Needs assessment survey for the Emilie Gamelin Project

Randall Charles Bedford

The University of Montana

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Needs Assessment Survey
for the
Emilie Gamelin Project

By
Randall Charles Bedford

A Professional Paper

Presented in partial fulfillment of the requirements
for the degree of
Master of Arts
University of Montana
1990

Approved by

[Signature]
Chairman, Board of Examiners

[Signature]
Dean, Graduate School

[Signature]
August 2, 1990
Date
EXECUTIVE SUMMARY

The mission of the Emilie Gamelin Project is to assist in the upward mobility of disadvantaged families who reside in low income housing provided by the Great Falls Housing Authority. To help in determining the most effective allocation of resources for program development, the project's steering committee is interested in the absolute and relative needs these families have in the areas of personal development, transportation, education/training, housing, and child care. The purpose of this survey is to assess the above areas of potential need and provide useful information to the steering committee for decision-making.

Data were collected using the survey method. Of 240 heads of households, a systematic random sample of 80 residents were selected for personal interviews. The sample size was set at a level to ensure at least a 90% level of confidence that the findings would be representative of the population of disadvantaged families.

Based on the findings, the following recommendations are listed in order of importance of implementation.

1. Most residents are not aware of, but would like more information on, the resources available for low-income people. Meetings should be held at the Parkdale community room where representatives can give presentations on the programs and services offered by their respective agencies.

2. The findings indicate that almost 40.0% of the residents have problems with reading and writing. An Adult literacy program could be implemented through the Great Falls Public Schools Community Education Department or by contracting with the government agency ACTION for VISTA volunteers.

3. Almost half of the respondents have not completed high school or received a GED. A GED program should be established for these residents through the Great Falls Public Schools Community Education Department.

4. Because of the high level of respondent interest, it is recommended that representatives from the College of Great Falls and VoTech give presentations at the community room at Parkdale on the education, training, and financial aid opportunities available at their respective institutions.

5. Although respondents chose child care as their second most
important area of need, it could become their most important as they become more involved in school and/or work. A child care facility should be established at the Parkdale or Sunrise housing complex.

6 & 7. The child care center could be used to disseminate parenting and child care information, and parent/child activities around the city could be posted at the center. A telephone contact service for "latch-key" children could also be located at the facility.

8. A spokesperson for the different support groups in Great Falls (Alcoholics Anonymous, Alanon, Adult Children of Alcoholics, Overeaters Anonymous, and Parents Anonymous) should give presentations on their respective organizations at the community room at Parkdale. These presentations should be incorporated into the meeting mentioned earlier when other community agencies give presentations.

9. Because residents expressed a strong desire for more information on how to improve their parenting skills, it is recommended that parenting classes be provided if it is determined that resident demand cannot be satisfied by existing sources in the city.

10. Because the Parkdale Tenants Association has been effective in getting the word out to residents and in organizing events, and because many residents are familiar with this organization, the Emilie Gamelin Project steering committee should consider working cooperatively with this group.

11. Because of concerns that many Parkdale residents have about the safety of their neighborhood, additional security is needed for this housing complex. This could be accomplished through increased participation in the Neighborhood Watch Program, increased car patrol by the city police, or a foot patrolperson to walk the neighborhood beat.

12. Before any action is taken on the recommendations outlined in this report, it is suggested that a community forum be conducted. Residents from the different housing complexes are encouraged to attend to get their input and suggestions on the recommendations. The community forum would also identify people who later may become valuable resources in the implementation of the programs.
13. For the needs assessment process to be successful, it is important to include the residents in discussions whenever possible. To design programs and services to meet the residents' needs, the steering committee must know what the situation looks like from the perspective of the residents.

14. To give the residents the feeling that they are recognized as an important part of the needs assessment process, they should receive a list of the proposed recommendations.
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The Emilie Gamelin Project is named after Mother Emilie Gamelin, the founder of the Catholic order, the Sisters of Providence. The Sisters of Providence, founded in Montreal, Canada in 1843, have a long tradition of caring for the needy. Since moving westward in 1856, they have established 29 educational and health care institutions in Alaska, Washington, Oregon, California, Idaho and Montana (Crowley 1988; Crolla and Berntsen 1984, 2-3). It is in this spirit of compassion, caring and service to the needy that the Emilie Gamelin Project was initiated. Administrators from the three Sisters of Providence institutions in Great Falls (St. Thomas Child and Family Center, Columbus Hospital and the College of Great Falls) saw the need to assist families living in low income housing in the city. To determine what needs these families have and how to go about addressing their needs, this needs assessment survey was commissioned.

There are many definitions of what a needs assessment is and what it is supposed to do. The definition most compatible with the mission and goals of the Emilie Gamelin Project is provided by Edna Kamis (1979). She describes a needs assess-
ment as an activity which provides a description of the people living in a defined area and that measures their relative and/or absolute needs for the purpose of: (1) enhancement of a facet that is lacking in the resident's lives, (2) development or evaluation of specific services, interventions or programs, or (3) prevention of problems that will require intervention.

Through the cooperative effort of St. Thomas Child and Family Center, Columbus Hospital, the College of Great Falls, and the Great Falls Housing Authority, the Emilie Gamelin Project seeks to assist in the upward mobility of disadvantaged families who reside in low income housing provided by the Great Falls Housing Authority by improving services and/or programs. However, because these targeted families face many diverse and complex problems and because of the limited resources that are available, the project cannot provide assistance in all areas of possible need. Therefore, efforts must be made to limit the scope of the project's focus in order to facilitate the most judicious use of resources while providing maximum benefit to targeted families.

Accordingly, the steering committee (professionals from the sponsoring agencies) identified five possible areas of emphasis for the project's focus. These included: 1. Personal Development, 2. Transportation, 3. Education/Training, 4. Housing, and 5. Child Care. These five categories represented
areas of need that the committee thought would be of importance to the targeted families. But the committee felt that this was too broad a focus and further narrowing down of the categories was essential. The problem facing the committee was to determine what the area of greatest need was from these five identified categories. By providing baseline data, this evaluation will be a tool to assist the committee in this decision-making process (McKillip 1987, 7).

The questions on the interview schedule were designed with relevance in mind, i.e., asking questions about common everyday problems the respondents might have experienced. By understanding problems and needs from the viewpoint of the respondents themselves, the committee would then obtain a more realistic picture of the resident's situation. This would eliminate much of the guesswork involved when trying to effectively focus resources. Assistance might be targeted where it is needed, and scarce resources would not be wasted.

In addition to determining the greatest need from the identified categories, this survey also would provide background information on the respondents and a community resource inventory. Demographic data on the respondents will be useful to the steering committee in the planning, start-up, and operation of goals directed programs and services. A Community Resource Inventory would be useful because it would show the extent to which the respondents are utilizing...
the services of agencies that provide needed free or reduced
cost services to low-income people. The inventory also shows
where respondents could make better use of existing resources,
and it assists the steering committee in avoiding the duplica-
tion of services. The steering committee could then focus on
providing services where none currently exists.

Rosenfeld (1974) states that a sociological perspective
is developed and maintained through interaction and is re-
lated to social locations and interaction within the research
setting facilitates understanding. Before conducting this
survey, I was a resident at Sunrise Apartments (a Great Falls
Housing Authority housing complex) for two years. This allow-
ed me the unique opportunity for greater empathetic under-
standing of resident concerns and problems. I am not, how-
ever, so close to this research subject as to lose my objec-
tivity. The idea is to get close enough to gain information
but not lose one's perspective. This experiential knowledge
has been useful to me in developing relevant questions for
inclusion in the interview schedule and in more precise in-
terpretations of the survey's findings. Thus, being able to
interact with but remaining separate from my area of research
is the key to gaining understanding while at the same time
maintaining objectivity.

Despite the high costs associated with conducting a sur-
vey, local agencies can adapt needs assessment strategies to
meet local conditions and funding realities. Such is the case with this survey. Agencies sponsoring the Emile Gamelin Project needed reliable information for program planning but did not have the funds for an expensive survey. With training in survey methods, I was able to do the survey for them and also complete requirements for my master's degree. It was an arrangement that was beneficial for both of us. They received a survey with information needed for decision-making, and I received a project on which to do my professional paper. Other needs assessment models have demonstrated the feasibility of conducting a low-cost survey that utilizes volunteers and which would produce reliable and useful information for community agencies (Neuber 1980, 18; Stefl 1984).
II. METHODS

A. THE SURVEY

In this needs assessment, the survey approach was used because it provides the most scientifically valid and reliable information obtainable about individuals regarding their needs and utilization patterns (Warheit, Bell, and Schwab 1979, 46).

The author conducted interviews to administer the survey because of problems associated with using mailings or telephone methods. The main problem was that the questionnaire was 15 pages long. It was felt that respondents would not want to take the time to fill out a long questionnaire and that many would not be returned if mailed out. Erdos (1970, 12) states that generally the percentage of response to a mailing falls off sharply when the questionnaire becomes too long, and that a questionnaire longer than six pages should be administered by a well trained interviewer. The telephone method was ruled-out because it was believed that a significant number of people living in low-income housing would not have a telephone. According to Abrahamson (1983, 347), the problem of telephone interviews is that telephone ownership is related to wealth.
B. SAMPLING

From a computer list supplied by the Great Falls Housing Authority, a systematic random sample was obtained of residents who occupy family units in the different housing complexes. Of the approximately 240 heads of households, 80 were interviewed. This sample size was set to be large enough to ensure that it represents a cross-section of the population with at least a ninety percent level of confidence.

*Sample size for a 90% level of confidence*

\[
N = \left(\frac{z}{e}\right)^2 (p)(1-p)
\]

\[
N = \frac{1.65}{0.10} (.50)(1-.50)
\]

\[
N = (272.25)(.50)(.50)
\]
N = 68

While the formula requires a sample size of 68 respondents for a 90% level of confidence, 80 were selected because of the ease in selecting every third person on the computer list.

*NOTE: Sample size formula and information obtained from Fink and Kosecoff (1985, 62).

C. ETHICS

Residents were informed that the survey was authorized by the Great Falls Housing Authority and other sponsoring agencies, and that any information obtained during the interview would remain confidential. None of the residents were pressured into participating. In fact, most residents showed genuine interest in being involved in the survey.

D. PRETESTING

From the names that were remaining on the computer list, 10 were randomly selected for pretesting. Pretesting was done to determine the reliability of the interview schedule for wording and clarity of questions and make necessary changes before it was used on the sample.
E. INTERVIEWS

In January 1989, 80 respondents were interviewed and data were collected from the interview schedule. The success rate for completed interviews was very high: of 81 attempts, only one resident refused to be interviewed.

F. ANALYSIS OF DATA

In this exploratory study (Bailey 1982, 38), a description of the population and their needs was assessed. Needs were determined within the identified categories and then ranked according to their level of importance as perceived by the respondents. All data from the interview schedule were hand tallied and used for descriptive statistics. Information was presented using numbers, percentages, and in tables and frequency distributions.
III. FINDINGS

Below are the results obtained from interviews with eighty adults living in subsidized housing units provided by the Great Falls Housing Authority. Results have been summarized in the same order as the questions appear on the interview schedule.

A. BACKGROUND INFORMATION

The respondents ranged in age from 17 to 49 years old, with an average age of 31.0 years. The majority of respondents (74.9%) are between the ages of 21 and 35.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>No. of Respondents</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 - 20</td>
<td>3</td>
<td>3.8</td>
</tr>
<tr>
<td>21 - 25</td>
<td>18</td>
<td>22.5</td>
</tr>
<tr>
<td>26 - 30</td>
<td>22</td>
<td>27.4</td>
</tr>
<tr>
<td>31 - 35</td>
<td>20</td>
<td>25.0</td>
</tr>
<tr>
<td>36 - 40</td>
<td>6</td>
<td>7.5</td>
</tr>
<tr>
<td>41 - 45</td>
<td>8</td>
<td>10.0</td>
</tr>
<tr>
<td>46 - 49</td>
<td>3</td>
<td>3.8</td>
</tr>
<tr>
<td>Total</td>
<td>80</td>
<td>100.0</td>
</tr>
</tbody>
</table>
Categorized by gender, 85.0% of the respondents were female and 15.0% were male.

The majority of the respondents were the heads of single parent families with 32.5% divorced, 25.0% never married, 13.8% separated, and 3.8% widowed. Only 25.0% of the respondents were married.

The majority of the respondents were White (63.8%), with a relatively large Native American population (32.5%), and Asian and Blacks making up the remaining 3.8%.

The breakdown of where respondents live by housing complex is as follows: Parkdale 57.5%, Sunrise 17.5%, Russell 12.5%, and Yoeman-Tynes 12.5%. Each housing complex had approximately one-third of its residents surveyed, and the percentages just mentioned then also approximate the relative size of each complex.

A large majority of respondents (86.2%) have not lived at another subsidized housing unit, of the 13.8% who have, all have lived at other housing provided by either Opportunities Inc. or the Great Falls Housing Authority. Respondents have lived at their current housing unit on average for a little more than a year. Only 3.8% of the respondents presently have plans to move.

When respondents were asked if they had a choice, would
they choose to move, 46.2% said yes. The main reasons given for wanting to move was the need for a bigger apartment. Parkdale residents were most likely to say they wanted to move because of the undesirability of living at Parkdale. (see Appendix B pages 78–79 for complete listing).

While 78.8% of the respondents do have telephone service, a significant percentage (21.2%) do not.

There were an average of 2.4 children per household, ranging in age from 1 to 17.

The respondents were asked what are the ages of the children living with you.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>No. of Children</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 3</td>
<td>57</td>
<td>30.5</td>
</tr>
<tr>
<td>4 - 6</td>
<td>42</td>
<td>22.5</td>
</tr>
<tr>
<td>7 - 9</td>
<td>33</td>
<td>17.6</td>
</tr>
<tr>
<td>10 - 12</td>
<td>28</td>
<td>15.0</td>
</tr>
<tr>
<td>13 - 15</td>
<td>18</td>
<td>9.6</td>
</tr>
<tr>
<td>16 - 17</td>
<td>9</td>
<td>4.8</td>
</tr>
<tr>
<td>Total</td>
<td>187</td>
<td>100.0</td>
</tr>
</tbody>
</table>

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Ninety percent of the respondents are receiving other assistance in addition to their subsidized housing, whereas 10.0% only receive subsidized housing.

