Clothing	39	28	37
Info On Services	1	1	1
Childcare/Youth Services	30	16	9
Utilities	30	29	36
Elderly/Disabled Misc.	3	10	16
Crime (not drug-related)	2	0	1
Poverty Mentality	3	2	3
Domestic	6	2	1
Substance Abuse	2	0	0
Other	14	15	15
N	452	412	373

Of all clients and community members who responded, 57% of those who were "retired" included "Healthcare/Medical/Counseling" as one of the top five most critical needs either facing themselves or the community.

N – number of respondents

Frequency – number of times an event occurs



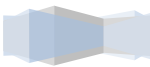
All Counties - Client and Community Respondents
#1 Top Need (Open-ended Answer) by Employment Status

	Employed (%)	Unemployed (%)	Retired (%)
Employment	28	33	15
Financial Security	8	13	13
Housing	9	3	9
Healthcare/Medical/Counseling	13	14	22
Transportation	5	7	5
Education	6	4	1
Food/Clothing	11	6	13
Info On Services	0	0	0
Childcare/Youth Services	1	5	8
Utilities	5	1	1
Elderly/Disabled Misc.	9	10	10
Crime (not drug-related)	0	0	0
Poverty Mentality	0	0	0
Domestic	1	0	0
Substance Abuse	0	0	0
Other	3	3	4
N	452	412	373

Of all clients and community members who responded, 33% of those who were "unemployed" included "employment" as the top most critical need either facing themselves or the community.

N – number of respondents

Frequency – number of times an event occurs

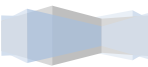


All Counties - Client and Community Respondents			
Are you currently employed?			
	Frequency	All (%)	
Employed	559	37.2	
Unemployed	445	29.6	
Retired	498	33.2	
N	1502		

Of all clients and community members who responded, 37.2% said that they were "employed."

N – number of respondents

Frequency – number of times an event occurs



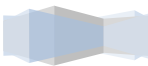
All Counties - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Employed)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	16	2.7	2.7	9.3	69.3	525
Living Wage Employment (Need a Better Paying Job)	7.6	1.9	1.7	21.6	67.1	523
More Education (For Better Employment)	6.6	1.4	1.7	30.6	59.8	517
Affordable Childcare	14.6	3.5	3.5	23.3	55.1	515
School Readiness (For Children)	12.7	2.3	4.3	27	53.7	512
Health Insurance	11.3	4.2	4.8	27.2	52.6	504
Utility Assistance (Water Bill, Electric Bill, etc...)	6.5	3.6	6.9	32.1	51.0	524
Enrichment Programs for Youth (Positive Environment and Skill Building)	13.6	2.9	5.2	27.9	50.4	516
Emergency Healthcare	11.5	5.9	6.3	26.0	50.3	523
Preventative Healthcare	11.0	5.4	4.3	30.2	49.0	516
Summer Childcare	15.9	3.3	4.3	28.6	47.8	510
Use Public Transportation	16.9	7.6	12.4	30	33.1	516
Need Reliable Personal Vehicle	14.6	5.3	4.7	31.8	43.7	513
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	15.6	4.9	7.6	28.5	43.5	559
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	15.9	5.6	8.2	31.1	39.2	515
Rent Assistance	12.7	4.7	7.8	36.9	37.8	510
Improvements to Heating and A/C in Home	12.8	3.3	12.2	35.0	36.7	509
Temporary Shelter	22.9	10	12.9	31.4	22.9	512

Of all clients and community members who responded, 69.3% of those who said they were "employed" also said that "employment" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



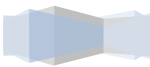
All Counties - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Unemployed)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Utility Assistance (Water Bill, Electric Bill, etc...)	7.3	3.8	2.4	17.4	69.1	453
Health Insurance	12.7	4.2	4.2	18.5	60.3	426
Employment (Need a Job)	20.6	3.9	2.6	12.3	60.5	456
Rent Assistance	17.5	5.3	4.6	21.0	51.8	438
More Education (For Better Employment)	18.9	4.7	5.2	20	51.2	445
Emergency Healthcare	16.4	5.5	6.6	21.0	50.6	439
Living Wage Employment (Need a Better Paying Job)	25.2	4.8	3.2	16.1	50.7	440
Preventative Healthcare	14.0	4.3	7.2	24.2	50.2	442
Improvements to Heating and A/C in Home	18.7	5.2	7.3	20.9	47.9	422
Need Reliable Personal Vehicle	21.1	7	6.3	18.2	47.5	446
School Readiness (For Children)	29	6.2	4.6	19.8	40.5	435
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	23.4	6.5	7.7	22.7	39.6	444
Affordable Childcare	34.8	7.7	5.7	13	38.9	440
Enrichment Programs for Youth (Positive Environment and Skill Building)	30.7	5.3	7.4	22.3	34.2	430
Summer Childcare	35.3	8.1	8.3	14.7	33.4	434
Use Public Transportation	29.4	6.8	10.2	22.9	30.8	442
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	36.2	8.9	10.5	17.8	26.6	428
Temporary Shelter	40.6	11.2	12.1	18.2	17.9	429

Of all clients and community members who responded, 69.1% of those who said they were "unemployed" also said that "utility assistance" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



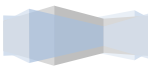
**All Counties - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Retired)**

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Utility Assistance (Water Bill, Electric Bill, etc...)	5.1	3.5	3.7	24.3	63.4	374
Health Insurance	9.2	4.6	2.0	26.2	57.9	347
Emergency Healthcare	13.0	5.3	1.8	27.1	52.8	339
Preventative Healthcare	11.4	5.7	2.4	30.0	50.5	333
Improvements to Heating and A/C in Home	13.0	4.6	5.2	29.2	48.0	346
Employment (Need a Job)	30.9	7.1	3.7	10.8	47.6	353
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	17.0	5.6	5.9	26.4	45.2	341
Living Wage Employment (Need a Better Paying Job)	31	6.9	2.7	16.1	43.3	335
Need Reliable Personal Vehicle	19.5	5.9	6.2	27.7	40.7	339
Rent Assistance	19.1	5.5	3.4	31.4	40.6	325
Enrichment Programs for Youth (Positive Environment and Skill Building)	29.9	7.9	5.4	19	37.8	331
Use Public Transportation	21.7	7.2	6	28.6	36.4	332
School Readiness (For Children)	29.8	7.7	4.9	21.5	36	325
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	29.4	7.5	4.4	23.1	35.6	320
More Education (For Better Employment)	29.6	8	4.7	22.5	35.2	338
Affordable Childcare	32.5	8.4	3.4	21.4	34.4	323
Summer Childcare	32.5	8.5	4.7	22.7	31.5	317
Temporary Shelter	32	9.1	9.1	25.1	24.8	319

Of all clients and community members who responded, 63.4% of those who said they were "retired" also said that "utility assistance" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



All Counties - All Respondents
Services Used by Employment Status (Employed)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	56	8	30
Utility Bill Assistance	23	6	14
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	22	2	11
Employment Assistance (Workforce Solutions, Experience Works, etc...)	4	7	6
Childcare	5	4	4
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	1	1	1
Temporary Assistance for Needy Families (TANF)	2	1	2
Children's Health Insurance Program (CHIP)	9	2	5
Medicare or Medicaid	54	12	31
Women, Infants and Children (WIC) Assistance	22	2	11
N	255	304	559

* services currently enrolled in and receiving assistance from

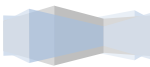
**services used in the past year

Of all clients who responded, 56% of those who were "employed" were also enrolled in and receiving "food assistance" at the time.

Of all community members who responded, 12% of those who were "employed" had also used "Medicare or Medicaid" in the past year.

N – number of respondents

Frequency – number of times an event occurs



All Counties - All Respondents
Services Used by Employment Status (Unemployed)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	73	36	65
Utility Bill Assistance	37	15	33
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	34	11	29
Employment Assistance (Workforce Solutions, Experience Works, etc...)	18	15	18
Childcare	2	1	2
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	2	2	2
Temporary Assistance for Needy Families (TANF)	4	0	4
Children's Health Insurance Program (CHIP)	5	2	4
Medicare or Medicaid	70	61	68
Women, Infants and Children (WIC) Assistance	16	3	13
N	400	98	498

* services currently enrolled in and receiving assistance from

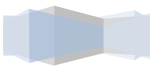
**services used in the past year

Of all clients who responded, 73% of those who were "unemployed" were also enrolled in and receiving "food assistance" at the time.

Of all community members who responded, 61% of those who were "unemployed" had also used "Medicare or Medicaid" in the past year.

N – number of respondents

Frequency – number of times an event occurs



All Counties - All Respondents
Services Used by Employment Status (Retired)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	58	13	37
Utility Bill Assistance	67	10	41
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	31	6	19
Employment Assistance (Workforce Solutions, Experience Works, etc...)	2	1	2
Childcare	1	0	1
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	1	1	1
Temporary Assistance for Needy Families (TANF)	3	0	2
Children's Health Insurance Program (CHIP)	2	0	1
Medicare or Medicaid	83	69	76
Women, Infants and Children (WIC) Assistance	1	0	1
N	239	206	445

* services currently enrolled in and receiving assistance from

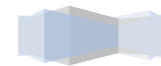
**services used in the past year

Of all clients who responded, 83% of clients who were "retired" were also enrolled in and receiving "Medicare or Medicaid" at the time.

Of all community members who responded, 69% of those who were "retired" had also used "Medicare or Medicaid" services in the past year.

N – number of respondents

Frequency – number of times an event occurs



All Counties - All Respondents Surveys Received - By Respondent Type			
	Frequency	(%)	
Community	616	38.1	
Client	917	56.7	
Service Providers	78	4.8	
Elected Officials	7	0.4	
Valid N	1618		

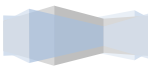
Of all surveys received, 56.7% were from "clients."

All Counties - All Respondents Surveys Received - By County			
	Frequency	(%)	
Cooke County	198	12.6	
Fannin County	929	27.6	
Grayson County	432	59.2	
N	1568		

Of all surveys received, 59.2% were from "Grayson County."

N – number of respondents

Frequency – number of times an event occurs



Cooke County Tables

Cooke County - All Respondents Top Five Needs (Open-ended Answers)					
	Service Providers (%)	Community (%)	Clients (%)	Elected Officials (%)	All (%)
Employment	43	54	41	100	49
Financial Security	0	12	27	0	19
Housing	71	54	13	25	35
Healthcare/Medical/Counseling	71	39	41	50	41
Transportation	86	21	20	50	25
Education	29	21	11	25	18
Food/Clothing	29	55	15	0	34
Info On Services	0	0	0	0	0
Childcare/Youth Services	14	13	10	25	12
Utilities	14	36	34	0	32
Elderly/Disabled Misc.	0	7	15	0	10
Crime (not drug-related)	0	1	0	0	1
Poverty Mentality	0	4	1	0	4
Domestic	0	3	1	0	2
Substance Abuse	0	0	0	0	0
Other	14	22	21	0	20
N	7	76	71	4	162

Of all Cooke County service providers who responded, 86% listed "transportation" as one of the 5 most critical unmet needs among low-income individuals and families in the communities they serve.

