

Introduction

The United Way of Mid & South Jefferson County, the United Way of Orange County and the United Way of Beaumont & North Jefferson County, Texas, wanted to conduct a needs assessment study that would cover Hardin, Jefferson and Orange counties. These three Southeast Texas United Way agencies provided \$1,575 to fund a study to survey citizens of the tri-county region (Hardin, Jefferson and Orange counties, Texas), interview leaders of their partner agencies and conduct research into the services provided by these agencies. James Vanderleeuw, director of the Lamar University Center for Public Policy Studies, coordinated the study. He was assisted by students in a class on *Community Research*. The students worked in teams, with each team responsible for a specific component of the study (i.e., analyzing survey results, interviewing agency leaders, researching agency activities).

The remainder of this section discusses the purpose of the study, the methodology employed in gathering data, and the organization of this report.

community needs. Findings will provide information to help guide the decision making of the Southeast Texas United Way leadership when making funding decisions. The United Way leadership can adjust its funding allocation across partner agencies in a manner that most effectively considers the match between the needs of citizens and communities on one hand, and the activities of partner agencies on the other.

Methodology

Identification of Community Needs

To identify community needs, a survey was mailed to 1,500 households in the tri-county region (Hardin, Jefferson and Orange counties, Texas). Households were randomly selected from the *Golden Triangle Telephone Directory*. This mail-out effort was augmented through surveys that were distributed to clients of several United Way partner agencies. In all, 343 surveys were returned. The mail-out was in two “waves.” The first was mailed in late February, 2011; the second, in mid-March, 2011. The distribution of surveys to partner agency clients took place during late March, 2011.

The community survey addressed three broad issues areas – Youth and Education, Financial Stability, and Health (a copy of the survey instrument is displayed in Appendix A). Survey questions were reviewed and approved by each the three Southeast Texas United Way agency leaders (during summer 2010). Within each of the three broad issue areas there were a series of specific issue items. Respondents were asked to assign each item a score on a scale of 4 to 1, with 4 being a very critical community issue and 1 being not at all a critical community issue. When the results across all returned surveys are aggregated, this provides information on

the priority citizens accord the various issue items, from what is deemed most critical to what is deemed least critical to the community.

Further, within each of the three broad issue areas (Youth and Education, Financial Stability, Health), respondents were asked to identify the single most critical issue item. From this we are able to garner information about intensity of concern on an issue. This is important information in that within a broad issue area, item 1 not only may be ranked one place higher than issue item 2 and two place higher than issue 3, but in fact may be seen by citizens as overwhelmingly more critical to the community compared to items 2 or 3 (if for example, 70% of respondents pick item 1 as the singly most critical issue).

Respondents were also asked an open-ended question that asked about the biggest problem facing their community. This question provided the opportunity to “capture” significant community concerns not identified in the three broad issue areas.

Our survey cohort (i.e., those who responded to the survey) is generally representative of the tri-county region as a whole. Appendix B reports a comparison between the tri-county area population (Hardin, Jefferson and Orange counties) and our survey cohort on several key population characteristics.

Identification of Agency Services

Information on agency services was obtained through a search of agency web sites. Each of the three Southeast Texas United Way agencies provided a list of partner nonprofits. Accounting for some overlap in partner agencies, we identified 38 separate nonprofits that receive funding from the three Southeast Texas United Way agencies. To identify the services provided by these partner organizations, the web sites of each were reviewed. In five cases a local web site could not be identified; in these cases the agency’s affiliated national web site was

used. In three cases neither a local nor national web site was identified. A list of these partner agencies is provided in Appendix C.

Agency mission statements were initially reviewed. These, though, were deemed insufficiently detailed for our purposes. For any given agency, we reviewed what the web site provided regarding agency programs, activities and services for those they served (heretofore, referred to as services). Numerous United Way partner agencies listed more than one service on their web site. In all, we identified 56 service activities engaged in by United Way partners. The web searches were conducted during March, 2011.

Interviews with United Way Partner Agency Leaders

Interviews with United Way partner agency leaders provided additional information on community needs and agency services. The interviews also provided information on the resources needed by these agencies to continue to perform their community functions. During February, 2011, a request to interview was sent to all agency partner leaders. We received an affirmative response and were able to establish an interview date and time with 13 agency leaders. Eleven of these were interviewed in person at their agency; two were interviewed by phone (a list of the agency leaders interviewed is provided in Appendix D). As far as possible two students conducted each interview – one to ask questions and the other to take notes (though in several cases this could not be arranged and one student conducted the interview).

All interviewed agency leaders were asked an identical set of questions that dealt with their agency's most important activity, the particular needs of those their agency served, and the resources required by their agency to improve the provision of services (a copy of the interview instrument is provided in Appendix E). The interviews began in late February and ended in early April, with the majority conducted during March, 2011.

