

**Results of the Maricopa
Association of Governments
(MAG)
Needs Assessment Summary**

*Maricopa County Community Action Programs
City of Phoenix Family Service Centers
Area Agency on Aging Senior Centers*

Prepared by
Lenore M. Parker, Ph.D.
Executive Director
Northwest Valley Community Council

February 15, 2001

MAG Needs Assessment

Description of the Process

The MAG Public Outreach Committee met during Fall, 2000 to discuss a plan for assessing human service needs. The Committee decided on a three-prong strategy:

1. Develop, administer and analyze a needs assessment survey to clients at the Maricopa County Community Action Programs (CAPs), City of Phoenix Family Centers and Area Agency on Aging Senior Centers. In addition, it was decided to administer the needs assessment to a non-client population within the County.
2. Facilitate focus groups within local communities to get feedback on the results of the needs assessment, ask for clarification and other input.
3. Facilitate a celebration and feedback event for "line-staff" of human service organizations - both public and private - to celebrate the work they do as well as to get feedback on the results of the needs assessment and focus group as well as ask for their ideas on how to implement recommendations.

The Committee then developed a survey instrument - the goal was to make the instrument short, simple and useful. The survey instrument was developed in both English and Spanish.

The survey instrument was administered to clients seen at the 3 sites during the first three weeks of December, 2000. The results of the first phase of the three-prong strategy are reported - with 2,699 returned surveys.

Instructions:

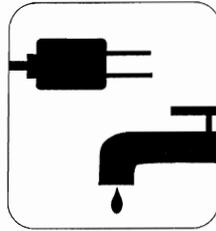
Please place an X on the THREE greatest needs for you and/or your family.



Food



Housing



Utility Help



Home Repair



Transportation



Medical Care



Dental Care



Mental Health Care



Ending Alcohol/ Drug Abuse



Ending Family Violence



Parenting Skills



After School/ Summer Activities



Job Training/ Education



Finding a Job



Legal Help



In-Home Care



Disability Services



Child Care



Elder Care



Information & Referral

Other services not shown above:

Please complete:

Age _____

Female _____ Male _____

Zip Code _____

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Instrucciones:

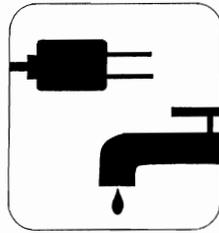
Favor de marcar con una X las tres necesidades más grandes de usted y/o su familia.



Comida



Vivienda



Ayuda con Servicios



Reparaciones del Hogar



Transporte



Atención Médica



Cuidado Dental



Salud Mental



Acabar con el Abuso de Drogas y Alcohol



Acabar con Violencia Doméstica



Habilidad de Ser Padre



Actividades después de Clases y de Verano



Estudios y Entrenamiento Vocacional



Encontrar Empleo



Asistencia Legal



Cuidados en el Hogar



Servicios a Discapacitados



Cuidado Infantil



Cuidado de Ancianos



Información y Referencias

Otros servicios que no se dan en esta información:

Favor de llenar:

Edad: _____

Mujer: _____ Hombre: _____

Zona Postal: _____

MAG Needs Assessment

Description of Sample by Age Category

DEMOGRAPHIC INFORMATION	Total N=2699		AGE CATEGORY											
			Under 30 n=316		31-54 n=531		55-64 n=211		65-74 n=607		75-84 n=683		Over 85 351	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<u>Gender</u>														
Female	1889	71.8	267	85.3	391	74.2	135	64.3	422	69.6	474	70.1	200	67.1
Male	741	28.2	46	14.7	136	25.8	75	35.7	184	30.4	202	29.9	98	32.9
<u>Language</u>														
English	2417	89.6	229	72.5	442	83.2	185	87.7	578	95.2	655	95.9	328	93.4
Spanish	282	10.4	87	27.5	89	16.8	26	12.3	29	4.8	28	4.1	23	6.6
<u>More than 3 boxes checked</u>														
Yes	280	10.4	36	11.4	69	13.0	24	11.4	54	8.9	57	8.3	40	11.4

* Difference between this number and numbers reported under age category are due to missing information on surveys.

MAG Needs Assessment

Description of the Sample by Service Site

DEMOGRAPHIC INFORMATION	TOTAL N=2699		SERVICE SITES					
			Community Action Programs n=659*		Family Service Centers n=400*		Senior Centers n=1640*	
	N	%	N	%	N	%	N	%
<u>Gender</u>								
Female	1889	71.8	503	77.4	276	74.2	1110	69.0
Male	740	28.2	147	22.6	96	25.8	498	31.0
Average Age	61.61		43.40		37.14		74.67	
Age Range	10-98		10-94		16-87		32-98	
<u>Language</u>								
English	2417	89.6	488	74.1	352	88.0	1577	96.2
Spanish	282	10.4	171	25.9	48	12.0	63	3.8
<u>Checked more than 3 boxes</u>								
Yes	280	10.4	95	14.4	46	11.5	139	8.5

* Difference between this number and numbers reported under gender are due to missing information on surveys.