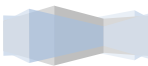
Of all Cooke County community members who responded, 55% listed "food/clothing" as one of the top 5 needs facing low-income people in their community.

Of all Cooke County clients who responded, 41% listed "employment" as one of the top 5 most critical needs that keep them from being self-sufficient.

Of all Cooke County elected officials who responded, 100% listed "employment" as one of the top 5 most critical needs facing low-income individuals in the community.

N – number of respondents

Frequency – number of times an event occurs



Cooke County #1 Need (Open-ended Answers)						
	Service Providers (%)	Community (%)	Clients (%)	Elected Officials (%)	All (%)	
Employment	14	29	23	75	26	
Financial Security	0	8	11	0	9	
Housing	29	16	3	0	10	
Healthcare/Medical/Counseling	14	4	24	0	14	
Transportation	14	4	1	25	4	
Education	14	3	3	0	4	
Food/Clothing	14	24	7	0	15	
Info On Services	0	0	0	0	0	
Childcare/Youth Services	0	1	8	0	4	
Utilities	0	0	3	0	1	
Elderly/Disabled Misc.	0	8	14	0	10	
Crime (not drug-related)	0	0	0	0	0	
Poverty Mentality	0	0	0	0	0	
Domestic	0	0	0	0	0	
Substance Abuse	0	0	0	0	0	
Other	0	4	3	0	3	
N	7	76	71	4	162	

Of all Cooke County service providers who responded, 29% listed "housing" as the most critical unmet need among low-income individuals and families in the communities they serve.

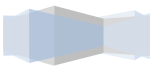
Of all Cooke County community members who responded, 29% listed "employment" as the top need facing low-income people in their community.

Of all Cooke County clients who responded, 24% listed "healthcare/medical/counseling" as the top critical need that keeps them from being self-sufficient.

Of all Cooke County elected officials who responded, 75% listed "employment" as the top critical need facing low-income individuals in the community.

N – number of respondents

Frequency – number of times an event occurs

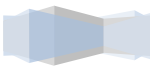


Cooke County - All Respondents Importance of Services (Rating Scale)						
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	19.2	4	1.1	9.6	66.1	177
Living Wage Employment (Need a Better Paying Job)	18.8	3.4	2.3	22.2	53.4	176
More Education (For Better Employment)	18.2	2.9	2.9	31.8	44.1	170
Enrichment Programs for Youth (Positive Environment and Skill Building)	19.8	4.1	4.1	29.7	42.4	172
School Readiness (For Children)	20	4.1	4.7	29.4	41.8	170
Affordable Childcare	23.3	2.9	4.7	26.7	42.4	172
Summer Childcare	22.7	3.1	5.5	31.9	36.8	163
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	23	3	6.7	27.3	40	165
Use Public Transportation	18.9	4.7	14.2	29.6	32.5	169
Need Reliable Personal Vehicle	14.4	4.8	9	33.5	38.3	167
Temporary Shelter	24.5	6.3	13.2	32.1	23.9	159
Rent Assistance	14.6	5.7	8.9	32.9	38	176
Utility Assistance (Water Bill, Electric Bill, etc...)	1.7	5.7	9.1	31.3	52.3	163
Improvements to Heating and A/C in Home	8.6	4.3	14.7	35	37.4	163
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	13.7	4.8	7.7	31.5	42.3	168
Emergency Healthcare	12.2	4.1	4.7	30.2	48.8	172
Preventative Healthcare	10.9	4.6	4.6	31	48.9	174
Health Insurance	12	4.2	4.2	25.3	54.2	166

Of all Cooke County respondents, 66.1% ranked "employment" as "very important."

N – number of respondents

Frequency – number of times an event occurs



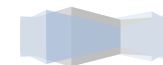
Cooke County - Community Respondents
Importance of Services (Rating Scale)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	6.3	2.1	0.1	11.6	78.9	95
Living Wage Employment (Need a Better Paying Job)	6.3	1.1	1.1	33.7	57.9	95
More Education (For Better Employment)	4.4	1.1	2.2	42.9	49.5	91
Enrichment Programs for Youth (Positive Environment and Skill Building)	5.4	2.2	4.3	37	51.1	92
School Readiness (For Children)	4.4	2.2	2.2	42.2	48.9	90
Affordable Childcare	5.4	1.1	4.3	42.4	46.7	92
Summer Childcare	5.8	0.2	4.7	47.7	40.7	86
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	4.7		7.1	43.5	44.7	85
Use Public Transportation	6.8	1.1	19.3	45.5	27.3	88
Need Reliable Personal Vehicle	5.8		12.8	51.2	30.2	86
Temporary Shelter	6	1.2	18.1	48.2	26.5	83
Rent Assistance	4.7	2.4	14.1	49.4	29.5	85
Utility Assistance (Water Bill, Electric Bill, etc...)	2.2	2.2	14.3	49.5	31.9	91
Improvements to Heating and A/C in Home	2.3	3.4	16.1	54	24	87
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	3.3	5.4	8.7	41.3	41.3	92
Emergency Healthcare	3.2	3.2	7.5	43	43	93
Preventative Healthcare	3.2	4.3	6.4	47.9	38.3	94
Health Insurance	3.4	2.3	5.7	43.2	45.5	88

Of all Cooke County community members who responded, 78.9% ranked "employment" as "very important" for reducing poverty in their community and helping people get off social services.

N – number of respondents

Frequency – number of times an event occurs

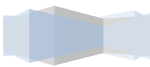


Cooke County - Client Respondents Importance of Services (Rating Scale)						
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	39.4	7	1.4	8.5	43.7	71
Living Wage Employment (Need a Better Paying Job)	38.6	7.1	4.3	8.6	41.4	70
More Education (For Better Employment)	39.7	5.9	4.4	17.6	32.4	68
Enrichment Programs for Youth (Positive Environment and Skill Building)	42	7.2	2.9	17.4	30.4	69
School Readiness (For Children)	43.5	7.2	5.8	10.1	33.3	69
Affordable Childcare	50.7	5.8	4.3	7.2	31.9	69
Summer Childcare	48.5	6.1	4.5	12.1	28.2	66
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	49.3	5.8	7.2	7.2	30.4	69
Use Public Transportation	37.1	8.6	10	11.4	32.9	70
Need Reliable Personal Vehicle	27.1	10	5.7	12.9	44.3	70
Temporary Shelter	52.3	12.3	7.7	12.3	15.4	65
Rent Assistance	30.6	11.3	1.6	8.1	48.4	62
Utility Assistance (Water Bill, Electric Bill, etc...)	1.4	9.5	4.1	8.1	77	74
Improvements to Heating and A/C in Home	16.9	4.6	10.8	12.3	55.4	65
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	30.8	4.6	7.7	18.5	38.5	65
Emergency Healthcare	26.5	5.9		14.7	52.9	68
Preventative Healthcare	23.2	5.8	1.4	11.6	58	69
Health Insurance	25	5.9	1.5	4.4	63.2	68

Of all Cooke County clients who responded, 63.2% ranked "health insurance" as "very important" for helping them get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



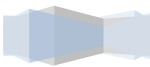
Cooke County - Service Provider Respondents
Importance of Services (Rating Scale)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)					100	7
Living Wage Employment (Need a Better Paying Job)				14.3	85.7	7
More Education (For Better Employment)				42.9	57.1	7
Enrichment Programs for Youth (Positive Environment and Skill Building)		9.1		42.9	57.1	7
School Readiness (For Children)		0	14.3	42.9	42.9	7
Affordable Childcare			0		100	7
Summer Childcare		9.1		28.6	71.4	7
Family Services (Crisis Counseling, Domestic Violence Services, etc...)			9.1	14.3	85.7	7
Use Public Transportation				14.3	85.7	7
Need Reliable Personal Vehicle				28.6	71.4	7
Temporary Shelter			14.3	14.3	71.4	7
Rent Assistance				42.9	57.1	7
Utility Assistance (Water Bill, Electric Bill, etc...)				28.6	71.4	7
Improvements to Heating and A/C in Home			42.9	14.3	42.9	7
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)				42.9	57.1	7
Emergency Healthcare			14.3	28.6	57.1	7
Preventative Healthcare			14.3	14.3	71.4	7
Health Insurance		16.7	16.7	16.7	50	6

Of all Cooke County service providers who responded, 85.7% ranked "family services" as "very important" for helping clients get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



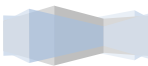
Cooke County - Elected Official Respondents
Importance of Services (Rating Scale)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)					100	4
Living Wage Employment (Need a Better Paying Job)					100	4
More Education (For Better Employment)					100	4
Enrichment Programs for Youth (Positive Environment and Skill Building)			25	50	25	4
School Readiness (For Children)			25	50	25	4
Affordable Childcare			25	50	25	4
Summer Childcare			50	25	25	4
Family Services (Crisis Counseling, Domestic Violence Services, etc...)			25	50	25	4
Use Public Transportation			25	25	50	4
Need Reliable Personal Vehicle			25	50	25	4
Temporary Shelter			25	50	25	4
Rent Assistance			25	50	25	4
Utility Assistance (Water Bill, Electric Bill, etc...)			25	50	25	4
Improvements to Heating and A/C in Home		25	25	25	25	4
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)					100	4
Emergency Healthcare					100	4
Preventative Healthcare					100	4
Health Insurance					100	4

Of all Cooke County elected officials who responded, 100% ranked "employment" as "very important" for helping low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



Cooke County - Service Provider Respondents		
How do clients and low-income residents access information about available services?		
	(%)	
Info from internet	0	
Info from 211	27	
Info from TV	9	
Info from mail	0	
Info from fliers	0	
Info from friends and family	45	
Info from phone	18	
N	11	

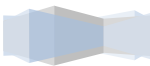
Of all Cooke County service providers who responded, 45% said their clients and low-income residents access information about available resources from "friends and family."

Cooke County - Service Provider Respondents		
Do low-income individuals in the community have adequate access to information?		
	(%)	
Yes	45.5	
No	54.5	
N	11	

Of all Cooke County service providers who responded, 45.5% said that low-income individuals in the community do have adequate access to information.

N – number of respondents

Frequency – number of times an event occurs



Cooke County - Client and Community Respondents
Services Used

	Clients (%)*	Community (%)**	All (%)
Food Assistance	62	12	33
Utility Bill Assistance	66	8	33
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	32	6	17
Employment Assistance (Workforce Solutions, Experience Works, etc...)	14	1	6
Childcare	4	0	2
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	4	2	3
Temporary Assistance for Needy Families (TANF)	1	1	1
Children's Health Insurance Program (CHIP)	1	1	1
Medicare or Medicaid	72	45	57
Women, Infants and Children (WIC) Assistance	5	0	2
N	79	108	187

* services currently enrolled in and receiving assistance from

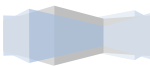
**services used in the past year

Of all Cooke County clients who responded, 72% said that they were currently enrolled in and receiving assistance from "Medicare or Medicaid."

Of all Cooke County community members who responded, 45% said that they had used "Medicare or Medicaid" in the past year.

