



Community Needs Assessment Executive Summary

2021

Prepared for: Three Rivers Community Action Program

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Overview

Three Rivers Community Action Needs Assessment Report represents findings from two surveys, six focus groups and ten key informant interviews as well as data from national databases. The full report and this summary will be useful at both the agency and department levels of planning. The addendum includes 50+ pages of quotes about Three Rivers Community Action in response to specific survey questions as well as telling how Three Rivers Community Action has impacted their lives.

This summary highlights the primary research of 978 customer survey responses or 25% return rate which is almost double the number of responses from the last needs assessment, 149 community partner service provider survey responses, six focus groups that met in Zumbrota, Rochester and Faribault or via Zoom. Some groups had a mix of participants on zoom as well as in person. A Spanish speaking translator was used for two focus groups and a Somali speaking translator was used for one focus group. Focus groups were strategically targeting people who may be less likely to complete surveys, ten key informant interviews were completed by phone.

Secondary research highlights are primarily from American Census Bureau Quick Facts and Sparkmap.org which uses data from multiple federal, national, and other sources, and complements two data reports created by Lyn Rhodes, LLC that addressed data needs for the agency and Three Rivers Head Start.

This needs assessment also included a customer satisfaction section on what customers and agency partners think about the quality of service provided by Three Rivers, an abstract with Agency highlights is included at the end of this document. Good customer service is important to the agency, and Three Rivers wanted to know about their reputation through the lens of those receiving services or helping people receive services. Three Rivers Community Action maintains a positive reputation, as indicated in key informant calls, focus groups and surveys. This includes the quality of work as well as how well people are treated with respect and dignity. Participants took time to offer suggestions.

Primary Research Summary

Needs & priorities

Across the Three Rivers service area, residents and local partners surveys reflected common themes in the needs and priorities identified. The most critical needs listed align closely with recent data on trends in the region and fall roughly into three tiers. More information on additional needs and breakdowns by county are in the full report.

<i><u>Survey Program Areas</u></i>	<i>Most critical needs within each program area as identified by surveyed customers</i>	<i>How many customers said this</i>	<i>Ranking of top needs identified by partner service providers in surveys</i>	<i>How many partners said this</i>
Housing Assistance	Help with utility bills	594	Access to quality, affordable rental housing	95
Transportation Needs	Affordable car repairs	319	Access to transit to school, work, medical	69
Jobs and Income Needs	Enough money for basic needs	283	Enough money for basic needs	72
Health and Nutrition	Local access to healthy food	202	Access to mental health services	205
Caregiving Services	Chore services	182	Local access to affordable/quality childcare and part-time childcare after school and evenings	66 56
Education Needs	Financial education	152	Several scored closely:	

			1) tutoring & mentoring youth programs 2) services for children with disabilities, 3) financial education, 4) early childhood education openings, 5) communication with schools & teachers,	1) 39 2) 38 3) 36 4) 35 5) 32
Other Needs	Basic holiday gifts and basic household supplies	219 (holiday gifts) 206 (basic household supplies)	Tax Prep and Legal services	27 25
Household Impact of Covid-19 Pandemic	Isolation and Mental health challenges	113	Fairly even, with rental assistance and broadband internet access as slightly higher	55 54
Key Informant Calls regarding needs of older adults: In-home supports, transportation, access to skilled care settings ranked highest				
Focus Groups Top Needs				
<ul style="list-style-type: none"> • Energy/rent assistance (3 groups) • Housing for large families (1 group) • Place for students to get homework help (1 group) • Affordable legal assistance in Spanish (1 group) • Emergency funds and information for household items (1 group) • Not qualifying for energy/utilities/rent assistance until urgently needed • Aspects of isolation of older adults (1 group) • Chore/housekeeping supports (1 group) • Tenant advocacy (1 group but discussed in 3 groups) • Easier paperwork (1 group) • Transportation (1 group but discussed in 2 groups) 				

Who we learned from:

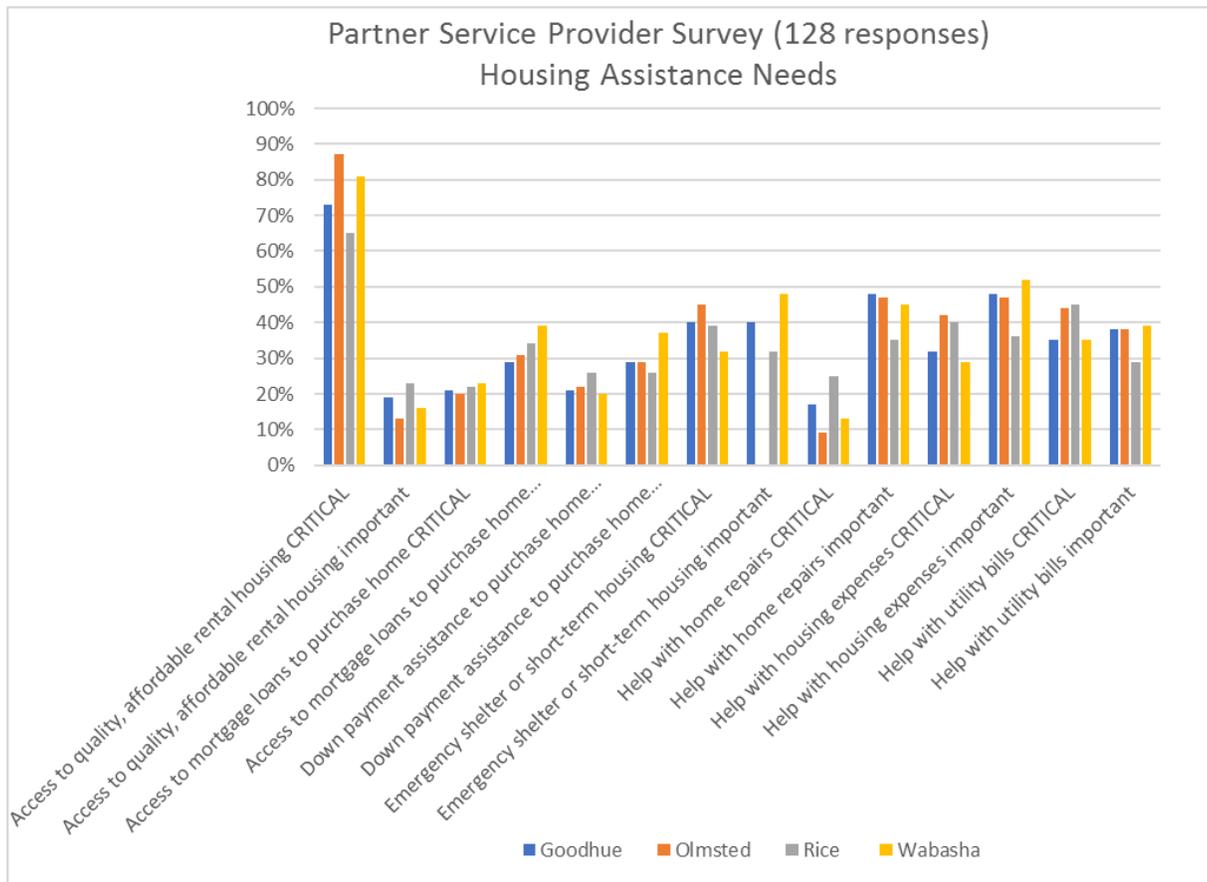
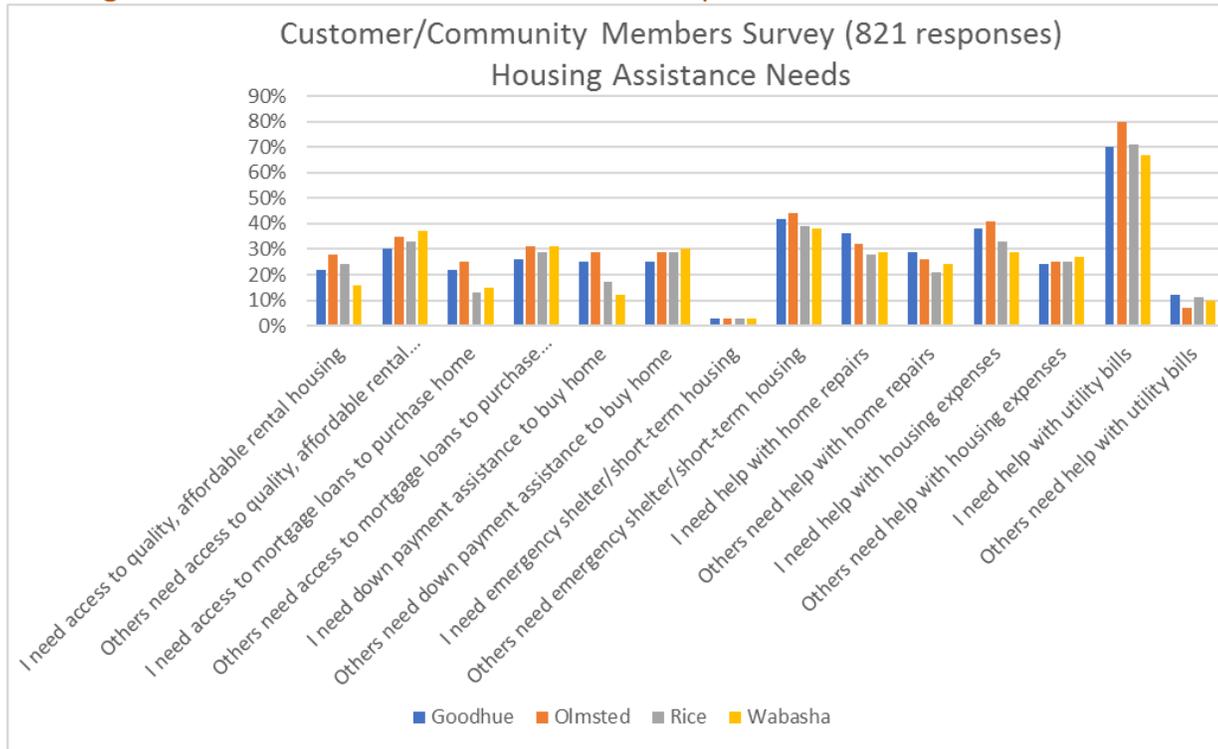
Survey requests and links were distributed by email and hand delivered to customers receiving services. Surveys were only given to people who receive or have received Three Rivers Community Action services. Two reminders were sent to those who received the email request and link.