TABLE 3
RESPONDENTS RECEIVING SUBSIDIZED HOUSING AND OTHER ASSISTANCE

<table>
<thead>
<tr>
<th>Assistance Received</th>
<th>No. of Respondents Receiving Assistance</th>
<th>% of All Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foodstamps</td>
<td>64</td>
<td>80.0</td>
</tr>
<tr>
<td>Medicaid</td>
<td>60</td>
<td>75.0</td>
</tr>
<tr>
<td>AFDC</td>
<td>50</td>
<td>62.5</td>
</tr>
<tr>
<td>Commodities</td>
<td>47</td>
<td>58.8</td>
</tr>
<tr>
<td>Workman's Comp.</td>
<td>2</td>
<td>2.5</td>
</tr>
<tr>
<td>S.S. Disability</td>
<td>1</td>
<td>1.2</td>
</tr>
<tr>
<td>Child Care</td>
<td>1</td>
<td>1.2</td>
</tr>
</tbody>
</table>

*Note: The different categories add up to over 90% because many respondents receive more than one type of assistance.

B. COMMUNITY RESOURCE INVENTORY

Respondents were asked various questions about 21 agencies in Great Falls that provide free or reduced cost services to low income people. Below are tables listing the results.
### TABLE 4

PERCENT OF RESPONDENTS WHO HAVE USED SERVICES OFFERED BY THE FOLLOWING AGENCIES

<table>
<thead>
<tr>
<th>Agency</th>
<th>% Yes</th>
<th>% No</th>
<th>% Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Brothers and Sisters</td>
<td>7.5</td>
<td>92.5</td>
<td>0.0</td>
</tr>
<tr>
<td>Boy Scouts of America</td>
<td>7.5</td>
<td>92.5</td>
<td>0.0</td>
</tr>
<tr>
<td>Camp Fire</td>
<td>7.5</td>
<td>92.5</td>
<td>0.0</td>
</tr>
<tr>
<td>Community Help Line</td>
<td>53.8</td>
<td>46.2</td>
<td>0.0</td>
</tr>
<tr>
<td>County Extension Service</td>
<td>0.0</td>
<td>100.0</td>
<td>0.0</td>
</tr>
<tr>
<td>City-County Health Dept.</td>
<td>78.8</td>
<td>21.2</td>
<td>0.0</td>
</tr>
<tr>
<td>FISH (food assistance)</td>
<td>40.0</td>
<td>60.0</td>
<td>0.0</td>
</tr>
<tr>
<td>4H</td>
<td>0.0</td>
<td>100.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Girl Scout Council</td>
<td>3.8</td>
<td>96.2</td>
<td>0.0</td>
</tr>
<tr>
<td>Golden Triangle Mental Health</td>
<td>13.8</td>
<td>86.2</td>
<td>0.0</td>
</tr>
<tr>
<td>Job Service</td>
<td>71.2</td>
<td>28.8</td>
<td>0.0</td>
</tr>
<tr>
<td>Mercy Home</td>
<td>11.2</td>
<td>88.8</td>
<td>0.0</td>
</tr>
<tr>
<td>Native American Center</td>
<td>40.0</td>
<td>60.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Opportunities Inc.</td>
<td>70.0</td>
<td>30.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Planned Parenthood</td>
<td>21.2</td>
<td>78.8</td>
<td>0.0</td>
</tr>
<tr>
<td>Providence Treatment Center</td>
<td>13.8</td>
<td>86.2</td>
<td>0.0</td>
</tr>
<tr>
<td>Reading Center</td>
<td>1.2</td>
<td>98.8</td>
<td>0.0</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>58.8</td>
<td>41.2</td>
<td>0.0</td>
</tr>
<tr>
<td>St. Thomas Child and Family Ctr.</td>
<td>6.2</td>
<td>93.8</td>
<td>0.0</td>
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<tr>
<td>St. Vincent de Paul</td>
<td>63.8</td>
<td>36.2</td>
<td>0.0</td>
</tr>
<tr>
<td>YWCA</td>
<td>5.0</td>
<td>95.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Agency</td>
<td>% Yes</td>
<td>% No</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>Big Brothers and Sisters</td>
<td>37.5</td>
<td>62.5</td>
<td></td>
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<tr>
<td>Boy Scouts of America</td>
<td>28.8</td>
<td>71.2</td>
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<tr>
<td>Camp Fire</td>
<td>26.2</td>
<td>73.8</td>
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<tr>
<td>Community Help Line</td>
<td>27.5</td>
<td>72.5</td>
<td></td>
</tr>
<tr>
<td>County Extension Service</td>
<td>3.8</td>
<td>96.2</td>
<td></td>
</tr>
<tr>
<td>City-County Health Dept.</td>
<td>55.0</td>
<td>45.0</td>
<td></td>
</tr>
<tr>
<td>Fish (food assistance)</td>
<td>43.8</td>
<td>56.2</td>
<td></td>
</tr>
<tr>
<td>4H</td>
<td>20.0</td>
<td>80.0</td>
<td></td>
</tr>
<tr>
<td>Girl Scout Council</td>
<td>26.2</td>
<td>73.8</td>
<td></td>
</tr>
<tr>
<td>Golden Triangle Mental Health</td>
<td>22.5</td>
<td>77.5</td>
<td></td>
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<tr>
<td>Job Service</td>
<td>68.8</td>
<td>31.2</td>
<td></td>
</tr>
<tr>
<td>Mercy Home</td>
<td>45.0</td>
<td>55.0</td>
<td></td>
</tr>
<tr>
<td>Native American Center</td>
<td>25.0</td>
<td>75.0</td>
<td></td>
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<tr>
<td>Opportunities Inc.</td>
<td>51.2</td>
<td>48.8</td>
<td></td>
</tr>
<tr>
<td>Planned Parenthood</td>
<td>50.0</td>
<td>50.0</td>
<td></td>
</tr>
<tr>
<td>Providence Treatment Center</td>
<td>37.5</td>
<td>62.5</td>
<td></td>
</tr>
<tr>
<td>Reading Center</td>
<td>1.2</td>
<td>98.8</td>
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<tr>
<td>Salvation Army</td>
<td>58.8</td>
<td>41.2</td>
<td></td>
</tr>
<tr>
<td>St. Thomas Child and Family Ctr.</td>
<td>18.8</td>
<td>81.2</td>
<td></td>
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<tr>
<td>St. Vincent de Paul</td>
<td>47.5</td>
<td>52.5</td>
<td></td>
</tr>
<tr>
<td>YWCA</td>
<td>13.8</td>
<td>86.2</td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td>% Yes</td>
<td>% No</td>
<td>% Don't Know</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-------</td>
<td>-------</td>
<td>--------------</td>
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<tr>
<td>Big Brothers and Sisters</td>
<td>6.2</td>
<td>55.0</td>
<td>37.8</td>
</tr>
<tr>
<td>Boy Scouts of America</td>
<td>5.0</td>
<td>63.8</td>
<td>31.2</td>
</tr>
<tr>
<td>Camp Fire</td>
<td>6.2</td>
<td>50.0</td>
<td>43.8</td>
</tr>
<tr>
<td>Community Help Line</td>
<td>27.5</td>
<td>17.5</td>
<td>55.0</td>
</tr>
<tr>
<td>County Extension Service</td>
<td>0.0</td>
<td>16.2</td>
<td>83.8</td>
</tr>
<tr>
<td>City-County Health Dept.</td>
<td>50.0</td>
<td>11.2</td>
<td>38.8</td>
</tr>
<tr>
<td>FISH (food assistance)</td>
<td>30.0</td>
<td>15.0</td>
<td>55.0</td>
</tr>
<tr>
<td>4H</td>
<td>1.2</td>
<td>72.6</td>
<td>26.2</td>
</tr>
<tr>
<td>Girl Scout Council</td>
<td>2.5</td>
<td>62.5</td>
<td>35.0</td>
</tr>
<tr>
<td>Golden Triangle Mental Health</td>
<td>2.5</td>
<td>77.5</td>
<td>20.0</td>
</tr>
<tr>
<td>Job Service</td>
<td>27.5</td>
<td>45.0</td>
<td>27.5</td>
</tr>
<tr>
<td>Mercy Home</td>
<td>0.0</td>
<td>95.0</td>
<td>5.0</td>
</tr>
<tr>
<td>Native American Center</td>
<td>27.5</td>
<td>52.5</td>
<td>20.0</td>
</tr>
<tr>
<td>Opportunities Inc.</td>
<td>37.5</td>
<td>27.5</td>
<td>35.0</td>
</tr>
<tr>
<td>Planned Parenthood</td>
<td>11.2</td>
<td>65.0</td>
<td>23.8</td>
</tr>
<tr>
<td>Providence Treatment Center</td>
<td>1.2</td>
<td>82.6</td>
<td>16.2</td>
</tr>
<tr>
<td>Reading Center</td>
<td>1.2</td>
<td>10.0</td>
<td>88.8</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>31.2</td>
<td>28.8</td>
<td>40.0</td>
</tr>
<tr>
<td>St. Thomas Child and Family Ctr.</td>
<td>1.2</td>
<td>31.2</td>
<td>67.6</td>
</tr>
<tr>
<td>St. Vincent de Paul</td>
<td>28.8</td>
<td>28.8</td>
<td>42.4</td>
</tr>
<tr>
<td>YWCA</td>
<td>5.0</td>
<td>21.2</td>
<td>73.8</td>
</tr>
</tbody>
</table>
### TABLE 7

PERCENT OF THE RESPONDENTS WHO WANT MORE INFORMATION ON THE FOLLOWING AGENCIES

<table>
<thead>
<tr>
<th>Agency</th>
<th>% Yes</th>
<th>% No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Brothers and Sisters</td>
<td>46.2</td>
<td>53.8</td>
</tr>
<tr>
<td>Boy Scouts of America</td>
<td>52.5</td>
<td>47.5</td>
</tr>
<tr>
<td>Camp Fire</td>
<td>53.8</td>
<td>46.2</td>
</tr>
<tr>
<td>Community Help Line</td>
<td>82.5</td>
<td>17.5</td>
</tr>
<tr>
<td>County Extension Service</td>
<td>91.2</td>
<td>8.8</td>
</tr>
<tr>
<td>City-County Health Dept.</td>
<td>71.2</td>
<td>28.8</td>
</tr>
<tr>
<td>FISH</td>
<td>77.5</td>
<td>22.5</td>
</tr>
<tr>
<td>4H</td>
<td>47.5</td>
<td>52.5</td>
</tr>
<tr>
<td>Girl Scout Council</td>
<td>47.5</td>
<td>52.5</td>
</tr>
<tr>
<td>Golden Triangle Mental Health</td>
<td>50.0</td>
<td>50.0</td>
</tr>
<tr>
<td>Job Service</td>
<td>53.8</td>
<td>46.2</td>
</tr>
<tr>
<td>Mercy Home</td>
<td>28.8</td>
<td>71.2</td>
</tr>
<tr>
<td>Native American Center</td>
<td>42.5</td>
<td>57.5</td>
</tr>
<tr>
<td>Opportunities Inc.</td>
<td>68.8</td>
<td>31.2</td>
</tr>
<tr>
<td>Planned Parenthood</td>
<td>45.0</td>
<td>55.0</td>
</tr>
<tr>
<td>Providence Treatment Center</td>
<td>36.2</td>
<td>63.8</td>
</tr>
<tr>
<td>Reading Center</td>
<td>95.0</td>
<td>5.0</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>66.2</td>
<td>33.8</td>
</tr>
<tr>
<td>St. Thomas Child and Family Center</td>
<td>78.8</td>
<td>21.2</td>
</tr>
<tr>
<td>St. Vincent de Paul</td>
<td>67.5</td>
<td>32.5</td>
</tr>
<tr>
<td>YWCA</td>
<td>83.8</td>
<td>16.2</td>
</tr>
</tbody>
</table>
TABLE 8
PERCENT OF RESPONDENTS WHO THINK THERE IS A STIGMA ASSOCIATED WITH USING THE SERVICES OF THESE AGENCIES

<table>
<thead>
<tr>
<th>Agency</th>
<th>% Yes</th>
<th>% No</th>
<th>% Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Brothers and Sisters</td>
<td>7.5</td>
<td>67.5</td>
<td>25.0</td>
</tr>
<tr>
<td>Boy Scouts of America</td>
<td>0.0</td>
<td>86.2</td>
<td>13.8</td>
</tr>
<tr>
<td>Camp Fire</td>
<td>2.5</td>
<td>87.5</td>
<td>10.0</td>
</tr>
<tr>
<td>Community Help Line</td>
<td>2.4</td>
<td>83.8</td>
<td>13.8</td>
</tr>
<tr>
<td>County Extension Service</td>
<td>0.0</td>
<td>27.5</td>
<td>72.5</td>
</tr>
<tr>
<td>City-County Health Dept.</td>
<td>13.8</td>
<td>73.8</td>
<td>12.4</td>
</tr>
<tr>
<td>FISH</td>
<td>3.8</td>
<td>57.4</td>
<td>38.8</td>
</tr>
<tr>
<td>4H</td>
<td>0.0</td>
<td>95.0</td>
<td>5.0</td>
</tr>
<tr>
<td>Girl Scout Council</td>
<td>1.2</td>
<td>95.0</td>
<td>3.8</td>
</tr>
<tr>
<td>Golden Triangle Mental Health</td>
<td>10.0</td>
<td>51.2</td>
<td>38.8</td>
</tr>
<tr>
<td>Job Service</td>
<td>21.2</td>
<td>76.3</td>
<td>2.5</td>
</tr>
<tr>
<td>Mercy Home</td>
<td>16.2</td>
<td>48.8</td>
<td>35.0</td>
</tr>
<tr>
<td>Native American Center</td>
<td>8.8</td>
<td>70.0</td>
<td>21.2</td>
</tr>
<tr>
<td>Opportunities Inc.</td>
<td>21.2</td>
<td>75.0</td>
<td>3.8</td>
</tr>
<tr>
<td>Planned Parenthood</td>
<td>5.0</td>
<td>86.2</td>
<td>8.8</td>
</tr>
<tr>
<td>Providence Treatment Center</td>
<td>6.2</td>
<td>65.0</td>
<td>28.8</td>
</tr>
<tr>
<td>Reading Center</td>
<td>0.0</td>
<td>15.0</td>
<td>85.0</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>11.2</td>
<td>82.6</td>
<td>6.2</td>
</tr>
<tr>
<td>St. Thomas Child and Family Center</td>
<td>1.2</td>
<td>71.2</td>
<td>27.6</td>
</tr>
<tr>
<td>St. Vincent de Paul</td>
<td>11.2</td>
<td>80.0</td>
<td>8.8</td>
</tr>
<tr>
<td>YWCA</td>
<td>1.2</td>
<td>93.8</td>
<td>5.0</td>
</tr>
</tbody>
</table>

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C. PERSONAL DEVELOPMENT

A total of 93.8% of the respondents reported that they were not active in any community organizations. Of residents who are active in community organizations, most frequently listed was the Concerned Citizens Coalition, followed by American Red Cross, Block Parent, and Christian Childrens Fund.