N – number of respondents

Frequency – number of times an event occurs

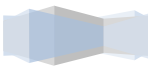


Cooke County - Client Respondents				
Top Five Needs (Open-ended Answers) by Hopefulness About Becoming Self-Sufficient				
	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment	17	50	50	48
Financial Security	42	14	33	22
Housing	8	14	17	11
Healthcare/Medical/Counseling	50	64	42	22
Transportation	8	7	33	26
Education	8	0	25	15
Food/Clothing	17	0	17	19
Info On Services	0	0	0	0
Childcare/Youth Services	8	7	8	15
Utilities	33	29	8	41
Elderly/Disabled Misc.	8	21	17	1100
Crime (not drug-related)	0	0	0	0
Poverty Mentality	0	0	0	4
Domestic	0	0	8	0
Substance Abuse	0	0	0	0
Other	0	43	42	11
N	12	14	12	27

Of all Cooke County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 48% said that "employment" was one of the top five most critical needs keeping them from being self-sufficient.

N – number of respondents

Frequency – number of times an event occurs



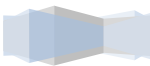
Cooke County - Client Respondents
#1 Top Need (Open-ended Answer) by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment	0	14	25	41
Financial Security	25	7	17	7
Housing	0	7	0	4
Healthcare/Medical/Counseling	33	50	25	7
Transportation	0	0	8	0
Education	0	0	0	7
Food/Clothing	17	0	0	4
Info On Services	0	0	0	0
Childcare/Youth Services	0	0	17	11
Utilities	8	7	0	0
Elderly/Disabled Misc.	17	14	8	15
Crime (not drug-related)	0	0	0	0
Poverty Mentality	0	0	0	0
Domestic	0	0	0	0
Substance Abuse	0	0	0	0
Other	0	0	0	4
N	12	14	12	27

Of all Cooke County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 41% said that "employment" was the top most critical need keeping them from being self-sufficient.

N – number of respondents

Frequency – number of times an event occurs



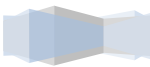
Cooke County - Client Respondents
Importance of Services (Rating Scale - "Very Important") by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment (Need a Job)	30.8	13.3	41.7	68
Living Wage Employment (Need a Better Paying Job)	30.8	21.4	41.7	8
More Education (For Better Employment)	16.7	6.3	27.3	60
Enrichment Programs for Youth (Positive Environment and Skill Building)	16.7	14.3	9.1	57.7
School Readiness (For Children)	33.3	14.3	9.1	57.7
Affordable Childcare	33.3	7.1		61.5
Summer Childcare	33.3	7.7	9.1	50
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	33.3	7.1	18.2	50
Use Public Transportation	25	28.6	45.5	33.3
Need Reliable Personal Vehicle	66.7	40	41.7	38.5
Temporary Shelter	25		30	12.5
Rent Assistance	50	46.2	45.5	47.8
Utility Assistance (Water Bill, Electric Bill, etc...)	85.7	73.3	16.7	80.8
Improvements to Heating and A/C in Home	60	57.1	54.5	53.8
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	63.6	21.4	33.3	43.5
Emergency Healthcare	63.6	53.3	41.7	62.5
Preventative Healthcare	72.7	73.3	41.7	61.5
Health Insurance	72.7	73.3	45.5	75
N	14	16	12	30

Of all Cooke County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 75% said that "health insurance" was "very important" for helping them get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



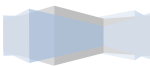
Cooke County - Client Respondents
Services Used by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Food Assistance	57.00	56.00	67.00	70.00
Utility Bill Assistance	79.00	87.00	67.00	43.00
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	21.00	38.00	42.00	30.00
Employment Assistance (Workforce Solutions, Experience Works, etc...)	7.00	6.00	17.00	23.00
Childcare	0.00	0.00	8.00	7.00
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	0.00	0.00	0.00	10.00
Temporary Assistance for Needy Families (TANF)	0.00	6.00	0.00	0.00
Children's Health Insurance Program (CHIP)	0.00	6.00	0.00	0.00
Medicare or Medicaid	71.00	88.00	67.00	73.00
Women, Infants and Children (WIC) Assistance	0.00	6.00	0.00	10.00
N	14	16	12	30

Of all Cooke County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 70% said they were currently enrolled in and receiving "food assistance."

N – number of respondents

Frequency – number of times an event occurs



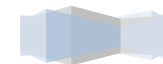
Cooke County - Client and Community Respondents
Top Five Needs (Open-ended Answers) by Employment Status

	Employed (%)	Unemployed (%)	Retired (%)
Employment	62	52	38
Financial Security	10	21	21
Housing	44	25	38
Healthcare/Medical/Counseling	31	40	48
Transportation	18	27	16
Education	21	17	13
Food/Clothing	33	44	32
Info On Services	0	0	0
Childcare/Youth Services	23	13	4
Utilities	26	33	41
Elderly/Disabled Misc.	10	10	11
Crime (not drug-related)	0	2	0
Poverty Mentality	0	0	7
Domestic	3	2	2
Substance Abuse	0	0	0
Other	13	27	23
N	39	48	56

Of all Cooke County clients and community members who responded, 41% of those who were "retired" included "utilities" as one of the top five most critical needs either facing themselves or the community.

N – number of respondents

Frequency – number of times an event occurs



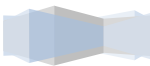
Cooke County - Client and Community Respondents
#1 Top Need (Open-ended Answer) by Employment Status

	Employed (%)	Unemployed (%)	Retired (%)
Employment	31	25	25
Financial Security	3	10	14
Housing	15	4	11
Healthcare/Medical/Counseling	13	17	11
Transportation	3	4	2
Education	8	0	0
Food/Clothing	10	19	16
Info On Services	0	0	0
Childcare/Youth Services	5	4	5
Utilities	5	0	0
Elderly/Disabled Misc.	8	15	11
Crime (not drug-related)	0	0	0
Poverty Mentality	0	0	0
Domestic	0	0	0
Substance Abuse	0	0	0
Other	0	2	5
N	39	48	56

Of all Cooke County clients and community members who responded, 25% of those who were "unemployed" included "employment" as the top most critical need either facing themselves or the community.

N – number of respondents

Frequency – number of times an event occurs

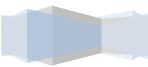


Cooke County - Client and Community Respondents			
Are you currently employed?			
	Frequency	All (%)	
Employed	57	31.3	
Unemployed	69	37.9	
Retired	56	30.7	
N	182		

Of all Cooke County clients and community members who responded, 37.9% said that they were "unemployed."

N – number of respondents

Frequency – number of times an event occurs



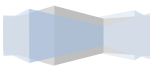
Cooke County - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Employed)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	9.3	1.9	1.9	7.4	79.6	54
Living Wage Employment (Need a Better Paying Job)	3.8	1.9	1.9	28.8	63.5	52
More Education (For Better Employment)	7.7	1.9		40.4	50	52
Enrichment Programs for Youth (Positive Environment and Skill Building)	7.5	1.9	3.8	41.5	45.3	53
School Readiness (For Children)	9.6		3.8	34.6	51.9	52
Affordable Childcare	11.5		5.8	40.4	42.3	52
Summer Childcare	10.2		2	49	38.8	49
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	11.1	1.9	7.4	37	42.6	54
Use Public Transportation	11.8	3.9	23.5	43.1	17.6	51
Need Reliable Personal Vehicle	7.5	3.8	9.4	49.1	30.2	53
Temporary Shelter	11.8	7.8	17.6	41.2	21.6	51
Rent Assistance	11.8	5.9	17.6	41.2	23.5	51
Utility Assistance (Water Bill, Electric Bill, etc...)	1.9	5.7	17.0	45.3	30.2	53
Improvements to Heating and A/C in Home	3.8	1.9	26.9	48.1	19.2	52
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	5.7	3.8	15.1	37.7	37.7	53
Emergency Healthcare	9.4	3.8	7.5	37.7	41.5	53
Preventative Healthcare	9.4	3.8	5.7	41.5	39.6	53
Health Insurance	10.0	4.0	6.0	36.0	44.0	50

Of all Cooke County clients and community members who responded, 79.6% of those who said they were "employed" also said that "employment" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



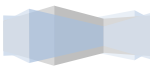
Cooke County - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Unemployed)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	23.5	2.0		17.6	56.9	51
Living Wage Employment (Need a Better Paying Job)	24.5		4.1	22.4	49.0	49
More Education (For Better Employment)	20.4		6.1	26.5	46.9	49
Enrichment Programs for Youth (Positive Environment and Skill Building)	28.6	4.1	2.0	22.4	42.9	49
School Readiness (For Children)	28.6	6.1	2.0	18.4	44.9	49
Affordable Childcare	34.0	4.0	2.0	14.0	46.0	50
Summer Childcare	31.3	4.2	4.2	20.8	39.6	48
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	37.0	6.5	6.5	10.9	39.1	46
Use Public Transportation	34.0	2.0	4.0	18.0	42.0	50
Need Reliable Personal Vehicle	20.8	4.2	8.3	16.7	50.0	48
Temporary Shelter	46.7	2.2	6.7	24.4	20.0	45
Rent Assistance	18.6	7.0		16.3	58.1	43
Utility Assistance (Water Bill, Electric Bill, etc...)	4.3	2.1	2.1	17.0	74.5	47
Improvements to Heating and A/C in Home	11.6		4.7	25.6	58.1	43
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	26.1	2.2		28.3	43.5	46
Emergency Healthcare	21.3	4.3		25.5	48.9	47
Preventative Healthcare	20.8	2.1	2.1	27.1	47.9	48
Health Insurance	22.2	2.2	2.2	11.1	62.2	45

Of all Cooke County clients and community members who responded, 74.5% of those who said they were "unemployed" also said that "utility assistance" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



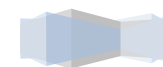
Cooke County - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Retired)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	25.9	8.6	1.7	6.9	56.9	58
Living Wage Employment (Need a Better Paying Job)	26.7	8.3	1.7	20.0	43.3	60
More Education (For Better Employment)	25.9	7.4	3.7	29.6	33.3	54
Enrichment Programs for Youth (Positive Environment and Skill Building)	24.1	7.4	5.6	20.4	42.6	54
School Readiness (For Children)	22.6	7.5	3.8	32.1	34.0	53
Affordable Childcare	25.9	5.6	5.6	27.8	35.2	54
Summer Childcare	27.5	5.9	7.8	29.4	29.4	51
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	24.0		8.0	34.0	34.0	50
Use Public Transportation	15.1	7.5	15.1	32.1	30.2	53
Need Reliable Personal Vehicle	15.7	5.9	11.8	37.3	29.4	51
Temporary Shelter	24.5	6.1	16.3	30.6	22.4	49
Rent Assistance	16.0	6.0	8.0	38.0	32.0	50
Utility Assistance (Water Bill, Electric Bill, etc...)		8.2	9.8	31.1	50.8	61
Improvements to Heating and A/C in Home	7.4	9.3	9.3	35.2	38.9	54
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	7.4	9.3	9.3	31.5	42.6	54
Emergency Healthcare	3.6	5.4	5.4	30.4	55.4	56
Preventative Healthcare	3.5	8.8	5.3	28.1	54.4	57
Health Insurance	3.4	5.2	3.4	31.0	56.9	58

Of all Cooke County clients and community members who responded, 56.9% of those who said they were "retired" also said that "employment" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



Cooke County - All Respondents
Services Used by Employment Status (Employed)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	37	2	12
Utility Bill Assistance	31	0	9
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	19	0	5
Employment Assistance (Workforce Solutions, Experience Works, etc...)	13	2	5
Childcare	6	0	2
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	6	0	2
Temporary Assistance for Needy Families (TANF)	0	2	2
Children's Health Insurance Program (CHIP)	6	0	2
Medicare or Medicaid	50	2	16
Women, Infants and Children (WIC) Assistance	6	0	2
N	16	41	57

* services currently enrolled in and receiving assistance from

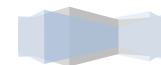
**services used in the past year

Of all Cooke County clients who responded, 37% of those who were "employed" were also enrolled in and receiving "food assistance" at the time.

