



Montana Statewide Community Needs Assessment

Collaborative Data Collection Instrument Development

2024

CSBG requirements, framework of
community needs/assets, and data
collection instruments for the first
statewide CNA



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Table of Contents

Introduction to CNAs and CSBG requirements	4
Report Overview	5
Standards/requirements to meet for each agency's CNA	6
Types of data to meet CSBG standard	8
Possible Outline/Structure of Future CNA	9
Community needs/assets framework covered in each CNA section	9
Section 1: CAA service area overview and county profiles	9
Section 2: Service area needs from survey and other findings	11
Section 3: CAA mission, service delivery, and impact	12
Section 4: Priority emerging needs and recommendations	12
Statewide CNA survey	13
Part 1. Geographic location, housing, work status, and household	14
Part 2. Community assets and environment	15
Part 3. Individual/family needs	18
Part 4. Demographics	24
Part 5: Closing	25
Statewide CNA focus group guide template	26
Statewide CNA next steps and recommendations	28
CNA survey implementation/analysis/writing steps	28
Survey sample size methodological considerations	30
Appendix 1: Decision points in statewide instrument development	32
Appendix 2: CAA interview/meeting themes	35
General interview themes	35
Additional agency-specific considerations	35
Appendix 3: Electronic survey export	37
2025 Montana Community Needs Assessment Survey	37
Introduction	37
Part 1. Geographic location, housing, work status, and household	37
Part 2. Community assets and environment	44
Part 3. Individual/family needs	47
Part 4. Demographics	58
Part 5: Closing	60

Appendix 4: Regional survey questions not included in the statewide CNA	61
Agency-specific program questions	61
Rocky Mountain Development Council, Inc.	61
Action for Eastern Montana	62
Action Inc.	63
Community Action Partnership of Northwest Montana	64
HRDC Bozeman	65
District 4 HRDC	67
District 6 HRDC	68
District 7 HRDC	69
Human Resource Council	70
Opportunities Inc.	72
Program utilization questions for all agencies	74
2025 Montana Community Needs Assessment Survey	i
Part 1. Geographic location, housing, work status, and household	ii
Part 2. Community assets and environment	iv
Part 3. Individual/family needs	vii
Part 4. Demographics	xiii
Part 5: Survey gift card drawing	xiv

INTRODUCTION TO CNAs AND CSBG REQUIREMENTS

Community needs assessments (CNAs) are conducted to meet the Community Services Block Grant (CSBG) program requirements and to inform Community Action Agencies (CAAs) of the documented community needs within the service area of their agency. Needs are discussed at the family/individual, community, and agency level when appropriate within the CNA. These data provide the basis for recommendations in the CNA on how to develop or modify programs for low-income individuals and families in the community, especially in high priority areas of need, including those needs that are growing or may have emerged during the prior three years since the last CNA was conducted.



The results of the CNA help ensure the agency's services match the needs of low-income people and identify gaps in current services as the agency plans for future programs and community engagement. The CNA must meet standards and criteria laid out by Community Block Services Grant (CSBG) requirements. Additionally, the CNA is a part of the Results-Oriented Management and Accountability (ROMA) cycle and helps to identify measurable outcomes to be tracked over time. ROMA principles aid CAAs in developing processes to identify, measure, and record improvements in the condition of people with low incomes, rather than necessarily provide guidelines for conducting CNAs. However, ROMA Next Generation builds upon the CNA and asks, "Did outcomes achieved address the needs identified in the assessment phase?" and "How do specific services and initiatives (strategies) help support and produce outcomes to respond to the needs of our community?"¹ (NASCS, 2024).

¹ National Association for State Community Services Programs (NASCS). (2024). "ROMA Next Generation". Retrieved July 15, 2024 from <https://nascsp.org/csbg/csbg-resources/roma/roma-next-generation/>

Report Overview

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This document and the data collection instruments included within it are the result of 5 months of collaboration between JG Research & Evaluation (JGRE) and members of the HRDC Montana Director's Association. Members of the JGRE research team met with the full Association together, representatives of the Montana Department of Public Health and Human Services, and individually with each CAA within the Association. During these meetings, we learned about the needs and considerations of each of the CAAs. After these meetings, JGRE completed drafts of the community needs/assets framework, the statewide survey, regional questions, and a provider focus group template. We met multiple times with a smaller Association working group of approximately 6 directors to revise drafts of these documents. JGRE then met with the full Association to get feedback on the last draft of the data collection instruments. These instruments, the process of decision-making regarding this collaborative process, and the CSGB requirements are included within this document.

- 1. First, this document identifies the CSBG standards and data collection/analysis strategies to meet those standards for CAAs completing their individual CNAs. Some of these strategies include primary, secondary, or administrative data which we define after presenting the standards. We also describe the levels of identified needs with these types of data.**
- 2. Then, this document lays out a framework of community needs and assets by issue, need, or indicator that should be covered in each section of the CNAs while also meeting CSBG standards and aiding CAAs in their ROMA cycle.**
- 3. Third, we then provide the final drafts of the collaborative statewide community needs assessment survey and focus group guide.**
- 4. Last, we include some preliminary thinking, planning, and methodological considerations for future survey implementation and data analysis.**
- 5. The appendix provides a description of decisions made during the collaborative process, a version of the electronic downloaded survey, general important considerations that arose during the meetings/interviews with directors, and, finally, a list of regional-specific questions that were ultimately not included in the statewide survey.**

The materials presented in this report were compiled to support each HRDC in their efforts to complete CNAs within their service areas, while also providing the opportunity for consistency across the state.

Standards/requirements to meet for each agency's CNA

The table below lists the CSBG standards directly related to the creation of the CNA and other standards to consider while conducting and writing the community needs assessment. The types of data (i.e., primary, secondary, and administrative) are described after the table.

Table 1. CSBG or other considerations and matching CNA strategies

	CSBG standard	Strategy to meet standard
1.2	The organization analyzes information collected directly from low-income individuals as part of the Community Assessment. Data can be collected through a variety of ways, including, but not limited to, focus groups, interviews, community forums, customer satisfaction survey data provided by the agency, etc.	• Primary data collection and analysis including surveys and a focus group • Secondary data collection and analysis
2.2	The organization utilizes information gathered from key sectors of the community in assessing needs and resources during the community assessment process. These sectors would include community-based organizations, faith-based organizations, private sector, public sector, educational institutions, etc.	• Primary, secondary, and agency administrative data collection and analysis • Include available secondary data collected by some sectors • Include members of each of 5 sectors in CNA focus group • Send CNA foundational survey to representatives of each sector for dissemination during data collection phase
2.3	The organization communicates its activities and its results to the community.	• Presentation to Board and/or other community participants
3.2	As part of the community assessment, the organization collects and includes current data specific to poverty related to gender, age, race/ethnicity, and other trackable indicators used in previous assessments for the service area.	• Primary and secondary data collection and analysis
3.3	The organization collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment. This will be a vital component of the analysis section of the assessment.	• Primary and secondary data collection and analysis
3.4	The community assessment includes key findings on the causes and conditions of poverty and the needs of individuals and families living in the communities assessed in the 5-county service area.	• Primary, secondary, and agency administrative data collection and analysis • Describe needs at the family, community, and agency level

3.5	The tripartite board/advisory body formally accepts the complete community assessment.	Board accepts CNA findings after presentation
Other CSBG standards to consider		
1.1	The department demonstrates low-income individuals' participation in its activities.	Include agency administrative data on low-income participation within the CNA to track over time
2.4	The department documents the number of volunteers and hours mobilized in support of its activities	Include agency administrative data on volunteer hours within the CNA to track over time
6.4	Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process, or comparable planning process	Customer service satisfaction data will utilize existing CAA administrative client satisfaction data
Checklist for monitoring community needs assessments for State CSBG offices specific necessary indicators to include in CNA		
3.2	Poverty and gender	Secondary data
3.2	Poverty and age	Secondary data
3.2	Poverty and race/ethnicity	Secondary data
	Description of geographic location (i.e. counties and municipalities)	Primary and secondary data
Results Oriented Management and Accountability (ROMA) Principles to consider for CNA		
	Including this suggested data may aid CAAs in future planning and the ROMA cycle.	- Suggested: Include agency administrative data on client participation rates within the CNA to track over time - Suggested: Use recommendations/solutions/suggestions and/or most important needs from the CNA for later planning
CSBG "Beyond compliance: Benchmarking Organizational Performance" questions to consider		
	Do the results of the CNA guide development of the department's strategic plan and community action plan?	CNA informs these by identifying primary causes/conditions of poverty that programs should address

	Do the department's strategies, programs, and services address key needs identified in the CNA?	• CNA is one of primary tools used to guide decisions about service delivery strategies and program goals • Alignment between services offered and community needs identified in CNA • Include discussion within recommendations • In interviews, one CAA articulated the importance of discussing the intersection of different needs and how they build upon one another
	Does the department use the CNA to engage key community stakeholders and build consensus on a shared policy agenda?	• Suggested strategy by one CAA during interviews: Engage local politicians by posting survey in the Montana League of Cities and Towns newsletters • Another suggested strategy in interviews includes asking about low-income people's perceived ability to engage in decision-making or grassroots organizing

Types of data to meet CSBG standard

Primary data

- Data collected for a specific project. Specifically designed for understanding the problem (or question) at hand.
- Surveys, interviews, and focus groups.
- **Family/individual level**, (i.e., "I do not have access to a good paying job"), **community level** (i.e., "the community lacks good paying jobs"), and **agency level** (i.e., "the agency does not have programs or resources directed at job training for available good paying jobs in the community")

Secondary data

- Data collected by someone else. For example, using existing data generated by large government institutions or healthcare facilities.
- **Community level**

Administrative data

- Data collected by the community action agency during organizational activities.
- **Agency level** and sometimes family/individual and community level

POSSIBLE OUTLINE/STRUCTURE OF FUTURE CNA

Although creating a possible outline and structure of each agency's future CNA was not necessarily part of the scope of the project from the RFP, these research considerations are intertwined with the development of the instruments. Thus, during this planning process, JGRE created one possible way the future CNAs could be structured to help agencies writing their own CNAs. We've also included possible data sources to help. However, each agency will write their own CNA based on the data collected in the statewide survey, so the exact way they structure their CNA may necessarily be different than what is proposed below.

Community needs/assets framework covered in each CNA section

The individual CNAs of each CAA could be grouped into four sections:

Section 1: CAA Service area overview and county profiles

Section 2: Service area needs from survey and other findings

Section 3: CAA mission, service delivery, and impact

Section 4: Priority emerging needs and recommendations

Each of these sections is described below and includes possible data sources.

Section 1: CAA service area overview and county profiles

- *Description:* A description of the entire service area of the CAA and county profiles for each of the counties in the service area. A quick overview description of the CAA (will be covered in-depth later).
- *Data sources:* Secondary data. Most of these data can be secured through Community Commons at one time by paying a fee to create a CNA for the counties and region.

Table 2. Section 1 issues/needs/indicators and data sources

Issues/needs/indicators	Possible data sources
About service area counties: Community environment and assets	
Land area, population estimates and density, description of major population centers and/or rural areas, description of reservations in service area, recreation opportunities, voter participation rates, broadband access, transportation, crime statistics, intimate partner violence statistics, childcare providers	U.S. Census, local newspapers, townhall.com election results, FCC Fabric data, American Community Survey, local county and government websites
Demographics	
Age, sex, race, ethnicity, veteran status, foreign-born status, educational attainment, families and living arrangements (i.e., households with children/etc., single female headed households)	U.S. Census, American Community Survey, Governor's Office of Indian Affairs, Sparkmap (University of Wisconsin-Madison), National Center for Education Statistics

Economic context and poverty	
Poverty rates, employment sectors, average annual per capita salary, median household income, poverty related to gender, age, race/ethnicity, food security, children eligible for free or reduced-price lunches, public benefits usage (SNAP, TANF)	American Community Survey, U.S. Department of Commerce, U.S. Census, U.S. Department of Agriculture (Economic Research Services)
Housing, housing affordability, and people experiencing houselessness	
Overall number of housing units, owner-occupied rate, median value of housing units, median gross rents, % renters pay more than 30% income on rent, vacancy rates, service area units affordable at area median household income, households that are cost burdened, percentage housing substandard conditions, number of individuals experiencing houselessness	U.S. Census, American Community Survey, Headwaters Economics, Joint Center for Housing Studies, HUD, American Community Survey, point in time homelessness counts
Community health and behaviors	
Uninsured population, percentage population with a disability, teen birth rates, low birth weight babies, cancer incidence, morbidity and mortality rates, indicators of chronic conditions, sexually transmitted infections, obesity, tobacco use, substance use, federally qualified health centers, pollution and drinking water	U.S. DHHS Healthy People, American Community Survey, Montana DPHHS, CDC, University of Wisconsin Population Health Institute County Health Rankings, CDC Behavioral Risk Factor Surveillance System,
Additional useful sources: Agencies can pay a small fee to get access to the CNA tool on Community Commons/Sparkmap which includes almost all of the sources above in one place rather than having to go to each individual source each time. Community Commons and Sparkmap tool: https://sparkmap.org/report/ Kids Count: https://www.aecf.org/work/kids-count/kids-count-data-center Crime data: https://mbcc.mt.gov/Data/	

Section 2: Service area needs from survey and other findings

- *Description:* Findings from the statewide foundational survey and regional areas. CNAs may compare Montana as a whole to individual service areas.
- *Data sources:* Statewide survey, service-area findings (i.e., counties of each CAA service area together).

Table 3. Section 2 issues/needs/indicators to be included in section

Demographics and work status
Zip code, county of residence, years lived in county, current employment status/number of hours worked weekly, age, gender, race, ethnicity, educational attainment, housing status, veteran status, number of people in household, children in household, seniors in household, householders with a disability, role in community (i.e., provider, program participant community member, non-CAA program participant community member, governmental representative)
Community assets and environment
Quality of life questions (good place to raise children, job opportunities, community safety, community trust, support networks), civic engagement, safety, community inclusivity/diversity, sense of community, bike/pedestrian safety and infrastructure
Community needs/issues
Ranking top five needs in community, disagree/agree statements in survey (housing affordability, behavioral health, mental health, physical health care, community food security, childcare, inclusivity, civic engagement, qualitative responses from open-ended question, and applicable data from the focus group)
Parts of barriers/facilitators to services and programs question, if applicable. For example, the effect of closures of local OPA offices on communities in the service area.
Individual/family financial circumstances
Financial security, estimated monthly household income, ability to handle unforeseen financial crisis, sources of household income
Individual/family needs/issues²
Same needs as community-level needs, plus those additional needs each participant has personally experienced, such as prescription assistance, access to emergency clothing, disability assistance, limited internet, utilities assistance (including water), bankruptcy, child support, substandard housing, bad credit and/or debt, eviction, burial assistance, discrimination based on race, ethnicity or sexual identity, crime, intimate partner violence, bullying, access to crisis services, legal assistance, child abuse and neglect, teen pregnancy, child special needs assistance, access to weatherization, one open ended question on additional individual/family needs

² Please note that the individual/family needs section of the survey is grouped by CSBG domains of employment; education & cognitive development; income, infrastructure & asset building; housing; health/social behavioral development; civic engagement & community involvement based on director recommendations. This could be one way the survey findings are grouped and structured. However, JGRE was unable to find many other examples of other CNAs that utilized this structure for the writing of the CNA, although North Dakota recently organized their statewide (2023) needs survey in these domains. However, although it made the most sense to design the survey to be grouped into these domains, it may not make the most sense to organize the resulting full written needs assessment into these domains.

