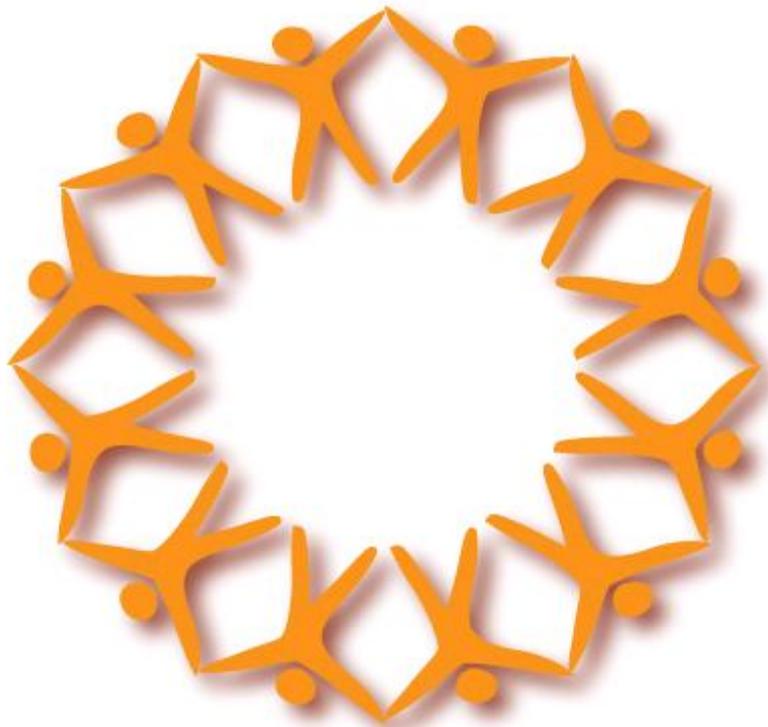


SCAN 2012

Service Community Assessment of Needs



Bloomington Indiana MSA

(including Monroe, Owen and Greene Counties)

www.monroeunitedway.org



United Way
of Monroe County

Friends,

A sincere thank you to the many individuals and organization representatives who gave their time, advice, and hard work to make this project possible, including the community contributors and reviewers, the responding organizations, the SPEA Capstone advisors, SPEA Capstone teams, the Survey Research Center at IUPUI, and United Way of Monroe County staff and volunteers.

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About SCAN 2012

OVERVIEW

United Way of Monroe County works with member agencies and community partners to bring about lasting change and improve people's lives. By focusing on the building blocks for a better life – the “3E’s” or Education, Earnings, and Essentials – solutions to the most pressing issues in the community are created and sustained. Education helps children, youth, and adults achieve their potential, by entering school ready to learn, graduating school ready to earn, and continuing to build job and life skills. Earnings help hard working families get ahead through gaining or maintaining stable employment, increasing and retaining income, and building savings and assets. Essentials are the basic needs of individuals and families, like sufficient food, a stable place to live, health care and wellness, and crisis management skills.

Since the last needs assessment, SCAN 2003, local families have been affected by a number of national and regional events. The recent national economic recession resulted in significant unemployment, and made it more difficult for working families to afford housing, health care, and other essentials. At the same time, state and local government enacted budget cuts, some companies were forced to leave positions unfilled, and many organizations, including nonprofits, faced shortfalls in donations and other revenue, often with demands for greater accountability. Everyone has had to review priorities, and seek partnerships and other creative ways to accomplish the work that needs to be done.

SCAN 2012 provides a comprehensive look at these human services in Monroe County, in relation to three neighboring counties, Lawrence, Owen, and Greene, and the state of Indiana. Like SCAN (2003), SPAN/MC (1998), and interim data updates, SCAN 2012 serves to increase public awareness of community needs, changing trends, and emerging issues; to provide a valuable tool to human service program planners, service providers, policy makers, funders, researchers, grant writers, and other community leaders; and to support a more coordinated and collaborative approach to achieving community goals.

This version includes an emphasis on indicators and outcomes, together with additional information that can be of value for proactive decision-making and setting community goals using measurable quality of life indicators.

Like its predecessors, SCAN 2012 was a collaborative effort. United Way of Monroe County, together with research and data committees from Indiana University's School of Public and Environmental Affairs, engaged representatives from nonprofits, public and private sectors, education, human service, and civic organizations. The nonprofit organizations participating in SCAN 2012 represented social services, health care, education, recreation, youth development, arts and culture, the faith community, environment, animal matters, and community development.