MAG Needs Assessment

Overall Results

	TOP FOUR IDENTIFIED NEEDS - OVERALL
RANK	Total N=2699
1	Food (41.1 percent)
2	Medical (31.7 percent)
3	Transportation (30.5 percent)
4	Dental (28.0 percent)

MAG Needs Assessment

Overall Results

IDENTIFIED NEED	YES RESPONSES		RANK ORDER
	N	%	
Food	1109	41.1	1
Housing	701	26.0	5
Utility Help	588	21.8	6
Home Repair	506	18.7	7
Transportation	824	30.5	3
Medical Care	855	31.7	2
Dental Care	755	28.0	4
Mental Health Care	141	5.2	15
Ending Alcohol/Drug Abuse	58	2.1	20
Ending Family Violence	60	2.2	19
Parenting Skills	34	1.3	21
After School/Summer Activities	73	2.7	18
Job Training/Education	163	6.0	14
Finding a Job	257	9.5	11
Legal Help	341	12.6	8
In-Home Care	219	8.1	13
Disability Services	249	9.2	12
Child Care	89	3.3	17
Elder Care	293	10.9	9
Information & Referral	264	9.8	10
Other	123	4.5	16

Others include: Smoking cessation, fuel assistance, shopping centers, vision care, eviction prevention, Christmas help, credit repair, custody mediation, appliances, gender identity services, Christmas toys, clothing, cash assistance, furniture, computer training, prescription medication, eye glasses, house cleaning, yard work, Senior Companion Program cooking, debt counseling, opposite sex companionship, gambling addiction treatment, home insurance, tax relief, adult protective services, daily check-in phone calls, more senior centers, Dial-A-Ride, telephone, car repair, recreation, financial advice, fire protection, help with shopping and "hugs and kisses."

MAG Needs Assessment

Summary Results by Service Site

IDENTIFIED NEED	TOTAL N=2699		SERVICE SITES					
			Community Action Programs n=659		Family Service Centers n=400		Senior Centers n=1640	
			N	%	n	%	n	%
Food	1109	41.1	368	55.5	270	67.5	471	28.7
Housing	701	26.0	239	36.3	181	45.3	281	17.1
Utility Help	588	21.8	204	31.0	145	36.3	239	14.6
Home Repair	506	18.7	71	10.8	15	3.8	420	25.6
Transportation	824	30.5	153	23.2	107	26.8	564	34.4
Medical Care	855	31.7	167	25.3	84	21.0	604	36.9
Dental Care	755	28.0	166	25.2	68	17.0	521	31.8
Mental Health Care	141	5.2	37	5.6	15	3.8	89	5.4
Ending Alcohol/Drug Abuse	58	2.1	28	4.2	0	0	30	1.8
Ending Family Violence	60	2.2	12	1.8	4	1.0	44	2.7
Parenting Skills	34	1.3	11	1.7	3	.8	20	1.2
After School/Summer Activities	73	2.7	43	6.5	7	1.8	23	1.4
Job Training/Education	163	6.0	81	12.3	31	7.8	51	3.1
Finding a Job	257	9.5	127	19.3	75	18.8	55	3.4
Legal Help	341	12.6	39	5.9	22	5.5	280	17.1
In-Home Care	219	8.1	33	5.0	3	.8	183	11.2
Disability Services	249	9.2	45	6.8	10	2.0	194	11.8
Child Care	89	3.3	54	8.2	24	6.0	11	.7
Elder Care	293	10.9	38	5.8	3	.8	252	15.4
Information & Referral	264	9.8	42	6.4	17	4.3	205	12.5
Other	123	4.5	23	3.5	5	1.3	95	5.8

Others include: Smoking cessation, fuel assistance, shopping centers, vision care, eviction prevention, Christmas help, credit repair, custody mediation, appliances, gender identity services, Christmas toys, clothing, cash assistance, furniture, computer training, prescription medication, eye glasses, house cleaning, yard work, Senior Companion Program cooking, debt counseling, opposite sex companionship, gambling addiction treatment, home insurance, tax relief, adult protective services, daily check-in phone calls, more senior centers, Dial-A-Ride, telephone, car repair, linens, recreation, financial advice, fire protection, help with shopping and "hugs and kisses."