Section 3: CAA mission, service delivery, and impact

- *Description:* This section gives an overview of the CAA mission, discusses the specific programs of the CAA, and the impact of the CAA.
- *Data sources:* Customer service satisfaction questions from CAA agency administrative surveys, focus groups with program providers, administrative data on CAA impact and program utilization to tell stories.

Table 4. Section 3 issues/needs/indicators

Program/services utilization
Access to services in counties, programs utilized, outreach
Barriers and facilitators to utilizing assistance and/or programs
Barriers/facilitators to services/programs question in the survey instrument including eligibility requirements, applying for services, required documentation, distance of services and transportation, uploading applications online, ability to find childcare, closure of local Office of Public Assistance section. Section 8 assistance waitlist, if available in CAA administrative data
Limited client/customer service satisfaction
Assessment of facilities, staff, service treatment and welcome environment, gaps in services, better off after participating in program
Community partnerships
Focus group with program partners, description of agency and service area using administrative data

Section 4: Priority emerging needs and recommendations

- *Description:* Discuss implications of all data related to new/emerging needs, ways these needs intersect, and recommendations. Alignment between services offered and community needs identified in CNA.
- *Data sources:* Weave in most important data elements from earlier in the CNA.

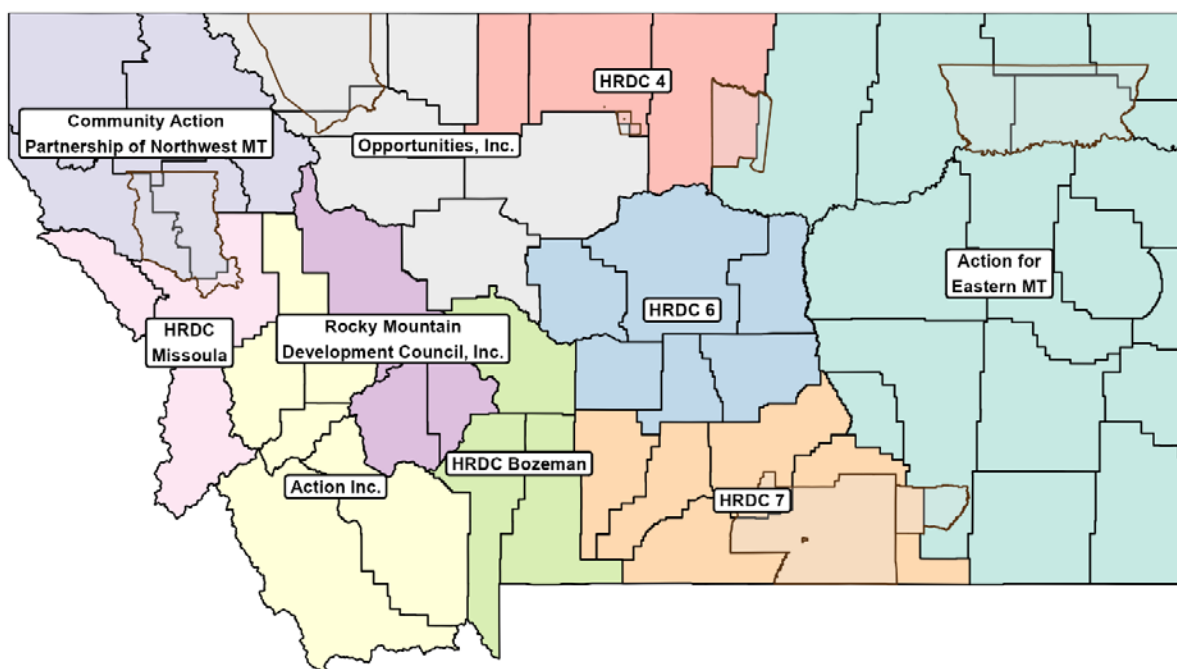
STATEWIDE CNA SURVEY

The survey was designed to meet CSBG requirements. The literacy level is based on a fifth grade reading level. However, at certain points the survey reads at an eighth grade reading level due to the incorporation of necessary words such as “needs assessment.”

2025 Montana Community Needs Assessment Survey

The Montana Community Action Network is doing the first community needs assessment for the state of Montana to learn about community needs. The goal of the survey is to understand poverty in Montana and find ways to help. The answers will help us learn more about the needs of people and families in the areas we serve.

The Montana Community Action Network is made up of 10 groups across Montana. These groups, called Community Action Agencies (CAAs), are non-profit groups that run programs to help families with low incomes reach their goals. They are not part of the State of Montana or the Office of Public Assistance. There are 10 CAAs in different parts of Montana, as shown on the map below.



The results of this survey will help make sure each CAA's services match what communities need. It will also show if there are any services missing. This helps the agencies plan for future programs and ways to help the community. The State of Montana will also use the results to track important needs and issues over time.

The survey takes about 10 minutes to finish. Your answers will be private, and no one reading the overall results of the survey will know they came from you. We will share the overall results with the public. Doing the survey is your choice, and it won't change your ability to have any programs or services you're already using.

Everyone who takes part in the survey will be entered into a drawing to win one of the _____ gift cards. If you have any questions, please contact _____.

Part 1. Geographic location, housing, work status, and household

Which county do you live in? _____

What is your zip code? _____

→ If selects a zip code partially or fully within confines of an American Indian Reservation:

Do you live within the borders of an American Indian Reservation?

☐ No, I do not live within the borders of an American Indian Reservation

☐ Yes, I live on

→ If selects Yes: (drop-down list of reservation names)

☐ Blackfeet

☐ Fort Peck

☐ Crow

☐ Northern Cheyenne

☐ Flathead

☐ Rocky Boy

☐ Fort Belnap

Which of these best describes your job situation right now? Please choose all that apply.

☐ Work full-time in one job (30 hours or more)

☐ Unemployed

☐ Work full-time at more than one job, (30 hours or more)

☐ Student

☐ Work part-time (less than 30 hours)

☐ Retired

☐ Work sometimes

☐ Other: _____

☐ Homemaker or stay-at-home parent

☐ Rather not say

Which of these best describes where you live? Please choose only one.

☐ I own my home

☐ I live with multiple generations of my family and help pay some of the bills

☐ I rent my home

☐ I live with family or friends for free

☐ Other: _____

☐ I live in a shelter

☐ I live in my car

☐ I live in my recreational vehicle (R.V.)

☐ I live in a nursing home, long-term care, or assisted living

☐ I live with two or more unrelated families in the same house

How many people live in your home, including you? _____

How many children under age 18 live in your home? _____

How many people in your home, including you, are 60 years old or older? _____

What is your role in the community? *Please choose the one choice that best fits your role for this survey.*

- | | |
|--|--|
| ☐ I am a client of an agency (I have received help from a Community Action Agency, like rent or utility help, or my child goes to Head Start, etc.) | ☐ I represent a private group (like a business) |
| ☐ I represent a faith-based group | ☐ I represent a community or social service group |
| ☐ I am a general community member | ☐ Other: (please explain) _____ |
| ☐ I volunteer with an agency | _____ |
| ☐ I represent a school | _____ |
| ☐ I am a board member of an agency | _____ |
| ☐ I represent a government group | _____ |

Part 2. Community assets and environment

On a scale from 1 to 5, where 1 means a strong *no* and 5 means a strong *yes*, please give your opinion.

Quality of Life Questions					
	1 No	2	3	4	5 Yes
1. Is your community a good place to raise children? (Think about school quality, childcare, after-school programs, and places to have fun, etc.)	☐	☐	☐	☐	☐
2. Are there good job opportunities in your community? (Think about local businesses, jobs that can help you grow in your career, job training, affordable housing, and how far you have to travel for work, etc.)	☐	☐	☐	☐	☐
3. Is your community a safe place to live? (Think about how safe people feel at home, at work, in schools, at playgrounds, and parks. Do neighbors know and trust each other? Do they help each other?)	☐	☐	☐	☐	☐
4. Are there support networks for people and families (like neighbors, support groups, church outreach, etc.)	☐	☐	☐	☐	☐
5. Are you happy with the quality of life in your community? (Think about how you feel, how involved you are in activities, etc.)	☐	☐	☐	☐	☐

Please tell us how much you agree or disagree with these statements³:

	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree
My community has many affordable homes for people to buy	☐	☐	☐	☐	☐
My community has many affordable places to rent	☐	☐	☐	☐	☐
My community has help for people who are unhoused	☐	☐	☐	☐	☐
My community has help available for the behavioral health needs of adults	☐	☐	☐	☐	☐
My community has help available for the mental health care needs of adults	☐	☐	☐	☐	☐
My community has help available for physical health care needs of adults	☐	☐	☐	☐	☐
My community has resources available for people who don't have enough food	☐	☐	☐	☐	☐
My community has childcare for individuals and families with different incomes	☐	☐	☐	☐	☐
My community has enough public transportation available	☐	☐	☐	☐	☐
My community is welcoming and friendly at public meetings and events	☐	☐	☐	☐	☐
Public officials in my community work to help people and families with low incomes	☐	☐	☐	☐	☐

³ Some questions adapted from Bozeman HRDC's 2019 Community Needs Assessment.

Please rank the five most important needs in your community, with 1 being the most important.

Need	1	2	3	4	5
Access to substance use disorder services	☐	☐	☐	☐	☐
Access to affordable childcare	☐	☐	☐	☐	☐
Access to early childhood education	☐	☐	☐	☐	☐
Access to healthcare	☐	☐	☐	☐	☐
Access to reliable and fast internet	☐	☐	☐	☐	☐
Access to mental health services	☐	☐	☐	☐	☐
Availability of jobs that pay enough to live on	☐	☐	☐	☐	☐
Availability of safe and affordable housing	☐	☐	☐	☐	☐
Help for people who are unhoused	☐	☐	☐	☐	☐
Availability or cost of transportation	☐	☐	☐	☐	☐
Crime and/or public safety	☐	☐	☐	☐	☐
Diversity and cultural awareness	☐	☐	☐	☐	☐
Lack of affordable food or hunger	☐	☐	☐	☐	☐
Planning for growth and development (like water resources, etc.)	☐	☐	☐	☐	☐
Needs of older adults or seniors	☐	☐	☐	☐	☐
Needs or services for youth	☐	☐	☐	☐	☐
Other: _____	☐	☐	☐	☐	☐

Is there anything you would like to tell us about the good things or services that people with low incomes need in your community?

Part 3. Individual/family needs

What are the most important needs that you or your family have right now or have had in the last 12 months?⁴

3.1 Employment

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any job needs in the last 12 months (skips to 3.2)
- ☐ I, or the family in my house, DO have job needs right now. *If so, please choose all that apply below. *Please note*, square choices are all visible. If participant clicks square choice, then dot choices appear for additional selection*

- ☐ Job training

- Learning technical skills to find and do work
 - Learning soft skills to keep a job (like good communication skills, etc.)
 - Training for the types of jobs available in the area
 - Knowing where to find job resources

- ☐ Finding and keeping a job

- Writing a resume
 - Interviewing for a job
 - Getting the right clothes for a job
 - Having access to the internet for work

- ☐ Jobs that pay more or have benefits

- ☐ Background check

- Criminal background
 - Offender status

- ☐ Other job needs or comments about job services/programs: _____

3.2 Education & cognitive development

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any education needs in the last 12 months (skips to 3.3)
- ☐ I, or the family in my house, DO have education needs right now. If so, please choose all that apply below

- ☐ Early childhood education programs

⁴ Needs questions adapted from North Dakota's (2023) statewide "Needs Assessment Study of Low-Income North Dakota Individuals and Families"

- ☐ Affordable and good childcare
 - ☐ Parenting education and skills
 - ☐ GED classes (General Education Development)/HSE (High School Equivalency)
 - ☐ English as a Second Language (ESL) classes
 - ☐ Literacy classes
 - ☐ Computer skills training
 - ☐ Technical and vocational training
 - ☐ Help paying for college programs or filling out college aid forms (like FAFSA—Free Application for Federal Student Aid)
 - ☐ Life skills
 - Character education such as anti-bullying
 - ☐ Other education needs or comments about education services/programs: _____
-
-

3.3 Income, infrastructure & asset-building

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any financial needs in the last 12 months (skips to 3.4)
- ☐ I, or the family in my house, DO have financial needs right now. *If so, please choose all that apply below.*

 - ☐ Help with transportation or fixing my car
 - ☐ Free help with income tax preparation
 - ☐ Gambling counseling
 - ☐ Learning about money management, saving, or budgeting
 - ☐ Problems with bankruptcy, foreclosure, or repossession
 - ☐ Financial issues
 - Money problems with divorce
 - Problems with getting or paying child support
 - ☐ Help with burial or funeral costs
 - ☐ Legal help
 - ☐ Help getting access to the Internet at my house
 - ☐ Help with energy bills
 - Problems paying the electric bill
 - Problems paying the gas or other heating bill

- ☐ Help with water bills
 - ☐ Help with utility deposits
 - ☐ Other financial needs or comments about financial services/programs: _____
-
-

3.4 Housing

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any housing needs in the last 12 months (skips to 3.5)
- ☐ I, or the family in my house, DO have housing needs right now. *If so, please choose all that apply below.*

 - ☐ Good, affordable houses or apartments to rent
 - Bad rental homes that are unsafe, unlivable, have pests, mold, or lead paint, are overcrowded, or not insulated enough for cold weather
 - ☐ Good, affordable houses or condos to buy
 - Help with down payments or closing costs to buy a home
 - Bad houses for sale that are unsafe, unlivable, have pests, mold, or lead paint, overcrowded, or not insulated enough for cold weather
 - ☐ Help with making homes more energy efficient and keeping them warm (like insulation and reducing heat loss)
 - ☐ Home repair
 - Programs that provide free home repairs
 - Skills for basic home repairs and maintenance
 - ☐ Home buyer education
 - ☐ Handicap accessible housing or changes to my home for a person with a disability
 - ☐ Senior citizens housing
 - Income based rental housing for seniors
 - Not enough affordable nursing homes or long-term care for seniors
 - ☐ Help with rent
 - Help with rent deposits
 - Help with rent payments
 - Help with rent back payments
 - Education about renter/tenant rights and responsibilities
 - ☐ Other housing needs or comments about housing services/programs: _____

3.5 Health/social & behavioral development

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any health needs in the last 12 months (skips to 3.6)
- ☐ I, or the family in my house, DO have health needs right now. *If so, please choose all that apply below.*

-
- ☐ Affordable health care
 - Paying for medicine and prescriptions
 - Long-term health care
 - Chronic illness
 - Sexual and reproductive health care
 - HIV/AIDS care
 - ☐ Paying for or not having health insurance
 - ☐ Substance use disorder counseling and/or treatment
 - ☐ Mental health services
 - Adult mental health services
 - Youth mental health services
 - ☐ Teenage pregnancy and/or prenatal care
 - ☐ Affordable dental care
 - ☐ Affordable eye care
 - ☐ Help for people with disabilities or special needs
 - Help for children with disabilities
 - Help for children with special needs
 - Health for adults with disabilities
 - Prosthesis
 - Medical equipment (like wheelchairs, crutches, hearing aids, etc.)
 - ☐ Senior health care
 - ☐ Veteran's services
 - ☐ Child vaccinations
 - ☐ Access to emergency clothing such as winter coats or hats
 - ☐ Food
 - Availability and access to fresh and healthy food
 - Access to emergency food resources, like food banks

- ☐ Access to services (WIC, SNAP, SSI, etc.)
 - WIC (Special Supplemental Nutrition Program for Women, Infants, and Children)
 - SNAP (Supplemental Nutrition Assistance Program)
 - SSI (Supplemental Security Income)
 - ☐ Abuse/violence protection
 - Sexual assault victim services
 - Protection from domestic violence
 - Help for physical, emotional, or sexual abuse
 - Services for runaway youth
 - ☐ Other health or social needs or comments about health services/programs: _____
-
-

3.6 Civic engagement & community involvement

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any civic or community needs in the last 12 months
 - ☐ I, or the family in my house, DO have civic or community needs right now. If so, please choose all that apply below.
-
- ☐ Safe neighborhoods where it's easy to walk, with sidewalks and parks
 - ☐ Additional health care places
 - More family primary care clinics
 - More pharmacies
 - More urgent care clinics
 - More specialists
 - ☐ Crisis services or emergency housing for unhoused individuals and families
 - ☐ Activities and programs for seniors
 - ☐ Fun activities like playgrounds, biking or hiking trails, or rivers
 - ☐ Youth activities and programs
 - ☐ Crime prevention
 - Breaking and entering
 - Violent crime like murder, robbery, sexual assault, or aggravated assault
 - Gang violence
 - ☐ Volunteer opportunities, community boards, neighborhood associations, or other similar groups
 - ☐ Ways to get involved politically and have my voice heard with local politicians

- ☐ Help with legal issues
 - ☐ Discrimination
 - Discrimination based on race, ethnicity, or tribal identity
 - Discrimination based on sexual identity
 - ☐ Other needs in your community: _____
-
-

From the list below, identify how each item has made it easier or harder to get help or access to services and programs in your area?