Compared to our region, more respondents were female, were much more likely to rent their home, less likely to graduate from high school or have college education, and slightly more likely to be a person of color. English was the primary language at home for 94% of survey respondents.

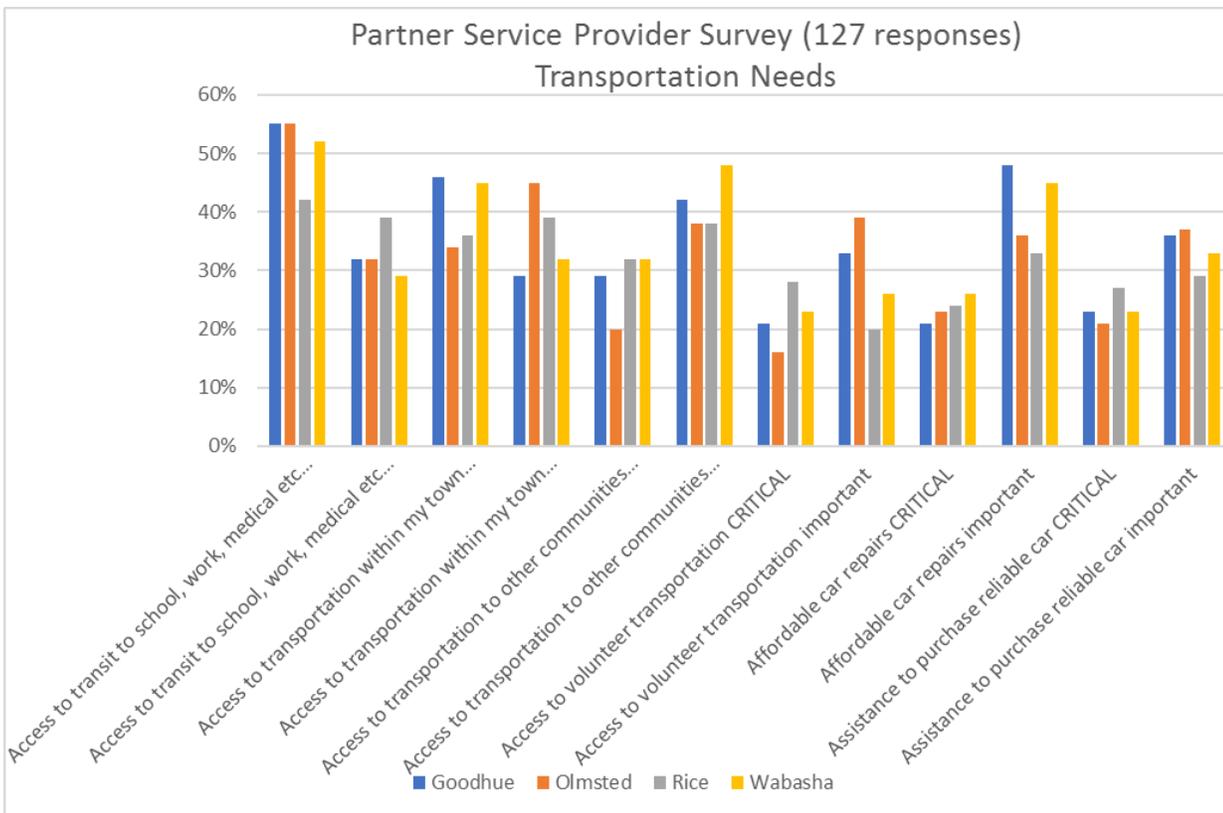
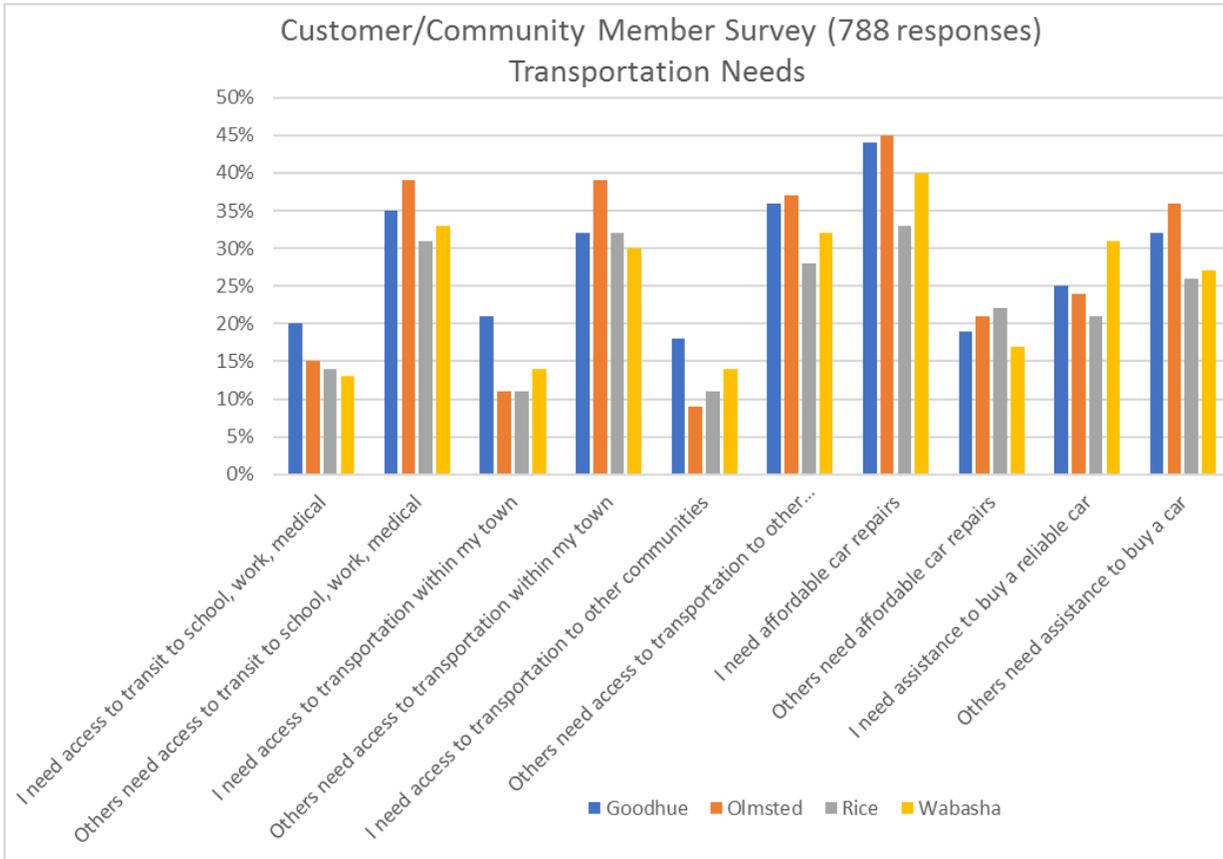
Customer Survey Response Summary	Goodhue	Olmsted	Rice	Wabasha
County they live in	203	485	199	91
English is primary language at home	99%	91%	94%	100%
How many have adults under age 64 in household	146	384	137	65
How many have adults 65+ in household	70	121	64	29
How many have children ages 0-5 in household	44	59	42	18
How many have children ages 6-12 in household	45	80	57	23
How many have children ages 13-17 in household	45	50	59	17
What is your gender: M/F/other	49/15/2	92/386/4	43/149/3	17/73/0