A significant percentage (38.8%) of respondents belonged to a church in the community. Of those who attended a church, most went to Fairview Baptist and Lady of Lords (for a complete listing of church membership see Appendix B page 87).

A minority (37.5%) of respondents thought there was a need for more organized neighborhood activities for adults. When asked what type of activities they wanted, the most common responses, in descending order, were: group activities and social meetings with neighbors, activities that provide child care, neighborhood watch, and softball (see Appendix B pages 88-89 for complete listing).

A majority (75.0%) of respondents thought there was a need for more neighborhood activities for teenagers. When asked what type of activities they thought would be good for teenagers, the most common responses, in descending order, were: a place where they can go like a teen center or game room, dances, and a number of respondents thought we
should ask the teenagers what they wanted (see Appendix B page 89 for complete listing).

A minority (28.8%) of respondents thought there was a need for more neighborhood activities for children. When asked what type of activities they thought would be good for children, the most common responses, in descending order, were: supervised play activities, a summer recreation program, and children's games (see Appendix B page 90 for complete listing).

When the respondents were asked if they thought they had control over what happens in their life, 11.2% said always, 48.8% almost always, 35.0% sometimes, 0.0% almost never, 0.0% never, and 5.0% don't know whether they have control or not.

The respondents were asked how they felt about the future. 51.2% said they were optimistic, 35.0% were neutral, and 13.8% were pessimistic.

When the respondents were asked the question: "What happens to you in the future is the result of," 51.3% said it was their own actions that determined the future, 32.5% thought that their future was determined by a combination of fate and their own actions, 11.2% didn't know, and 5.0% said it was simply fate.

When the respondents were asked what personal goals they...
had set for themselves, 33.8% said they had no personal goals. Of respondents who had set goals for themselves, the most common response was to either go to school or finish school, followed by getting a job and being a good parent (see Appendix B pages 90-91 for a complete listing of goals).

When the respondents were asked if stress was a problem for them, 6.2% said always, 11.2% almost always, 65.0% sometimes, 13.8% almost never, and 3.8% never. For respondents who said stress was a problem always or almost always, the most common causes of their stress were reported to be money problems, an ex-husband, and/or problems with kids (for complete listing of causes of stress, see Appendix B page 91).

The respondents were asked if they currently attend any of the following support groups.

**TABLE 9**

PERCENT OF RESPONDENTS WHO ATTEND SUPPORT GROUPS

<table>
<thead>
<tr>
<th>Support Group</th>
<th>% Yes</th>
<th>% No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcoholics Anonymous</td>
<td>10.0</td>
<td>90.0</td>
</tr>
<tr>
<td>Alanon</td>
<td>2.5</td>
<td>97.5</td>
</tr>
<tr>
<td>Adult Children of Alcoholics</td>
<td>7.5</td>
<td>92.5</td>
</tr>
<tr>
<td>Gamblers Anonymous</td>
<td>0.0</td>
<td>100.0</td>
</tr>
<tr>
<td>Overeaters Anonymous</td>
<td>2.5</td>
<td>97.5</td>
</tr>
<tr>
<td>Parents Anonymous</td>
<td>2.5</td>
<td>97.5</td>
</tr>
</tbody>
</table>

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The respondents were asked if they wanted more information on the following support groups.

**TABLE 10**

PERCENT OF RESPONDENTS WHO WANT INFORMATION ON SUPPORT GROUPS

<table>
<thead>
<tr>
<th>Support Group</th>
<th>% Yes</th>
<th>% No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcoholics Anonymous</td>
<td>27.5</td>
<td>72.5</td>
</tr>
<tr>
<td>Alanon</td>
<td>16.2</td>
<td>83.8</td>
</tr>
<tr>
<td>Adult Children of Alcoholics</td>
<td>23.8</td>
<td>76.2</td>
</tr>
<tr>
<td>Gamblers Anonymous</td>
<td>0.0</td>
<td>100.0</td>
</tr>
<tr>
<td>Overeaters Anonymous</td>
<td>26.2</td>
<td>73.8</td>
</tr>
<tr>
<td>Parents Anonymous</td>
<td>65.0</td>
<td>35.0</td>
</tr>
</tbody>
</table>

A majority (58.8%) of respondents reported that alcohol or drugs caused problems in their life at least sometimes.

The respondents were asked to rate their parenting skills: 7.4% said their parenting skills were excellent, 28.8% said that they were good, 55.0% evaluated themselves as average, and 8.8% thought their skills were poor.

A majority (83.8%) of respondents wanted more information on how to improve their parenting skills.

More than half of the respondents reported there was a need for some type of counseling: individual counseling for
an adult was needed by 10.0%, individual counseling for a teenager was needed by 5.0%, individual counseling for a child was desired by 8.8%, marital counseling was needed by 6.2%, and family counseling was desired by 21.2%.

Even though more than 50.0% of the respondents reported a need for some type of counseling, only 2.5% are currently receiving it.

D. TRANSPORTATION

When the respondents were asked what their main source of transportation was, 70.0% reported that it was a car, 12.5% used the bus, and 17.5% simply walk. No one uses motorcycles or bicycles as their main mode of transportation.

Of the 73.8% of respondents who own a car, none belong to a car pool, but 17.0% said they would join a car pool if one were available.

The respondents were asked how many times per week they use the city bus.

<table>
<thead>
<tr>
<th>TABLE 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESPONDENTS USE OF CITY BUS</td>
</tr>
<tr>
<td>No. of Bus Rides Per Week</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>No. of Bus Rides Per Week</td>
</tr>
<tr>
<td>--------------------------</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
</tr>
</tbody>
</table>

When the respondents were asked if the city bus system was adequate for their needs, 65.0% said yes, 11.2% no, and 23.8% didn't know. Of the 11.2% who stated that the city bus system was not adequate for their needs, the most frequent reasons given were: the buses do not run in the evening or on weekends and the buses do not go to enough locations in the city.

When the respondents were asked if they own a bicycle, 42.5% said they did, and the same percentage of respondents said that a bicycle might be a practical method of transportation for them.

In the last year, 7.5% of the respondents have turned down a job because they did not have transportation. Also in the last year, 2.5% of the respondents have had an employer
refuse them a job because they did not have transportation.

Of the 12.5% of respondents who said that finding reliable transportation was a problem, all said their transportation problems would be solved if they had a car.

E. EDUCATION/TRAINING

The respondents were asked the question: what is the highest grade level you have completed?

<table>
<thead>
<tr>
<th>grade level</th>
<th>No. of respondents completing grade level</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>1</td>
<td>1.2</td>
</tr>
<tr>
<td>8</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>9</td>
<td>7</td>
<td>8.8</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>12.5</td>
</tr>
<tr>
<td>11</td>
<td>19</td>
<td>23.8</td>
</tr>
<tr>
<td>12</td>
<td>32</td>
<td>39.9</td>
</tr>
<tr>
<td>13</td>
<td>6</td>
<td>7.5</td>
</tr>
<tr>
<td>14</td>
<td>2</td>
<td>2.5</td>
</tr>
<tr>
<td>15</td>
<td>3</td>
<td>3.8</td>
</tr>
<tr>
<td>Total</td>
<td>80</td>
<td>100.0</td>
</tr>
</tbody>
</table>

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The respondents were asked to list any diplomas, degrees or certifications they have received: 53.8% reported having a high school diploma or GED and only 5.0% have a vocational training certificate.

Reading and writing is a problem for 38.8% of the adults, 11.2% of the teenagers, and 35.0% of the school aged children.

Only 5.0% of the respondents are currently enrolled at the VoTech, but 61.2% would like more information about the different training programs the VoTech offers. Only 7.5% of the respondents are currently enrolled at the College of Great Falls, but 31.2% would like more information about the different degree programs the College of Great Falls offers.

A large number (31.2%) of respondents are not aware that financial aid is available to low income people who want to continue their education. A large majority (75.0%) of respondents want more information about the different types of financial aid that are available.

Only 16.2% of the respondents have participated in any of Job Service's job training programs. Most of these people have participated in either the Job Training and Partnership Act or World of Work (for a complete listing see Appendix B pages 93-94). Only 26.2% of the respondents are currently enrolled in the Job Service's job placement program.
The respondents current working status is as follows: 12.4% working full-time, 20.0% are working part-time, 18.8% are not working but seeking work, and 48.8% are not working and not seeking work.

A majority (70.0%) said they need assistance in finding ways to upgrade their education/training.

The majority, (52.5%), of respondents list either homemaker, mother, or housewife as their occupation (see Appendix B pages 94-95 for complete listing of occupations).

F. HOUSING

Of the 62.5% of respondents who are familiar with the Parkdale Tenants Association, most think it is an effective organization in addressing tenant concerns at their housing complex.

Of the 18.8% of respondents who are familiar with the organization called Concerned Parkdale Residents, most have not formed an opinion on whether or not this organization is effective in addressing tenant concerns at their housing complex.

The majority (76.2%) of respondents are satisfied with their current housing arrangements. Of the 23.8% of respon-
udents who are not satisfied, the most frequent reasons given are: the need for more storage space (Parkdale), and the need for a bigger apartment (Parkdale and Sunrise). For a complete listing of reasons why residents are not satisfied with housing arrangements see Appendix B pages 95-96.

Of the 33.8% of respondents who want changes in the Housing Authority's housing policy, the most frequent responses were: that they want to have pets, want more privacy from housing officials entering their apartment, want to have fences and better screening of prospective tenants. For complete listing of responses see Appendix B page 96).

The majority (68.8%) of respondents think that their housing complex has adequate play areas for the children. The respondents who said there was not adequate play areas were asked what could be improved. Most of the suggestions came from Parkdale: clean-up broken glass on the playground and the need for more playground equipment. For a complete listing and breakdown by housing complex see Appendix B page 97.

The respondents were asked if they thought their housing complex was safe during the daytime and evening hours. Only 15.0% said their housing complex was not safe during the daytime, but when asked if their housing complex was safe during the evening hours, 38.8% said no. Most significant is
the fact that all but one of the respondents who said their housing complex was not safe lived at Parkdale. The most common complaint was teenagers roaming around followed by drunks roaming around, high school kids driving through the neighborhood too fast, alcohol and drug abuse, strangers walking around, and too many parties. For a complete listing and breakdown by housing complex see Appendix B pages 97-98.

Respondents from Parkdale were more likely to say they were isolated from their neighbors than those from any of the other housing complexes.

Slightly less than half (45.0%) of the respondents thought that there was a stigma associated with living in subsidized housing in general. However, when asked is there a stigma associated with living at your housing complex, the response was striking. The overwhelming majority of respondents from Sunrise, Russell, and Yoeman-Tynes said there was not a stigma associated with living at their housing complex, but a large majority of residents from Parkdale (71.7%) said there was a stigma associated with living at Parkdale.

Almost all (96.2%) of respondents think that in comparison to non-subsidized rates, the rent they pay for their apartment is reasonably priced.

Most (93.8%) of the respondents think that the Housing
Authority provides adequate maintenance for their housing complex. Of those who don't think there is adequate maintenance, the most frequent complaint is the need to spray for ants (Parkdale). See Appendix B page 98-99 for complete listing).

The respondents were asked how satisfied they are with their current housing arrangements in comparison to other housing that is available to them: 28.8% were very satisfied, 67.4% were satisfied, and only 3.8% were not satisfied.

The respondents were asked how easy or difficult it was to find affordable housing in Great Falls: none said it was very easy, 2.5% easy, 11.2% neither easy or difficult, 42.5% difficult, and 43.8% said that it was very difficult.

Respondents were asked if they needed assistance in finding new housing arrangements in Great Falls: 12.5% said yes, 65.0% said no, and 22.5% said they did not know.

Only 6.5% of the respondents said they needed assistance in dealing with housing related problems. Some of the housing related problems mentioned were the need for more storage space, people breaking into apartments (Parkdale), and the need to have assigned parking for each apartment (Sunrise).
G. CHILD CARE

More than half (55.0%) of the respondents said that finding affordable child care is a problem for them.

A large number (28.8%) of the respondents said that they have refused a job because they could not afford the expense of child care, and 16.2% said they have refused an educational opportunity because they could not afford to pay the expense of child care.

Many (41.2%) of the respondents said that finding child care at a convenient location is a problem for them.

Some (12.5%) of the respondents said that they have refused a job because they could not find child care at a convenient location, and 7.5% said they have refused an educational opportunity because conveniently located child care was not available.

More than one out of every four (26.2%) respondents were concerned about the quality of day care services that are available in the community. Many of the concerns expressed include, in descending order: afraid of child abuse and neglect, day care staff are not properly trained, and need for better background check on staff. For a complete listing of respondents' concerns see Appendix B page 99-100.
A few (5.0%) of the respondents have refused a job because quality child care was not available, and 3.8% have refused an educational opportunity because quality child care was not available.