The SCAN 2012 Report includes:

- A profile of Monroe, and the three neighboring counties Lawrence, Owen, and Greene, that make up the primary service area for Bloomington-based organizations.
- A look at the nonprofit human services sector, including changes in capacity and demand since 2003.
- Data comparisons, along with upward and downward trends, in each of five key human service areas – Education, Earnings, Health and Wellness, Youth Development, and Essential Needs. Primary data collected from randomly-selected households, survey data from human service providers, and secondary data are presented. When comparing data from 2003 to 2012, an arrow symbol is used to represent an improving ▲ or declining ▼ trend.

METHODOLOGY

The results of SCAN 2012 are based on data from a variety of primary and secondary sources. These information sources include: existing demographic, contextual, and community data from local, state, and national sources; and interviews and surveys with clients, providers, and households.

Primary source data was collected by the Survey Research Center at Indiana University-Purdue University Indianapolis, the School of Public and Environmental Affairs 2010 and 2011 Capstone classes, and United Way staff. For both SCAN 2003 and 2012, three primary data collection tools were used: the Household Survey, the Service Provider Survey, and the Client Challenges Survey. Additional interviews were conducted to provide contextual background.

The Survey Research Center contacted over 300 households who answered questions by telephone (including mobile numbers) about their experiences with economic needs, employment, housing, education, social and public safety, health care, and services for household members of all ages during the past year. For each question on the **Household Survey**, the person was asked whether each area presented a “major challenge”, “minor challenge”, or “no challenge” to the household. Most questions were designed to be consistent with the 2003 assessment to provide a reliable basis for comparison. The Monroe County household surveys were conducted in March of 2010; 276 complete and usable surveys were obtained. The Survey Research Center provided weighting in the data analysis to correct for any potential bias in income distribution.

The **Service Provider Survey** obtained information about types of available human services. Providers were contacted by phone and email to explain the project and to gain their participation. Service providers (87) in a variety of sectors answered 30 questions in an online survey to give their perspective on community use and needs for services in a variety of areas, community priorities, and the capacity and operation of their organization and its programs. A comprehensive list of participants was identified using 2-1-1, Guidestar, the National Center for Charitable Statistics (NCCS), United Way Member Agency and Donor Choice Agency lists, participants from SCAN 2003, and local government. Organizations that were located in or provided services in Monroe, Lawrence, Owen, or Greene Counties were included as part of the survey. Identifying information was separated from individual results and kept confidential.

There were 65 executive or department directors that completed the survey for their organization, while two board members and 21 staff members completed the survey on behalf of their organization. Responses to questions were structured for respondents to select one multiple choice answer that best described their situations. There were also a few questions with an option of open-text responses.

The **Client Challenges Survey** similarly used an online format to ask 88 key informants who represent a broad spectrum of organizations and agencies providing human services in the four counties to assess the needs of their current clients. Respondents were asked to rate the degree to which their clients had experienced specific household challenges in the past year in areas like economics, basic needs, employment, literacy, environmental quality, health care, education, childcare, transportation and disability services. The 2011 Capstone class then collected supplementary and contextual information from key informants through interviews in the community.

Secondary data for SCAN 2012 consisted of research and analysis of current community indicators for Monroe, Lawrence, Owen, and Greene Counties. Data were collected to reflect economic and demographic characteristics, information pertaining to education, health, basic services, income stability, labor statistics, youth and human development, and personal safety. Information came from a variety of sources, including the U.S. Census, the American Community Survey, KidsCount, Indiana Youth Institute, Indiana Business Research Center, among others. While some sources used methodologies (for example the American Community Survey) that inherently have a greater margin of error, together these sources provide a more accurate representation of the community's needs.

SCAN 2012 serves as a tool that can be updated regularly by integrating current data and statistics, reflecting changes in population demographics, community characteristics and needs. The community benchmarks can serve as a useful means of continuing to track the status of human services. The SCAN data and reports are maintained online by the United Way of Monroe County. A listing of many of the social service agencies in Monroe County can also be found by viewing the United Way member agency listing and the United Way Donor Choice agencies at www.monroeunitedway.org.