	Easier	More difficult	Neither or Not Applicable
The closure of my local state-run Office of Public Assistance (non-CAA service)	☐	☐	☐
Understanding program eligibility requirements	☐	☐	☐
Applying for services and/or completing paperwork	☐	☐	☐
Uploading application forms online	☐	☐	☐
No local office I can physically go into	☐	☐	☐
Providing documentation such as income	☐	☐	☐
Distance from my house to services	☐	☐	☐
Transportation to/from services or programs	☐	☐	☐
The ability to find childcare	☐	☐	☐
Other (list):	☐	☐	☐

Is there anything you want to share about how to help people with low incomes in your community?

Part 4. Demographics

What is your age? _____ years (17 & under, each year listed to age 79, 80+)

What is your gender?

- | | |
|-------------------------------------|---|
| ☐ Female | ☐ Other: _____ |
| ☐ Male | ☐ Rather not say |
| ☐ Non-binary | |

Are you Hispanic, Latino, or of Spanish origin?

- | | |
|------------------------------|---|
| ☐ Yes | ☐ Rather not say |
| ☐ No | |

Which group(s) best represent your race(s)? Choose all that apply.

- | | |
|--|---|
| ☐ Black or African American | ☐ White |
| ☐ American Indian or Alaska Native | ☐ Other: _____ |
| ☐ Asian | ☐ Rather not say |
| ☐ Pacific Islander or Native Hawaiian | |

How far did you go in school?

- | | |
|--|--|
| ☐ Never attended high school | ☐ 4-year college degree |
| ☐ Attended high school but did not finish | ☐ Completed graduate or professional school |
| ☐ Completed high school, GED, or HSE | ☐ Rather not say |
| ☐ Some college | |
| ☐ Technical, Associates, or 2-year degree | |

What is your estimated monthly household income before taxes? This includes any money from disability payments, social security, or child support.

- | | |
|---|---|
| ☐ Less than \$1000/month | ☐ \$5001-\$6000/month |
| ☐ \$1001-\$2000/month | ☐ \$6001-\$7000/month |
| ☐ \$2001-\$3000/month | ☐ \$7001-\$8000/month |
| ☐ \$3001-\$4000/month | ☐ \$8001-\$9000/month |
| ☐ \$4001-\$5000/month | ☐ \$9001 or more/month |

Are you a veteran?

- ☐ No
- ☐ No, but another adult in my house is a veteran
- ☐ Yes

Part 5: Closing

This survey is anonymous, which means your answers will not have your name on them. However, people who take the survey can enter a drawing to win one of ____ \$---- Visa gift cards. We need to be able to contact the winners. So if you answer “yes” to the next question, you will go to a separate form to give us your contact information. This information will not be connected to your survey answers. The drawing will happen on _____.

Would you like to go to the contact form and be entered to win a \$---- Visa gift card?

☐ Yes

→ If yes, directed to another survey site to enter contact information.

☐ No

Thank you for filling out this survey! Your answers are very important to us. We will use the results to make sure your agency’s services help people with low incomes and what services might be missing. Your answers will also help us plan for future programs.

STATEWIDE CNA FOCUS GROUP GUIDE TEMPLATE

Thank you all for taking the time out of your busy schedules to join this discussion today. My name is _____. I am a staff member for _____. We are currently conducting our statewide triennial community needs assessment to help us identify the community needs of families with low incomes in _____'s service area. The results of this focus group will be used to ensure the agency's services match the needs of people with low-incomes and to identify gaps in current services as the agency plans for future programs and community engagement. A key part of this community needs assessment is understanding the experiences of partner organizations and program providers in these counties, especially those of you who have partnered with and or facilitated programs from or with _____. We look forward to hearing your perspectives.

Before I get started, a couple logistical things...

- This focus group should take around one hour.
- This session is being recorded to ensure that I can capture the full conversation while also being able to engage with you all. Your name and any other identifying information will be kept confidential. If we decide to use any quotes from today's session, they will be used anonymously in the report.
- I do want to take a moment to set some guidelines for the conversation:
 - You certainly don't need to agree with one another, just remember to keep an open mind and be respectful.
 - This is really a guided conversation, so I will ask questions to get the conversation started, but please feel free to talk to each other, pose questions of your own, etc.
 - Community topics, such as housing or behavioral health services like treatment for substance use, can sometimes be emotional and potentially tough to chat about as a group. As the moderator, there may be times when I place a topic or question in a "parking lot." The goal of this is to keep us focused and ensure that we're respecting your time, as well as generating useful and important information for this community needs assessment.
 - Any questions before we get started?

Introductions

1. We'll start by introducing ourselves. Let's go around the table and share:
 - a. First name – (confidential—just for conversation)
 - b. And why are you here?
 - i. What is the nature of your engagement with _____?
What role do you have in your organizations?
2. First off, let's talk about some of the good things that might exist in your communities. What kinds of things do you love about where you live? *[prompt: what kinds of things make it a good place to live? Support networks of friends and family? Health care? Economic opportunity? Natural beauty? Do you think folks take pride in participating in the community around them?]*

3. Now let's chat about existing challenges and resources that might help folks living in your community. Thinking about community needs and issues for folks who might be struggling to make ends meet brings up different perspectives on what things are the most important to helping families. Broadly speaking, what do you think are the **biggest challenges** that families with low-incomes face in trying to get ahead?
4. Do you have any thoughts about what might be the largest causes of poverty in your community? Especially with what you've seen as a service provider?
5. What are the **biggest issues** you see for people struggling to make ends meet? *[prompt: health care, affordable child care, access to housing, crime, transportation, mental health services, food insecurity, senior or youth needs]*
 - a. What is our **responsibility** to community members?
 - b. Are these the same needs for **urban and more rural** families?
6. **What do you think the goals should be** re: supporting/assisting/providing services for individuals and families with low incomes? *[prompt: This could be goals for individuals, families, and also the larger community regarding which services are the most important/etc.]*
 - a. Have you noticed any gaps in services that might help? *[prompt: More substance use disorder or mental health treatment services, affordable child care, more accessible assistance for food, more career development/training, more rental assistance]*
 - b. How can community providers and/or service organizations do a better job partnering with each other and with individuals in the community? *[prompt: What about your program, in particular, has worked or not worked?]*
7. Based on your experiences and beliefs, **what do policymakers** (like people making the rules in state and local government) and others in the bigger community need to know about services that might help families with low incomes get ahead? *[prompt: From your personal experiences providing services, or things you have heard or seen, is there anything else you'd like to tell them?]*

Closing

8. If you had a magic wand, what would you change or shift in your community to help more families and individuals with low incomes?
9. What haven't I asked about, or we haven't covered that would be important for me to understand this topic?

Thank you, again, for taking time to join this discussion. Your point of view is really important. And as a reminder, your answers are confidential and any quotes that we use from this focus group will be presented in a way that protects your anonymity. If you have any additional questions about the study, please contact

_____ at _____.

STATEWIDE CNA NEXT STEPS AND RECOMMENDATIONS

As discussed and decided upon in meetings with DPHHS, the full Association together, and individual directors, the Montana CNA survey will be implemented at one time. JGRE suggests that one research team draft a data collection plan and timeline for the full CNA, implement the survey (working with marketing to achieve a representative sample size for the state of Montana), clean the survey responses and create a cohesive dataset, complete the statewide data analysis, and create individual datasets for the service-areas of each CAA based on either the county or zip code survey question. Some methodological and other considerations include deciding upon incentives for participants taking the survey, cleaning the survey to remove responses of fake bots or others taking the survey outside the state of Montana to attempt to win the incentive, marketing the survey to get enough participants to achieve a large sample size, deciding whether to simultaneously collect survey responses using paper copies in the service areas of CAAs, and choosing an appropriate online survey platform capable of creating questions/using skip logic correctly and creating packages of data in different data analysis programs/platforms (i.e. SPSS, Stata, R, Excel, SASS, etc.) of the service-areas of each CAA. The Association may also want to decide whether they would like to write one CNA focused solely on the state as a whole, in addition to the 10 CAA CNAs.

Below is a simplified plan laid out in steps. We've divided the process up into two phases to maximize flexibility for the Association.

CNA survey implementation/analysis/writing steps

Phase 1: Montana statewide survey data collection and analysis

1. Association decides on whether they will do a single statewide CNA focused only on Montana in addition to the 10 CNAs for each individual CAA
 - a. **Please note** Analysis of statewide survey data can be completed as just survey output data tables in raw form, but JGRE suggests for the research team leading the data analysis to create more refined/usable tables alongside limited text/description of these tables for CAAs to utilize in their own CNAs
2. Association decides on one research team to lead data collection and analysis
3. Create a data collection and analysis timeline
4. Decide on data collection/survey implementation online platform (i.e. Alchemer, Qualtrics, Survey Monkey, etc.)
5. Decide on whether paper copies of surveys will be distributed to CAA offices for program participants
6. If paper copies are distributed, manually input responses into online survey platform
7. Market survey to achieve large and/or statistically significant sample size
8. Implement survey to whole state of Montana
9. Reach sample size for statistical representation for all of Montana and service areas of each Agency

10. Give survey incentives to participants based on the data collection plan, usually through a drawing for gift cards
11. Clean all survey responses
12. Create plan for data analysis of full survey of Montana
 - a. Decide on data analysis program for whole survey of Montana and each Agency
 - i. Agencies can use different data analysis programs, depending on preference (i.e., SPSS, Stata, R, Excel, SASS, etc.)
13. Create plan for distributing Agency datasets to individual CAAs
 - a. Use questions to determine geography of survey participants and where to group cases (i.e., cases are the name for individual survey responses).
 - i. “Which county do you live in?” OR “What is your zip code?”
 - b. Group cleaned survey responses/cases by either geography question or each CAA service area. JGRE recommends using county grouping
 - c. Download grouped cleaned datasets into preferred data analysis packages, depending on data analysis program choices of Agencies and send to each Agency

Phase 1 alternative option:

1. Have the research team complete the analysis of individual CAA service areas, in addition to the statewide analysis, although this would be more costly. The research team could then provide usable tables alongside limited text/description for each of the CAAs.

Phase 2: CAA individual CNAs

After the statewide survey is implemented and analyzed, Association members will also need to make a plan about how to complete focus groups, analyze the focus group and service-area survey datasets, integrate the focus group data and survey data into their CNAs, and write their individual CNAs.

1. Association and individual CAAs decide on whether they will do the service-area analysis and writing of the CNA in-house or contract out
2. Complete focus groups using focus group template
3. Analyze focus group and service-area survey data
4. Integrate service-area qualitative and quantitative data into writing of the CNA
5. Integrate statewide survey comparison tables/data where applicable, based on choices of individual CAAs
6. Write full individual CNAs

Phase 2 alternative option:

1. Have the research team write all 10 CNAs or any number of individual CNAs

Survey sample size methodological considerations

Goal: Determine the number of survey responses required to obtain a statistically representative sample of the agency's service area.

Example limitations paragraph:

*Please note: Limitations paragraphs are often included in methodological sections of reports or articles or other sources to explain what problems there might be with data. There are always potential problems with data collection, data analysis, and results. No study can be perfect, but researchers try to limit these problems. Researchers also try to be as transparent as possible when explaining what limitations they might have. Below is an example of a limitations paragraph that agencies may want to include in any methods appendix. It also may not be necessary to include in individual CNAs, but JGRE includes an example here in case the agencies find it useful.

"Several limitations should be considered when interpreting survey results. First, because survey participants were not randomly sampled, there may be selection bias - those who chose to participate might differ systematically from those who did not respond. For example, people with stronger opinions about housing services might be more likely to complete the survey. Women represent X% of the service area but comprise X% of the survey, indicating that they were over/underrepresented. American Indians make up X% of the service area but comprise X% of the survey, indicating that they were over/underrepresented. Additionally, the survey was conducted online, which could underrepresent individuals with limited internet access or lower digital literacy. While the survey captured valuable insights, it may not fully represent all community members."

Important notes:

- Margin of error is the level of precision in the survey results (e.g., the true value is +/- 5% of survey results).
- The confidence level is the level of certainty in the survey results (e.g., We are 95% confident that the true value is within 5% of the survey results).
- The Census website (<https://data.census.gov/table>) provides helpful data tables for determining how well different segments of the population are represented in surveys. For example, Roosevelt County's population is 57% American Indian. To accurately represent the racial composition of the county, survey respondents should reflect this demographic proportion, meaning approximately 57% of survey respondents should be American Indian. To check whether the proportions are statistically significantly different, the researcher could use a chi-square test.
- Survey Monkey (https://www.surveymonkey.com/mp/sample-size-calculator/?ut_source=help_center) has a helpful link to quickly calculate sample size. Suppose a researcher wants to know whether American Indians are sufficiently represented in a survey given out in Roosevelt County. The population in this case is 6,246 American Indians living in Roosevelt County. Using the link, the researcher can decide a confidence level and margin of error to find a representative sample size for this stratum of the population.

Representative Sample by Region

- The calculation assumes the researcher desires a 90% confidence level with a 7% margin of error or a 95% confidence level with a 5% margin of error.
- Example: Action for Eastern MT serves 59,287 adults (people aged 18 and older). To achieve a 90% confidence level with a 7% margin of error, the survey would need 138 participants.
- **Example Interpretation:** Suppose 30% of survey participants report adequate access to substance use disorder services. Assuming the sample size is large enough, we can say that there is a 90% chance that 23% to 37% of the service area believes there is adequate access to substance use disorder services.