Top Tier Needs Graphics

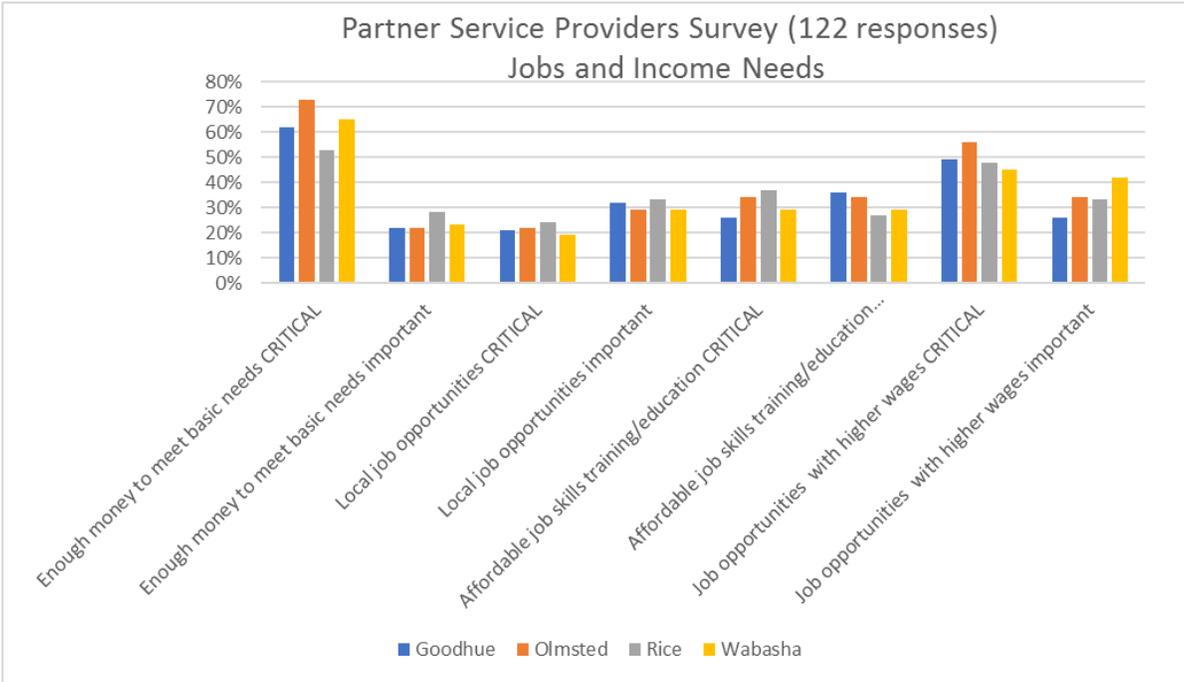
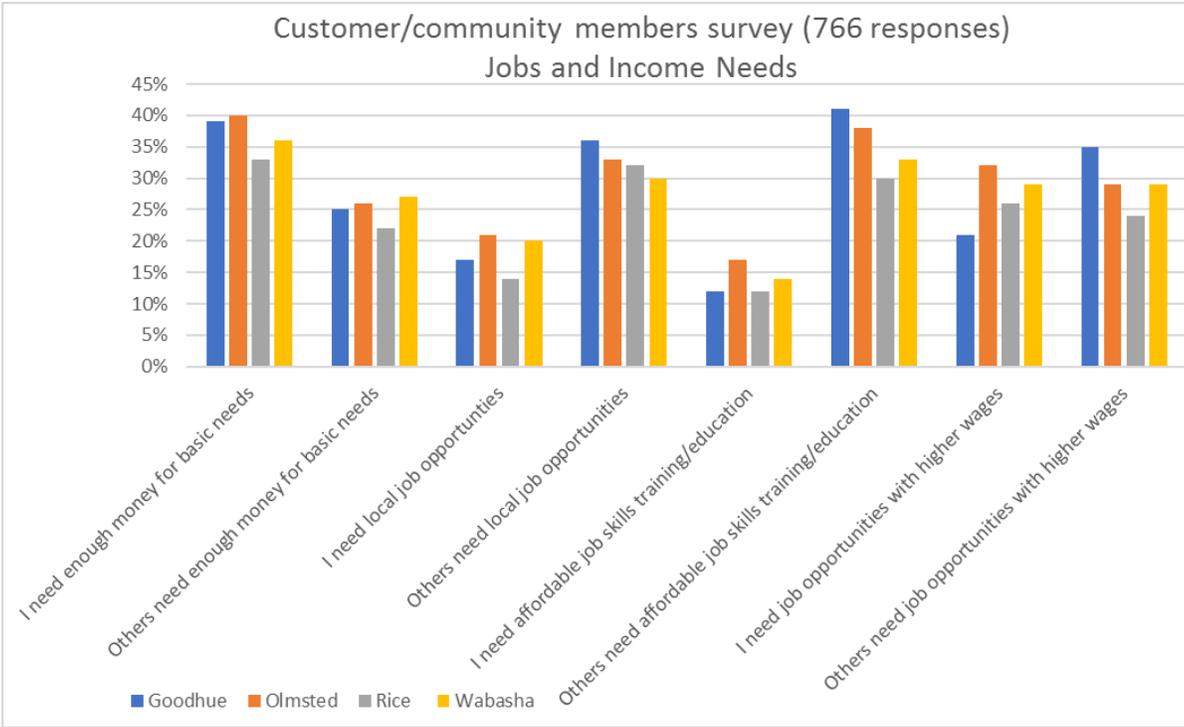
Housing Assistance Needs – Client and Partner responses



Transportation Needs- Client and Partner responses



Jobs and Income Needs - Client and Partner responses



Secondary Research Highlights

Change in Total Population

Olmsted and Rice Counties increased in population. Wabasha and Goodhue Counties had minimal changes.