Of all Grayson County community members who responded, 2% of those who were "employed" had also used "employment assistance" in the past year.

N – number of respondents

Frequency – number of times an event occurs



Cooke County - All Respondents
Services Used by Employment Status (Unemployed)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	79	32	61
Utility Bill Assistance	68	18	48
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	41	18	32
Employment Assistance (Workforce Solutions, Experience Works, etc...)	24	0	14
Childcare	3	0	2
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	3	5	4
Temporary Assistance for Needy Families (TANF)	3	0	2
Children's Health Insurance Program (CHIP)	0	0	0
Medicare or Medicaid	68	73	70
Women, Infants and Children (WIC) Assistance	3	0	2
N	34	22	56

* services currently enrolled in and receiving assistance from

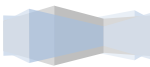
**services used in the past year

Of all Cooke County clients who responded, 79% of those who were "unemployed" were also enrolled in and receiving "food assistance" at the time.

Of all Cooke County community members who responded, 73% of those who were "unemployed" had also used "Medicare or Medicaid" in the past year.

N – number of respondents

Frequency – number of times an event occurs



Cooke County - All Respondents
Services Used by Employment Status (Retired)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	52	11	26
Utility Bill Assistance	88	11	39
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	24	5	12
Employment Assistance (Workforce Solutions, Experience Works, etc...)	4	0	1
Childcare	0	0	0
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	0	2	1
Temporary Assistance for Needy Families (TANF)	0	0	0
Children's Health Insurance Program (CHIP)	0	0	0
Medicare or Medicaid	92	70	78
Women, Infants and Children (WIC) Assistance	4	0	1
N	25	44	69

* services currently enrolled in and receiving assistance from

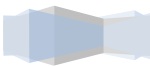
**services used in the past year

Of all Cooke County clients who responded, 78% of clients who were "retired" were also enrolled in and receiving "Medicare or Medicaid" at the time.

Of all Cooke County community members who responded, 70% of those who were "retired" had also used "Medicare or Medicaid" services in the past year.

N – number of respondents

Frequency – number of times an event occurs

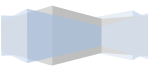


Cooke County Surveys Received - By Respondent Type			
	Frequency	(%)	
Community	108	54.5	
Client	79	39.9	
Service Providers	7	3.5	
Elected Officials	4	2	
N	198		

Of all Cooke County surveys received, 54.5% were from the "community."

N – number of respondents

Frequency – number of times an event occurs



Fannin County Tables

Fannin County - All Respondents Top Five Needs (Open-ended Answers)						
	Service Providers (%)	Community (%)	Clients (%)	Elected Officials (%)	All (%)	
Employment	31	60	40	100	46	
Financial Security	13	8	28	0	22	
Housing	50	49	14	0	26	
Healthcare/Medical/Counseling	50	49	43	0	45	
Transportation	44	31	27	0	30	
Education	63	37	16	100	25	
Food/Clothing	31	54	20	0	30	
Info On Services	6	2	0	0	2	
Childcare/Youth Services	44	27	13	100	19	
Utilities	13	30	27	0	27	
Elderly/Disabled Misc.	0	6	14	0	11	
Crime (not drug-related)	13	3	0	0	2	
Poverty Mentality	0	3	1	0	2	
Domestic	6	6	3	0	4	
Substance Abuse	0	2	0	0	1	
Other	0	12	18	0	15	
N	16	90	219	1	330	

Of all Fannin County service providers who responded, 63% listed "education" as one of the 5 most critical unmet needs among low-income individuals and families in the communities they serve.

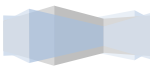
Of all Fannin County community members who responded, 54% listed "food/clothing" as one of the top 5 needs facing low-income people in their community.

Of all Fannin County clients who responded, 43% listed "healthcare/medical/counseling" as one of the top 5 most critical needs that keep them from being self-sufficient.

Of all Fannin County elected officials who responded, 100% listed "employment" as one of the top 5 most critical needs facing low-income individuals in the community.

N – number of respondents

Frequency – number of times an event occurs



Fannin County #1 Need (Open-ended Answers)					
	Service Providers (%)	Community (%)	Clients (%)	Elected Officials (%)	All (%)
Employment	19	41	24	0	28
Financial Security	0	3	13	0	10
Housing	6	2	3	0	4
Healthcare/Medical/Counseling	25	12	18	0	17
Transportation	0	0	6	0	4
Education	13	3	4	100	5
Food/Clothing	13	18	5	0	9
Info On Services	0	0	0	0	0
Childcare/Youth Services	0	0	10	0	7
Utilities	19	4	2	0	3
Elderly/Disabled Misc.	6	12	8	0	9
Crime (not drug-related)	0	1	0	0	0
Poverty Mentality	0	0	0	0	0
Domestic	0	0	1	0	1
Substance Abuse	0	0	0	0	0
Other	0	2	5	0	4
N	16	90	219	1	330

Of all Fannin County service providers who responded, 19% listed "employment" as the most critical unmet need among low-income individuals and families in the communities they serve.

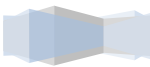
Of all Fannin County community members who responded, 41% listed "employment" as the top need facing low-income people in their community.

Of all Fannin County clients who responded, 24% listed "employment" as the top critical need that keeps them from being self-sufficient.

Of all Fannin County elected officials who responded, 100% listed "education" as the top critical need facing low-income individuals in the community.

N – number of respondents

Frequency – number of times an event occurs

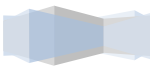


Fannin County - All Respondents Importance of Services (Rating Scale)							
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N	
Employment (Need a Job)	23.9	4.2	3.1	16.1	52.7	370	
Living Wage Employment (Need a Better Paying Job)	23.9	4.2	3.1	16.1	52.7	355	
More Education (For Better Employment)	19.2	3.1	4.7	20.3	52.8	360	
Enrichment Programs for Youth (Positive Environment and Skill Building)	29.2	3.2	6.9	24.1	36.7	349	
School Readiness (For Children)	27.4	2.9	2.9	20.3	46.6	350	
Affordable Childcare	31.8	4.8	4	15.9	43.5	352	
Summer Childcare	33.4	4.6	6.1	21.3	34.6	347	
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	32.9	6.6	8.4	22.8	29.4	347	
Use Public Transportation	30.6	8.3	10.6	23.9	26.7	360	
Need Reliable Personal Vehicle	27	6.3	4.1	25.1	37.5	363	
Temporary Shelter	38.7	11.4	11.1	21.7	17.1	351	
Rent Assistance	23.6	5.9	6.2	26.4	37.9	356	
Utility Assistance (Water Bill, Electric Bill, etc...)	13.1	3.7	4.5	24.4	54.3	381	
Improvements to Heating and A/C in Home	21.1	5.3	7	26.1	40.4	356	
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	25.1	7	7	21.2	39.8	359	
Emergency Healthcare	20.6	7.3	5.1	22.3	44.6	354	
Preventative Healthcare	18.6	7.1	4.8	24.6	44.9	354	
Health Insurance	16	5.7	4.9	20.9	52.6	350	

Of all Fannin County respondents, 54.3% ranked "utility assistance" as "very important."

N – number of respondents

Frequency – number of times an event occurs

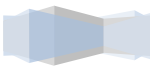


Fannin County - Community Respondents						
Importance of Services (Rating Scale)						
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)		1	2	13.7	83.3	102
Living Wage Employment (Need a Better Paying Job)		1	2	23.5	73.5	98
More Education (For Better Employment)			1	29.3	68.7	99
Enrichment Programs for Youth (Positive Environment and Skill Building)		1	4.1	34.7	59.2	98
School Readiness (For Children)			2	33	64	100
Affordable Childcare		1	2	32.7	63.4	101
Summer Childcare		1	1	48.5	48.5	97
Family Services (Crisis Counseling, Domestic Violence Services, etc...)		1	2	44	51	100
Use Public Transportation		7.1	2	13.3	42.9	98
Need Reliable Personal Vehicle		6.2	1	2.1	50.5	97
Temporary Shelter		9.4	1	15.6	52.1	96
Rent Assistance		2.1	1	4.2	62.5	96
Utility Assistance (Water Bill, Electric Bill, etc...)			1	5.1	50.5	99
Improvements to Heating and A/C in Home			1	8.2	53.6	97
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)		5.1	1	3.1	38.8	52
Emergency Healthcare		2.1	1	1	33.3	62.5
Preventative Healthcare			1	42.3	56.7	97
Health Insurance			1.1	2.2	34.4	62.2

Of all Fannin County community members who responded, 83.3% ranked "employment" as "very important" for reducing poverty in their community and helping people get off social services.

N – number of respondents

Frequency – number of times an event occurs

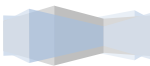


Fannin County - Client Respondents Importance of Services (Rating Scale)							
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N	
Employment (Need a Job)	40.1	4.5	6.9	10.1	38.5	247	
Living Wage Employment (Need a Better Paying Job)	35.6	5.5	4.7	12.3	41.9	236	
More Education (For Better Employment)	28.8	4.2	6.7	16.3	44.2	240	
Enrichment Programs for Youth (Positive Environment and Skill Building)	43.7	4.3	8.7	16.5	26.8	231	
School Readiness (For Children)	41.9	3.5	3.5	14	37.1	229	
Affordable Childcare	48.3	6.5	5.7	7.4	32.2	230	
Summer Childcare	50.2	6.6	8.3	7.4	27.5	229	
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	50	9.3	11.9	11.1	17.7	226	
Use Public Transportation	42.7	11.6	10.4	15.4	19.9	241	
Need Reliable Personal Vehicle	37.6	9	5.3	14.7	33.5	245	
Temporary Shelter	54.3	16.7	9.8	6.8	12.4	234	
Rent Assistance	34.3	8.4	7.5	12.1	37.7	239	
Utility Assistance (Water Bill, Electric Bill, etc...)	19.2	5	4.6	14.2	57.1	261	
Improvements to Heating and A/C in Home	31.5	7.6	6.7	13.9	40.3	238	
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	35.4	10	9.2	12.9	32.5	240	
Emergency Healthcare	30	10.5	7.2	16	36.3	237	
Preventative Healthcare	28	10.2	7.2	16.5	38.1	236	
Health Insurance	23.4	7.9	6.3	14.2	48.1	239	