Table 5. Agency Sample Sizes

Agency	Adult population in 2022	90% confidence level & 7% margin of error	95% confidence level & 5% margin of error
Action Inc.	55,954	138	382
Action for Eastern MT	58,841	138	382
Community Action Partnership of Northwest MT	132,124	138	383
HRDC 4	17,478	137	376
HRDC 6	16,974	137	376
HRDC 7	151,121	138	383
HRDC Bozeman	107,929	138	383
HRDC Missoula	133,449	138	383
Opportunities, Inc.	88,651	138	382
Rocky Mountain Development Council, Inc.	69,856	138	382

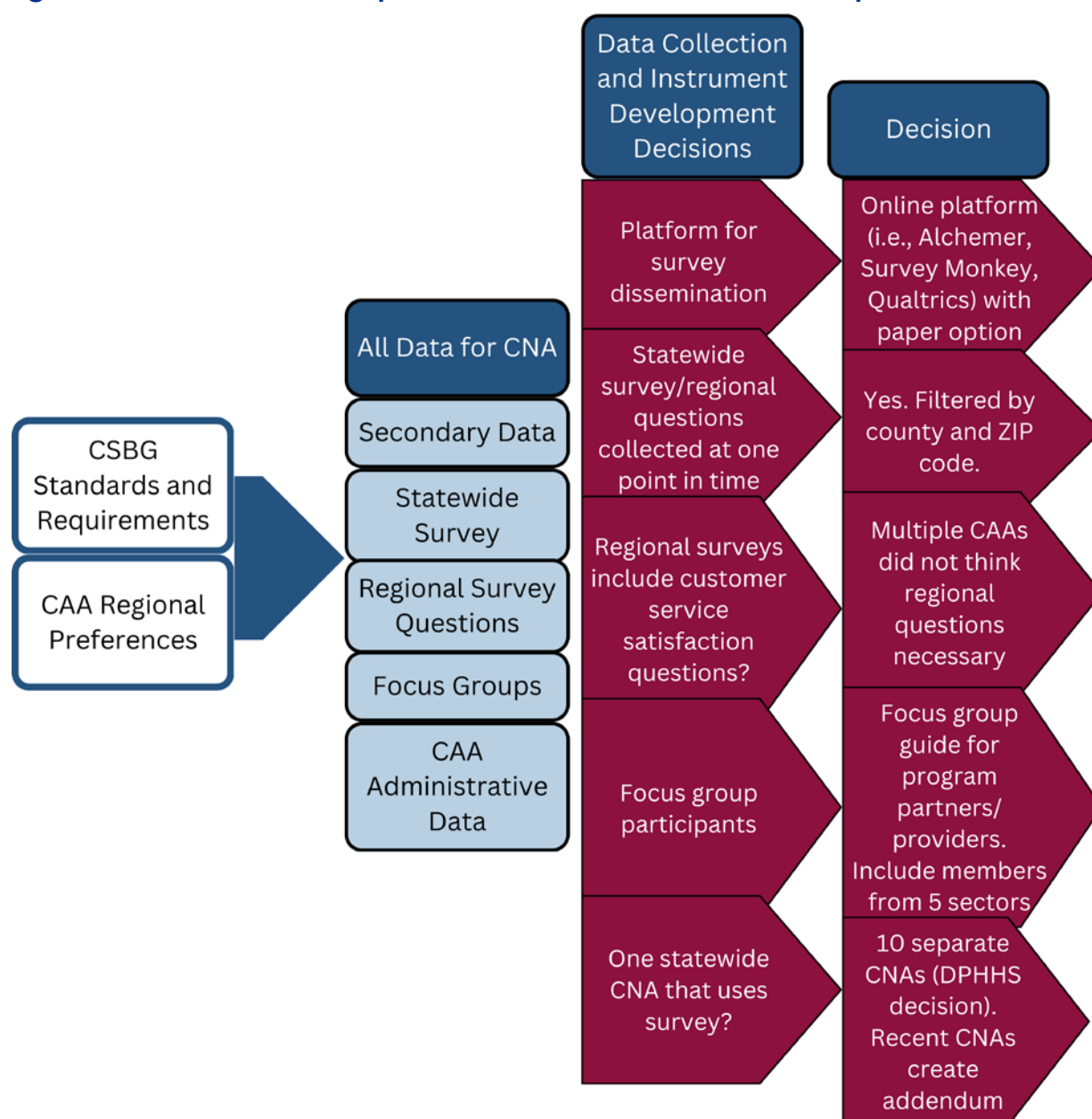
Population data is from:

U.S. Census Bureau (2022). 2018-2022 American Community Survey 5-Year Estimates, Table B09021. Retrieved using tidycensus R package.

APPENDIX 1: DECISION POINTS IN STATEWIDE INSTRUMENT DEVELOPMENT

The first stage of creating the statewide CNA data collection instruments included meeting with the full Association, meeting with representatives of Montana Department of Health & Human Services, and then 10 semi-structured interviews/meetings with a representative of each Community Action Agency within the Association. The following figure was produced to show each decision point reached during these conversations, followed by a discussion of the general decision points that emerged from the process.

Figure 1: Instrument development and collaborative decision points



Below, we discuss these decision points that emerged from the interviews with agencies. We include other considerations surrounding these issues from the interviews.

Platform for survey dissemination

- All CAAs agree that the survey will be collected online via a survey tool, such as SurveyMonkey, Alchemer, or Qualtrics, using an online link and/or QR codes for participants to take the survey on their own cell phones. CAAs may also give paper copies of the same survey to participants for those without cell phones and input the data into the online platform.

State survey data collected at one point in time

- All CAAs and DPHHS agree that the state survey should happen at one point in time.

Regional question and customer service satisfaction questions considerations⁵

- The original Request for Proposals articulated that JGRE would create sets of regional questions for each Agency. JGRE completed sets of drafts, and then multiple revisions of sets of regional questions for each CAA.
- However, during individual interviews over the summer 2024, half of the CAAs clearly articulated that regional questions were not necessary to the statewide CNA. These agencies articulated that the overarching needs were similar across the state, with small variations.
- After sets of regional questions were created and revised, **all members of the Association ultimately voted to exclude regional questions from the Montana Statewide CNA survey instruments for four reasons.**
 1. Agencies should use their own administrative program data to include a program data section in their own CNA
 2. Agencies should implement their own customer service satisfaction surveys outside of the statewide CNA and include some of that information in their own individual CNAs
 3. Adding a regional section makes the survey too long and contributes to survey fatigue
 4. The main purpose of the CNA is not necessarily to collect program data or customer service satisfaction data
 5. Programs change so often that it would require a complete revision every three years
- Thus, the statewide CNA does not include regional-specific questions. However, JGRE has included these questions as an appendix to this document in case individual CAAs would like to use these questions for purposes other than the statewide CNA.

⁵ Customer service satisfaction questions were created with guidance from Community Action Partnership (2020) “Establishing a Customer Focused Approach to Community Action Agency Services: A Guide to Customer Satisfaction”

Focus group participants?

- The agency directors all agreed for JG to make the focus group guide specific to partners/program providers rather than program participants.

One CNA for whole state with 10 sections for each CAA or 10 separate CNAs using statewide survey?

- Each CAA will still need to write their own CNA based on the data from the single point in time statewide survey.
- Those agencies that just completed their CNA during the previous year will only need to write an addendum.

APPENDIX 2: CAA INTERVIEW/MEETING THEMES

Below, we list some of the overarching themes and considerations that were brought up during interviews with Agencies.

General interview themes

- Multiple agencies expressed that it is important to work to engage tribal members in data collection and take the different needs of reservations into account.
- Agencies also voiced the desire to better understand outreach/advertising processes and whether individuals in their service area understood that they were different than governmental services or DPHHS. They wanted to understand where participants might be learning about programs. One question will be added to the agency specific regional component.
- A few agencies discussed that somehow measuring the effects of Office of Public Assistance office closures might be beneficial. They also expressed that, if possible, including questions related to the changes in how service will be handled with clients in the work readiness program might be important.
- “New” community needs to be measured (outside of “typical” community needs such as housing and childcare) that agencies discussed included:
 - Water infrastructure to meet population growth challenges, engagement and ability to participate in local politics/have a voice, sense of community and inclusivity, concerns for biker and pedestrian safety in areas of growing traffic, lack of retirement communities/nursing homes in rural areas, water bill assistance
- The increase in substandard housing in rural areas and the need for more weatherization assistance to meet this need was mentioned by a few agencies.

Additional agency-specific considerations

Most points from agency interviews were considered and integrated elsewhere in the earlier needs/assets framework. However, a few notable details below are worth capturing here. Not all points fit within the scope of a CNA.

CAPNWM

- Would like to understand if program participants want walk-in service centers closer to their hometowns.
- Would like to facilitate better relationships with local politicians by working to engage them in the process. Suggested working to get buy-in by posting survey in the Montana League of Cities and Towns newsletters and emphasizing the importance for the whole state of Montana

HRDC 4

- Would like to ask if clients have been able to get the help they need from existing services, especially regarding domestic violence and sexual assault services.

Action for Eastern Montana

- Differences in transportation needs over 17 counties

Human Resource Council

- Ways to measure if weatherization services have helped program participants stay in their home and/or lead to safer outcomes

HRDC Bozeman

- Including a zip code question is important to analyze local variations

Rocky Mountain Development Council, Inc.

- Senior programs go into counties served by other CAAs

Action Inc.

- Mental health issues in the region are at the forefront for clients. Would like to see questions related to case managers and integrated services given the agency's emphasis on trauma-informed care.

HRDC 7

- Substandard housing and closure of nursing homes impacts region

HRDC 6

- Important to consider internet and phone service issues due to rurality of region.

Opportunities, Inc.

- Head Start/Early Head Start also involved in working with existing childcare providers on meeting standards
- Airforce base in area

APPENDIX 3: ELECTRONIC SURVEY EXPORT

2025 Montana Community Needs Assessment Survey

Introduction

The Montana Community Action Network is doing the first community needs assessment for the state of Montana to learn about community needs. The goal of the survey is to understand poverty in Montana and find ways to help. The answers will help us learn more about the needs of people and families in the areas we serve.

The Montana Community Action Network is made up of 10 groups across Montana. These groups, called Community Action Agencies (CAAs), are non-profit groups that run programs to help families with low incomes reach their goals. They are not part of the State of Montana or the Office of Public Assistance. There are 10 CAAs in different parts of Montana, as shown on the map below.

The results of this survey will help make sure each CAA's services match what communities need. It will also show if there are any services missing. This helps the agencies plan for future programs and ways to help the community. The State of Montana will also use the results to track important needs and issues over time.

The survey takes about 10 minutes to finish. Your answers will be private, and no one reading the overall results of the survey will know they came from you. We will share the overall results with the public. Doing the survey is your choice, and it won't change your ability to have any programs or services you're already using.

Everyone who takes part in the survey will be entered into a drawing to win one of the _____ gift cards. If you have any questions, please contact _____.

Part 1. Geographic location, housing, work status, and household

Logic: Show/hide trigger exists.

1. Which county do you live in?

- | | | | | |
|-------------------------------------|-------------------------------------|--|--|---------------------------------------|
| ☐ Beaverhead | ☐ Custer | ☐ Garfield | ☐ Lewis and Clark | ☐ Musselshell |
| ☐ Big Horn | ☐ Daniels | ☐ Glacier | ☐ Liberty | ☐ Park |
| ☐ Blaine | ☐ Dawson | ☐ Golden Valley | ☐ Lincoln | ☐ Petroleum |
| ☐ Broadwater | ☐ Deer Lodge | ☐ Granite | ☐ Madison | ☐ Phillips |
| ☐ Carbon | ☐ Fallon | ☐ Hill | ☐ McCone | ☐ Pondera |
| ☐ Carter | ☐ Fergus | ☐ Jefferson | ☐ Meagher | ☐ Powder River |
| ☐ Cascade | ☐ Flathead | ☐ Judith Basin | ☐ Mineral | ☐ Powell |
| ☐ Chouteau | ☐ Gallatin | ☐ Lake | ☐ Missoula | ☐ Prairie |

- | | | | |
|------------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|
| ☐ Ravalli | ☐ Sanders | ☐ Sweet Grass | ☐ Valley |
| ☐ Richland | ☐ Sheridan | ☐ Teton | ☐ Wheatland |
| ☐ Roosevelt | ☐ Silver Bow | ☐ Toole | ☐ Wibaux |
| ☐ Rosebud | ☐ Stillwater | ☐ Treasure | ☐ Yellowstone |

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Cascade","Chouteau","Glacier","Pondera","Teton","Toole")

2. What is your zip code?

- | | | | | |
|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| ☐ 59401 | ☐ 59419 | ☐ 59440 | ☐ 59463 | ☐ 59484 |
| ☐ 59402 | ☐ 59420 | ☐ 59442 | ☐ 59465 | ☐ 59485 |
| ☐ 59403 | ☐ 59421 | ☐ 59443 | ☐ 59466 | ☐ 59486 |
| ☐ 59404 | ☐ 59422 | ☐ 59444 | ☐ 59467 | ☐ 59487 |
| ☐ 59405 | ☐ 59425 | ☐ 59446 | ☐ 59468 | ☐ 59520 |
| ☐ 59406 | ☐ 59427 | ☐ 59447 | ☐ 59472 | ☐ 59521 |
| ☐ 59411 | ☐ 59432 | ☐ 59448 | ☐ 59474 | ☐ 59916 |
| ☐ 59412 | ☐ 59433 | ☐ 59450 | ☐ 59477 | ☐ 59921 |
| ☐ 59414 | ☐ 59434 | ☐ 59454 | ☐ 59480 | ☐ 59936 |
| ☐ 59416 | ☐ 59435 | ☐ 59456 | ☐ 59482 | |
| ☐ 59417 | ☐ 59436 | ☐ 59460 | ☐ 59483 | |

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Blaine","Hill","Liberty")

3. What is your zip code?

- | | | | | |
|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| ☐ 59444 | ☐ 59522 | ☐ 59527 | ☐ 59532 | ☐ 59547 |
| ☐ 59456 | ☐ 59523 | ☐ 59528 | ☐ 59535 | |
| ☐ 59461 | ☐ 59524 | ☐ 59529 | ☐ 59540 | |
| ☐ 59501 | ☐ 59525 | ☐ 59530 | ☐ 59542 | |
| ☐ 59521 | ☐ 59526 | ☐ 59531 | ☐ 59545 | |

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Fergus","Golden Valley","Judith Basin","Musselshell","Petroleum","Wheatland")

4. What is your zip code?

- | | | | | |
|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| ☐ 59015 | ☐ 59046 | ☐ 59072 | ☐ 59078 | ☐ 59087 |
| ☐ 59032 | ☐ 59054 | ☐ 59073 | ☐ 59084 | ☐ 59418 |
| ☐ 59036 | ☐ 59059 | ☐ 59074 | ☐ 59085 | ☐ 59424 |

☐ 59430	☐ 59447	☐ 59453	☐ 59464	☐ 59479
☐ 59441	☐ 59451	☐ 59457	☐ 59469	☐ 59489
☐ 59445	☐ 59452	☐ 59462	☐ 59471	

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Big Horn","Carbon","Stillwater","Sweet Grass","Yellowstone")

5. What is your zip code?

☐ 59001	☐ 59022	☐ 59041	☐ 59068	☐ 59103
☐ 59002	☐ 59024	☐ 59043	☐ 59069	☐ 59104
☐ 59006	☐ 59025	☐ 59044	☐ 59070	☐ 59105
☐ 59007	☐ 59026	☐ 59050	☐ 59071	☐ 59106
☐ 59008	☐ 59028	☐ 59052	☐ 59074	☐ 59107
☐ 59010	☐ 59029	☐ 59055	☐ 59075	☐ 59108
☐ 59011	☐ 59031	☐ 59057	☐ 59079	☐ 59111
☐ 59013	☐ 59033	☐ 59061	☐ 59082	☐ 59112
☐ 59014	☐ 59034	☐ 59063	☐ 59088	☐ 59114
☐ 59015	☐ 59035	☐ 59064	☐ 59089	☐ 59115
☐ 59016	☐ 59037	☐ 59066	☐ 59101	☐ 59116
☐ 59019	☐ 59038	☐ 59067	☐ 59102	☐ 59117