Organization of the Report

The following report is divided into two sections – Findings and Assessment. Regarding the section on Findings, viewing community needs as the foundation for an investigation into the match between community needs and agency activities, we first report results of the tri-county community survey. Here we discuss citizen attitudes on various items related to youth and educational services, individual and family financial stability, and health. This is followed by a presentation of the service activities of United Way partner agencies. Here we clearly delineate the most frequently provided activities from activities that are less often offered to the community by partner agencies. A discussion of the interviews with partner agency leaders will then follow. Here we discuss what agency leaders say about what is most important to those they serve and the resources their agencies require most to continue to provide these services.

After the presentation of findings, the report proceeds to the Assessment section. In this section of the report, we provide a context for the interpretation of the findings. Because much of our study draws from public opinion, we discuss how best to understand what a study based on opinion has to offer. Further, we discuss the influence that the economic environment as well4(se0es3 n692

Findings

This section presents findings regarding the survey of tri-county residents, the review of agency partner web-sites, and the interviews with agency partner leaders.

Community Survey Results

Education and Youth Issues

Table 1 reports the mean score for each of the 10 Education and Youth issue items, ranked in descending order. The scores tend to be close, particularly among the top four items -- increasing high school graduation rate, character building for youth, bullying in school, and increasing elementary student education skills. Overall, though, these several items are considered more critical to the community relative to after-school programs, juvenile incarceration, or childhood obesity.

Table 1
Education and Youth Issues in Order of Critical Need

| <i>Issue Item</i> | <i>Mean Score</i> |
|--|-------------------|
| Increasing High School Graduation Rate | 3.48 |
| Character Building for Youth | 3.47 |
| Bullying in School | 3.42 |
| Increasing Elementary Student Education Skills | 3.41 |
| Teen Parenting | 3.35 |
| Affordable Child Care | 3.34 |
| Training for Youth Job Placement | 3.29 |
| Quality After-School Programs | 3.24 |
| Juvenile Incarceration Rates | 3.23 |
| Childhood Obesity | 3.22 |

Note: Respondents scored each issue item on a scale from 4 (very critical to their community) to 1 (not at all critical to their community)

As reported in Table 2, when asked to identify the single most critical Education and Youth issue, a clearer priority emerges. Over one-in-five respondents identified character building for youth as the most critical education/youth issue confronting their community. Most other items are viewed as less critical and each was chosen by about 10% of respondents. Juvenile incarceration and after-school programs are not seen as critical community concerns.

Table 2
Most Critical Education and Youth Issue

| <i>Issue Item</i> | <i>Percentage</i> |
|--|-------------------|
| Character Building for Youth | 22 |
| Increasing HS Graduation Rate | 13 |
| Bullying in School | 12 |
| Training for Youth Job Placement | 10 |
| Increasing Elementary Student Education Skills | 10 |
| Affordable Child Care | 9 |
| Childhood Obesity | 8 |
| Teen Parenting | 8 |
| Juvenile Incarceration Rates | 4 |
| Quality After-School Programs | 3 |

N = 296 responses

Percentage may not add to 100 due to rounding

Note: Respondents were asked to identify the single most critical issue

Financial Stability Issues

Table 3 reports the mean score for each of the 12 Financial Stability issue items, ranked in descending order. The mean score across items exhibits greater variation, relative to the scores on the Education and Youth i1t35.98 Tm0 G{du)-9(c) After

for the needy are considered greater community concerns relative to the need to provide free income tax preparation or assistance to undocumented immigrants.

The mean score across these Financial Stability issue items also tends to be lower than the mean score on the Education and Youth issue items, as well as by comparison to the Health issue items (see table 5). On neither of these other two broad issue areas does the mean score on a given item fall below 3.22. By contrast, the mean score on nine of the 12 Financial Stability issue items fall below this threshold. This suggests, with a few excep Tm0 g1(y)JTJETQq0.082 0 BT/F3 1n sco

needy. Around 10% of respondents chose home repairs, affordable housing, shelter for the homeless, or funds for emergency assistance. Disaster and legal assistance, assistance for undocumented immigrants, and free tax preparation are not viewed as critical community concerns.

Table 4

Education & Youth, Financial Stability, and Health Issues: Summation

To sum up, in terms of broad issue areas Youth/Education and Health issues are generally considered more critical to a community than are Financial Stability issues. Character building for youth is viewed as the most critical Education and Youth issue. Money management training is seen as the most critical Financial Stability issue; providing food for the needy is also viewed as a critical Financial Stability community concern. Assistance to victims of child abuse is by far considered the most critical Health issue facing the community.

Biggest Problem Facing the Community

As a way to garner additional information about what citizens in the tri-county area consider to be important to their community (i.e., to “capture” citizen concerns not addressed by the series of issue items), we asked the following open-ended question: “What would you say is the biggest problem facing your community?” Respondents answered as they saw fit. The placement of this question, toward the end of the survey, meant that responses might be influenced by the prior survey questions (see Appendix A). However, we believed that people would not respond to the survey if it began with an open-ended question (i.e., the way to entice someone to fill out a survey is not to start off by asking them to write). While there is overlap, the responses to this question do not simply replicate the issue items in the prior questions. This indicates that the influence of prior questions on the survey was minimal.