Of all Fannin County clients who responded, 48.1% ranked "health insurance" as "very important" for helping them get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs

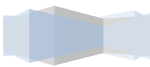


Fannin County - Service Provider Respondents						
Importance of Services (Rating Scale)						
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)				20	80	20
Living Wage Employment (Need a Better Paying Job)				25	75	20
More Education (For Better Employment)				25	75	20
Enrichment Programs for Youth (Positive Environment and Skill Building)				57.9	42.1	19
School Readiness (For Children)			5	25	70	20
Affordable Childcare				25	75	20
Summer Childcare				50	50	20
Family Services (Crisis Counseling, Domestic Violence Services, etc...)				45	55	20
Use Public Transportation				35	65	20
Need Reliable Personal Vehicle				30	70	20
Temporary Shelter				50	50	20
Rent Assistance				25	75	20
Utility Assistance (Water Bill, Electric Bill, etc...)				30	70	20
Improvements to Heating and A/C in Home			5	40	55	20
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)				35	65	20
Emergency Healthcare				45	55	20
Preventative Healthcare				35	65	20
Health Insurance				40	60	20

Of all Fannin County service providers who responded, 80% ranked "employment" as "very important" for helping clients get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs

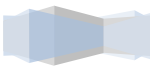


Fannin County - Elected Official Respondents						
Importance of Services (Rating Scale)						
	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)					100	1
Living Wage Employment (Need a Better Paying Job)					100	1
More Education (For Better Employment)					100	1
Enrichment Programs for Youth (Positive Environment and Skill Building)				100		1
School Readiness (For Children)				100		1
Affordable Childcare				100		1
Summer Childcare			100			1
Family Services (Crisis Counseling, Domestic Violence Services, etc...)				100		1
Use Public Transportation					100	1
Need Reliable Personal Vehicle					100	1
Temporary Shelter			100			1
Rent Assistance					100	1
Utility Assistance (Water Bill, Electric Bill, etc...)					100	1
Improvements to Heating and A/C in Home					100	1
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)					100	1
Emergency Healthcare					100	1
Preventative Healthcare					100	1
Health Insurance					100	1

Of all Fannin County elected officials who responded, 100% ranked "living wage employment" as "very important" for helping low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



Fannin County - Service Provider Respondents
How do clients and low-income residents access
information about available services?

	(%)
Info from 211	33
Info from TV	14
Info from mail	10
Info from fliers	38
Info from friends and family	86
Info from phone	29
N	21

Of all Fannin County service providers who responded, 86% said their clients and low-income residents access information about available resources from "friends and family."

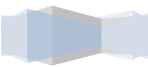
Fannin County - Service Provider Respondents
Do low-income individuals in the community
have adequate access to information?

	(%)
Yes	66.7
No	33.3
N	21

Of all Fannin County service providers who responded, 66.7% said that low-income individuals in the community do have adequate access to information.

N – number of respondents

Frequency – number of times an event occurs



Fannin County - Client and Community Respondents
Services Used

	Clients (%)*	Community (%)**	All (%)
Food Assistance	63	15	50
Utility Bill Assistance	34	5	27
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	29	5	23
Employment Assistance (Workforce Solutions, Experience Works, etc...)	7	6	6
Childcare	3	6	4
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	1	0	1
Temporary Assistance for Needy Families (TANF)	3	2	3
Children's Health Insurance Program (CHIP)	4	2	4
Medicare or Medicaid	72	31	61
Women, Infants and Children (WIC) Assistance	20	1	15
N	303	108	411

* services currently enrolled in and receiving assistance from

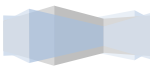
**services used in the past year

Of all Fannin County clients who responded, 72% said that they were currently enrolled in and receiving assistance from "Medicare or Medicaid."

Of all Fannin County community members who responded, 31% said that they had used "Medicare or Medicaid" in the past year.

N – number of respondents

Frequency – number of times an event occurs



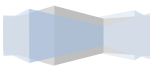
Fannin County - Client Respondents
Top Five Needs (Open-ended Answers) by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment	21	21	49	54
Financial Security	16	21	29	37
Housing	18	12	17	12
Healthcare/Medical/Counseling	63	67	27	31
Transportation	21	23	34	29
Education	5	5	20	25
Food/Clothing	26	28	17	16
Info On Services	0	0	0	1
Childcare/Youth Services	3	7	12	22
Utilities	26	30	29	26
Elderly/Disabled Misc.	24	33	7	5
Crime (not drug-related)	0	0	0	0
Poverty Mentality	3	0	0	1
Domestic	0	2	2	4
Substance Abuse	0	2	0	0
Other	13	14	22	19
N	38	43	41	93

Of all Fannin County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 54% said that "employment" was one of the top five most critical needs keeping them from being self-sufficient.

N – number of respondents

Frequency – number of times an event occurs



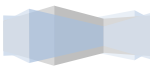
Fannin County - Client Respondents
#1 Top Need (Open-ended Answer) by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment	11	7	39	30
Financial Security	13	7	17	15
Housing	0	2	2	5
Healthcare/Medical/Counseling	26	33	10	11
Transportation	5	7	10	5
Education	3	0	5	6
Food/Clothing	8	7	2	4
Info On Services	0	0	0	0
Childcare/Youth Services	18	23	5	3
Utilities	0	2	0	3
Elderly/Disabled Misc.	11	9	7	8
Crime (not drug-related)	0	0	0	0
Poverty Mentality	0	0	0	0
Domestic	0	0	0	2
Substance Abuse	0	0	0	0
Other	5	2	2	6
N	38	43	41	93

Of all Fannin County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 15% said that "financial security" was the top most critical need keeping them from being self-sufficient.

N – number of respondents

Frequency – number of times an event occurs



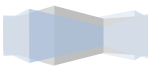
Fannin County - Client Respondents
Importance of Services (Rating Scale - "Very Important") by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment (Need a Job)	16.7	22.2	51.1	48.3
Living Wage Employment (Need a Better Paying Job)	20	24.2	48.8	55
More Education (For Better Employment)	34.3	20.6	45.5	56.6
Enrichment Programs for Youth (Positive Environment and Skill Building)	20.6	15.6	31	32.7
School Readiness (For Children)	25.8	21.2	40.5	47.3
Affordable Childcare	12.1	12.1	41.5	44
Summer Childcare	15.2	12.5	35.7	35.2
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	3	12.5	29.3	20.6
Use Public Transportation	11.4	25	26.7	20.7
Need Reliable Personal Vehicle	22.9	37.8	34.9	37.9
Temporary Shelter	11.4	8.8	18.2	12.8
Rent Assistance	21.2	51.4	47.6	37.7
Utility Assistance (Water Bill, Electric Bill, etc...)	52.5	70.7	63.3	55.8
Improvements to Heating and A/C in Home	33.3	23.7	53.5	39.4
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	29.7	32.4	47.7	30.9
Emergency Healthcare	37.1	34.8	41.9	35.1
Preventative Healthcare	41.7	42.9	40.9	38.2
Health Insurance	54.3	44.7	51.2	51.4
N	46	46	50	132

Of all Fannin County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 56.6% said that "living wage employment" was "very important" for helping them get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



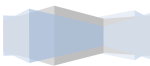
Fannin County - Client Respondents
Services Used by Hopefulness about becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Food Assistance	61	78	70	64
Utility Bill Assistance	43	54	38	26
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	28	46	26	28
Employment Assistance (Workforce Solutions, Experience Works, etc...)	2	0	14	9
Childcare	0	2	2	5
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	0	4	0	1
Temporary Assistance for Needy Families (TANF)	0	7	2	4
Children's Health Insurance Program (CHIP)	2	4	4	6
Medicare or Medicaid	78	80	72	70
Women, Infants and Children (WIC) Assistance	11	2	28	29
N	46	46	50	132

Of all Fannin County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 64% said they were currently enrolled in and receiving "food assistance."

N – number of respondents

Frequency – number of times an event occurs



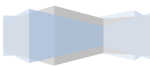
Fannin County - Client and Community Respondents
Top Five Needs (Open-ended Answers) by Employment Status

	Employed (%)	Unemployed (%)	Retired (%)
Employment	56	49	25
Financial Security	23	27	16
Housing	29	17	28
Healthcare/Medical/Counseling	37	42	64
Transportation	26	34	25
Education	34	17	12
Food/Clothing	33	25	35
Info On Services	1	0	1
Childcare/Youth Services	25	18	4
Utilities	26	25	36
Elderly/Disabled Misc.	3	12	25
Crime (not drug-related)	3	0	0
Poverty Mentality	3	1	1
Domestic	8	2	0
Substance Abuse	2	1	0
Other	17	12	20
N	115	113	75

Of all Fannin County clients and community members who responded, 49% of those who were "unemployed" included "employment" as one of the top five most critical needs either facing themselves or the community.

N – number of respondents

Frequency – number of times an event occurs



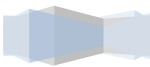
Fannin County - Client and Community Respondents
#1 Top Need (Open-ended Answer) by Employment Status

	Employed (%)	Unemployed (%)	Retired (%)
Employment	32	34	15
Financial Security	10	12	9
Housing	3	3	3
Healthcare/Medical/Counseling	12	17	24
Transportation	3	8	3
Education	6	4	0
Food/Clothing	13	4	8
Info On Services	0	0	0
Childcare/Youth Services	0	8	17
Utilities	3	2	3
Elderly/Disabled Misc.	10	5	15
Crime (not drug-related)	1	0	0
Poverty Mentality	0	0	0
Domestic	2	0	0
Substance Abuse	0	0	0
Other	5	4	4
N	118	113	75

Of all Fannin County clients and community members who responded, 32% of those who were "employed" included "employment" as the top most critical need either facing themselves or the community.

N – number of respondents

Frequency – number of times an event occurs

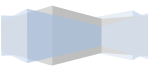


Fannin County - Client and Community Respondents			
Are you currently employed?			
	Frequency	All (%)	
Employed	166	41.3	
Unemployed	95	23.6	
Retired	141	35.1	
N	402		

Of all Fannin County clients and community members who responded, 41.3% said that they were "employed."