Source: United States Census Bureau Quick Facts

Population	Wabasha County	Rice County	Olmsted County	Goodhue County	MN
Population estimates, July 1, 2019, (V2019)	21,627	66,972	158,293	46,340	5,639,632
Population estimates base, April 1, 2010, (V2019)	21,665	64,143	144,268	46,184	5,303,927
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	-0.2%	4.4%	9.7%	0.3%	6.3%
Population, Census, April 1, 2020	21,387	67,097	162,847	47,582	5,706,494

Total Population by Age Groups, Total

This indicator reports the total population of the report area by age groups. *Data Source: US Census Bureau, American Community Survey.*

2015-19. Source geography: Tract as reported by Sparakmap

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Report Location	18,385	49,25	26,471	37,558	35,588	35,857	38,950	46,716
Goodhue County	2,622	7,73	3,206	5,371	5,402	5,966	7,161	8,780
Olmsted County	10,820	27,30	11,987	22,445	20,140	18,657	20,103	23,348
Rice County	3,758	10,761	9,813	7,451	7,724	8,279	8,373	10,026
Wabasha County	1,185	3,444	1,465	2,291	2,322	2,955	3,313	4,562

Social Vulnerability Index (SVI)

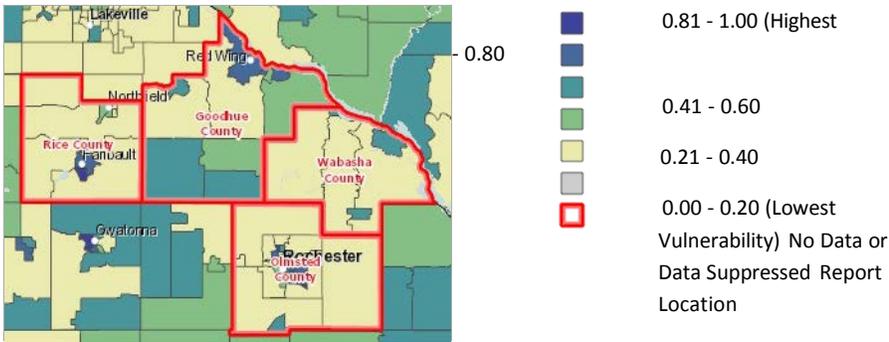
The degree to which a community exhibits certain social conditions including high poverty, low percentage of vehicle access, or crowded households, may affect that community's ability to prevent human suffering and financial loss in the event of disaster. These factors describe a community's social vulnerability.

Report Area	Total Population	Socioeconomic Theme Score	Household Composition Theme Score	Minority Status Theme Score	Housing & Transportation Theme Score	Social Vulnerability Index Score
Report Location	286,547	0.08	0.17	0.63	0.59	0.26
Goodhue County, MN	46,217	0.08	0.20	0.38	0.43	0.17
Olmsted County, MN	153,065	0.04	0.20	0.72	0.59	0.26
Rice County, MN	65,765	0.20	0.08	0.71	0.87	0.39
Wabasha County, MN	21,500	0.05	0.20	0.28	0.12	0.06
United States	322,903,030	0.30	0.32	0.76	0.62	0.40

Note: This indicator is compared to the state average.

Data Source: Centers for Disease Control and Prevention and the National Center for Health Statistics, CDC - GRASP. 2018. Source geography: Tract

Social Vulnerability Index by Tract, CDC 2018



Unemployment

Total unemployment in the report area for the current month equals 6,258, or 3.8% of the civilian non-institutionalized population age 16 and older (non-seasonally adjusted). This indicator is relevant because unemployment creates financial instability and barriers to access including insurance coverage, health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Location	165,851	159,593	6,258	3.8%
Goodhue County, MN	26,177	25,172	1,005	3.8%
Olmsted County, MN	90,579	87,262	3,317	3.7%
Rice County, MN	36,973	35,465	1,508	4.1%
Wabasha County, MN	12,122	11,694	428	3.5%
Minnesota	3,050,586	2,917,024	133,562	4.4%
United States	163,236,883	153,265,575	9,971,307	6.1%

Data Source: US Department of Labor, Bureau of Labor Statistics. 2021 - June. Source geography: County