Most (71.2%) of the respondents said that their children would benefit from a telephone contact service for when a child comes home from school and the parent is not there.

The respondents were asked "when you need someone to watch your children, where do you most often take them." They responded: Relative 57.6%, Friend 26.2%, Babysitter 11.2%, and Licensed Daycare 5.0%.

When the respondents were asked if they would be interested in participating in a co-op daycare arrangement, 61.2% said yes, while 25.0% said no and 13.8% said they did not know.

A Majority (62.5%) of respondents said they need assistance in finding suitable child care to fit their needs.

The respondents were asked to indicate the type of child care needed (Note: the percentages add up to over 100% because the respondents were told to check as many as apply).
TABLE 13
TYPES OF CHILD CARE NEEDED

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekend care</td>
<td>50.0%</td>
</tr>
<tr>
<td>After School</td>
<td>40.0%</td>
</tr>
<tr>
<td>Drop-in Care</td>
<td>31.2%</td>
</tr>
<tr>
<td>Emergency Care</td>
<td>28.8%</td>
</tr>
<tr>
<td>Evening Care</td>
<td>27.5%</td>
</tr>
<tr>
<td>Sick Child Care</td>
<td>27.5%</td>
</tr>
<tr>
<td>Full Day</td>
<td>25.0%</td>
</tr>
<tr>
<td>Part Time</td>
<td>23.8%</td>
</tr>
<tr>
<td>Overnight Care</td>
<td>21.2%</td>
</tr>
<tr>
<td>Before School</td>
<td>8.8%</td>
</tr>
<tr>
<td>Special Needs Children</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

H. PRIORITIZED NEEDS

The respondents were asked how important it is to receive assistance in the areas of personal development, transportation, education/training, housing, and child care. Different levels of importance were listed numerically with 1 being not important, 2 somewhat important, 3 average importance, 4 important, and 5 very important. The categories were then averaged out and then ranked according to the respondents personal need. The results are as follows:
<table>
<thead>
<tr>
<th>Category</th>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education/Training</td>
<td>4.21</td>
</tr>
<tr>
<td>Child Care</td>
<td>3.70</td>
</tr>
<tr>
<td>Personal Development</td>
<td>3.64</td>
</tr>
<tr>
<td>Housing</td>
<td>2.60</td>
</tr>
<tr>
<td>Transportation</td>
<td>2.16</td>
</tr>
</tbody>
</table>
IV. RECOMMENDATIONS

The recommendations are listed within their categories of needs, in order of importance of implementation.

In addressing identified needs this report will emphasize, where possible, the use of existing resources. Accordingly, a review of the Community Resource Inventory is necessary.

A. COMMUNITY RESOURCE INVENTORY REVIEW

The Community Resource Inventory is a solution-oriented component of a needs analysis because it answers questions about the residents' utilization patterns of local agencies and provides insight into program and service needs (McKillip 1987, 41). This resource inventory should prove useful to the steering committee in a number of areas.

First, the resource inventory describes the services available to the target population. While the inventory in this survey did not contain every possible service available in the city, it did list all agencies that provide free or reduced cost services to low income people (Community Resource Directory 1988).

Second, the inventory can point out gaps where residents have a need but there are no services available. The most
obvious gaps that were revealed in this survey are in the areas of child care and adult literacy, both of which will be discussed later.

Third, the Community Resource Inventory will help the steering committee to avoid duplication of services that are already being provided in the community.

Finally, the most significant finding of the resource inventory was the large number of services that are underutilized in the community. Agencies which provide basic services such as food, clothing, medical care, and employment information are the most heavily used. But agencies which provide programs and services that could produce a qualitative improvement in the residents' lives are hardly being used at all. For example:

a. Even though almost 60.0% of the respondents reported having a problem with alcohol or drugs at least sometimes, only 13.8% have ever used the services of Providence Treatment Center.

b. Almost half of the respondents reported that their school-aged children or teenagers had a problem with reading and writing, but only 1.2% said they used the services of the Reading is Fundamental (RIF) program at the Reading Center.

c. Over half of the respondents listed homemaker, mother, or
housewife as their occupation, but none reported using the
services of the Home Economics Program at County Exten-
sion Service.

d. More than 50.0% of the respondents reported a need for
some type of counseling, but only 2.5% are currently
receiving it. Only 13.78 of the respondents reported
to have ever used the services of Golden Triangle Mental
Health.

e. While the respondents reported that Personal Development
was an important area of need, very few are taking ad-
vantage of the self-improvement programs and workshops
available at St. Thomas Child and Family Center or the
YWCA.

f. Programs and services for children, such as Big Brothers
and Sisters, Boy Scouts of America, Camp Fire, Girl Scout
Council, St. Thomas Child and Family Center, 4H, and the
YWCA, are all underutilized.

The respondents' perception of a stigma associated with
using the services of a particular agency does not appear to
be the main factor in why residents are not using these ser-
vices (see TABLE 8). The majority of residents are simply not
aware of the services provided by most agencies (see TABLE 5),
although there is a great deal of interest in obtaining more
information as to what services are available (see TABLE 7).

**Recommendation (1): Disseminate Information About Services Availability**

The problem facing the steering committee is to help the residents connect with existing resources more effectively. One possible way would be to invite representatives from the different agencies to give presentations in the large community room at Parkdale. This would be an excellent opportunity for an exchange of information and ideas. Residents would then receive information and be able to ask questions about the programs and services offered by the agencies. The agencies would receive valuable feedback on how they might improve services to residents and increase their clientele. Individual agencies could hand-out brochures explaining services, or preferably, a total information packet listing all agencies and their services could be put together and distributed to the residents at the meetings. Information on the various agencies should include the costs associated with receiving services. Residents need to know that most of the services provided by these agencies are available at low cost, a sliding fee scale based on ability to pay, or free. This information will have to be up-dated periodically to keep residents informed of any program or service changes. Residents should be encouraged to get on the mailing lists of those agencies that mail out information. For those residents who do not
attend the meetings, it is recommended that peer outreach workers from the Parkdale Tenants Association (Recommendation 10) and/or resource people identified at the community forum (Recommendation 12) be trained to distribute this information.

These meetings, designed to disseminate information to residents, can also have positive spin-offs for the agencies that participate. According to Aiken and Hage (1968), as the problems facing agencies become more complex, there is a need to become more innovative. The search for resources needed to support such innovations requires interdependent relations with other organizations. During these meetings, interagency cooperation would be facilitated by the exchange of information (Flaherty and Martin 1978). Agency representatives will be learning about the services, programs and resources that other agencies in the community have to offer and how these might fit into the goals of their own organization.

B. EDUCATION/TRAINING REVIEW

Since most of the respondents are not working and are on welfare, it is not surprising then that they chose education/training as their most important area of need. Data from the survey indicate that almost half of the respondents have not completed high school or received a GED. Only 5.0% of the respondents have received a post high school vocational...
training certificate.

Recommendation (2): Address Problem of Adult Illiteracy

In the area of Education/Training, the number one priority should be to address the problem of adult illiteracy. Almost 40% of the respondents reported a problem with reading and writing, an astonishingly high number. This is an area of need that must be overcome before these residents will have any hope of succeeding in a more advanced education/training program or in a sustaining job opportunity. One can only imagine the feelings of helplessness, hopelessness, and low self-esteem that residents experience because they lack these basic skills. Thus, it is recommended that an adult literacy program be designed specifically for this population. There are two potential ways in which this might be accomplished. The first is the development of a cooperative venture with the Great Falls Public Schools Community Education Department with the hope that they might provide materials, instructors, curricula and training. Or second, the Emilie Gamelin Project could contract with the federal government agency ACTION to provide VISTA volunteers to design and implement the program, as adult literacy is one of the current focuses of VISTA.

Recommendation (3): Initiate GED Program

A GED program should be initiated for residents who have
not completed high school or do not currently have a General Equivalency Diploma. This program could be separate or done in conjunction with the literacy program. The Community Education Department should be contacted for this effort, as they already have a GED program in place.

**Recommendation (4): Inform Residents of the Educational and Financial Aid Opportunities Available at the College of Great Falls and the VoTech**

Because of the high level of respondent interest, it is recommended that representatives from the College of Great Falls and VoTech give presentations at the community room at Parkdale on the education, training, and financial aid opportunities available at their respective institutions. Because many residents will be concerned about losing welfare benefits if they attend school and accept financial aid, a representative from the welfare department should also be on-hand to explain how benefits may or may not be affected. Input from the welfare department will be necessary to get the most recent information on welfare policy, as their regulations and programs are constantly changing.

The presentation from the representative of the welfare department should focus on the positive. Residents will want to know under what circumstances they can attend school and continue to receive benefits. Likewise, the residents should be positive in their approach and be understanding of
the fact that the welfare officials often do not make the rules but have to follow them. It is important that the facilitators of the meeting have an agenda and not allow the meeting to degenerate into an attack by either side against the other.

The steering committee should be aware that providing education and job skills will not automatically lower the rate of joblessness among the residents. Employment is contingent on the availability of good-paying jobs which are currently in short supply in Great Falls. Residents are not going to give-up all of their welfare benefits to take a part-time and/or minimum wage job that often does not even provide medical insurance. The best that can be hoped for is that residents can become more competitive for those jobs that do provide a livable wage.

C. CHILD CARE REVIEW

The respondents chose child care as their second most important area of need. The importance of providing affordable, easily accessible, and quality child care must not be underestimated. Child care may be the key that unlocks the door of opportunity, for it enables residents to participate in activities that they would otherwise be unable to do. Taking a job, participating in self-help or self-improvement
programs, going to school, and the residents ability to attend meetings are all contingent on the availability of child care. As residents become involved in these activities, the need for child care will certainly increase, possibly making it the number one area of need for residents.

Recommendation (5): Establish Child Care Facility

Thus, it is recommended that the steering committee establish a child care facility. There is certainly an abundance of children who would be potential users of the facility. As the findings indicate, over half of the children from the different housing complexes are in the 1 through 6 age group (see TABLE 2), the main users of child care. There is also a large group of children that are in the first three grades of elementary school, and they would be potential users for before and after school child care.

This facility should be located at Parkdale for two reasons: first, child care would be accessible to the greatest number of residents at this location, and second, the Great Falls Housing Authority has offered to donate space at Parkdale for the Emilie Gamelin Project.

If the steering committee determines that residents from the other housing complexes would be reluctant to use the Parkdale facility because of reputation or logistical problems, another location should be considered. One possibility
would be to locate the facility at Sunrise. One of the buildings has a meeting room, and it could be converted for a child care center. The Housing Authority may be willing to donate space at this location because the meeting room is rarely used.

The steering committee should investigate the possibility of operating the child care center as a co-op. Parents could work at the facility in exchange for free or reduced cost child care, making it affordable for residents. Child care cost to parents would be prorated according to the amount of time they work at the facility.

St. Thomas Child and Family Center has the personnel with the knowledge and expertise to get the project started. St. Thomas personnel could train parents who will work at the facility, ensuring that quality is maintained and making sure that it conforms with federal and state regulations.

**Recommendation (6 & 7): Disseminate Parenting Information and Establish Telephone Contact Service for "Latch-Key" Children**

There are two other possible uses for the child care center. Information packets on parenting and child care could be distributed to parents, and parent/child activities and events around the city could be posted at the center. A telephone contact service for "latch-key" children could also be located at the facility. This would be an excellent service
for children who are considered too old to attend day care after school but are still young enough that they could use the reassurance of a friendly phone call when they are home alone and feel that they ought to contact someone.

D. PERSONAL DEVELOPMENT REVIEW

The respondents chose personal development as their third most important area of need. There are a number of steps the steering committee can take to address needs in this area.

Recommendation (8): Provide Information on the Different Support Groups in Great Falls

It is recommended that a spokesperson for the different support groups in Great Falls (Alcoholics Anonymous, Alanon, Adult Children of Alcoholics, Overeaters Anonymous, and Parents Anonymous) give presentations on their respective organizations at the community room at Parkdale. These presentations should be incorporated into the meeting recommended earlier when other Great Falls agencies will be explaining their programs and services. Because this is a sensitive area, more residents would likely attend a meeting where many different types of resources were to be discussed, rather than one that focuses solely on support groups. Because of
the large number of people giving presentations on their respective agencies and organizations, it will probably be necessary to schedule a number of meetings to accommodate all of them. These meetings should probably be held over two or three evenings during the week when the largest number of residents would be able to attend. If possible, child care should be provided during these meetings to further increase attendance.

Data from the Personal Development section of the survey indicates that residents are not fatalistic and that making changes in their lives is possible: all of the respondents reported that they have control over what happens in their lives at least sometimes, over half are optimistic about the future, and over half of the respondents believe that their own actions determine what happens to them in the future. But positive change in the residents' lives will only happen if that is what they want to do. The problem is that too often residents are not aware of all the options available to them or how to go about taking advantage of those options. Providing information on what is possible may be the catalyst to motivate residents into action.

**Recommendation (9): Provide Parenting Classes**

Residents expressed a strong desire for more information on how to improve their parenting skills. It is recommended
that the steering committee provide parenting classes if it is determined that resident demand cannot be satisfied by existing sources in the city. Classes could be held at the Parkdale community room, or if it is established, the child care center.

The residents' desire for help in areas related to parenting cannot be emphasized enough: 83.8% want more information on how to improve their parenting skills, 65.0% want more information on the support group Parents Anonymous. When asked what personal goals they have set for themselves, the third highest response was "to be a good parent."

E. HOUSING REVIEW

Housing was the fourth most important area of need as perceived by the respondents. Data from this section reveals some interesting facts that should be highlighted.

Recommendation (10): Working Cooperatively With the Parkdale Tenants Association

A majority of residents are familiar with the Parkdale Tenants Association, and of these residents, most think it is an effective organization in addressing tenant concerns. It is recommended that the steering committee consider working cooperatively with this group. In the past, the Parkdale
Tenants Association has been effective in getting the word out to residents and in organizing events. While it is understood that there has been a strained relationship between this group and the Housing Authority, this would be an excellent opportunity to show that, like the Tenants Association, the Housing Authority is also concerned about residents' needs.