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Broadwater","Jefferson","Lewis and Clark")

6. What is your zip code?

☐ 59410	☐ 59623	☐ 59633	☐ 59640	☐ 59701
☐ 59436	☐ 59624	☐ 59634	☐ 59641	☐ 59721
☐ 59601	☐ 59625	☐ 59635	☐ 59643	☐ 59722
☐ 59602	☐ 59626	☐ 59636	☐ 59644	☐ 59752
☐ 59604	☐ 59631	☐ 59638	☐ 59647	☐ 59759
☐ 59620	☐ 59632	☐ 59639	☐ 59648	

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Gallatin","Meagher","Park")

7. What is your zip code?

☐ 59018	☐ 59027	☐ 59047	☐ 59053	☐ 59081
☐ 59020	☐ 59030	☐ 59052	☐ 59065	☐ 59082

☐ 59086	☐ 59642	☐ 59716	☐ 59730	☐ 59760
☐ 59421	☐ 59645	☐ 59717	☐ 59741	☐ 59771
☐ 59463	☐ 59714	☐ 59718	☐ 59752	☐ 59772
☐ 59480	☐ 59715	☐ 59719	☐ 59758	☐ 59773

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Flathead","Lake","Lincoln","Sanders")

8. What is your zip code?

☐ 59821	☐ 59856	☐ 59904	☐ 59919	☐ 59930
☐ 59824	☐ 59859	☐ 59910	☐ 59920	☐ 59931
☐ 59826	☐ 59860	☐ 59911	☐ 59921	☐ 59932
☐ 59831	☐ 59863	☐ 59912	☐ 59922	☐ 59933
☐ 59834	☐ 59864	☐ 59913	☐ 59923	☐ 59934
☐ 59844	☐ 59865	☐ 59914	☐ 59925	☐ 59935
☐ 59845	☐ 59873	☐ 59915	☐ 59926	☐ 59936
☐ 59848	☐ 59874	☐ 59916	☐ 59927	☐ 59937
☐ 59853	☐ 59901	☐ 59917	☐ 59928	
☐ 59855	☐ 59903	☐ 59918	☐ 59929	

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Mineral","Missoula","Ravalli")

9. What is your zip code?

☐ 59801	☐ 59812	☐ 59828	☐ 59841	☐ 59868
☐ 59802	☐ 59820	☐ 59829	☐ 59842	☐ 59870
☐ 59803	☐ 59821	☐ 59830	☐ 59846	☐ 59871
☐ 59804	☐ 59823	☐ 59833	☐ 59847	☐ 59872
☐ 59806	☐ 59825	☐ 59834	☐ 59851	☐ 59875
☐ 59807	☐ 59826	☐ 59835	☐ 59866	
☐ 59808	☐ 59827	☐ 59840	☐ 59867	

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Beaverhead","Deer Lodge","Granite","Madison","Powell","Silver Bow")

10. What is your zip code?

☐ 59601	☐ 59701	☐ 59703	☐ 59710	☐ 59713
☐ 59639	☐ 59702	☐ 59707	☐ 59711	☐ 59716

☐ 59720	☐ 59728	☐ 59736	☐ 59746	☐ 59754
☐ 59721	☐ 59729	☐ 59739	☐ 59747	☐ 59755
☐ 59722	☐ 59731	☐ 59740	☐ 59748	☐ 59756
☐ 59724	☐ 59732	☐ 59741	☐ 59749	☐ 59759
☐ 59725	☐ 59733	☐ 59743	☐ 59750	☐ 59761
☐ 59727	☐ 59735	☐ 59745	☐ 59751	☐ 59762

Logic: Hidden unless: #1 Question "Which county do you live in?" is one of the following answers ("Carter","Custer","Daniels","Dawson","Fallon","Garfield","McCone","Phillips", "Powder River","Prairie","Richland","Roosevelt","Rosebud","Sheridan", "Treasure", "Valley","Wibaux")

11. What is your zip code?

☐ 57724	☐ 59215	☐ 59252	☐ 59312	☐ 59339
☐ 59003	☐ 59217	☐ 59253	☐ 59313	☐ 59341
☐ 59004	☐ 59218	☐ 59254	☐ 59314	☐ 59343
☐ 59010	☐ 59219	☐ 59255	☐ 59315	☐ 59344
☐ 59012	☐ 59221	☐ 59256	☐ 59316	☐ 59345
☐ 59038	☐ 59222	☐ 59257	☐ 59317	☐ 59347
☐ 59039	☐ 59223	☐ 59258	☐ 59318	☐ 59349
☐ 59043	☐ 59225	☐ 59259	☐ 59319	☐ 59351
☐ 59054	☐ 59226	☐ 59260	☐ 59322	☐ 59353
☐ 59058	☐ 59230	☐ 59261	☐ 59323	☐ 59354
☐ 59062	☐ 59231	☐ 59262	☐ 59324	☐ 59489
☐ 59076	☐ 59240	☐ 59263	☐ 59326	☐ 59524
☐ 59077	☐ 59241	☐ 59270	☐ 59327	☐ 59537
☐ 59083	☐ 59242	☐ 59273	☐ 59330	☐ 59538
☐ 59201	☐ 59243	☐ 59274	☐ 59332	☐ 59542
☐ 59211	☐ 59244	☐ 59275	☐ 59333	☐ 59544
☐ 59212	☐ 59247	☐ 59276	☐ 59336	☐ 59546
☐ 59213	☐ 59248	☐ 59301	☐ 59337	
☐ 59214	☐ 59250	☐ 59311	☐ 59338	

Logic: Show/hide trigger exists. Hidden unless: (((#2 Question "What is your zip code?" is one of the following answers ("59411","59417","59427","59434","59448","59521") OR #3 Question "What is your zip code?" is one of the following answers ("59524","59526","59527")) OR #5 Question "What is your zip code?" is one of the following answers ("59016","59022","59031","59034","59035","59043","59050")) OR #8 Question "What is your zip code?" is one of the following answers ("59901","59920","59922")) OR #11 Question "What is your zip code?" is one of the following answers ("59003","59004","59012","59201","59213","59218","59222","59225","59226","59230","59242","59244","59247","59248","59253","59254","59255","59258","59260","59263","59327"))

12. Do you live within the borders of an American Indian Reservation?

- ☐ No, I do not live within the borders of an American Indian Reservation
- ☐ Yes, I live within the borders of an American Indian Reservation

Logic: Hidden unless: #12 Question "Do you live within the borders of an American Indian Reservation?" is one of the following answers ("Yes, I live within the borders of an American Indian Reservation")

13. On which American Indian Reservation do you live?

- ☐ Blackfeet
- ☐ Crow
- ☐ Flathead
- ☐ Fort Belknap
- ☐ Fort Peck
- ☐ Northern Cheyenne
- ☐ Rocky Boy

14. Which of these best describes your job situation right now? *Please choose all that apply.*

- ☐ Work full-time in one job (30 hours or more)
- ☐ Work full-time at more than one job, (30 hours or more)
- ☐ Work part-time (less than 30 hours)
- ☐ Work sometimes
- ☐ Homemaker or stay-at-home parent
- ☐ Unemployed
- ☐ Student
- ☐ Retired

[] Other - Write In: _____

[] Rather not say

15. Which of these best describes where you live? Please choose only one.

- ☐ I own my home
- ☐ I rent my home
- ☐ I live with family or friends for free
- ☐ I live in a shelter
- ☐ I live in my car
- ☐ I live in my recreational vehicle (R.V.)
- ☐ I live in a nursing home, long-term care, or assisted living
- ☐ I live with two or more unrelated families in the same house
- ☐ I live with multiple generations of my family and help pay some of the bills
- ☐ Other - Write In: _____

16. How many people live in your home, including you?

17. How many children under age 18 live in your home?

18. How many people in your home, including you, are 60 years old or older?

19. What is your role in the community? Please choose the one choice that best fits your role for this survey.

- ☐ I am a client of an agency (I have received help from a Community Action Agency, like rent or utility help, or my child goes to Head Start, etc.)
- ☐ I am a general community member
- ☐ I represent a school
- ☐ I represent a government group
- ☐ I represent a community or social service group
- ☐ I represent a faith-based group
- ☐ I volunteer with an agency
- ☐ I am a board member of an agency
- ☐ I represent a private group (like a business)
- ☐ Other - Write In: _____

Part 2. Community assets and environment

20. On a scale from 1 to 5, where 1 means a strong no and 5 means a strong yes, please give your opinion.

	No -1	2	3	4	5 - Yes
1. Is your community a good place to raise children? (Think about school quality, childcare, after-school programs, and places to have fun, etc.)	()	()	()	()	()
2. Are there good job opportunities in your community? (Think about local businesses, jobs that can help you grow in your career, job training, affordable housing, and how far you have to travel for work, etc.)	()	()	()	()	()
3. Is your community a safe place to live? (Think about how safe people feel at home, at work, in schools, at playgrounds, and parks. Do neighbors know and trust each other? Do they help each other?)	()	()	()	()	()
4. Are there support networks for people and families (like neighbors, support groups, church outreach, etc.)	()	()	()	()	()
5. Are you happy with the quality of life in your community? (Think about how you feel, how involved you are in activities, etc.)	()	()	()	()	()

21. Please tell us how much you agree or disagree with these statements.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
My community has many affordable homes for people to buy	()	()	()	()	()
My community has many affordable places to rent	()	()	()	()	()
My community has help for people who are houseless	()	()	()	()	()
My community has help available for the behavioral health needs of adults	()	()	()	()	()
My community has help available for the mental health care needs of adults	()	()	()	()	()
My community has help available for physical health care needs of adults	()	()	()	()	()
My community has resources available for people who don't have enough food	()	()	()	()	()
My community has childcare for individuals and families with different incomes	()	()	()	()	()
My community has enough public transportation available	()	()	()	()	()
My community is welcoming and friendly at public meetings and events	()	()	()	()	()
Public officials in my community work to help people and families with low incomes	()	()	()	()	()

Validation: Max. answers = 5 (if answered)

22. Please rank the five most important needs in your community, with 1 being the most important.

- _____ Access to substance use disorder services
- _____ Access to affordable childcare
- _____ Access to early childhood education
- _____ Access to healthcare
- _____ Access to reliable and fast internet
- _____ Access to mental health services
- _____ Availability of jobs that pay enough to live on
- _____ Availability of safe and affordable housing
- _____ Help for people who are unhoused
- _____ Availability or cost of transportation
- _____ Crime and/or public safety
- _____ Diversity and cultural awareness
- _____ Lack of affordable food or hunger
- _____ Planning for growth and development (like water resources, etc.)
- _____ Needs of older adults or seniors
- _____ Needs or services for youth

23. Is there anything you would like to tell us about the good things or services that people with low incomes need in your community?

Part 3. Individual/family needs

What are the most important needs that you or your family have right now or have had in the last 12 months?

Logic: Show/hide trigger exists.

24. Employment

() I, or the family in my house, DO NOT have, or have NOT had, any job needs in the last 12 months

() I, or the family in my house, DO have job needs right now. If so, please choose all that apply below.

Below is a list of job needs from which you'll be asked to choose in the following question.

Job training

- Learning technical skills to find and do work
- Learning soft skills to keep a job (like good communication skills, etc.)
- Training for the types of jobs available in the area
- Knowing where to find job resources

Finding and keeping a job

- Writing a resume
- Interviewing for a job
- Getting the right clothes for a job
- Having access to the internet for work

Jobs that pay more or have benefits

Background check

- Criminal background
- Offender status

Other job needs or comments about job services/programs

Logic: Hidden unless: #24 Question "Employment" is one of the following answers ("I, or the family in my house, DO have job needs right now. If so, please choose all that apply below.")

25. What job needs do you, or the family in your house, have right now? *Check all that apply.*

[] Job training

[] Training for the types of jobs available in the area

[] Knowing where to find job resources

[] Getting the right clothes for a job

[] Having access to the internet for work

☐ **Finding and keeping a job**

☐ Learning technical skills to find and do work

☐ Learning soft skills to keep a job (like good communication skills, etc.)

☐ Writing a resume

☐ Interviewing for a job

☐ **Jobs that pay more or have benefits**

☐ **Background check**

☐ Criminal background

☐ Offender status

☐ **Other job needs or comments about job services/programs: - Write In:** _____

Individual/Family Needs: Education and cognitive development

Logic: Show/hide trigger exists.

26. Education and cognitive development

☐ I, or the family in my house, DO NOT have, or have NOT had, any education needs in the last 12 months

☐ I, or the family in my house, DO have education needs right now.

Below is a list of education needs from which you'll be asked to choose in the following question.

Early childhood education programs

Affordable and good childcare

Parenting education and skills

GED classes (General Education Development)/HSE (High School Equivalency)

English as a Second Language (ESL) classes

Literacy classes

Computer skills training

Technical and vocational training

Help paying for college programs or filling out college aid forms (like FAFSA—Free Application for Federal Student Aid)

Life skills

- Character education such as anti-bullying

Other education needs or comments about education services/programs: _____

Logic: Hidden unless: #26 Question “Education and cognitive development” is one of the following answers (“I, or the family in my house, DO have education needs right now.”)

27. What education needs do you, or the family in your house, have right now? Choose all that apply.

- ☐ Early childhood education programs
- ☐ Affordable and good child care
- ☐ Parenting education and skills
- ☐ GED classes (General Education Development)/HSE (High School Equivalency)
- ☐ English as a Second Language (ESL) classes
- ☐ Literacy classes
- ☐ Computer skills training
- ☐ Technical and vocational training
- ☐ Help paying for college programs or filling out college aid forms (like FAFSA—Free Application for Federal Student Aid)
- ☐ Life skills
 - ☐ Character education such as anti-bullying
- ☐ Other education needs or comments about education services/programs: - Write In:

Logic: Show/hide trigger exists.

28. Income, infrastructure and asset-building

☐ I, or the family in my house, DO NOT have, or have NOT had, any financial needs in the last 12 months

☐ I, or the family in my house, DO have financial needs right now.

Below is a list of financial needs from which you’ll be asked to choose in the following question.

- Help with transportation or fixing my car
- Free help with income tax preparation
- Gambling counseling
- Learning about money management, saving, or budgeting
- Problems with bankruptcy, foreclosure, or repossession
- Financial issues

- Money problems with divorce
- Problems with getting or paying child support
- Help with burial or funeral costs
- Legal help
- Help getting access to the Internet at my house
- Help with energy bills
- Problems paying the electric bill
- Problems paying the gas or other heating bill
- Help with water bills
- Help with utility deposits
- Other financial needs or comments about financial services/programs: _____

Logic: Hidden unless: #28 Question “Income, infrastructure and asset-building” is one of the following answers (“I, or the family in my house, DO have financial needs right now.”)

29. What financial needs do you, or the family in your house, have right now?

- ☐ **Help with transportation or fixing my car**
- ☐ **Free help with income tax preparation**
- ☐ **Gambling counseling**
- ☐ **Learning about money management, saving, or budgeting**
- ☐ **Problems with bankruptcy, foreclosure, or repossession**
- ☐ **Financial issues**
- ☐ Money problems with divorce
- ☐ Problems with getting or paying child support
- ☐ **Help with burial or funeral costs**
- ☐ **Legal help**
- ☐ **Help getting access to the Internet at my house**
- ☐ **Help with energy bills**
- ☐ Problems paying the electric bill
- ☐ Problems paying the gas or other heating bill
- ☐ **Help with water bills**
- ☐ **Help with utility deposits**
- ☐ **Other financial needs or comments about financial services/programs: - Write In: _____**

Logic: Show/hide trigger exists.