N – number of respondents

Frequency – number of times an event occurs



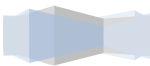
Fannin County - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Employed)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	26	2.7	5.3	10	56	150
Living Wage Employment (Need a Better Paying Job)	15.5	2	2	17.2	62.2	148
More Education (For Better Employment)	12	1.3	2.7	24.7	59.3	150
Enrichment Programs for Youth (Positive Environment and Skill Building)	24.7	2.1	5.5	22.6	45.2	146
School Readiness (For Children)	22.9	1.4	3.5	19.4	52.8	144
Affordable Childcare	24	3.4	4.1	18.5	50	146
Summer Childcare	26.4	2.8	4.9	25	41	144
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	27.8	6.9	11.1	23.6	30.6	144
Use Public Transportation	31.3	8.2	15.6	24.5	20.4	147
Need Reliable Personal Vehicle	29.1	6.8	4.7	25	34.5	148
Temporary Shelter	37	14.4	12.3	24	12.3	146
Rent Assistance	23.3	8.2	7.5	32.9	28.1	146
Utility Assistance (Water Bill, Electric Bill, etc...)	17.4	4.0	7.4	28.9	42.3	149
Improvements to Heating and A/C in Home	21.8	5.6	8.5	30.3	33.8	142
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	27.1	8.3	9.0	22.9	32.6	144
Emergency Healthcare	21.1	7.5	6.1	23.1	42.2	147
Preventative Healthcare	19.7	7.5	3.4	27.9	41.5	147
Health Insurance	19.1	5.0	4.3	25.5	46.1	141

Of all Fannin County clients and community members who responded, 62.2% of those who said they were "employed" also said that "living wage employment" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



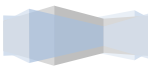
Fannin County - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Unemployed)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	22.8	3.9	3.9	13.4	55.9	127
Living Wage Employment (Need a Better Paying Job)	29.5	6.6	4.1	13.9	45.9	122
More Education (For Better Employment)	20.8	3.2	7.2	16.8	52	125
Enrichment Programs for Youth (Positive Environment and Skill Building)	35	3.3	10	19.2	32.5	120
School Readiness (For Children)	32	3.3	1.6	15.6	47.5	122
Affordable Childcare	40.3	5.6	4.8	8.1	41.1	124
Summer Childcare	42.3	5.7	8.1	9.8	34.1	123
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	41.8	7.4	9.8	17.2	23.8	122
Use Public Transportation	32	9.4	9.4	21.1	28.1	128
Need Reliable Personal Vehicle	27.8	7.9	5.6	19	39.7	126
Temporary Shelter	43.5	12.1	11.3	12.9	20.2	124
Rent Assistance	22.8	6.3	7.1	17.3	46.5	127
Utility Assistance (Water Bill, Electric Bill, etc...)	13.7	5.3	3.8	17.6	59.5	131
Improvements to Heating and A/C in Home	25.8	6.5	8.1	16.9	42.7	124
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	21.9	8.6	7.8	16.4	45.3	128
Emergency Healthcare	21.8	8.1	7.3	15.3	47.6	124
Preventative Healthcare	21.4	6.3	9.5	19.0	43.7	126
Health Insurance	16.5	6.6	6.6	13.2	57.0	121

Of all Fannin County clients and community members who responded, 57% of those who said they were "unemployed" also said that "health insurance" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



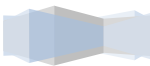
Fannin County - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Retired)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	43.3	6	6	10.4	34.3	67
Living Wage Employment (Need a Better Paying Job)	39	6.8	5.1	13.6	35.6	59
More Education (For Better Employment)	36.7	8.3	6.7	16.7	31.7	60
Enrichment Programs for Youth (Positive Environment and Skill Building)	35.6	6.8	6.8	25.4	25.4	59
School Readiness (For Children)	35.6	6.8	3.4	28.8	25.4	59
Affordable Childcare	42.1	8.8	3.5	22.8	22.8	57
Summer Childcare	41.8	9.1	5.5	27.3	16.4	55
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	37.5	7.1	1.8	23.2	30.4	56
Use Public Transportation	33.3	10	5	25	26.7	60
Need Reliable Personal Vehicle	26.6	4.7	1.6	35.9	31.3	64
Temporary Shelter	43.9	7	10.5	26.3	12.3	57
Rent Assistance	31.0	0.7	3.4	32.8	31.0	58
Utility Assistance (Water Bill, Electric Bill, etc...)	5.3	1.3	1.3	27.6	64.5	76
Improvements to Heating and A/C in Home	15.4	4.6	3.1	32.3	44.6	65
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	32.3	3.2	3.2	24.2	37.1	62
Emergency Healthcare	20.3	8.5		28.8	42.4	59
Preventative Healthcare	12.5	10.7		26.8	50.0	56
Health Insurance	9.5	7.9	4.8	19.0	58.7	63

Of all Fannin County clients and community members who responded, 64.5% of those who said they were "retired" also said that "utility assistance" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



Fannin County - All Respondents
Services Used by Employment Status (Employed)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	57	8	39
Utility Bill Assistance	15	3	11
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	21	5	15
Employment Assistance (Workforce Solutions, Experience Works, etc...)	4	5	4
Childcare	6	8	7
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	0	0	0
Temporary Assistance for Needy Families (TANF)	2	3	2
Children's Health Insurance Program (CHIP)	5	2	4
Medicare or Medicaid	62	15	44
Women, Infants and Children (WIC) Assistance	28	2	18
N	104	62	166

* services currently enrolled in and receiving assistance from

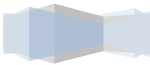
**services used in the past year

Of all Fannin County clients who responded, 57% of those who were "employed" were also enrolled in and receiving "food assistance" at the time.

Of all Fannin County community members who responded, 15% of those who were "employed" had also used "Medicare or Medicaid" in the past year.

N – number of respondents

Frequency – number of times an event occurs



Fannin County - All Respondents
Services Used by Employment Status (Unemployed)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	68	37	65
Utility Bill Assistance	34	6	31
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	39	6	35
Employment Assistance (Workforce Solutions, Experience Works, etc...)	12	19	13
Childcare	2	0	1
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	2	0	1
Temporary Assistance for Needy Families (TANF)	3	0	3
Children's Health Insurance Program (CHIP)	5	6	5
Medicare or Medicaid	74	37	70
Women, Infants and Children (WIC) Assistance	25	0	22
N	125	16	141

* services currently enrolled in and receiving assistance from

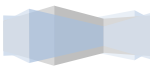
**services used in the past year

Of all Fannin County clients who responded, 74% of those who were "unemployed" were also enrolled in and receiving "Medicare or Medicaid" at the time.

Of all Fannin County community members who responded, 37% of those who were "unemployed" had also used "food assistance" in the past year.

N – number of respondents

Frequency – number of times an event occurs



Fannin County - All Respondents
Services Used by Employment Status (Retired)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	68	17	53
Utility Bill Assistance	64	7	46
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	21	3	16
Employment Assistance (Workforce Solutions, Experience Works, etc...)	0	0	0
Childcare	2	3	2
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	2	0	1
Temporary Assistance for Needy Families (TANF)	6	0	4
Children's Health Insurance Program (CHIP)	3	0	2
Medicare or Medicaid	82	66	77
Women, Infants and Children (WIC) Assistance	2	0	1
N	66	29	95

* services currently enrolled in and receiving assistance from

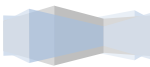
**services used in the past year

Of all Fannin County clients who responded, 82% of clients who were "retired" were also enrolled in and receiving "Medicare or Medicaid" at the time.

Of all Fannin County community members who responded, 66% of those who were "retired" had also used "Medicare or Medicaid" services in the past year.

N – number of respondents

Frequency – number of times an event occurs

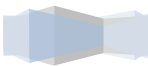


Fannin County Surveys Received - By Respondent Type			
	Frequency	(%)	
Community	108	25	
Client	303	70.1	
Service Providers	20	4.6	
Elected Officials	1	0.2	
N	432		

Of all Fannin County surveys received, 70.1% were from "clients."

N – number of respondents

Frequency – number of times an event occurs



Grayson County Tables

Grayson County - All Respondents Top Five Needs (Open-ended Answers)					
	Service Providers (%)	Community (%)	Clients (%)	Elected Officials (%)	All (%)
Employment	46	45	41	100	43
Financial Security	17	13	38	0	27
Housing	75	53	12	100	32
Healthcare/Medical/Counseling	79	55	41	100	48
Transportation	46	38	35	0	37
Education	25	22	17	0	19
Food/Clothing	8	58	19	50	35
Info On Services	8	1	2	50	1
Childcare/Youth Services	25	29	14	0	21
Utilities	8	36	30	0	32
Elderly/Disabled Misc.	4	4	12	50	8
Crime (not drug-related)	0	3	0	0	1
Poverty Mentality	4	4	2	0	3
Domestic	4	4	3	0	4
Substance Abuse	13	3	0	0	2
Other	21	12	15	0	14
N	24	337	442	2	813

Of all Grayson County service providers who responded, 46% listed "employment" as one of the 5 most critical unmet needs among low-income individuals and families in the communities they serve.

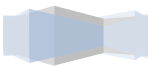
Of all Grayson County community members who responded, 45% listed "employment" as one of the top 5 needs facing low-income people in their community.

Of all Grayson County clients who responded, 41% listed "employment" as one of the top 5 most critical needs that keep them from being self-sufficient.

Of all Grayson County elected officials who responded, 100% listed "employment" as one of the top 5 most critical needs facing low-income individuals in the community.

N – number of respondents

Frequency – number of times an event occurs



Grayson County #1 Need (Open-ended Answers)					
	Service Providers (%)	Community (%)	Clients (%)	Elected Officials (%)	All (%)
Employment	13	26	24	100	24
Financial Security	0	4	19	0	12
Housing	54	15	2	0	9
Healthcare/Medical/Counseling	17	11	19	0	16
Transportation	8	4	8	0	6
Education	4	4	3	0	4
Food/Clothing	0	18	3	0	9
Info On Services	4	0	0	0	0
Childcare/Youth Services	0	1	6	0	3
Utilities	0	4	2	0	3
Elderly/Disabled Misc.	0	8	11	0	9
Crime (not drug-related)	0	0	0	0	0
Poverty Mentality	0	1	0	0	1
Domestic	0	0	0	0	0
Substance Abuse	0	1	0	0	0
Other	0	4	3	0	30
N	24	337	442	2	813

Of all Grayson County service providers who responded, 54% listed "housing" as the most critical unmet need among low-income individuals and families in the communities they serve.

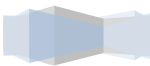
Of all Grayson County community members who responded, 26% listed "employment" as the top need facing low-income people in their community.

Of all Grayson County clients who responded, 24% listed "employment" as the top critical need that keeps them from being self-sufficient.

Of all Grayson County elected officials who responded, 100% listed "employment" as the top critical need facing low-income individuals in the community.

N – number of respondents

Frequency – number of times an event occurs



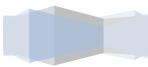
Grayson County - All Respondents
Importance of Services (Rating Scale)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	18.2	4.6	2.3	10.9	64.1	835
Living Wage Employment (Need a Better Paying Job)	17.3	3.6	2	18.9	58.3	816
More Education (For Better Employment)	14.8	4.5	3.1	25.3	52.3	818
Enrichment Programs for Youth (Positive Environment and Skill Building)	20.5	5.7	5.8	24.2	43.8	809
School Readiness (For Children)	20	5.8	5.3	24.3	44.5	805
Affordable Childcare	23	6.9	4.2	19.6	46.3	808
Summer Childcare	23.5	7.1	5.9	22	41.6	801
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	22.4	8	7.5	25.4	36.7	802
Use Public Transportation	18.3	6.6	8.9	27.9	38.3	809
Need Reliable Personal Vehicle	13.8	5.8	5.4	25.7	49.3	817
Temporary Shelter	27.4	10.2	11.2	26.2	25.1	798
Rent Assistance	11.9	4.2	4.1	31.5	48.3	806
Utility Assistance (Water Bill, Electric Bill, etc...)	3.9	3.1	2.8	24.6	65.6	843
Improvements to Heating and A/C in Home	13.1	3.7	8.5	29.1	45.6	804
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	16.1	4.9	6.7	27.1	45.1	818
Emergency Healthcare	10.6	4.7	5.1	24.8	54.7	822
Preventative Healthcare	9.2	3.9	4.6	28.8	53.4	812
Health Insurance	8.7	3.5	3.2	25.7	59.0	807

Of all Grayson County respondents, 64.1% ranked "employment" as "very important."