**Recommendation (11): Provide Additional Security at Parkdale**

Because of concerns that Parkdale residents have about the safety of their neighborhood, additional security measures are advised. This could take the form of increased participation in the Neighborhood Watch Program, increased car patrol by the city police, or possibly, a foot patrol—person to walk the neighborhood beat.

Despite the perception by many Parkdale residents that there is a stigma associated with living at their housing complex, the overwhelming majority of all residents have few complaints about their housing situation: 96.2% of the respondents think their apartment is reasonably priced, 93.8% say that the Housing Authority provides adequate maintenance, 96.2% are either satisfied or very satisfied with their current housing arrangements, and 92.5% say that they do not need assistance in dealing with housing-related problems.
F. TRANSPORTATION REVIEW

Residents chose transportation as their least important area of need. Whether by car, bus, or walking, most residents seem to be able to get around the city when they have to. Of the small minority of residents (12.5%) who said finding reliable transportation was a problem, all said they needed a car.

G. COMMUNITY FORUM

Recommendation (12): Conduct a Community Forum

Before any action is taken on the recommendations outlined in this report, it is suggested that the steering committee conduct a community forum to review them. The community forum is a needs assessment approach in itself as described by Warheit, Bell, and Schwab (1979, 22-24). Meetings are publicized and residents from the different housing complexes should be encouraged to attend. The steering committee should set the agenda, lay down the ground rules, and make sure that someone is on hand to take the minutes for the meeting. Other interested parties, such as, agency representatives and key residents could also be involved in organizing and in running the meeting. Residents should review the proposed recommendations to get their input, and during these discus-
sions, previously undefined needs can be identified. The community forum also would identify people who later may become valuable resources in the implementation of the programs.

The value in using multiple methods in the needs assessment process is well recognized. The advantages of using one method may offset the disadvantages of another, and the reliability of the needs data would be strengthened as data are obtained from more than one source (Steadham 1980). Hypotheses generated by this survey might be validated through another needs assessment method (Sallis and Henggeler 1980). Discrepancies in findings from two different sources might then reveal previously unidentified needs (Kamis 1979).

H. RESIDENT PARTICIPATION

Recommendation (13): Involve Residents in All Aspects of the Needs Assessment Process

Throughout the recommendations section it has been advised that residents be included in discussions whenever possible, as citizen participation is recognized as an important ingredient in the needs assessment process. Prospective users must be able to relate to any planned program or service, and so that they might do this, providers must learn what the situation looks like from the viewpoint of the recipients (Rosenfeld 1974). Involvement in the needs assessment process will
bring about consciousness raising for the residents who participate, empowering them to understand and solve their problems and create new circumstances for their livelihood (Marti-Costa and Serrono-Garcia 1983). Citizen participation can provide valuable feedback, serve as a sounding board, facilitate community acceptance of programs, and define community needs and priorities (Shapek 1975).

**Recommendation 14: Provide Residents With a List of the Proposed Recommendations**

The residents should receive a list of the proposed recommendations to see the results of the survey in which they participated. This will give the residents the feeling that they are recognized as an important part of the needs assessment process. The residents will be more likely to become involved, and they will be able to make a more informed contribution in any meetings they attend. Copies of the recommendations could be handed out door-to-door, or the residents could pick-up a copy when they come in to the Housing Authority's office to pay their rent.

I. CONSTRAINTS ON RECOMMENDATIONS

The steering committee must also take into consideration the problem of internal and external constraints that will
affect the ability to act on these recommendations. According to Shapek (1975), internal constraints are factors that occur within the agency itself. These include but are not limited to: limitations in the knowledge and skills of the agency's personnel, pre-scheduled activities, structural or organizational barriers, and funding and resource constraints. External constraints are forces outside the agency that could affect its ability to provide services. Some examples include: problems with the cooperation/coordination of other agencies or government bodies, changes in laws and regulations, and the availability of grants or funding from sources outside the agency.

J. OTHER USES OF SURVEY INFORMATION

Besides providing useful information for decisionmaking, this survey can also be used as a public relations device by increasing the visibility of agency service to the community (Sallis and Henggeler 1980). Results from this survey can be released in a way that maximizes positive attention from the media. This can help create a positive public image for the agencies involved in the project, showing that they are responsive to community needs. A positive public image for the agencies and their mission is important during local funding drives, when trying to secure private donations, and to re-
ceive funding from the United Way.

Another use of the survey information is that it can be used as a means to document need in grant proposals subsequently submitted to funding agencies, as increasingly, resource allocations are based of identifiable needs (Stefl 1984). Perhaps in the future, after the project has provided services for an adequate time after program implementation, another survey can be conducted. The results might then be compared with the findings of this survey to document measurable results for continued funding and to indicate the need for program enhancement, revision or discontinuance.

In conclusion, the steering committee must realize that this survey is just the first step in the needs assessment process and is not a final statement on resident needs or necessarily how to address particular identified needs. The recommendations in this report reflect the more salient aspects of the findings. The steering committee is encouraged to carefully review the findings for additional conclusions and to suggest other program avenues. The involvement of residents in all phases of the needs assessment process is also critical for successful outcomes. By participating in the process, residents will have a sense of ownership in the project, can learn how to use the system more effectively in meeting their needs, and would empower themselves to make changes in their lives.
V. REFERENCES


Crolla, Dominic and Jann Berntsen. 1984. St. Patrick Hospital: A New Addition. Department of development and public relations, St. Patrick Hospital, Missoula, MT.


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VI. APPENDIX A

EMILIE GAMELIN PROJECT INTERVIEW SCHEDULE

BACKGROUND INFORMATION:

1. Age: Mean 31 / Median 33 / Mode 30 / Range 17-49
   12  68

2. Sex: (1)M_15.0% (2)F_85.0%
   20  20

3. Marital status: (1)Never married_25.0% (2)Married_25.0%
   (3)Divorced_32.4% (4)Separated_13.8% (5)Widowed_3.8%
   26  11  3

4. Race: (1)Native American_32.5% (2)Asian_1.2% (3)Black_2.5%
   (4)White_63.8% (5)Hispanic_0% (6)Other_0%

   If other, please specify._________________________________________{46 10

5. Housing complex: (1)Parkdale_57.5% (2)Russell_12.5% (3)Yoeman-
   Tynes_12.5% (4)Sunrise_17.5%

6. Have you previously lived at another subsidized housing unit?
   (1)Yes_13.8% (2)No_86.2% If yes: Where did you live? See
   Appendix B page 76. When did you live there? Mean: 3.7 yrs ago.
   How long did you live there? Mean: 1.1 yrs.

7. How long have you lived at this address? Mean: 1 yr. 1mo.
   3  77

8. Do you presently have plans to move? (1)Yes_3.8% (2)No_96.2%
   (3)Don't know_0% If yes, for what reason? See Appendix B page 78

9. If you had your choice, would you choose to move? (1)Yes_46.2%
   (2)No_53.8% If yes or no, please explain. See Appendix B page 78

10. How many children live with you at this apartment? Mean: 2.4
    children per household.

56

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11. What are the ages of the children living with you? See Appendix B page 80

12. Do you have telephone service? (1)Yes 78.8% (2)No 21.2%

13. What other types of assistance do you receive besides your subsidized housing? AFDC 62.5% Medicaid 75.0% Foodstamps 78.8% Child care 1.2% Commodities 58.8% Other 3.8% None 10.0%

If other, please list. See Appendix B page 80

COMMUNITY RESOURCE INVENTORY:

14. Have you used any of the services offered by the following agencies?

(a) BIG BROTHERS AND SISTERS (1)Yes 7.5% (2)No 92.5% (3)Don’t know 0%

If yes, when See Appendix B page 80, and what type of service did you receive See Appendix B page 80

Do you know about the different types of services this agency provides? (1)Yes 37.5% (2)No 62.5%

Do you think you will be using the services at this agency in the next 12 months? (1)Yes 6.2% (2)No 55.0% (3)Don’t know 37.8%

Would you like more information on this agency? (1)Yes 46.2% (2)No 53.8%

Do you think there is a stigma associated with using the services of Big Brothers and Sisters? (1)Yes 7.5% (2)No 67.5% (3)Don’t know 25.0%
(b) **BOY SCOUTS OF AMERICA**

<table>
<thead>
<tr>
<th>(1) Yes</th>
<th>6</th>
<th>7.5%</th>
<th>(2) No</th>
<th>74</th>
<th>92.5%</th>
<th>(3) Don't know</th>
<th>0%</th>
</tr>
</thead>
</table>

If yes, when: **See Appendix B page 81**

and what type of service did you receive: **See Appendix B page 81**

Do you know about the different types of services this agency provides? (1) Yes | 23 | 28.8% | (2) No | 57 | 71.2%

Do you think you will be using the services at this agency in the next 12 months? (1) Yes | 4 | 5% | (2) No | 51 | 63.8% | (3) Don't know | 25 | 31.2%

Would you like more information on this agency? (1) Yes | 42 | 52.5% | (2) No | 38 | 47.5%

Do you think there is a stigma associated with using the services of Boy Scouts of America? (1) Yes | 6 | 0% | (2) No | 74 | 86.2% | (3) Don't know | 0 | 13.8%

---

(c) **CAMP FIRE**

<table>
<thead>
<tr>
<th>(1) Yes</th>
<th>6</th>
<th>7.5%</th>
<th>(2) No</th>
<th>74</th>
<th>92.5%</th>
<th>(3) Don't know</th>
<th>0%</th>
</tr>
</thead>
</table>

If yes, when: **See Appendix B page 81**

and what type of service did you receive: **See Appendix B page 81**

Do you know about the different types of services this agency provides? (1) Yes | 21 | 26.2% | (2) No | 59 | 73.8%

Do you think you will be using the services at this agency in the next 12 months? (1) Yes | 5 | 6.2% | (2) No | 40 | 50.0% | (3) Don't know | 35 | 43.8%

Would you like more information on this agency? (1) Yes | 43 | 53.8% | (2) No | 37 | 46.2%

Do you think there is a stigma associated with using the services of Camp Fire? (1) Yes | 2 | 2.5% | (2) No | 70 | 87.5% | (3) Don't know | 8 | 10%
(d) COMMUNITY HELP LINE

- Yes 53.8%
- No 46.2%
- Don't know 0%

If yes, when: See Appendix B page 81

and what type of service did you receive: See Appendix B page 81

Do you know about the different types of services this agency provides? (1)Yes 27.5% (2)No 72.5%

Do you think you will be using the services at this agency in the next 12 months? (1)Yes 27.5% (2)No 17.5% (3)Don't know 55.0%

Would you like more information on this agency? (1)Yes 82.5% (2)No 17.5%

Do you think there is a stigma associated with using the services of Community Help Line? (1)Yes 2.5% (2)No 83.7% (3)Don't know 13.8%

(e) COUNTY EXTENSION SERVICE

- Yes 0%
- No 100%
- Don't know 0%

If yes, when:

and what type of service did you receive:

Do you know about the different types of services this agency provides? (1)Yes 3.8% (2)No 96.2%

Do you think you will be using the services at this agency in the next 12 months? (1)Yes 0% (2)No 16.2% (3)Don't know 83.8%

Would you like more information on this agency? (1)Yes 91.2% (2)No 8.8%

Do you think there is a stigma associated with using the services of County Extension Service? (1)Yes 0% (2)No 27.5% (3)Don't know 72.5%
(f) CITY-COUNTY HEALTH DEPARTMENT  
(1) Yes 78.8%  (2) No 21.2%  
(3) Don't know 0%  
If yes, when: See Appendix B page 82,  
and what type of service did you receive: See Appendix B page 82  
Do you know about the different types of services this agency provides?  
(1) Yes 55.0%  (2) No 45.0%  
Do you think you will be using the services at this agency in the next 12 months?  
(1) Yes 50.0%  (2) No 11.2%  (3) Don't know 38.8%  
Would you like more information on this agency?  
(1) Yes 71.2%  (2) No 28.8%  
Do you think there is a stigma associated with using the services of City-County Health Department?  
(1) Yes 13.8%  
(2) No 73.7%  (3) Don’t know 12.5%  

(g) FISH  
(1) Yes 40.0%  (2) No 60.0%  (3) Don’t know 0%  
If yes, when: See Appendix B page 82,  
and what type of service did you receive: See Appendix B page 82  
Do you know about the different types of services this agency provides?  
(1) Yes 43.8%  (2) No 56.2%  
Do you think you will be using the services at this agency in the next 12 months?  
(1) Yes 30.0%  (2) No 15.0%  (3) Don't know 55.0%  
Would you like more information on this agency?  
(1) Yes 77.5%  (2) No 22.5%  
Do you think there is a stigma associated with using the services of FISH?  
(1) Yes 3.8%  (2) No 57.9%  
(3) Don’t know 38.8%
(h) 4H (1)Yes 0% (2)No 100% (3)Don't know 0%
If yes, when: ________________________________
and what type of service did you receive: ________________________________

Do you know about the different types of services this agency provides? (1)Yes 20.0% (2)No 80.0%

Do you think you will be using the services at this agency in the next 12 months? (1)Yes 1.2% (2)No 72.6% (3)Don't know 26.2%

Would you like more information on this agency? (1)Yes 47.5% (2)No 52.5%

Do you think there is a stigma associated with using the Services of 4H? (1)Yes 0% (2)No 95.0% (3)Don't know 5.0%

(i) GIRL SCOUT COUNCIL (1)Yes 3.8% (2)No 96.2% (3)Don't know 0%
If yes, when: See Appendix B page 82
and what type of service did you receive: See Appendix B page 82

Do you know about the different types of services this agency provides? (1)Yes 26.2% (2)No 73.8%

Do you think you will be using the services at this agency in the next 12 months? (1)Yes 2.5% (2)No 62.5% (3)Don't know 35.0%

Would you like more information on this agency? (1)Yes 47.5% (2)No 52.5%

Do you think there is a stigma associated with using the services of Girl Scout Council? (1)Yes 1.2% (2)No 95.0% (3)Don't know 3.8%
### GOLDEN TRIANGLE MENTAL HEALTH

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes (%)</th>
<th>No (%)</th>
<th>Don't Know (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do you know about the different types of services this agency provides?</td>
<td>22.5</td>
<td>77.5</td>
<td>0</td>
</tr>
<tr>
<td>2. Do you think you will be using the services at this agency in the next 12 months?</td>
<td>2.5</td>
<td>77.5</td>
<td>20.0</td>
</tr>
<tr>
<td>3. Would you like more information on this agency?</td>
<td>50</td>
<td>50</td>
<td>0</td>
</tr>
</tbody>
</table>

### JOB SERVICE

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes (%)</th>
<th>No (%)</th>
<th>Don't Know (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do you know about the different types of services this agency provides?</td>
<td>68.8</td>
<td>31.2</td>
<td>0</td>
</tr>
<tr>
<td>2. Do you think you will be using the services at this agency in the next 12 months?</td>
<td>27.5</td>
<td>45.0</td>
<td>27.5</td>
</tr>
<tr>
<td>3. Would you like more information on this agency?</td>
<td>53.8</td>
<td>46.2</td>
<td>0</td>
</tr>
</tbody>
</table>
(1) MERCY HOME (1) Yes 11.2%  (2) No 88.8%  (3) Don't know 0%
If yes, when: See Appendix B page 83.
and what type of service did you receive: See Appendix B page 83.
Do you know about the different types of services this agency provides? (1) Yes 45.0%  (2) No 55.0%.
Do you think you will be using the services at this agency in the next 12 months? (1) Yes 0%  (2) No 95.0%  (3) Don't know 5.0%.
Would you like more information on this agency? (1) Yes 28.8%  (2) No 71.2%.
Do you think there is a stigma associated with using the services of Mercy Home? (1) Yes 16.2%  (2) No 48.8%  (3) Don't know 35.0%.