30. Housing

() I, or the family in my house, DO NOT have, or have NOT had, any housing needs in the last 12 months

() I, or the family in my house, DO have housing needs right now.

Below is a list of housing needs from which you'll be asked to choose in the following question

Good, affordable houses or apartments to rent

Bad rental homes that are unsafe, unlivable, have pests, mold, or lead paint, are overcrowded, or not insulated enough for cold weather

Good, affordable houses or condos to buy

- Help with down payments or closing costs to buy a home
- Bad houses for sale that are unsafe, unlivable, have pests, mold, or lead paint, overcrowded, or not insulated enough for cold weather

Help with making homes more energy efficient and keeping them warm (like insulation and reducing heat loss)

Home repair

- Programs that provide free home repairs
- Skills for basic home repairs and maintenance

Home buyer education

Handicap accessible housing or changes to my home for a person with a disability

Senior citizens housing

- Income based rental housing for seniors
- Not enough affordable nursing homes or long-term care for seniors

Help with rent

- Help with rent deposits
- Help with rent payments
- Help with rent back payments
- Education about renter/tenant rights and responsibilities

Other housing needs or comments about housing services/programs: - Write In: _____

Logic: Hidden unless: #30 Question “Housing” is one of the following answers (“I, or the family in my house, DO have housing needs right now.”)

31. What housing needs do you, or the family in your house, have right now? *Please choose all that apply.*

☐ **Good, affordable houses or apartments to rent**

☐ Bad rental homes that are unsafe, unlivable, have pests, mold, or lead paint, are overcrowded, or not insulated enough for cold weather

☐ **Good, affordable houses or condos to buy**

☐ Help with down payments or closing costs to buy a home

☐ Bad houses for sale that are unsafe, unlivable, have pests, mold, or lead paint, overcrowded, or not insulated enough for cold weather

☐ **Help with making homes more energy efficient and keeping them warm (like insulation and reducing heat loss)**

☐ **Home repair**

☐ Programs that provide free home repairs

☐ Skills for basic home repairs and maintenance

☐ **Home buyer education**

☐ **Handicap accessible housing or changes to my home for a person with a disability**

☐ **Senior citizens housing**

☐ Income based rental housing for seniors

☐ Not enough affordable nursing homes or long-term care for seniors

☐ **Help with rent**

☐ Help with rent deposits

☐ Help with rent payments

☐ Help with rent back payments

☐ Education about renter/tenant rights and responsibilities

☐ **Other housing needs or comments about housing services/programs: - Write In: _____**

Logic: Show/hide trigger exists.

32. Health/social and behavioral development

() I, or the family in my house, DO NOT have, or have NOT had, any health needs in the last 12 months

() I, or the family in my house, DO have health needs right now.

Below is a list of health needs from which you'll be asked to choose in the following question.

Affordable health care

Paying for medicine and prescriptions

Long-term health care

Chronic illness

Sexual and reproductive health care

- HIV/AIDS care

Paying for or not having health insurance

Substance use disorder counseling and/or treatment

Mental health services

- Adult mental health services
- Youth mental health services

Teenage pregnancy and/or prenatal care

Affordable dental care

Affordable eye care

Help for people with disabilities or special needs

- Help for children with disabilities
- Help for children with special needs
- Health for adults with disabilities
- Prosthesis
- Medical equipment (like wheelchairs, crutches, hearing aids, etc.)

Senior health care

Veteran's services

Child vaccinations

Access to emergency clothing such as winter coats or hats

Food

- Availability and access to fresh and healthy food

- Access to emergency food resources, like food banks

Access to services (WIC, SNAP, SSI, etc.)

- WIC (Special Supplemental Nutrition Program for Women, Infants, and Children)
- SNAP (Supplemental Nutrition Assistance Program)
- SSI (Supplemental Security Income)

Abuse/violence protection

- Sexual assault victim services
- Protection from domestic violence
- Help for physical, emotional, or sexual abuse
- Services for runaway youth

Other health or social needs or comments about health services/programs:- Write In: _____

Logic: Hidden unless: #32 Question “Health/social and behavioral development” is one of the following answers (“I, or the family in my house, DO have health needs right now.”)

33. What health needs do you, or the family in your house, have right now? *Please choose all that apply.*

- ☐ **Affordable health care**
- ☐ Paying for medicine and prescriptions
- ☐ Long-term health care
- ☐ Chronic illness
- ☐ Sexual and reproductive health care
- ☐ HIV/AIDS care
- ☐ **Paying for or not having health insurance**
- ☐ **Substance use disorder counseling and/or treatment**
- ☐ **Mental health services**
- ☐ Adult mental health services
- ☐ Youth mental health services
- ☐ **Teenage pregnancy and/or prenatal care**
- ☐ **Affordable dental care**
- ☐ **Affordable eye care**
- ☐ **Help for people with disabilities or special needs**
- ☐ Help for children with disabilities
- ☐ Help for children with special needs
- ☐ Health for adults with disabilities

- ☐ Prosthesis
- ☐ Medical equipment (like wheelchairs, crutches, hearing aids, etc.)
- ☐ **Senior health care**
- ☐ **Veteran's services**
- ☐ **Child vaccinations**
- ☐ **Access to emergency clothing such as winter coats or hats**
- ☐ **Food**
 - ☐ Availability and access to fresh and healthy food
 - ☐ Access to emergency food resources, like food banks
- ☐ **Access to services (WIC, SNAP, SSI, etc.)**
 - ☐ WIC (Special Supplemental Nutrition Program for Women, Infants, and Children)
 - ☐ SNAP (Supplemental Nutrition Assistance Program)
 - ☐ SSI (Supplemental Security Income)
- ☐ **Abuse/violence protection**
 - ☐ Sexual assault victim services
 - ☐ Protection from domestic violence
 - ☐ Help for physical, emotional, or sexual abuse
 - ☐ Services for runaway youth
- ☐ **Other health or social needs or comments about health services/programs: - Write In: _____**

Logic: Show/hide trigger exists.

34. Civic engagement and community involvement

() I, or the family in my house, DO NOT have, or have NOT had, any civic or community needs in the last 12 months

() I, or the family in my house, DO have civic or community needs right now.

Below is a list of civic or community needs from which you'll be asked to choose in the following question.

Safe neighborhoods where it's easy to walk, with sidewalks and parks

Additional health care places

- More family primary care clinics
- More pharmacies
- More urgent care clinics

- More specialists
- Crisis services or emergency housing for unhoused individuals and families

Activities and programs for seniors

Fun activities like playgrounds, biking or hiking trails, or rivers

Youth activities and programs

Crime prevention

- Breaking and entering
- Violent crime like murder, robbery, sexual assault, or aggravated assault
- Gang violence

Volunteer opportunities, community boards, neighborhood associations, or other similar groups

Ways to get involved politically and have my voice heard with local politicians

Help with legal issues

Discrimination

- Discrimination based on race, ethnicity, or tribal identity
- Discrimination based on sexual identity

Other needs in your community: - Write In: _____

Logic: Hidden unless: #34 Question “Civic engagement and community involvement “ is one of the following answers (“I, or the family in my house, DO have civic or community needs right now.”)

35. What civic or community needs do you, or the family in your house, have right now?

Please choose all that apply.

- ☐ **Safe neighborhoods where it’s easy to walk, with sidewalks and parks**
- ☐ **Additional health care places**
- ☐ **More family primary care clinics**
- ☐ **More pharmacies**
- ☐ **More urgent care clinics**
- ☐ **More specialists**
- ☐ **Crisis services or emergency housing for unhoused individuals and families**
- ☐ **Activities and programs for seniors**
- ☐ **Fun activities like playgrounds, biking or hiking trails, or rivers**
- ☐ **Youth activities and programs**

☐ **Crime prevention**

☐ Breaking and entering

☐ Violent crime like murder, robbery, sexual assault, or aggravated assault

☐ Gang violence

☐ **Volunteer opportunities, community boards, neighborhood associations, or other similar groups**

☐ **Ways to get involved politically and have my voice heard with local politicians**

☐ **Help with legal issues**

☐ **Discrimination**

☐ Discrimination based on race, ethnicity, or tribal identity

☐ Discrimination based on sexual identity

☐ **Other needs in your community: - Write In:** _____

36. From the list below, identify how each item has made it easier or harder to get help or access to services and programs in your area?

	Easier	More difficult	Neither or Not Applicable
The closure of my local state-run Office of Public Assistance (non-CAA service)	()	()	()
Understanding program eligibility requirements	()	()	()
Applying for services and/or completing paperwork	()	()	()
Uploading application forms online	()	()	()
No local office I can physically go into	()	()	()
Providing documentation such as income	()	()	()
Distance from my house to services	()	()	()
Transportation to/from services or programs	()	()	()
The ability to find childcare	()	()	()

37. Is there anything you want to share about how to help people with low incomes in your community?

Part 4. Demographics

38. What is your age?

- | | | | | | | | |
|---------------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------|
| ☐ 17 and under | ☐ 25 | ☐ 33 | ☐ 41 | ☐ 49 | ☐ 57 | ☐ 65 | ☐ 73 |
| ☐ 18 | ☐ 26 | ☐ 34 | ☐ 42 | ☐ 50 | ☐ 58 | ☐ 66 | ☐ 74 |
| ☐ 19 | ☐ 27 | ☐ 35 | ☐ 43 | ☐ 51 | ☐ 59 | ☐ 67 | ☐ 75 |
| ☐ 20 | ☐ 28 | ☐ 36 | ☐ 44 | ☐ 52 | ☐ 60 | ☐ 68 | ☐ 76 |
| ☐ 21 | ☐ 29 | ☐ 37 | ☐ 45 | ☐ 53 | ☐ 61 | ☐ 69 | ☐ 77 |
| ☐ 22 | ☐ 30 | ☐ 38 | ☐ 46 | ☐ 54 | ☐ 62 | ☐ 70 | ☐ 78 |
| ☐ 23 | ☐ 31 | ☐ 39 | ☐ 47 | ☐ 55 | ☐ 63 | ☐ 71 | ☐ 79 |
| ☐ 24 | ☐ 32 | ☐ 40 | ☐ 48 | ☐ 56 | ☐ 64 | ☐ 72 | ☐ 80 + |

39. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Other - Write In: _____
- ☐ Rather not say

40. Are you Hispanic, Latino, or of Spanish origin?

- ☐ Yes
- ☐ No
- ☐ Rather not say

41. Which group(s) best represent your race(s)? Choose all that apply.

- ☐ Black or African American
- ☐ American Indian or Alaska Native
- ☐ Asian

- ☐ Pacific Islander or Native Hawaiian
- ☐ White
- ☐ Other - Write In: _____
- ☐ Rather not say

42. How far did you go in school?

- ☐ Never attended high school
- ☐ Attended high school but did not finish
- ☐ Completed high school, GED, or HSE
- ☐ Some college
- ☐ Technical, Associates, or 2-year degree
- ☐ 4-year college degree
- ☐ Completed graduate or professional school
- ☐ Rather not say

43. What is your estimated monthly household income before taxes? This includes any money from disability payments, social security, or child support.

- ☐ Less than \$1000/month
- ☐ \$1001-\$2000/month
- ☐ \$2001-\$3000/month
- ☐ \$3001-\$4000/month
- ☐ \$4001-\$5000/month
- ☐ \$5001-\$6000/month
- ☐ \$6001-\$7000/month
- ☐ \$7001-\$8000/month
- ☐ \$8001-\$9000/month
- ☐ \$9001 or more/month

44. Are you a veteran?

- ☐ No
- ☐ No, but another adult in my house is a veteran
- ☐ Yes

Part 5: Closing

This survey is anonymous, which means your answers will not have your name on them. However, people who take the survey can enter a drawing to win one of ____ \$____ Visa gift cards. We need to be able to contact the winners. So if you answer “yes” to the next question, you will go to a separate form to give us your contact information. This information will not be connected to your survey answers. The drawing will happen on _____.

45. Would you like to go to the contact form and be entered to win a \$____ Visa gift card?

☐ Yes

☐ No

Thank You!

Thank you for filling out this survey! Your answers are very important to us. We will use the results to make sure your agency’s services help people with low incomes and what services might be missing. Your answers will also help us plan for future programs.

APPENDIX 4: REGIONAL SURVEY QUESTIONS NOT INCLUDED IN THE STATEWIDE CNA

The questions below were developed by JGRE in partnership with the directors, as part of the regional component of the survey.

*Please note—an earlier question about county was designed to route participants to the program question list from each CAA. All CAA lists of programs appear here, but if individual agency was using these questions, they would only use their own Agency list of programs.

Agency-specific program questions

Which programs/services have you participated in from your local Community Action Agency, if any? How helpful was this program for you? *Please choose all that apply.*

Rocky Mountain Development Council, Inc.

■ Counties served: Lewis & Clark, Broadwater, Jefferson

☐ I have not participated in any agency programs or services in the last three years. → If chooses No, skips customer service satisfaction questions to closing			
Programs/services I have participated in: <i>Please choose all that apply</i>	Not helpful	Somewhat helpful	Very helpful
☐ Early childhood education, development, and care If yes, which of these programs did you utilize? ☐ Head Start ☐ Preschool Center (not Head Start)	☐	☐	☐
☐ Energy programs or assistance If yes, which of these programs did you utilize? ☐ Energy share ☐ LIHEAP	☐	☐	☐
☐ Home weatherization and/or home energy conservation	☐	☐	☐

☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ Affordable rentals ☐ Home Buyer Education	☐	☐	☐
☐ Senior programs and services If yes, which of these programs did you utilize? ☐ Foster Grandparent Program ☐ Retired and Senior Volunteer Program (RSVP) ☐ Senior Companion ☐ Senior Nutrition and Transportation ☐ Agency on Aging	☐	☐	☐
☐ Other (list): _____	☐	☐	☐

Action for Eastern Montana

- Counties served: Carter, Custer, Daniels, Dawson, Fallon, Garfield, McCone, Phillips, Powder River, Prairie, Richland, Roosevelt, Rosebud, Sheridan, Treasure, Valley & Wibaux

☐ I have not participated in any agency programs or services in the last three years. → If chooses No, skips customer service satisfaction questions to closing			
Programs/services I have participated in: Please choose all that apply	Not helpful	Somewhat helpful	Very helpful
☐ Early childhood education, development, and care (Head Start)	☐	☐	☐
☐ Energy programs or assistance (LIHEAP)	☐	☐	☐
☐ Home weatherization and/or home energy conservation	☐	☐	☐
☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ Housing emergency assistance ☐ Rental Assistance (Section 8)	☐	☐	☐

☐ Senior programs and services If yes, which of these programs did you utilize?			
☐ Aging Services (homemaker, transportation, home delivered meals, etc.)	☐	☐	☐
☐ Ombudsman			
☐ Senior Companions Program			
☐ Youth services and skills training (WIOA Youth Program)	☐	☐	☐
☐ Other (list): _____	☐	☐	☐

Action Inc.