N – number of respondents

Frequency – number of times an event occurs



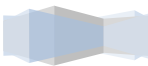
Grayson County - Community Respondents
Importance of Services (Rating Scale)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	2.8	2.2	0.6	11.4	83.1	361
Living Wage Employment (Need a Better Paying Job)	2.2	2	1.7	25.5	68.6	357
More Education (For Better Employment)	2.2	1.7	3.1	31.7	61.2	356
Enrichment Programs for Youth (Positive Environment and Skill Building)	1.9	2.5	3.1	31.8	60.7	359
School Readiness (For Children)	2.3	2	3.7	33.4	58.6	353
Affordable Childcare	2.3	2	1.1	29.9	64.7	354
Summer Childcare	2.6	2.3	2.6	33.9	58.7	351
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	2	2.3	4.2	38.1	53.4	354
Use Public Transportation	2.5	2.5	5.6	35.2	54.1	355
Need Reliable Personal Vehicle	2.9	2	5.4	41.4	48.3	350
Temporary Shelter	4	3.1	8.9	44.9	39.1	350
Rent Assistance	3.2	2.6	4.9	46	43.4	348
Utility Assistance (Water Bill, Electric Bill, etc...)	2	3.1	4.3	36.9	53.7	352
Improvements to Heating and A/C in Home	2.6	2.6	9	45.4	40.5	346
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	3.6	2.8	3.1	31.9	58.5	357
Emergency Healthcare	2.5	2.8	4.5	30.2	60.1	358
Preventative Healthcare	2.8	2	3.6	36.1	55.5	357
Health Insurance	3.2	2.3	4.4	33.4	56.7	344

Of all Grayson County community members who responded, 83.1% ranked "employment" as "very important" for reducing poverty in their community and helping people get off social services.

N – number of respondents

Frequency – number of times an event occurs



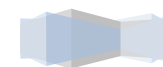
Grayson County - Client Respondents
Importance of Services (Rating Scale)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	31.6	6.5	3.8	10.7	47.4	449
Living Wage Employment (Need a Better Paying Job)	30.6	4.8	2.3	13.4	48.8	434
More Education (For Better Employment)	25.9	6.9	3.2	20.1	43.9	437
Enrichment Programs for Youth (Positive Environment and Skill Building)	37.2	8.5	8.5	16.2	29.6	425
School Readiness (For Children)	35.6	9.1	6.8	15.7	32.8	427
Affordable Childcare	41.5	11.2	6.8	10	30.5	429
Summer Childcare	42.1	1.3	8.7	10.8	27.1	425
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	40.8	13.2	10.4	14.2	21.5	424
Use Public Transportation	32.3	10.2	11.2	22.3	24	430
Need Reliable Personal Vehicle	23.3	8.8	5.4	12.2	50.2	442
Temporary Shelter	48.2	16.1	12.8	10.6	12.3	423
Rent Assistance	19.4	5.8	3.5	19.1	52.3	434
Utility Assistance (Water Bill, Electric Bill, etc...)	5.6	3	1.9	14.4	75.1	466
Improvements to Heating and A/C in Home	21.7	4.6	7.2	15.5	51	433
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	27.3	6.4	9.6	23.4	33.3	436
Emergency Healthcare	17.8	6.4	5.9	20	49.9	439
Preventative Healthcare	15.1	5.6	5.6	22.6	51.2	430
Health Insurance	13.5	4.3	2.5	18.9	60.7	438

Of all Grayson County clients who responded, 48.8% ranked "living wage employment" as "very important" for helping them get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



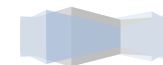
Grayson County - Service Provider Respondents
Importance of Services (Rating Scale)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)		4.3		8.7	87	23
Living Wage Employment (Need a Better Paying Job)		4.3		21.7	73.9	23
More Education (For Better Employment)		4.3		26.1	69.6	23
Enrichment Programs for Youth (Positive Environment and Skill Building)	4.3	4.3		47.8	43.5	23
School Readiness (For Children)	4.3	4.3		43.5	47.8	23
Affordable Childcare		4.3		39.1	56.5	23
Summer Childcare		4.3		43.5	52.2	23
Family Services (Crisis Counseling, Domestic Violence Services, etc...)			4.5	31.8	63.6	22
Use Public Transportation			18.2	18.2	63.6	22
Need Reliable Personal Vehicle		4.3	4.3	43.5	47.8	23
Temporary Shelter	4.3	8.7	8.7	30.4	47.8	23
Rent Assistance	4.5		4.5	45.5	45.5	22
Utility Assistance (Water Bill, Electric Bill, etc...)		4.3		43.5	52.2	23
Improvements to Heating and A/C in Home	8.7	4.3	21.7	43.5	21.7	23
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)		8.7	8.7	26.1	56.5	23
Emergency Healthcare		4.3		34.8	60.9	23
Preventative Healthcare		4.3		34.8	60.9	23
Health Insurance		4.3		39.1	56.5	23

Of all Grayson County service providers who responded, 87% ranked "employment" as "very important" for helping clients get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



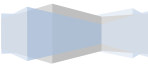
Grayson County - Elected Official Respondents
Importance of Services (Rating Scale)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)					100	2
Living Wage Employment (Need a Better Paying Job)					100	2
More Education (For Better Employment)					100	2
Enrichment Programs for Youth (Positive Environment and Skill Building)					100	2
School Readiness (For Children)			50		50	2
Affordable Childcare			50		50	2
Summer Childcare			50		50	2
Family Services (Crisis Counseling, Domestic Violence Services, etc...)					100	2
Use Public Transportation				50	50	2
Need Reliable Personal Vehicle				50	50	2
Temporary Shelter			100			2
Rent Assistance				50	50	2
Utility Assistance (Water Bill, Electric Bill, etc...)					100	2
Improvements to Heating and A/C in Home			50		50	2
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)					100	2
Emergency Healthcare					100	2
Preventative Healthcare					100	2
Health Insurance					100	2

Of all Grayson County elected officials who responded, 100% ranked "more education" as "very important" for helping low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



Grayson County - Service Provider Respondents
How do clients and low-income residents access
information about available services?

	(%)
Info from internet	27
Info from 211	58
Info from TV	27
Info from mail	15
Info from fliers	31
Info from friends and family	73
Info from phone	19
N	26

Of all Grayson County service providers who responded, 58% said their clients and low-income residents access information about available resources from "friends and family."

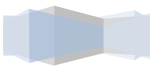
Grayson County - Service Provider Respondents
Do low-income individuals in the community
have adequate access to information?

	(%)
Yes	44
No	56
N	25

Of all Grayson County service providers who responded, 44% said that low-income individuals in the community do have adequate access to information.

N – number of respondents

Frequency – number of times an event occurs



Grayson County - Client and Community Respondents
Services Used

	Clients (%)*	Community (%)**	All (%)
Food Assistance	64	16	43
Utility Bill Assistance	42	10	28
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	30	5	19
Employment Assistance (Workforce Solutions, Experience Works, etc...)	11	8	10
Childcare	2	2	2
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	1	1	1
Temporary Assistance for Needy Families (TANF)	4	2	2
Children's Health Insurance Program (CHIP)	6	2	4
Medicare or Medicaid	67	40	55
Women, Infants and Children (WIC) Assistance	11	2	7
N	516	387	903

* services currently enrolled in and receiving assistance from

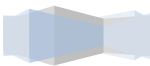
**services used in the past year

Of all Grayson County clients who responded, 67% said that they were currently enrolled in and receiving assistance from "Medicare or Medicaid."

Of all Grayson County community members who responded, 16% said that they had used "food assistance" in the past year.

N – number of respondents

Frequency – number of times an event occurs



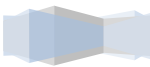
Grayson County - Client Respondents
Top Five Needs (Open-ended Answers) by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment	31	20	48	51
Financial Security	34	51	30	38
Housing	10	14	15	12
Healthcare/Medical/Counseling	48	69	41	30
Transportation	30	37	33	38
Education	16	1	23	21
Food/Clothing	16	20	12	22
Info On Services	0	1	0	2
Childcare/Youth Services	10	7	13	19
Utilities	34	19	34	32
Elderly/Disabled Misc.	13	24	13	7
Crime (not drug-related)	0	0	0	0
Poverty Mentality	5	0	2	2
Domestic	2	0	3	5
Substance Abuse	0	0	0	0
Other	18	14	12	14
N	61	70	86	209

Of all Grayson County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 51% said that "employment" was one of the top five most critical needs keeping them from being self-sufficient.

N – number of respondents

Frequency – number of times an event occurs



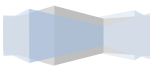
Grayson County - Client Respondents
#1 Top Need (Open-ended Answer) by Hopefulness About Becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment	16	6	26	33
Financial Security	15	30	12	18
Housing	2	1	1	4
Healthcare/Medical/Counseling	25	37	21	11
Transportation	7	9	13	6
Education	3	0	2	5
Food/Clothing	5	3	0	3
Info On Services	0	0	0	0
Childcare/Youth Services	7	11	5	4
Utilities	3	0	1	2
Elderly/Disabled Misc.	15	1	17	10
Crime (not drug-related)	0	0	0	0
Poverty Mentality	2	0	0	0
Domestic	0	0	0	0
Substance Abuse	0	0	0	0
Other	2	1	2	3
N	61	70	86	209

Of all Grayson County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 33% said that "employment" was the top most critical need keeping them from being self-sufficient.

N – number of respondents

Frequency – number of times an event occurs

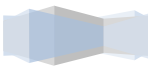


Grayson County - Client Respondents				
Importance of Services (Rating Scale - "Very Important") by Hopefulness About Becoming Self-Sufficient				
	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Employment (Need a Job)	42.6	18.8	44.3	59.4
Living Wage Employment (Need a Better Paying Job)	35.8	24.6	45.3	61.9
More Education (For Better Employment)	32.1	16.7	42.7	51.9
Enrichment Programs for Youth (Positive Environment and Skill Building)	32.1	13.3	23.9	37.4
School Readiness (For Children)	34.6	13.6	28.1	39.6
Affordable Childcare	28.8	11.9	24.2	39.5
Summer Childcare	25	11.9	24.2	34
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	22	12.5	18.9	25.5
Use Public Transportation	34.6	29	16	24.3
Need Reliable Personal Vehicle	62.5	56.5	43.6	49.3
Temporary Shelter	14	15.5	7.4	13
Rent Assistance	67.9	56.5	41.5	52.6
Utility Assistance (Water Bill, Electric Bill, etc...)	81	83.8	71.9	72.8
Improvements to Heating and A/C in Home	63	60	41.5	49.8
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	43.6	37.1	24.7	33
Emergency Healthcare	59.3	51.6	47.4	47.7
Preventative Healthcare	59.6	57.1	53.1	41.4
Health Insurance	66	54.7	59.1	55.3
N	71	79	102	237

Of all Grayson County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 72.8% said that "utility assistance" was "very important" for helping them get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



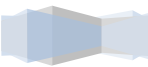
Grayson County - Client Respondents
Services Used by Hopefulness about becoming Self-Sufficient

	Unsure (%)	Not at All Hopeful (%)	Somewhat Hopeful (%)	Very Hopeful (%)
Food Assistance	68	59	65	66
Utility Bill Assistance	45	63	42	33
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	38	43	16	30
Employment Assistance (Workforce Solutions, Experience Works, etc...)	7	1	13	15
Childcare	0	1	4	3
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	0	0	2	2
Temporary Assistance for Needy Families (TANF)	4	3	3	3
Children's Health Insurance Program (CHIP)	4	5	3	8
Medicare or Medicaid	70	81	73	59
Women, Infants and Children (WIC) Assistance	7	3	15	13
N	71	79	102	237

Of all Grayson County clients who responded and were "very hopeful" about achieving self-sufficiency within the next 5 years, 66% said they were currently enrolled in and receiving "food assistance."