(m) NATIVE AMERICAN CENTER (1) Yes 40.0%  (2) No 60.0%  (3) Don't know 0%
If yes, when: See Appendix B page 84.
and what type of service did you receive: See Appendix B page 84.
Do you know about the different types of services this agency provides? (1) Yes 25.0%  (2) No 75.0%.
Do you think you will be using the services at this agency in the next 12 months? (1) Yes 27.5%  (2) No 52.5%  (3) Don't know 20.0%.
Would you like more information on this agency? (1) Yes 42.5%  (2) No 57.5%.
Do you think there is a stigma associated with using the services of Native American Center? (1) Yes 8.8%  (2) No 70.0%  (3) Don't know 21.2%.
(n) OPPORTUNITIES INC. (1)Yes 70.0% (2)No 30.0% (3)Don't know 0%  If yes, when: See Appendix B page 84, and what type of service did you receive: See Appendix B page 84

Do you know about the different types of services this agency provides? (1)Yes 51.2% (2)No 48.8%

Do you think you will be using the services at this agency in the next 12 months? (1)Yes 37.5% (2)No 27.5% (3)Don't know 35.0%

Would you like more information on this agency? (1)Yes 68.8% (2)No 31.2%

Do you think there is a stigma associated with using the services of Opportunities Inc.? (1)Yes 21.2% (2)No 75.0% (3)Don't know 3.8%

(o) PLANNED PARENTHOOD (1)Yes 21.2% (2)No 78.8% (3)Don't know 0%  If yes, when: See Appendix B page 84, and what type of service did you receive: See Appendix B page 84

Do you know about the different types of services this agency provides? (1)Yes 50.0% (2)No 50.0%

Do you think you will be using the services at this agency in the next 12 months? (1)Yes 11.2% (2)No 65.0% (3)Don't know 23.8%

Would you like more information on this agency? (1)Yes 45.0% (2)No 55.0%

Do you think there is a stigma associated with using the services of Planned Parenthood? (1)Yes 5.0% (2)No 86.2% (3)Don't know 8.8%
(p) PROVIDENCE TREATMENT CENTER

1. Yes 13.8%  
2. No 86.2%  
(3) Don't know 0%

If yes, when: See Appendix B page 85.

and what type of services did you receive: See Appendix B page 85.

Do you know about the different types of services this agency provides? 
1. Yes 37.5%  
2. No 62.5%

Do you think you will be using the services at this agency in the next 12 months? 
1. Yes 1.2%  
2. No 82.6%  
(3) Don't know 16.2%

Would you like more information on this agency? 
1. Yes 36.2%  
2. No 63.8%

Do you think there is a stigma associated with using the services of Providence Treatment Center? 
1. Yes 6.2%  
2. No 98.0%  
(3) Don't know 28.8%

(q) READING CENTER, GT FALLS PUBLIC SCHOOLS

1. Yes 1.2%  
2. No 98.8%  
(3) Don't know 0%

If yes, when: See Appendix B page 85.

and what type of service did you receive: See Appendix B page 85.

Do you know about the different types of services this agency provides? 
1. Yes 1.2%  
2. No 98.8%

Do you think you will be using the services at this agency in the next 12 months? 
1. Yes 1.2%  
2. No 10.0%  
(3) Don't know 88.8%

Would you like more information on this agency? 
1. Yes 95.0%  
2. No 5.0%

Do you think there is a stigma associated with using the services of Reading Center, Great Falls Public Schools? 
0.0%  
(2) No 15.0%  
(3) Don't know 85.0%
(r) SALVATION ARMY

Do you know about the different types of services this agency provides? (1) Yes 58.8% (2) No 41.2%

Do you think you will be using the services at this agency in the next 12 months? (1) Yes 31.2% (2) No 28.8% (3) Don't know 40.0%

Would you like more information on this agency? (1) Yes 66.2% (2) No 33.8%

Do you think there is a stigma associated with using the services of Salvation Army? (1) Yes 11.2% (2) No 82.6% (3) Don't know 6.2%

(s) ST. THOMAS CHILD AND FAMILY CENTER

Do you know about the different types of services this agency provides? (1) Yes 18.8% (2) No 81.2%

Do you think you will be using the services at this agency in the next 12 months? (1) Yes 1.2% (2) No 31.2% (3) Don't know 67.6%

Would you like more information on this agency? (1) Yes 78.8% (2) No 21.2%

Do you think there is a stigma associated with using the services of St. Thomas Child and Family Center? (1) Yes 1.2% (2) No 71.2% (3) Don't know 27.5%
(t) ST. VINCENT DE PAUL
(1) Yes 63.8% (2) No 36.2% (3) Don't know 0%
If yes, when: See Appendix B page 86
and what type of service did you receive: See Appendix B page 86
Do you know about the different types of services this agency provides? (1) Yes 47.5% (2) No 52.5%
Do you think you will be using the services at this agency in the next 12 months? (1) Yes 28.8% (2) No 28.8% (3) Don't know 42.4%
Would you like more information on this agency? (1) Yes 67.5% (2) No 32.5%
Do you think there is a stigma associated with using the services of St. Vincent de Paul? (1) Yes 11.2% (2) No 80.0% (3) Don't know 8.8%

(u) YWCA
(1) Yes 5.0% (2) No 95.0% (3) Don't know 0%
If yes, when: See Appendix B page 87
and what type of service did you receive: See Appendix B page 87
Do you know about the different types of services this agency provides? (1) Yes 13.8% (2) No 86.2%
Do you think you will be using the services at this agency in the next 12 months? (1) Yes 5.0% (2) No 21.2% (3) Don't know 73.8%
Would you like more information on this agency? (1) Yes 83.8% (2) No 16.2%
Do you think there is a stigma associated with using the services of YWCA? (1) Yes 1.2% (2) No 93.8% (3) Don't know 5.0%
PERSONAL DEVELOPMENT:

15. Are you active in any community organizations? Please list.  
See Appendix B page 87

16. Do you belong to a church in the community? (1) Yes 38.8%  
(2) No 61.2%  If yes, what is the name of it. See Appendix B p. 87

17. Do you think there is a need for more organized neighborhood  
activities:
(a) for adults? (1) Yes 37.5%  (2) No 62.5%  If yes, what type?  
See Appendix B page 88
(b) for teenagers? (1) Yes 75.0%  (2) No 25.0%  If yes, what type?  
See Appendix B page 89
(c) for children? (1) Yes 28.8%  (2) No 71.2%  If yes, what type?  
See Appendix B page 90

18. Do you think you have control over what happens in your life?  
(1) Always 11.2%  (2) Almost always 48.8%  (3) Sometimes 35.0%  
(4) Almost never 0%  (5) Never 0%  (6) Don't know 5.0%  If almost  
ever or never, what do you see as preventing you from gaining  
control. _______________________________________________________

19. How do you feel about the future? (1) Optimistic 51.2%  
(2) Neutral 35.0%  (3) Pessimistic 13.8%

20. What happens to you in the future is the result of:  
(1) Fate 5.0%  (2) Your own actions 51.3%  (3) Combination of both  
1 and 2 32.5%  (4) Don't know 11.2%

21. What personal goals have you set for yourself? See Appendix  
B page 90

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22. Would you say that stress is a problem for you?  
(1) Always 6.2%  
(2) Almost always 11.2%  
(3) Sometimes 65.0%  
(4) Almost never 13.8%  
(5) Never 3.8%  
If Always or almost always, what do you see as the cause? See Appendix B page 91

23. Do you currently attend any of the following support groups?

<table>
<thead>
<tr>
<th>Group</th>
<th>Yes (%)</th>
<th>No (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Alcoholics Anonymous</td>
<td>10.0%</td>
<td>90.0%</td>
</tr>
<tr>
<td>Would you like more information about this support group?</td>
<td>Yes 27.5%</td>
<td>No 72.5%</td>
</tr>
<tr>
<td>(b) Alanon</td>
<td>2.5%</td>
<td>97.5%</td>
</tr>
<tr>
<td>Would you like more information about this support group?</td>
<td>Yes 16.2%</td>
<td>No 83.8%</td>
</tr>
<tr>
<td>(c) Adult Children of Alcoholics</td>
<td>7.5%</td>
<td>92.5%</td>
</tr>
<tr>
<td>Would you like more information about this support group?</td>
<td>Yes 23.8%</td>
<td>No 76.2%</td>
</tr>
<tr>
<td>(d) Gamblers Anonymous</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Would you like more information about this support group?</td>
<td>Yes 0%</td>
<td>No 100%</td>
</tr>
<tr>
<td>(e) Overeaters Anonymous</td>
<td>2.5%</td>
<td>97.5%</td>
</tr>
<tr>
<td>Would you like more information about this support group?</td>
<td>Yes 26.2%</td>
<td>No 73.8%</td>
</tr>
<tr>
<td>(f) Parents Anonymous</td>
<td>2.5%</td>
<td>97.5%</td>
</tr>
<tr>
<td>Would you like more information about this support group?</td>
<td>Yes 65.0%</td>
<td>No 35.0%</td>
</tr>
</tbody>
</table>
24. Does the use of alcohol or drugs cause problems in your life:
   (1) Frequently 16.2%  (2) Sometimes 42.6%  (3) Never 41.2%
25. How would you rate your parenting skills: (1) Excellent 7.5%
   (2) Good 28.8%  (3) Average 55.1%  (4) Poor 8.8%
26. Do you want more information about how to improve your
   parenting skills? (1) Yes 83.8%  (2) No 16.2%
27. In your family, is there a need for: (1) Individual counseling
   for an adult 10.0%  (2) Individual counseling for a teenager 5.0%
   (3) Individual counseling for a child 8.8%  (4) Marital counseling
   6.2%  (5) Family counseling 21.2%  (6) No counseling 48.8%
28. Is anyone in your family receiving counseling at this time?
   (1) Yes 2.5%  (2) No 97.5%

TRANSPORTATION:
29. What is your main source of transportation? (1) Car 70.0%
   (2) Bus 12.5%  (3) Motorcycle 0%  (4) Bicycle 0%  (5) Walking 17.5%
30. Do you own a car? (1) Yes 73.8%  (2) No 26.2%
   If no, skip to question #33
31. Do you belong to a car pool? (1) Yes 0%  (2) No 100%
   If yes, skip to question #33
32. If a car pool were available, would you want to join it?
   (1) Yes 16.0%  (2) No 54.9%  (3) Don't know 30.5%
33. How many times per week do you use the city bus? See
   Appendix B page 92
34. Is the city bus system adequate for your needs? (1) Yes 65.0%
   (2) No 11.2%  (3) Don't know 23.8%  If not, please explain:
   See Appendix B page 92
35. Do you own a bicycle? (1) Yes 42.5%  (2) No 57.5%

36. Would a bicycle be a practical method of transportation for you? (1) Yes 42.5%  (2) No 57.5%

37. In the last year, have you ever turned down a job because you did not have transportation? (1) Yes 7.5%  (2) No 92.5%

38. In the last year, has an employer ever refused you a job because you did not have transportation? (1) Yes 2.5%  (2) No 97.5%

39. In general, is finding reliable transportation a problem for you? (1) Yes 12.5%  (2) No 87.5%  If yes, please explain. See Appendix B page 92

EDUCATION/TRAINING:

40. What is the highest grade level you have completed?  

See Appendix B page 93

41. Please list any diplomas, degrees, or certifications you have received. See Appendix B page 93

42. In your family, is reading and writing a problem for:  

(a) Adult (1) Yes 38.8%  (2) No 61.2%  (3) Don't know 0%  
(b) Teenager  (1) Yes 11.2%  (2) No 88.8%  (3) Don't know 0%  
(c) School-aged child  (1) Yes 35.0%  (2) No 65.0%  Don't know 0%

43. Are you currently enrolled at the VoTech? (1) Yes 5.0%  No 95.0%

44. Do you want more information about the different training programs the VoTech offers? (1) Yes 61.2%  (2) No 38.8%

45. Are you currently enrolled at the College of Great Falls?  

(1) Yes 7.5%  (2) No 92.5%
46. Do you want more information about the different degree programs the College of Great Falls offers? (1)Yes 31.2% (2)No 66.3% (3)Don't know 2.5%