■ Counties served: Beaverhead, Deer Lodge, Granite, Madison, Powell, and Silver Bow

☐ I have not participated in any agency programs or services in the last three years. → If chooses No, skips customer service satisfaction questions to closing			
Programs/services I have participated in: Please choose all that apply	Not helpful	Somewhat helpful	Very helpful
☐ Crisis Services (walk-in case management)	☐	☐	☐
☐ Early childhood education, development, and care (Head Start)	☐	☐	☐
☐ Energy programs or assistance If yes, which of these programs did you utilize? ☐ Energy share ☐ LIHEAP	☐	☐	☐
☐ Food If yes, which of these programs did you utilize? ☐ Summer Meal Program ☐ Meals for People Experiencing Homelessness	☐	☐	☐
☐ Home weatherization and/or home energy conservation	☐	☐	☐

☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ Housing Choice Vouchers ☐ Housing emergency assistance ☐ Senior Apartments ☐ Family Apartments	☐	☐	☐
☐ Youth services and skills training	☐	☐	☐
☐ Other (list): _____	☐	☐	☐

Community Action Partnership of Northwest Montana

■ Counties served: Flathead, Lake, Lincoln, and Sanders

☐ I have not participated in any agency programs or services in the last three years. → If chooses No, skips customer service satisfaction questions to closing			
Programs/services I have participated in: <i>Please choose all that apply</i>	Not helpful	Somewhat helpful	Very helpful
☐ Early childhood education, development, and care (Learning Tree Preschool)	☐	☐	☐
☐ Employment training and education If yes, which of these programs did you utilize? ☐ SNAP employment and training ☐ Pathways TANF Program	☐	☐	☐
☐ Energy programs or assistance If yes, which of these programs did you utilize? ☐ Energy share ☐ LIHEAP	☐	☐	☐
☐ Financial development and education If yes, which of these programs did you utilize? ☐ Financial education and coaching ☐ Home buyer education	☐	☐	☐

☐ Home weatherization and/or home energy conservation	☐	☐	☐
☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ Housing emergency assistance (Emergency Solutions Grant (ESG)/ CoC Rapid Rehousing) ☐ Rental Assistance (Section 8)	☐	☐	☐
☐ Youth services and skills training (Teen Solutions)	☐	☐	☐
☐ Other (list): _____	☐	☐	☐

HRDC Bozeman

■ Counties served: Gallatin, Park, and Meagher

☐ I have not participated in any agency programs or services in the last three years. → If chooses No, skips customer service satisfaction questions to closing			
Programs/services I have participated in: <i>Please choose all that apply</i>	Not helpful	Somewhat helpful	Very helpful
☐ Energy programs or assistance If yes, which of these programs did you utilize? ☐ Emergency energy assistance ☐ LIHEAP	☐	☐	☐
☐ Financial development and education If yes, which of these programs did you utilize? ☐ Financial education and coaching (financial opportunities center) ☐ Career Coaching ☐ Tax Support ☐ Homeowner Assistance (homebuyer education, homeowner counseling, downpayment assistance, foreclosure intervention, homebuyer interest list)	☐	☐	☐

☐ Food If yes, which of these programs did you utilize? ☐ Food bank ☐ Fork & Spoon ☐ Healthy Kidspack ☐ Senior Groceries ☐ Summer Lunch for Kids	☐	☐	☐
☐ Early childhood education, development, and care (Head Start)	☐	☐	☐
☐ Home weatherization and/or home energy conservation	☐	☐	☐
☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ Affordable housing services (housing search services, Homeless prevention, HRDC managed properties) ☐ Housing emergency assistance ☐ Homeless Services (emergency shelter, drop-in services, disability income assistance, young adult housing, rental assistance, homeless prevention) ☐ Rental assistance (Section 8)	☐	☐	☐
☐ Senior services If yes, which of these programs did you utilize? ☐ Medicare Counseling ☐ Mental & Emotional Well-being ☐ Help at Home ☐ RSVP Volunteering ☐ Senior Transportation	☐	☐	☐

☐ Transportation If yes, which of these programs did you utilize? ☐ Streamline Transit ☐ Galavan	☐	☐	☐
☐ Youth services and skills training If yes, which of these programs did you utilize? ☐ Chafee Foster Care Program ☐ WIOA Youth Program ☐ Young Adult Housing	☐	☐	☐
☐ Other: _____	☐	☐	☐

District 4 HRDC

■ Counties served: Hill, Blaine, Liberty

☐ I have not participated in any agency programs or services in the last three years. → If chooses No, skips customer service satisfaction questions to closing			
Programs/services I have participated in: <i>Please choose all that apply</i>	Not helpful	Somewhat helpful	Very helpful
☐ Domestic violence or sexual assault victim services	☐	☐	☐
☐ Early childhood education, development, and care If yes, which of these programs did you utilize? ☐ Northern Montana Child Development Center ☐ Head Start	☐	☐	☐
☐ Employment training and education If yes, which of these programs did you utilize? ☐ Adult education and literacy	☐	☐	☐

☐ Energy programs or assistance If yes, which of these programs did you utilize? ☐ Electric program in Hill County and Big Flat ☐ Energy Share ☐ LIHEAP	☐	☐	☐
☐ Food ☐ Food bank	☐	☐	☐
☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ HRDC rent-subsidized property ☐ HRDC fair market rental ☐ On-site property management	☐	☐	☐
☐ Youth services and skills training (WIOA Youth Program)	☐	☐	☐
☐ Other:	☐	☐	☐

District 6 HRDC

- Counties served: Fergus, Judith Basin, Petroleum, Wheatland, Golden Valley, and Musselshell

☐ I have not participated in any agency programs or services in the last three years. → If chooses No, skips customer service satisfaction questions to closing			
Programs/services I have participated in: <i>Please choose all that apply</i>	Not helpful	Somewhat helpful	Very helpful
☐ Employment training and education If yes, which of these programs did you utilize? ☐ Adult education and literacy	☐	☐	☐
☐ Energy programs or assistance If yes, which of these programs did you utilize? ☐ Energy Share ☐ LIHEAP	☐	☐	☐

☐ Food ☐ Food bank	☐	☐	☐
☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ Housing emergency assistance (Clearing House Connection Emergency Services) ☐ Rental Assistance (Section 8)	☐	☐	☐
☐ Women, Infants, & Children (WIC)	☐	☐	☐
Other:	☐	☐	☐

District 7 HRDC

■ Counties served: Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone

☐ I have not participated in any agency programs or services in the last three years. → If chooses No, skips customer service satisfaction questions to closing			
Programs/services I have participated in: <i>Please choose all that apply</i>	Not helpful	Somewhat helpful	Very helpful
☐ Early childhood education, development, and care If yes, which of these programs did you utilize? ☐ Best Beginnings ☐ Childcare retention/recruitment for employees ☐ Provider childcare assistance	☐	☐	☐
☐ Employment training and education If yes, which of these programs did you utilize? ☐ SNAP employment and training ☐ Pathways TANF Program ☐ Adult Work Experience Program ☐ Adult education and literacy	☐	☐	☐

☐ Energy programs or assistance If yes, which of these programs did you utilize? ☐ Energy share ☐ LIHEAP	☐	☐	☐
☐ Food (FDPIR—Crow Food)	☐	☐	☐
☐ Home weatherization and/or home energy conservation	☐	☐	☐
☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ Housing emergency assistance (Emergency Solutions Grant) ☐ General emergency rental assistance program ☐ Rental Assistance (Section 8) ☐ Home Center (counseling and education)	☐	☐	☐
☐ Transportation (Wheels to Work)	☐	☐	☐
☐ Youth services and skills training If yes, which of these programs did you utilize? ☐ Harmony House ☐ Youth Homeless Demonstration Project ☐ WIOA Youth Program ☐ Youth Employment Work Experience Site	☐	☐	☐
☐ Other (list): _____	☐	☐	☐

Human Resource Council

■ Counties served: Mineral, Missoula, Ravalli

☐ **I have not participated in any agency programs or services in the last three years.**

→ If chooses No, skips customer service satisfaction questions to closing

Programs/services I have participated in: <i>Please choose all that apply</i>	Not helpful	Somewhat helpful	Very helpful
☐ Employment training and education If yes, which of these programs did you utilize? ☐ SNAP employment and training ☐ Pathways TANF Program ☐ Adult Work Experience Program ☐ Adult education and literacy	☐	☐	☐
☐ Energy programs or assistance If yes, which of these programs did you utilize? ☐ Energy share ☐ LIHEAP	☐	☐	☐
☐ Food (Summer Lunch Program)	☐	☐	☐
☐ Home weatherization and/or home energy conservation	☐	☐	☐
☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ Homebuyer education ☐ Homeowner rehab and repair ☐ HRDC rent-subsidized property ☐ Rental Assistance (Section 8) ☐ Home Rental Assistance (housing stability fund, emergency solutions grant, or 2-1-1)	☐	☐	☐
☐ Supported Services (Interim Assistance Program, case management, advocacy for equitable utility rates)	☐	☐	☐

☐ Youth services and skills training If yes, which of these programs did you utilize? ☐ WIOA Youth Program ☐ Local Career Resource Center ☐ Youth Homelessness Demonstration Project	☐	☐	☐
☐ 2-1-1 information and referral	☐	☐	☐
☐ Other (list): _____	☐	☐	☐

Opportunities Inc.

■ Counties served: Cascade, Chouteau, Glacier, Pondera, Teton, Toole

☐ I have not participated in any agency programs or services in the last three years. → If chooses No, skips customer service satisfaction questions to closing			
Programs/services I have participated in: <i>Please choose all that apply</i>	Not helpful	Somewhat helpful	Very helpful
☐ Emergency services (Community Resource Center)	☐	☐	☐
☐ Employment training and education If yes, which of these programs did you utilize? ☐ SNAP employment and training ☐ Pathways TANF Program ☐ Adult Work Experience Program ☐ Adult education and literacy ☐ Parenting help ☐ Males Matter	☐	☐	☐
☐ Energy programs or assistance If yes, which of these programs did you utilize? ☐ Energy Share ☐ LIHEAP	☐	☐	☐

☐ Early childhood education, development, and care If yes, which of these programs did you utilize? ☐ Head Start ☐ Early Head Start ☐ Early Head Start Collaborative	☐	☐	☐
☐ Home weatherization and/or home energy conservation	☐	☐	☐
☐ Housing programs or assistance If yes, which of these programs did you utilize? ☐ Housing Stability Services ☐ Rental Assistance (Section 8)	☐	☐	☐
☐ HELP - Link	☐	☐	☐
☐ Youth services and skills training If yes, which of these programs did you utilize? ☐ TANF Youth Summer Work Program ☐ WIOA Youth Program ☐ Youth Employment and Engagement Program	☐	☐	☐
☐ Other:	☐	☐	☐

Program utilization questions for all agencies

Have you pursued housing services from a Community Action Agency and been placed on a wait list for housing in the last three years?

☐ No

→ If chooses No, skips to program satisfaction questions

☐ Yes

→ How many months did you wait on a waiting list for housing? _____

☐ N/A. I received housing within 1 month.

On a scale of 1-5, how satisfied or dissatisfied were you with⁶:

	Very dissatisfied		Very Satisfied	Don't know	N/A
Community Action Agency (CAA) services					
The program/agency facilities, including cleanliness, access, or availability	1	2	3	4	5
	☐		☐		
The promptness and ability of program staff to respond to your needs	1	2	3	4	5
	☐		☐		
How you were treated. Staff treated you with respect?	1	2	3	4	5
	☐		☐		
How welcoming the agency felt	1	2	3	4	5
	☐		☐		
Other non-CAA services					
Pathways program assistance through the phone or online	1	2	3	4	5
	☐		☐		
Best Beginnings	1	2	3	4	5
	☐		☐		
Case management for mental health	1	2	3	4	5
	☐		☐		
Medicaid program assistance	1	2	3	4	5
	☐		☐		

⁶ Customer service satisfaction questions created with guidance from Community Action Partnership (2020) "Establishing a Customer Focused Approach to Community Action Agency Services: A Guide to Customer Satisfaction"

Please indicate how much you agree or disagree with the following statements:

	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	I have not participated in agency services or N/A
I would recommend this agency to friends and family	☐	☐	☐	☐	☐	☐
I am better off financially after participating in the programs from my local agency	☐	☐	☐	☐	☐	☐
My mental health is better after participating in the programs from my local agency	☐	☐	☐	☐	☐	☐
My physical health is better after participating in the programs from my local agency	☐	☐	☐	☐	☐	☐
I am better able to meet my basic needs after participating in the programs from my local agency	☐	☐	☐	☐	☐	☐
I was able to get the help I needed from my local agency	☐	☐	☐	☐	☐	☐
If you disagreed with any of these statements, why or why not?						

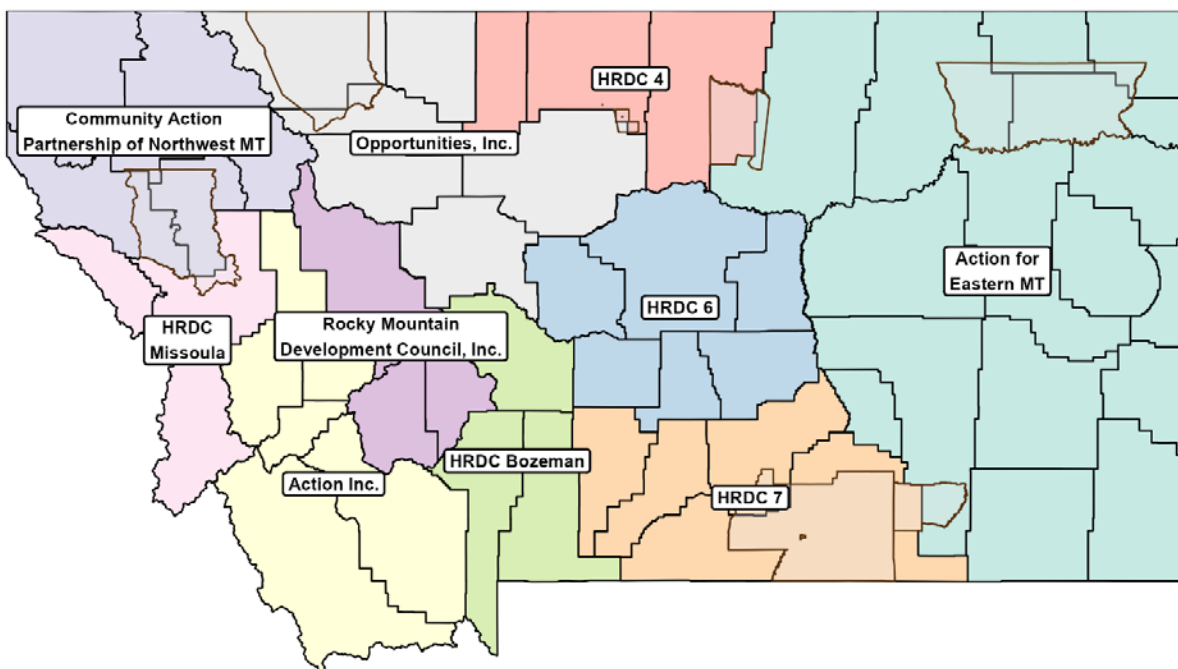
How did you learn about your local Community Action Agency and their programs? Please choose all that apply.

- ☐ Search engine (Google, Yahoo, Bing, etc.)
- ☐ Social media
- ☐ At a local event (community market, library gathering, etc.)
- ☐ A flier
- ☐ A print advertisement
- ☐ Through a friend or relative
- ☐ Through a religious community
- ☐ Other: _____

2025 MONTANA COMMUNITY NEEDS ASSESSMENT SURVEY

The Montana Community Action Network is doing the first community needs assessment for the state of Montana to learn about community needs. The goal of the survey is to understand poverty in Montana and find ways to help. The answers will help us learn more about the needs of people and families in the areas we serve.

The Montana Community Action Network is made up of 10 groups across Montana. These groups, called Community Action Agencies (CAAs), are non-profit groups that run programs to help families with low incomes reach their goals. They are not part of the State of Montana or the Office of Public Assistance. There are 10 CAAs in different parts of Montana, as shown on the map below.