N – number of respondents

Frequency – number of times an event occurs



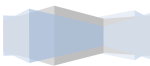
Grayson County - Client and Community Respondents
#1 Top Need (Open-ended Answer) by Employment Status

	Employed (%)	Unemployed (%)	Retired (%)
Employment	27	34	13
Financial Security	9	14	14
Housing	10	3	11
Healthcare/Medical/Counseling	13	13	23
Transportation	6	6	6
Education	6	4	1
Food/Clothing	10	4	1
Info On Services	0	0	14
Childcare/Youth Services	1	4	0
Utilities	5	2	6
Elderly/Disabled Misc.	9	12	0
Crime (not drug-related)	0	0	9
Poverty Mentality	1	1	0
Domestic	0	0	0
Substance Abuse	0	0	0
Other	3	3	4
N	288	239	238

Of all Grayson County clients and community members who responded, 34% of those who were "unemployed" included "employment" as the top most critical need either facing themselves or the community.

N – number of respondents

Frequency – number of times an event occurs

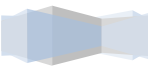


Grayson County - Client and Community Respondents			
Are you currently employed?			
	Frequency	All (%)	
Employed	323	35.9	
Unemployed	275	30.6	
Retired	290	32.3	
N	899		

Of all Grayson County clients and community members who responded, 35.9% said that they were "employed."

N – number of respondents

Frequency – number of times an event occurs



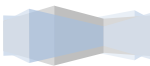
Grayson County - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Employed)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	12.3	2.9	1.3	9.7	73.8	309
Living Wage Employment (Need a Better Paying Job)	4.5	1.9	1.3	22.6	69.7	310
More Education (For Better Employment)	3.6	1.3	1.7	31.4	62	303
Enrichment Programs for Youth (Positive Environment and Skill Building)	9.5	3.6	5.6	27.1	54.2	306
School Readiness (For Children)	8.5	3.3	4.6	29.5	54.1	305
Affordable Childcare	10.8	4.2	2.9	21.9	60.1	306
Summer Childcare	12.1	4.3	4.6	26.9	52.1	305
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	11.4	5.9	7.2	33	42.5	306
Use Public Transportation	10.8	7.8	8.8	30.7	41.8	306
Need Reliable Personal Vehicle	9	4.7	4	32.1	50.2	299
Temporary Shelter	18.5	8.6	11.9	33.7	27.4	303
Rent Assistance	8.0	3.0	5.3	39.0	44.7	300
Utility Assistance (Water Bill, Electric Bill, etc...)	2.3	3.2	3.9	32.0	58.6	309
Improvements to Heating and A/C in Home	10.6	2.6	10.9	35.1	40.7	302
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	12.2	3.6	5.3	30.0	48.8	303
Emergency Healthcare	7.7	5.8	6.1	24.8	55.5	310
Preventative Healthcare	7.6	4.9	4.3	28.6	54.6	304
Health Insurance	8.0	4.0	5.0	25.7	57.3	300

Of all Grayson County clients and community members who responded, 73.8% of those who said they were "employed" also said that "employment" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



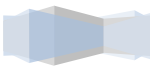
Grayson County - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Unemployed)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	19	3.7	2.6	11.2	63.6	269
Living Wage Employment (Need a Better Paying Job)	23.8	3.5	2.7	16.5	53.5	260
More Education (For Better Employment)	17.6	5.4	3.8	20.7	52.5	261
Enrichment Programs for Youth (Positive Environment and Skill Building)	28.2	6.3	7.1	24.3	34.1	255
School Readiness (For Children)	27.6	7.4	6.2	22.2	36.6	257
Affordable Childcare	32.3	9.2	6.9	15	36.5	260
Summer Childcare	32.9	9.4	9.4	16.1	32.2	255
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	32.8	10.3	11.5	19.4	26.1	253
Use Public Transportation	27	5.9	12.1	25.4	29.7	256
Need Reliable Personal Vehicle	17.7	6.8	6.4	18.5	50.6	265
Temporary Shelter	37.9	12.3	13.4	19.4	17	253
Rent Assistance	13.5	4.2	4.2	23.8	54.2	260
Utility Assistance (Water Bill, Electric Bill, etc...)	4.5	3.0	1.9	17.6	73.0	267
Improvements to Heating and A/C in Home	16.3	4.9	7.3	22.4	49.2	246
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	23.3	5.7	8.8	25.6	36.6	262
Emergency Healthcare	13.0	4.2	7.7	23.0	52.1	261
Preventative Healthcare	9.2	3.1	7.3	26.5	53.8	260
Health Insurance	9.1	3.2	3.6	22.9	61.3	253

Of all Grayson County clients and community members who responded, 73% of those who said they were "unemployed" also said that "utility assistance" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



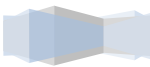
Grayson County - Client and Community Respondents
Importance of Services (Rating Scale) by Employment Status (Retired)

	N/A (%)	Completely Unimportant (%)	Unimportant (%)	Important (%)	Very Important (%)	N
Employment (Need a Job)	27.4	7.2	3.6	12.1	49.8	223
Living Wage Employment (Need a Better Paying Job)	29.7	6.1	2.4	16	45.8	212
More Education (For Better Employment)	28.2	7.7	4.5	22.3	37.3	220
Enrichment Programs for Youth (Positive Environment and Skill Building)	29	8.4	5.1	16.8	40.7	214
School Readiness (For Children)	29.2	8.1	5.7	16.7	40.2	209
Affordable Childcare	31.3	8.7	2.9	19.2	38	208
Summer Childcare	30.4	9.2	3.4	20.3	36.7	207
Family Services (Crisis Counseling, Domestic Violence Services, etc...)	27.6	9.5	3.8	21	38.1	210
Use Public Transportation	19.5	6.5	4.2	28.8	40.9	215
Need Reliable Personal Vehicle	17.3	6.4	6.4	23.2	46.8	220
Temporary Shelter	29.7	10.5	7.2	23.4	29.2	209
Rent Assistance	16.4	6.5	2.3	29.4	45.3	214
Utility Assistance (Water Bill, Electric Bill, etc...)	6.0	3.0	3.0	21.5	66.5	233
Improvements to Heating and A/C in Home	13.0	3.6	4.9	26.9	51.6	223
Emergency Food Assistance (Do Not Know Where Next Meal Will Come From)	14.5	5.4	5.9	25.3	48.9	221
Emergency Healthcare	13.2	4.1	1.4	25.9	55.5	220
Preventative Healthcare	13.0	3.2	2.3	31.5	50.0	216
Health Insurance	10.4	3.2	0.9	27.0	58.6	222

Of all Grayson County clients and community members who responded, 66.5% of those who said they were "retired" also said that "utility assistance" was "very important" for helping either themselves or low-income residents in their community get out of poverty and off of public services.

N – number of respondents

Frequency – number of times an event occurs



Grayson County - All Respondents
Services Used by Employment Status (Employed)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	58	9	29
Utility Bill Assistance	28	8	16
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	24	2	11
Employment Assistance (Workforce Solutions, Experience Works, etc...)	4	8	7
Childcare	5	3	4
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	1	1	1
Temporary Assistance for Needy Families (TANF)	2	1	1
Children's Health Insurance Program (CHIP)	13	3	7
Medicare or Medicaid	49	13	27
Women, Infants and Children (WIC) Assistance	18	3	9
N	131	192	323

* services currently enrolled in and receiving assistance from

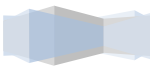
**services used in the past year

Of all Grayson County clients who responded, 58% of those who were "employed" were also enrolled in and receiving "food assistance" at the time.

Of all Grayson County community members who responded, 13% of those who were "employed" had also used "Medicare or Medicaid" in the past year.

N – number of respondents

Frequency – number of times an event occurs



Grayson County - All Respondents
Services Used by Employment Status (Unemployed)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	74	38	67
Utility Bill Assistance	34	17	31
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	31	10	27
Employment Assistance (Workforce Solutions, Experience Works, etc...)	21	21	21
Childcare	2	2	2
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	2	2	2
Temporary Assistance for Needy Families (TANF)	5	0	4
Children's Health Insurance Program (CHIP)	6	2	5
Medicare or Medicaid	69	62	68
Women, Infants and Children (WIC) Assistance	13	5	12
N	232	58	290

* services currently enrolled in and receiving assistance from

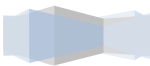
**services used in the past year

Of all Grayson County clients who responded, 74% of those who were "unemployed" were also enrolled in and receiving "food assistance" at the time.

Of all Grayson County community members who responded, 62% of those who were "unemployed" had also used "Medicare or Medicaid" in the past year.

N – number of respondents

Frequency – number of times an event occurs



Grayson County - All Respondents
Services Used by Employment Status (Retired)

	Clients (%)*	Community (%)**	All (%)
Food Assistance	53	13	34
Utility Bill Assistance	65	11	39
Housing or Rent Assistance (Section 8, Housing Authority, etc...)	35	7	22
Employment Assistance (Workforce Solutions, Experience Works, etc...)	3	2	3
Childcare	1	0	0
Family Service Agency Assistance (Children's Advocacy Center, Grayson County Women's Crisis Center Line, Family Crisis Center, etc...)	1	1	1
Temporary Assistance for Needy Families (TANF)	3	1	2
Children's Health Insurance Program (CHIP)	1	1	1
Medicare or Medicaid	81	69	76
Women, Infants and Children (WIC) Assistance	1	0	0
N	144	131	275

* services currently enrolled in and receiving assistance from

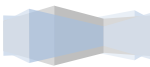
**services used in the past year

Of all Grayson County clients who responded, 81% of clients who were "retired" were also enrolled in and receiving "Medicare or Medicaid" at the time.

Of all Grayson County community members who responded, 69% of those who were "retired" had also used "Medicare or Medicaid" services in the past year.

N – number of respondents

Frequency – number of times an event occurs



Grayson County Surveys Received - By Respondent Type			
	Frequency	(%)	
Community	387	41.7	
Client	516	55.5	
Service Providers	24	2.6	
Elected Officials	2	0.2	
N	929		

Of all Grayson County surveys received, 55.5% were from "clients."

N – number of respondents

Frequency – number of times an event occurs