47. Are you aware that financial aid is available to low-income people who want to continue their education? (1)Yes 68.8% (2)No 31.2%

48. Do you want more information about the different types of financial aid that are available? (1)Yes 75.0% (2)No 22.5% (3)Don't know 2.5%

49. Have you ever participated in any of Job Service's job training programs? (1)Yes 16.2% (2)No 83.8% If yes: When did you participate in the program? See Appendix B page 93 and what program(s) did you participate in? See Appendix B page 93

50. Are you currently enrolled in Job Service's job placement program? (1)Yes 26.2% (2)No 73.8%

51. Are you currently: (1)Working full-time 12.5% (2)Working part-time 20.0% (3)Not working, but seeking work 18.8% (4)Not working and not seeking work 48.7%

52. Do you need assistance in finding ways to up-grade your education/training? (1)Yes 75.0% (2)No 25.0%

53. What is your occupation? Appendix B page 94

HOUSING:

54. Are you familiar with the Parkdale Tenants association? (1)Yes 62.5% (2)No 37.5% If no, skip to question #56
55. Do you think this organization is effective in addressing tenant concerns at your housing complex? (1)Yes 74.0% (2)No 20.0% (3)Don't know 6.0%
56. Are you familiar with the organization called Concerned Parkdale Residents? (1)Yes 18.8% (2)No 81.2% If no, skip to question #58
57. Do you think this organization is effective in addressing tenant concerns at your housing complex? (1)Yes 20.0% (2)No 13.3% (3)Don't know 66.7%
58. Are you satisfied with your current housing arrangements? (1)Yes 76.2% (2)No 23.8% If not, please explain. See Appendix B page 95
59. Is there anything about the Great Falls Housing Authority's housing policy you would liked changed? (1)Yes 33.8% (2)No 66.2% If yes, please explain. See Appendix B page 96
60. Does your housing complex have adequate play areas for the children? (1)Yes 68.8% (2)No 25.0% (3)Don't know 6.2% If no, what could be improved. See Appendix B page 97
61. Do you feel the housing complex you live in is safe during the: (a)Daytime hours? (1)Yes 82.5% (2)No 15.0% (3)Don't know 2.5% (b)Evening hours? (1)Yes 56.2% (2)No 38.8% (3)Don't know 5.0% If no, please explain. See Appendix B page 97
62. In your housing complex, do you: (1)Feel like you are part of the community 43.7% (2)Feel like you are isolated from your neighbors 28.8% (3)Don't know 27.5%
63. Do you feel there is a stigma associated with:

(a) living in subsidized housing in general

<table>
<thead>
<tr>
<th>Breakdown by housing complex</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parkdale</td>
<td>21</td>
<td>25</td>
</tr>
<tr>
<td>Sunrise</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>Russell</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Yoeman-Tynes</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

(b) living at your housing complex

<table>
<thead>
<tr>
<th>Breakdown by housing complex</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parkdale</td>
<td>33</td>
<td>13</td>
</tr>
<tr>
<td>Sunrise</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>Russell</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>Yoeman-Tynes</td>
<td>3</td>
<td>7</td>
</tr>
</tbody>
</table>

64. In comparison to non-subsidized rates, do you think the rent you pay for your apartment is reasonably priced?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>96.2%</td>
<td>3.8%</td>
</tr>
</tbody>
</table>

65. Does the Housing Authority provide adequate maintenance for your housing complex?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.8%</td>
<td>6.2%</td>
</tr>
</tbody>
</table>

66. In comparison to other housing that is currently available to you, how satisfied are you with your current housing arrangements?

<table>
<thead>
<tr>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Not satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>28.8%</td>
<td>67.4%</td>
<td>3.8%</td>
</tr>
</tbody>
</table>
67. Would you say that finding affordable housing in Great Falls is: (1) Very easy 0% (2) Easy 2.5% (3) Neither difficult or easy 11.2% (4) Difficult 42.5% (5) Very difficult 43.8%

68. Do you need assistance in finding new housing arrangements in Great Falls? (1) Yes 12.5% (2) No 78.7% (3) Don't know 8.8%

69. Do you need assistance in dealing with housing related problems at your current location? (1) Yes 6.2% (2) No 92.5% (3) Don't know 1.2% If yes, please describe. See Appendix B page 99

CHILD CARE:

70. Is finding affordable child care a problem for you? (1) Yes 55.0% (2) No 45.0% (3) Don't know 0%

71. Have you ever declined a job because you could not afford the day care expense for your child(ren)? (1) Yes 28.8% (2) No 71.2%

72. Have you ever declined an education/training opportunity because you could not afford the day care expense for your child(ren)? (1) Yes 16.2% (2) No 83.8%

73. Is finding child care at a convenient location a problem for you? (1) Yes 41.2% (2) No 58.8% (3) Don't know 0%

74. Have you ever refused a job because you could not find child care that was at a convenient location? (1) Yes 12.5% (2) No 87.5%

75. Have you ever declined an education/training opportunity because conveniently located child care was not available? (1) Yes 7.5% (2) No 92.5%

76. Are you concerned with the quality of day care services that are available in the community? (1) Yes 26.2% (2) No 48.8% (3) Don't know 25.0% If yes, please explain. See Appendix B page 99
77. Have you ever refused a job because quality day care was not available? (1)Yes 5.0% (2)No 95.0%

78. Have you ever declined an education/training opportunity because quality child care was not available? (1)Yes 3.8% (2)No 96.2%

79. Do you think your child(ren) would benefit from a telephone contact service for when they come home from school and you’re not there? (1)Yes 71.2% (2)No 20.0% (3)Don’t know 8.8%

80. When you need someone to watch your child(ren), where do you most often take them? (1)Licensed daycare 5.0% (2)Babysitter 11.2% (3)Relative 57.6% (4)Friend 26.2% (5)Other 0%

81. Would you be interested in participating in a co-op daycare arrangement? (1)Yes 61.2% (2)No 25.0% (3)Don’t know 13.8%

82. Do you need assistance in finding suitable child care to fit your needs? (1)Yes 62.5% (2)No 37.5%

83. Please indicate type of child care needed (check as many as apply):

- 19% part time
- 23.8% overnight care
- 32% after school
- 40.0% emergency care
- 28.8% sick child care
- 27.5% full day
- 25.0% evening care

- 23% special needs children
- 40% weekend care
- 50.0% drop-in care

- 7% before school

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84. In terms of your personal need, how important is it to you to receive assistance in the following areas?

(a) Personal Development
(b) Transportation
(c) Education/Training
(d) Housing
(e) Child Care

<table>
<thead>
<tr>
<th>Category</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Development</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Transportation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Education/Training</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>Housing</td>
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<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Child Care</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Above categories are averaged out and ranked according to importance to personal need.

(1) Education/Training 4.21
(2) Child Care 3.70
(3) Personal Development 3.64
(4) Housing 2.60
(5) Transportation 2.16
Answers to questions requiring a qualitative response

**Question No. 6:** Have you previously lived at another subsidized housing unit? If yes, where did you live?

No./Response

5—Mod Rehab
2—Parkdale
1—Aspen Village
1—Sunrise
1—Roberts Apts.
1—Bucannon Apts.

**Question No. 8:** Do you presently have plans to move? If yes for what reason?

No./Response

2—Want to move to a bigger apartment
1—Will move when husband completes education

**Question No. 9:** If you had your choice, would you choose to move? If yes or no, please explain.

For those answering yes, breakdown by housing complex:

PARKDALE
No./Response

10—Need a bigger apartment or house

Continued on next page
6—Don't want kids to grow-up at Parkdale
3—Need more privacy
3—Don't like neighborhood
2—Parkdale is a dangerous place to live
2—People are too close together
1—Neighbors fight all the time
1—Want to have a pet
1—Too much fighting, theft, and vandalism
1—Too many rules
1—Want an apartment that has more than one floor
1—Want to move away from Great Falls

SUNRISE
No./Response

1—Would like to move out of state
1—Want a bigger Apartment
1—Too far from downtown
1—Plan to move when husband completes education

RUSSELL
No./Response

2—Want a bigger apartment or house

Yoeman-Tynes
No./Response

1—Want to move out of state

For those answering no:
No./Response

43—Satisfied with current housing arrangements
Question No. 11: What are the ages of the children living with you?

<table>
<thead>
<tr>
<th>Age</th>
<th>No. of children</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>22</td>
<td>11.8%</td>
</tr>
<tr>
<td>2</td>
<td>20</td>
<td>10.7%</td>
</tr>
<tr>
<td>3</td>
<td>15</td>
<td>8.0%</td>
</tr>
<tr>
<td>4</td>
<td>16</td>
<td>8.6%</td>
</tr>
<tr>
<td>5</td>
<td>11</td>
<td>5.9%</td>
</tr>
<tr>
<td>6</td>
<td>15</td>
<td>8.0%</td>
</tr>
<tr>
<td>7</td>
<td>12</td>
<td>6.4%</td>
</tr>
<tr>
<td>8</td>
<td>14</td>
<td>7.5%</td>
</tr>
<tr>
<td>9</td>
<td>7</td>
<td>3.7%</td>
</tr>
<tr>
<td>10</td>
<td>13</td>
<td>7.0%</td>
</tr>
<tr>
<td>11</td>
<td>11</td>
<td>5.9%</td>
</tr>
<tr>
<td>12</td>
<td>4</td>
<td>2.1%</td>
</tr>
<tr>
<td>13</td>
<td>4</td>
<td>2.1%</td>
</tr>
<tr>
<td>14</td>
<td>8</td>
<td>4.3%</td>
</tr>
<tr>
<td>15</td>
<td>6</td>
<td>3.2%</td>
</tr>
<tr>
<td>16</td>
<td>2</td>
<td>1.1%</td>
</tr>
<tr>
<td>17</td>
<td>7</td>
<td>3.7%</td>
</tr>
<tr>
<td>18</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Total</td>
<td>187</td>
<td>100%</td>
</tr>
</tbody>
</table>

Question No. 13: What types of assistance do you receive besides your subsidized housing? If other please list.

No./Response

2--Workman's Compensation

1--Social Security Disability

Question No. 14: Have you used any of the services offered by the following agencies? If yes, when and what type of services did you receive.

(a) BIG BROTHERS AND SISTERS

<table>
<thead>
<tr>
<th>Year / who received service</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>6--Big Brother</td>
</tr>
</tbody>
</table>

Continued on text page
<table>
<thead>
<tr>
<th>Year</th>
<th>No. of respondents</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>3 (3.8%)</td>
<td>6—Meetings</td>
</tr>
<tr>
<td>87</td>
<td>1 (1.2%)</td>
<td>1—Activities</td>
</tr>
<tr>
<td>86</td>
<td>2 (2.5%)</td>
<td></td>
</tr>
</tbody>
</table>

(c) **CAMP FIRE**

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of respondents</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>4 (5.0%)</td>
<td>4—Summer Camp</td>
</tr>
<tr>
<td>86</td>
<td>1 (1.2%)</td>
<td>2—Meetings</td>
</tr>
<tr>
<td>82</td>
<td>1 (1.2%)</td>
<td></td>
</tr>
</tbody>
</table>

(d) **COMMUNITY HELP LINE**

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of respondents</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>31 (38.8%)</td>
<td>36—Food referral</td>
</tr>
<tr>
<td>87</td>
<td>4 (5.0%)</td>
<td>3—Personal crisis/problems</td>
</tr>
<tr>
<td>86</td>
<td>4 (5.0%)</td>
<td>2—Agency referral</td>
</tr>
<tr>
<td>85</td>
<td>2 (2.5%)</td>
<td>1—Daycare referral</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1—Support group referral</td>
</tr>
</tbody>
</table>
### (f) CITY-COUNTY HEALTH DEPARTMENT

<table>
<thead>
<tr>
<th>Year / who received services</th>
<th>No. of respondents</th>
<th>No./Response</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>33 (41.2%)</td>
<td>37—Shots</td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>10 (12.5%)</td>
<td>22—WIC</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>8 (10.0%)</td>
<td>6—Well child clinic</td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>4 (5.0%)</td>
<td>5—Treatment for head lice</td>
<td></td>
</tr>
<tr>
<td>84</td>
<td>3 (3.8%)</td>
<td>3—Health care</td>
<td></td>
</tr>
<tr>
<td>83</td>
<td>1 (1.2%)</td>
<td>3—AIDS test</td>
<td></td>
</tr>
<tr>
<td>82</td>
<td>1 (1.2%)</td>
<td>2—Physical</td>
<td></td>
</tr>
<tr>
<td>78</td>
<td>1 (1.2%)</td>
<td>1—Medical advice</td>
<td></td>
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</table>

### (g) FISH

<table>
<thead>
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<th>No. of respondents</th>
<th>No./Response</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>25 (31.2%)</td>
<td>32—Food</td>
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</tr>
<tr>
<td>87</td>
<td>4 (5.0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>3 (3.8%)</td>
<td></td>
<td></td>
</tr>
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</table>

### (i) GIRL SCOUT COUNCIL

<table>
<thead>
<tr>
<th>Year / who received service</th>
<th>No. of respondents</th>
<th>No./Response</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>1 (1.2%)</td>
<td>2—Meetings</td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>1 (1.2%)</td>
<td>1—Projects</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>1 (1.2%)</td>
<td>1—Summer Camp</td>
<td></td>
</tr>
</tbody>
</table>
### (j) GOLDEN TRIANGLE MENTAL HEALTH

<table>
<thead>
<tr>
<th>Year / who received service</th>
<th>No. of respondents</th>
<th>Type of services received</th>
<th>No./Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>1 (1.2%)</td>
<td>10--Counseling</td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>2 (2.5%)</td>
<td>1--Marriage counseling</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>4 (5.0%)</td>
<td>1--Occupational therapy</td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>1 (1.2%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>84</td>
<td>1 (1.2%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>83</td>
<td>1 (1.2%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>79</td>
<td>1 (1.2%)</td>
<td></td>
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</tbody>
</table>