The results of this survey will help make sure each CAA's services match what communities need. It will also show if there are any services missing. This helps the agencies plan for future programs and ways to help the community. The State of Montana will also use the results to track important needs and issues over time.

The survey takes about 10 minutes to finish. Your answers will be private, and no one reading the overall results of the survey will know they came from you. We will share the overall results with the public. Doing the survey is your choice, and it won't change your ability to have any programs or services you're already using.

Everyone who takes part in the survey will be entered into a drawing to win one of the _____ gift cards. If you have any questions, please contact _____.

Part 1. Geographic location, housing, work status, and household

Which county do you live in? _____

What is your zip code? _____

Do you live within the borders of an American Indian Reservation?

- ☐ No, I do not live within the borders of an American Indian Reservation
- ☐ Yes, I live on this American Indian Reservation:
 - ☐ Blackfeet
 - ☐ Crow
 - ☐ Flathead
 - ☐ Fort Belnap
 - ☐ Fort Peck
 - ☐ Northern Cheyenne
 - ☐ Rocky Boy

Which of these best describes your job situation right now? *Please choose all that apply.*

- | | |
|--|---|
| ☐ Work full-time in one job (30 hours or more) | ☐ Unemployed |
| ☐ Work full-time at more than one job, (30 hours or more) | ☐ Student |
| ☐ Work part-time (less than 30 hours) | ☐ Retired |
| ☐ Work sometimes | ☐ Other: _____ |
| ☐ Homemaker or stay-at-home parent | ☐ Rather not say |

Which of these best describes where you live? *Please choose only one.*

- | | |
|---|---|
| ☐ I own my home | ☐ I live with two or more unrelated families in the same house |
| ☐ I rent my home | ☐ I live with multiple generations of my family and help pay some of the bills |
| ☐ I live with family or friends for free | ☐ Other: _____ |
| ☐ I live in a shelter | |
| ☐ I live in my car | |
| ☐ I live in my recreational vehicle (R.V.) | |
| ☐ I live in a nursing home, long-term care, or assisted living | |

How many people live in your home, including you? _____

How many children under age 18 live in your home? _____

How many people in your home, including you, are 60 years old or older? _____

What is your role in the community? *Please choose the one choice that best fits your role for this survey.*

☐ I am a client of an agency (I have received help from a Community Action Agency, like rent or utility help, or my child goes to Head Start, etc.)

☐ I represent a faith-based group

☐ I am a general community member

☐ I volunteer with an agency

☐ I represent a school

☐ I am a board member of an agency

☐ I represent a government group

☐ I represent a private group (like a business)

☐ I represent a community or social service group

☐ Other: (please explain) _____

Part 2. Community assets and environment

On a scale from 1 to 5, where 1 means a strong *no* and 5 means a strong *yes*, please give your opinion.

Quality of Life Questions					
	1 No	2	3	4	5 Yes
1. Is your community a good place to raise children? (Think about school quality, childcare, after-school programs, and places to have fun, etc.)	☐	☐	☐	☐	☐
2. Are there good job opportunities in your community? (Think about local businesses, jobs that can help you grow in your career, job training, affordable housing, and how far you have to travel for work, etc.)	☐	☐	☐	☐	☐
3. Is your community a safe place to live? (Think about how safe people feel at home, at work, in schools, at playgrounds, and parks. Do neighbors know and trust each other? Do they help each other?)	☐	☐	☐	☐	☐
4. Are there support networks for people and families (like neighbors, support groups, church outreach, etc.)	☐	☐	☐	☐	☐
5. Are you happy with the quality of life in your community? (Think about how you feel, how involved you are in activities, etc.)	☐	☐	☐	☐	☐

Please tell us how much you agree or disagree with these statements¹:

	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree
My community has many affordable homes for people to buy	☐	☐	☐	☐	☐
My community has many affordable places to rent	☐	☐	☐	☐	☐
My community has help for people who are unhoused	☐	☐	☐	☐	☐
My community has help available for the behavioral health needs of adults	☐	☐	☐	☐	☐
My community has help available for the mental health care needs of adults	☐	☐	☐	☐	☐
My community has help available for physical health care needs of adults	☐	☐	☐	☐	☐
My community has resources available for people who don't have enough food	☐	☐	☐	☐	☐
My community has childcare for individuals and families with different incomes	☐	☐	☐	☐	☐
My community has enough public transportation available	☐	☐	☐	☐	☐
My community is welcoming and friendly at public meetings and events	☐	☐	☐	☐	☐
Public officials in my community work to help people and families with low incomes	☐	☐	☐	☐	☐

¹ Some questions adapted from Bozeman HRDC's 2019 Community Needs Assessment.

Please rank the five most important needs in your community, with 1 being the most important.

Need	1	2	3	4	5
Access to substance use disorder services	☐	☐	☐	☐	☐
Access to affordable childcare	☐	☐	☐	☐	☐
Access to early childhood education	☐	☐	☐	☐	☐
Access to healthcare	☐	☐	☐	☐	☐
Access to reliable and fast internet	☐	☐	☐	☐	☐
Access to mental health services	☐	☐	☐	☐	☐
Availability of jobs that pay enough to live on	☐	☐	☐	☐	☐
Availability of safe and affordable housing	☐	☐	☐	☐	☐
Help for people who are unhoused	☐	☐	☐	☐	☐
Availability or cost of transportation	☐	☐	☐	☐	☐
Crime and/or public safety	☐	☐	☐	☐	☐
Diversity and cultural awareness	☐	☐	☐	☐	☐
Lack of affordable food or hunger	☐	☐	☐	☐	☐
Planning for growth and development (like water resources, etc.)	☐	☐	☐	☐	☐
Needs of older adults or seniors	☐	☐	☐	☐	☐
Needs or services for youth	☐	☐	☐	☐	☐
Other: _____	☐	☐	☐	☐	☐

Is there anything you would like to tell us about the good things or services that people with low incomes need in your community?

Part 3. Individual/family needs

What are the most important needs that you or your family have right now or have had in the last 12 months? Please check the boxes and circles that apply.

3.1 Employment

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any job needs in the last 12 months (skip to 3.2)
- ☐ I, or the family in my house, DO have job needs right now. *If so, please choose all that apply below.*

- ☐ Job training

- ☐ Learning technical skills to find and do work
- ☐ Learning soft skills to keep a job (like good communication skills, etc.)
- ☐ Training for the types of jobs available in the area
- ☐ Knowing where to find job resources

- ☐ Finding and keeping a job

- ☐ Writing a resume
- ☐ Interviewing for a job
- ☐ Getting the right clothes for a job
- ☐ Having access to the internet for work

- ☐ Jobs that pay more or have benefits

- ☐ Background check

- ☐ Criminal background
- ☐ Offender status

- ☐ Other job needs or comments about job services/programs: _____

3.2 Education & cognitive development

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any education needs in the last 12 months (skip to 3.3)
- ☐ I, or the family in my house, DO have education needs right now. If so, please choose all that apply below

-
- ☐ Early childhood education programs
 - ☐ Affordable and good childcare
 - ☐ Parenting education and skills
 - ☐ GED classes (General Education Development)/HSE (High School Equivalency)
 - ☐ English as a Second Language (ESL) classes
 - ☐ Literacy classes
 - ☐ Computer skills training
 - ☐ Technical and vocational training
 - ☐ Help paying for college programs or filling out college aid forms (like FAFSA—Free Application for Federal Student Aid)
 - ☐ Life skills
 - ☐ Character education such as anti-bullying
 - ☐ Other education needs or comments about education services/programs: _____
-
-

3.3 Income, infrastructure & asset-building

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any financial needs in the last 12 months (skip to 3.4)
- ☐ I, or the family in my house, DO have financial needs right now. *If so, please choose all that apply below.*

-
- ☐ Help with transportation or fixing my car
 - ☐ Free help with income tax preparation
 - ☐ Gambling counseling
 - ☐ Learning about money management, saving, or budgeting
 - ☐ Problems with bankruptcy, foreclosure, or repossession
 - ☐ Financial issues
 - ☐ Money problems with divorce
 - ☐ Problems with getting or paying child support

- ☐ Help with burial or funeral costs
 - ☐ Legal help
 - ☐ Help getting access to the Internet at my house
 - ☐ Help with energy bills
 - ☐ Problems paying the electric bill
 - ☐ Problems paying the gas or other heating bill
 - ☐ Help with water bills
 - ☐ Help with utility deposits
 - ☐ Other financial needs or comments about financial services/programs: _____
-
-

3.4 Housing

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any housing needs in the last 12 months (skip to 3.5)
 - ☐ I, or the family in my house, DO have housing needs right now. *If so, please choose all that apply below.*
-
- ☐ Good, affordable houses or apartments to rent
 - ☐ Bad rental homes that are unsafe, unlivable, have pests, mold, or lead paint, are overcrowded, or not insulated enough for cold weather
 - ☐ Good, affordable houses or condos to buy
 - ☐ Help with down payments or closing costs to buy a home
 - ☐ Bad houses for sale that are unsafe, unlivable, have pests, mold, or lead paint, overcrowded, or not insulated enough for cold weather
 - ☐ Help with making homes more energy efficient and keeping them warm (like insulation and reducing heat loss)
 - ☐ Home repair
 - ☐ Programs that provide free home repairs
 - ☐ Skills for basic home repairs and maintenance
 - ☐ Home buyer education
 - ☐ Handicap accessible housing or changes to my home for a person with a disability
 - ☐ Senior citizens housing
 - ☐ Income based rental housing for seniors
 - ☐ Not enough affordable nursing homes or long-term care for seniors
 - ☐ Help with rent

- ☐ Help with rent deposits
 - ☐ Help with rent payments
 - ☐ Help with rent back payments
 - ☐ Education about renter/tenant rights and responsibilities
 - ☐ Other housing needs or comments about housing services/programs: _____
-
-

3.5 Health/social & behavioral development

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any health needs in the last 12 months (skip to 3.6)
- ☐ I, or the family in my house, DO have health needs right now. *If so, please choose all that apply below.*

-
- ☐ Affordable health care
 - ☐ Paying for medicine and prescriptions
 - ☐ Long-term health care
 - ☐ Chronic illness
 - ☐ Sexual and reproductive health care
 - ☐ HIV/AIDS care
 - ☐ Paying for or not having health insurance
 - ☐ Substance use disorder counseling and/or treatment
 - ☐ Mental health services
 - ☐ Adult mental health services
 - ☐ Youth mental health services
 - ☐ Teenage pregnancy and/or prenatal care
 - ☐ Affordable dental care
 - ☐ Affordable eye care
 - ☐ Help for people with disabilities or special needs
 - ☐ Help for children with disabilities
 - ☐ Help for children with special needs
 - ☐ Health for adults with disabilities
 - ☐ Prosthesis
 - ☐ Medical equipment (like wheelchairs, crutches, hearing aids, etc.)
 - ☐ Senior health care
 - ☐ Veteran's services
 - ☐ Child vaccinations

- ☐ Access to emergency clothing such as winter coats or hats
 - ☐ Food
 - ☐ Availability and access to fresh and healthy food
 - ☐ Access to emergency food resources, like food banks
 - ☐ Access to services (WIC, SNAP, SSI, etc.)
 - ☐ WIC (Special Supplemental Nutrition Program for Women, Infants, and Children)
 - ☐ SNAP (Supplemental Nutrition Assistance Program)
 - ☐ SSI (Supplemental Security Income)
 - ☐ Abuse/violence protection
 - ☐ Sexual assault victim services
 - ☐ Protection from domestic violence
 - ☐ Help for physical, emotional, or sexual abuse
 - ☐ Services for runaway youth
 - ☐ Other health or social needs or comments about health services/programs: _____
-
-

3.6 Civic engagement & community involvement

- ☐ I, or the family in my house, DO NOT have, or have NOT had, any civic or community needs in the last 12 months
 - ☐ I, or the family in my house, DO have civic or community needs right now. If so, please choose all that apply below.
-
- ☐ Safe neighborhoods where it's easy to walk, with sidewalks and parks
 - ☐ Additional health care places
 - ☐ More family primary care clinics
 - ☐ More pharmacies
 - ☐ More urgent care clinics
 - ☐ More specialists
 - ☐ Crisis services or emergency housing for unhoused individuals and families
 - ☐ Activities and programs for seniors
 - ☐ Fun activities like playgrounds, biking or hiking trails, or rivers
 - ☐ Youth activities and programs
 - ☐ Crime prevention
 - ☐ Breaking and entering
 - ☐ Violent crime like murder, robbery, sexual assault, or aggravated assault
 - ☐ Gang violence

- ☐ Volunteer opportunities, community boards, neighborhood associations, or other similar groups
 - ☐ Ways to get involved politically and have my voice heard with local politicians
 - ☐ Help with legal issues
 - ☐ Discrimination
 - ☐ Discrimination based on race, ethnicity, or tribal identity
 - ☐ Discrimination based on sexual identity
 - ☐ Other needs in your community: _____
-
-

From the list below, identify how each item has made it easier or harder to get help or access to services and programs in your area?

	Easier	More difficult	Neither or Not Applicable
The closure of my local state-run Office of Public Assistance (non-CAA service)	☐	☐	☐
Understanding program eligibility requirements	☐	☐	☐
Applying for services and/or completing paperwork	☐	☐	☐
Uploading application forms online	☐	☐	☐
No local office I can physically go into	☐	☐	☐
Providing documentation such as income	☐	☐	☐
Distance from my house to services	☐	☐	☐
Transportation to/from services or programs	☐	☐	☐
The ability to find childcare	☐	☐	☐
Other (list):	☐	☐	☐

Is there anything you want to share about how to help people with low incomes in your community?

Part 4. Demographics

What is your age? _____ years

What is your gender?

☐ Female

☐ Male

☐ Non-binary

☐ Other: _____

☐ Rather not say

Are you Hispanic, Latino, or of Spanish origin?

☐ Yes

☐ No

☐ Rather not say

Which group(s) best represent your race(s)? Choose all that apply.

☐ Black or African American

☐ American Indian or Alaska Native

☐ Asian

☐ Pacific Islander or Native Hawaiian

☐ White

☐ Other: _____

☐ Rather not say

How far did you go in school?

☐ Never attended high school

☐ Attended high school but did not finish

☐ Completed high school, GED, or HSE

☐ Some college

☐ Technical, Associates, or 2-year degree

☐ 4-year college degree

☐ Completed graduate or professional school

☐ Rather not say

What is your estimated monthly household income before taxes? This includes any money from disability payments, social security, or child support.

☐ Less than \$1000/month

☐ \$1001-\$2000/month

☐ \$2001-\$3000/month

☐ \$3001-\$4000/month

☐ \$4001-\$5000/month

☐ \$5001-\$6000/month

☐ \$6001-\$7000/month

☐ \$7001-\$8000/month

☐ \$8001-\$9000/month

☐ \$9001 or more/month

Are you a veteran?

☐ No

☐ No, but another adult in my house is a veteran

☐ Yes

Part 5: Survey gift card drawing

This survey is anonymous, which means your answers will not have your name on them. However, people who take the survey can enter a drawing to win one of _____ \$_____ Visa gift cards. We need to be able to contact the winners. So if you answer “yes” to the next question, you will need to include your name and email address on this page to be contacted as a winner. This information will not be connected to your survey answers. The drawing will happen on _____.

Would you like to go to the contact form and be entered to win a \$_____ Visa gift card?

☐ No

☐ Yes

Name _____

Email address _____

Phone number _____

Thank you for filling out this survey! Your answers are very important to us. We will use the results to make sure your agency’s services help people with low incomes and what services might be missing. Your answers will also help us plan for future programs.