2021 Community Needs Summary Agency Highlights



Agency Strengths

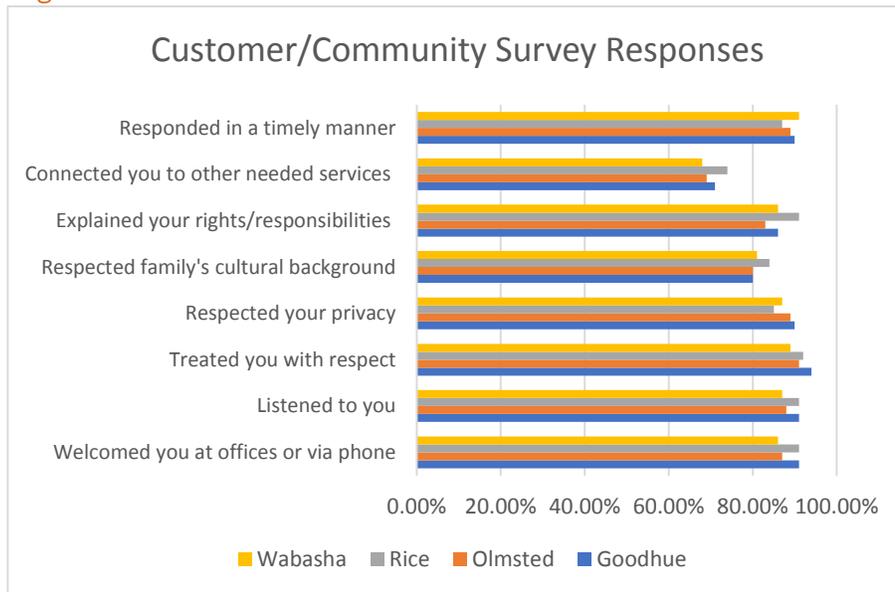
High level of input

The survey response rate increased from 523 responses in 2017 to 926 responses in 2021. Focus groups targeted customers that are less likely to complete the survey. The groups representing Head Start families, the Hispanic community and Somali community required translators. One focus group and ten key informant interviews focused on needs of older adults. Two focus groups focused on housing insecurity.

Trusted translators

Participants in three focus groups rely heavily on Three Rivers translators as a bridge to accessing or finding resources. This is critical for people who are worried about immigration issues or who do not feel respected in other parts of the community.

High Customer Satisfaction



Agency Opportunities

- Finetune marketing and outreach, using solicited suggestions
- Continue to make application processes easier, including online options
- Continue to collaborate with partners to address needs
- Explore ideas and suggestions solicited from customers and partners

Some Customer Quotes

“People are so rude... but every time I've talked to someone in your office or dropped paperwork application off, everyone has been so nice. People who are nice is shocking!”

“They helped to take a huge strain on our shoulders, we are extremely thankful. They were there for us, they didn't make us beg for our needs.”

“Kept me from homelessness”

“It was a big blessing in one of the hardest times of my life”

“Help me when I couldn't help myself; showed me ways to get the help I needed”

Some Partner Quotes

“Three Rivers fills the gap for so many needs in our community and is a wonderful partner to work with in meeting the needs of our community members.”

“Staff are great collaborators, knowledgeable about the community, and respond quickly to clients and my own staff.”

“I like the variety of programs and that they are willing to work with other agencies to resolve problems. Great staff to work with.”

“Appreciate the communication and thoroughness”

“I love that y'all are actively assessing the communities' needs.”

“All their resources and all the individuals they help. Can help those who are not English speaking also.”

Q25 Overall, how has Three Rivers Community Action affected your life?

helped alot furnace helped electric never Way Allowed electric bill lives keep rental
Helped keep afford times need received energy assistance US rental assistance
provided wish Helped pay ve blessing amazing much stress able work
really Improved life one helped us hard time bills good way heat
stay home winter s Positively receive great Yes
helped lot electricity Three Rivers wonderful
needed years helpful fuel help costs
energy assistance positive way good use
assistance grateful program gas make big Positive
utility bills home life saver without helped electric bill Thank rent
utilities given time worry greatly always saved also financially Well know
heating bills food energy costs support pay energy bill family services
extremely helpful lights paying son energy bill appreciated lot tremendously
resources children helped tremendously winter months