### (k) JOB SERVICE

<table>
<thead>
<tr>
<th>Year / who received service</th>
<th>No. of respondents</th>
<th>Type of services received</th>
<th>No./Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>29 (36.2%)</td>
<td>22--Job placement</td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>10 (12.5%)</td>
<td>20--WIN</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>6 (7.5%)</td>
<td>13--Job search</td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>5 (6.2%)</td>
<td>2--Unemployment Compensation</td>
<td></td>
</tr>
<tr>
<td>84</td>
<td>1 (1.2%)</td>
<td>1--Child care</td>
<td></td>
</tr>
<tr>
<td>83</td>
<td>3 (3.8%)</td>
<td>1--JTPA</td>
<td></td>
</tr>
<tr>
<td>81</td>
<td>1 (1.2%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>80</td>
<td>1 (1.2%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### (1) MERCY HOME

<table>
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<th>No. of respondents</th>
<th>Type of services received</th>
<th>No./Response</th>
</tr>
</thead>
</table>

Continued on next page

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<table>
<thead>
<tr>
<th>Year/No.</th>
<th>Type of services received</th>
<th>No./Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>7--Shelter</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>1--Counseling</td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>1--Clothing</td>
<td></td>
</tr>
<tr>
<td>84</td>
<td>1 (1.2%)</td>
<td></td>
</tr>
<tr>
<td>83</td>
<td>3 (3.8%)</td>
<td></td>
</tr>
</tbody>
</table>

### (m) NATIVE AMERICAN CENTER

<table>
<thead>
<tr>
<th>Year/No.</th>
<th>Type of services received</th>
<th>No./Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>2--Christian Children's Fund</td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>9--Clinic/health check-up</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>1--Well child clinic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1--Received medicine</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1--Dental assistance</td>
<td></td>
</tr>
</tbody>
</table>

### (n) OPPORTUNITIES INC.

<table>
<thead>
<tr>
<th>Year/No.</th>
<th>Type of services received</th>
<th>No./Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>43--Commodities</td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>9--Emergency rent assistance</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>3--Housing</td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>3--Headstart</td>
<td></td>
</tr>
</tbody>
</table>

### (o) PLANNED PARENTHOOD

<table>
<thead>
<tr>
<th>Year/No.</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Continued on next page
88 10 (12.5%) 15--Birth control
87 2 (2.5%) 3--Pregnancy test
86 1 (1.2%)  
85 1 (1.2%)  
84 1 (1.2%)  

(p) PROVIDENCE TREATMENT CENTER

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of respondents</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>4 (5.0%)</td>
<td>5--Alcohol treatment</td>
</tr>
<tr>
<td>86</td>
<td>5 (6.2%)</td>
<td>4--Counseling</td>
</tr>
<tr>
<td>81</td>
<td>1 (1.2%)</td>
<td>1--Drug treatment</td>
</tr>
</tbody>
</table>

(q) READING CENTER, GREAT FALLS PUBLIC SCHOOLS

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of respondents</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>87</td>
<td>1 (1.2%)</td>
<td>1--Free books</td>
</tr>
</tbody>
</table>

(r) SALVATION ARMY

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of respondents</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>28 (35.0%)</td>
<td>21--Food assistance</td>
</tr>
<tr>
<td>87</td>
<td>8 (10.0%)</td>
<td>10--Clothing</td>
</tr>
<tr>
<td>86</td>
<td>4 (5.0%)</td>
<td>10--Furniture</td>
</tr>
<tr>
<td>85</td>
<td>3 (3.8%)</td>
<td>7--Christmas food basket</td>
</tr>
<tr>
<td>84</td>
<td>1 (1.2%)</td>
<td>2--Thrift store</td>
</tr>
</tbody>
</table>

Continued on next page
### (s) ST. THOMAS CHILD AND FAMILY CENTER

<table>
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<tr>
<th>Year / who received service</th>
<th>No. of respondents</th>
<th>Type of services received</th>
<th>No./Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>3 (3.8%)</td>
<td>3--Daycare</td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>1 (1.2%)</td>
<td>2--Workshop</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>1 (1.2%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### (t) ST. VINCENT DE PAUL

<table>
<thead>
<tr>
<th>Year / who received service</th>
<th>No. of respondents</th>
<th>Type of services received</th>
<th>No./Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>31 (38.8%)</td>
<td>32--Food assistance</td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>9 (11.2%)</td>
<td>12--Furniture</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>6 (7.5%)</td>
<td>7--Thrift Store</td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>1 (1.2%)</td>
<td>6--Clothing</td>
<td></td>
</tr>
<tr>
<td>84</td>
<td>1 (1.2%)</td>
<td>2--Christmas food basket</td>
<td></td>
</tr>
<tr>
<td>81</td>
<td>2 (2.5%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>78</td>
<td>1 (1.2%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
(u) YWCA

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of respondents</th>
<th>Type of services received</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>1 (1.2%)</td>
<td>1--Moms Group</td>
</tr>
<tr>
<td>87</td>
<td>1 (1.2%)</td>
<td>1--Parenting classes</td>
</tr>
<tr>
<td>86</td>
<td>1 (1.2%)</td>
<td>1--Gymnastics</td>
</tr>
<tr>
<td>81</td>
<td>1 (1.2%)</td>
<td>1--Cooking class</td>
</tr>
</tbody>
</table>

**Question No. 15:** Are you active in any community organizations? Please list.

No./Response

3--Concerned Citizens Coalition
1--American Red Cross
1--Block Parent
1--Christian Children's Fund

**Note:** A total of 93.8% of the respondents reported that they were not active in any community organizations.

**Question No. 16:** Do you belong to a church in the community? If yes, what is the name of it.

No./Response

10--Fairview Baptist
6--Lady of Lords
2--St. Ann's
2--Mormon Church
2--Calvary Community

Continued on next page
Question No. 17: Do you think there is a need for more organized neighborhood activities? If yes, what type.

(a) For adults:

No./Response

6—Group activities, social meetings with neighbors
3—Activities that provide child care
3—Neighborhood Watch
3—Softball
3—Don't know
2—Card games/parties
2—Dances
2—Volleyball
2—Arts and crafts
1—Support groups
1—Aerobics

Continued on next page
1--Sewing club
1--Activities to meet partners
1--Sports
1--Games
1--Bingo

(b) For teenagers:
No./Response
18--Place where they can go, game room, teen center
7--Ask the teenagers what they want
7--Dances
7--Don't know
4--Activities they can afford
3--Group meetings, activities, programs
3--Teen Night at the Gold Rush
3--Sports activities
3--Roller skating
3--Supervised parties
2--Anything that is supervised
2--Alcohol and drug education classes
2--Skiing
1--Support group to talk about their problems
1--Camping
1--Outdoor activities
1--Bowling
1--Something that keeps them off the streets
(c) For children:
No./Response
7—Supervised play activities
3—Don't know
2—Summer recreation program
2—Children's games
1—Low-cost activities
1—Teach them to respect others
1—Parties
1—Non-stressful play activities
1—Supervised park activities
1—Picnics
1—Alcohol and drug prevention program
1—Activities that build self-esteem
1—More summer programs
1—Movies

Question No. 21: What personal goals have you set for yourself?
No./Response
27—None
17—Finish/go to school
9—Get a job
7—To be a good parent
3—Fitness, lose weight
3—Get out of Parkdale
Continued on next page
3--Become financially independent/stable
2--To improve my life
1--Make a better life for my kids
1--Open a daycare
1--Get a GED
1--Counsel teenagers in the future
1--Own a home
1--Learn to drive
1--Self improvement
1--Move out of low-income housing
1--Be close to the Lord

Question No. 22: Would you say that stress is a problem for you. If always or almost always, what do you see as the cause.

No:/Response
4--Money problems
3--Ex-husband
3--Problems with my kids
1--My negative attitude
1--Pressures of being a single parent and going to school
1--Work
1--Living in Parkdale
1--Kids insecure in current relationship
1--Teenage son
Question No. 33: How many times per week do you use the city bus?

<table>
<thead>
<tr>
<th>No. of bus rides per week</th>
<th>No. of respondents using bus per week</th>
<th>% of total</th>
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</thead>
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<tr>
<td>0</td>
<td>56</td>
<td>70.2%</td>
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<td>3</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
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<tr>
<td>5</td>
<td>5</td>
<td>6.2%</td>
</tr>
<tr>
<td>6</td>
<td>4</td>
<td>5.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>80</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Question No. 34: Is the city bus system adequate for your needs? If not, please explain.

No./Response

3—Busses need to run later in the evening
3—Bus does not go where I want to go
2—More frequent scheduling
1—Afraid to use busses (strangers)
1—Doesn't run on sundays

Question No. 39: In general, is finding reliable transportation a problem for you? If yes, please explain.

No./Response

10—Need a car
Question No. 40: What is the highest grade level you have completed?

<table>
<thead>
<tr>
<th>grade level</th>
<th>No. of respondents completing grade level</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>8</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>9</td>
<td>7</td>
<td>8.8%</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>12.5%</td>
</tr>
<tr>
<td>11</td>
<td>19</td>
<td>23.8%</td>
</tr>
<tr>
<td>12</td>
<td>32</td>
<td>39.9%</td>
</tr>
<tr>
<td>13</td>
<td>6</td>
<td>7.5%</td>
</tr>
<tr>
<td>14</td>
<td>2</td>
<td>2.5%</td>
</tr>
<tr>
<td>15</td>
<td>3</td>
<td>3.8%</td>
</tr>
<tr>
<td>Total</td>
<td>80</td>
<td>100%</td>
</tr>
</tbody>
</table>

Question No. 41: Please list any diplomas, degrees or certifications you have received.

<table>
<thead>
<tr>
<th>No./Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>31--High School Diploma</td>
</tr>
<tr>
<td>12--GED</td>
</tr>
<tr>
<td>1--Certificate in data entry</td>
</tr>
<tr>
<td>1--Certificate in truck driving</td>
</tr>
<tr>
<td>1--Certificate in accounting</td>
</tr>
<tr>
<td>1--Waitress training</td>
</tr>
</tbody>
</table>

Question No. 49: Have you ever participated in any of job service's job training programs. If yes, when did you participate in the program and what program did you participate in.

<table>
<thead>
<tr>
<th>Year/Program (listed for each individual responding)</th>
</tr>
</thead>
<tbody>
<tr>
<td>88--Job Training and Partnership Act</td>
</tr>
<tr>
<td>87--Job Training and Partnership Act</td>
</tr>
</tbody>
</table>

Continued on next page
Question No. 53: What is your occupation?

No./Response

33--Homemaker

6--Student

5--Mother

4--Housewife

3--Waitress

2--Laborer

2--Nurses aide

2--Food service worker

2--Secretary

2--Truck driver

1--Telemarketer

Continued on next page
Question No. 58: Are you satisfied with your current housing arrangements? If not, please explain.

Breakdown by housing complex

PARKDALE
No./Response

7--Need more storage space
3--Need a bigger apartment
3--Want a fence
2--Need more privacy
2--Noisy neighbors

Continued on next page
1--No carpeting
1--Need plug-in for cars
1--Too many mean, unsupervised children
1--Problems with neighbors
1--Too many neighbors close together
1--Need speed bumps so cars will slow down

SUNRISE
No./Response

2--Need a bigger apartment
1--Too far from downtown

**Question No. 59:** Is there anything about the Great Falls housing Authority's housing policy you would liked changed? If yes, please explain.

No./Response

9--Want to have pets
8--Don't want housing officials to enter apt, more privacy
3--Want to have fences
3--Better screening of prospective tenants
2--Want more storage space
2--Rent should be based on net income
1--Provide better lawn mowers
1--Housing officials show favoritism to people they like
1--Over zealous enforcement of rules
1--Should not have to pay for damages caused by others
**Question No. 60:** Does your housing complex have adequate play areas for the children? If no, what could be improved.

**Breakdown by housing complex**

**PARKDALE**

- No./Response
  - 7—Clean-up broken glass on the playground
  - 7—More playground equipment
  - 3—Need supervised, fenced-in area for small children
  - 3—Play area too far away, each section needs one
  - 1—Better playground equipment
  - 1—Safer playground equipment

**RUSSELL**

- No./Response
  - 1—Need basketball court for older kids

**YOEMAN-TYNES**

- No./Response
  - 1—More playground equipment for small children

**Question No. 61:** Do you think the housing complex you live in is safe during the daytime and evening hours? If no, please explain.

**Breakdown by housing complex**

**PARKDALE**

- No./Response
  - 8—Teenagers roaming around during the day and night
  - 7—Drunks roaming around during the day and night

Continued on next page
4--Alcohol and drug abuse
4--High school kids drive through neighborhood too fast
4--Strangers walking around at night
3--Too many parties
2--Need more security lights
2--Apartment recently broken into
1--Need more patrolling by police
1--Parents let kids run wild
1--Domestic violence
1--Afraid to walk outside at night
1--Too much crime
1--Need better locks on doors and windows
1--People bang on doors and windows at night
1--Dangerous place to live
1--Neighbors scare me

SUNRISE
No./Response
1--Gas being stolen at night

**Question No. 65:** Does the Housing Authority provide adequate maintenance for your housing complex? If not please explain.

**Breakdown by housing complex**

PARKDALE
No./Response

3--Need to spray for ants

Continued on next page
1--Asked for weather striping and have not received it

SUNRISE
No./Response

1--Heating system has a banging noise and has not been fixed

Question No. 69: Do you need assistance in dealing with housing related problems at your current location? If yes, please describe.

Breakdown by housing complex

PARKDALE
No./Response

2--Need more storage space

2--Problem with people breaking into apartment

SUNRISE
No./Response

1--need assigned parking for each apartment

Question No. 76: Are you concerned with the quality of day care services that are available in the community. If yes, please explain.

No./Response

5--Afraid of child abuse and neglect

3--Day care staff are not properly trained

3--Need better background check on staff

2--Concerned about child sexual abuse

2--Day care workers are not qualified

2--Day care centers are over crowded

Continued on next page
1--Concerned that children are not being adequately cared for
1--Can't trust the people who watch the kids
1--Places I can afford are of low quality
1--Day care regulations are not being enforced
1--Concerned about discipline