MAG Needs Assessment

Summary Results by Age Category

	Total N=2699		AGE CATEGORY														
			Under 30 n=316		31-54 n=531		55-64 n=211		65-74 n=607		75-84 n=683		Over 85 351				
			N	%	N	%	N	%	N	%	N	%	N	%	N	%	
Food	1109	41.1	188	59.5	306	57.6	85	40.3	216	35.6	199	29.1	115	32.8			
Housing	701	26.0	146	53.8	211	39.7	66	31.3	102	16.8	107	15.7	69	19.7			
Utility Help	588	21.8	100	31.6	178	33.5	34	16.1	102	16.8	111	16.3	63	17.9			
Home Repair	506	18.7	8	2.5	47	8.9	40	19.0	154	25.4	177	25.9	80	22.8			
Transportation	824	30.5	67	21.2	135	25.4	70	33.2	189	31.1	234	34.3	129	36.8			
Medical Care	855	31.7	60	19.0	130	24.5	67	31.8	214	35.3	242	35.4	142	40.5			
Dental Care	755	28.0	57	18.0	124	23.4	67	31.9	209	34.4	204	29.9	94	26.8			
Mental Health Care	141	5.2	11	3.5	32	6.0	18	8.5	32	5.3	32	4.7	16	4.6			
Ending Alcohol/Drug Abuse	58	2.1	4	1.3	19	3.6	8	3.8	14	2.3	10	1.5	3	.9			
Ending Family Violence	60	2.2	2	.6	15	2.8	8	3.8	15	2.5	13	1.9	7	2.0			
Parenting Skills	34	1.3	11	3.5	6	1.1	2	.9	7	1.2	5	.7	3	.9			
After School/Summer Activities	73	2.7	13	4.1	27	5.1	5	2.4	12	2.0	6	.9	10	2.8			
Job Training/Education	163	6.0	33	10.4	70	13.2	17	8.1	15	2.5	19	2.8	9	2.6			
Finding a Job	257	9.5	73	23.1	112	21.1	19	9.0	24	4.0	18	2.6	11	3.1			
Legal Help	341	12.6	14	4.4	37	7.0	29	13.7	96	15.8	110	16.1	55	15.7			
In-Home Care	219	8.1	3	.9	7	1.3	13	6.2	78	12.9	75	11.0	43	12.3			
Disability Services	249	9.2	5	1.6	25	4.7	30	14.2	69	11.4	73	10.7	47	13.4			
Child Care	89	3.3	44	13.9	30	5.6	2	.9	6	1.0	3	.4	4	1.1			
Elder Care	293	10.9	3	.9	10	1.9	19	9.0	97	16.0	96	14.1	68	19.4			
Information & Referral	264	9.8	18	5.7	21	4.0	24	11.4	79	13.0	93	13.6	29	8.3			
Other	123	4.5	5	1.6	19	3.6	9	4.3	40	6.6	35	5.1	15	4.3			

MAG Needs Assessment

Top Four Identified Needs by Service Site

TOP FOUR IDENTIFIED NEEDS BY SERVICE SITE				
RANK	Total N=2699	SERVICE SITE		
		Community Action Programs N=659	Family Service Centers N=400	Senior Centers N=1640
1	Food (41.1 percent)	Food (55.8 percent)	Food (67.5 percent)	Medical (36.9 percent)
2	Medical (31.7 percent)	Housing (36.3 percent)	Housing (45.3 percent)	Transportation (34.4 percent)
3	Transportation (30.5 percent)	Utility (31.0 percent)	Utility (36.3 percent)	Dental (31.8 percent)
4	Dental (28.0 percent)	Medical (25.3 percent)	Transportation (26.8 percent)	Food (28.7 percent)

MAG Needs Assessment

Next Steps

In terms of the needs assessment process, the next steps are to:

1. Administer the survey to the non-client or general population as well as analyze and report the results (anticipated completion date is April 20, 2001).
2. Schedule and facilitate focus groups in local communities within Maricopa County.
3. Schedule and facilitate a celebration and feedback event for "line staff" of human service organizations.
4. Compile the information into a full report, including recommendations for implementation.
5. Implement the recommendations once agreed upon and prioritized.

In terms of the analysis of the results presented in this document, what else would you like to be done?

MAG Needs Assessment

Committee Members

Beth Friedman

Maricopa County Department of Human Services

Jeannie Jertson

Maricopa County Department of Human Services

Carol Kratz

Maricopa Association of Governments (MAG)

Mary Lynn Kasunic

Area Agency on Aging

Lenore Parker

Northwest Valley Community Council

Steve MacFarlane

City of Phoenix

Suzanne Quigley

Maricopa Association of Governments (MAG)