As reported in Table 7, by-far-and-away the biggest problem facing peoples’ communities are Economic Conditions. This category is made up of three types of responses. Almost half of the comments in this category related to unemployment, and noted lack of jobs, lack of new jobs, lack of stable jobs, and general references to high unemployment. Another set of responses concerned the economy and included general references to a bad economy as well

as high prices, high fuel costs, homeless people and hunger. The third type of response concerned the need for assistance, with references to the need for affordable housing and groceries for needy families.

Table 7
Biggest Problem Facing the Community

| <i>Problem</i> | <i>Percentage</i> |
|--------------------------------------|-------------------|
| Economic Conditions | 41 |
| Unemployment | 20 |
| Economy | 11 |
| Need for Assistance | 11 |
| Crime & Violence | 23 |
| Drugs | 10 |
| Crime | 8 |
| Abuse | 4 |
| Education & Youth | 16 |
| Education | 13 |
| Youth | 3 |
| Community Issues | 14 |
| City Conditions | 6 |
| Citizenry | 5 |
| Public Officials | 2 |
| Taxes | 1 |
| Welfare | 3 |
| Public Assistance (too much) | 2 |
| Need for Family Financial Management | 1 |
| Health | 2 |
| Immigration | 1 |
| Disasters | 1 |

N = 249 responses

Percentages may not add to 100 due to rounding; subcategory percentages may not add to category percentage due to rounding

responses about crime, break-ins, robbery and lack of street safety at night. Finally, there were comments about abuse that included child abuse, and lack of assistance for abused women and children.

A sizable percentage of responses involved Education and Youth problems. Most of the comments in this category were about education. These included lack of qualified teachers, the high drop-out rate, the poor quality of education, uneducated youth, lack of parental emphasis on education, lack of sufficient school resources, as well as general comments about the public school system and public education. The comments on youth involved young people with no goals or work ethic, childhood obesity and teenage pregnancy.

A sizable percentage of responses also concerned Community Issues. Comments in this category are spread across criticisms of city conditions (such as the need for downtown restoration, bad roads and the need for property repair), the citizenry (such as lack of civility, lack of work ethic, lack of appropriate behavior, and general comments about fellow citizens), and taxes (i.e., too much taxes).

There were also a smaller number of responses related to Welfare (too much dependency on public assistance and the need for more family financial management), Health (obesity and general comments on the need for health care), Immigration (too many unemployed immigrants and general comments on illegal aliens), and Disasters (references to living in a flood zone and Hurricane Ike).

Biggest Problem Facing the Community: Discussion

More than anything else, citizens see adverse economic conditions (and the ramifications of these conditions) as the biggest problem facing their community. In particular, people point to unemployment. Citizens also see crime and violence as a big community problem. In particular,

people point to drugs and lack of safety. To a lesser though still notable extent, citizens see problems with education and the public school system, with our youth, and with various aspects of community life that include fellow citizens and public officials, infrastructure and physical community conditions. Relatively few citizens offered welfare, health, immigration or disasters as the biggest problem facing their community.

It is curious that while respondents tended to report Economic Conditions as the biggest problem facing their community, they tended to score Financial Stability issues items (see Table 3) relatively low by comparison to the items in the other broad issue areas. This apparent discrepancy might be explained by our political culture in Texas -- a way of viewing the proper role of government (or more broadly, collective efforts) and individual responsibility -- that emphasizes individual self-reliance. This will be discussed more fully in the section on Assessment.

Services of United Way Partner Agencies

Table 8 displays the various services provided by the United Way partner agencies as identified via our web site search. Services are aggregated into 11 service categories and, where appropriate, into subcategories and ranked in order based on the percentage, or frequency, in which they are provided. A list of service categories with associated United Way partner agencies is provided in Appendix F.

the majority of all services identified through our web site search.

Within the category of Health/Mental/Special Needs, activities dealing with speech and communication, physical and occupational therapy, substance abuse and mental health services are equally provided. Of the agencies that provide these services, Capland Center for Communication Disorders, Shorkey Education and Rehabilitation Center, and Huguen Center, offer speech and communication services. Shorkey Education and Rehabilitation Center and Huguen Center also provide physical and occupational therapy services. Substance abuse programs are offered at Right Choice of Orange County, Southeast Texas Council on Alcohol and Drug Abuse (SETCADA), and Spindletop MHMR. Other agencies that provide general health, mental, and special needs programs are Southeast Texas Hospice, Orange County Association for Retarded Children, Spindletop MHMR, and Samaritan Counseling Center for mental illnesses.

Educational Services provided by United Way partner agencies are available in the form of preparatory services for higher education, general community education, health education, adult education, and tutoring. Within the category of Educational Services, activities centered on health are most frequent. The American Red Cross, Rape and Suicide Crisis of Southeast Texas, Southeast Texas Food Bank, Right Choice of Orange County, and SETCADA all provide health education services to the community -- from how to care for the elderly to educational efforts to increase awareness about substance abuse. Preparatory services to obtain a GED are provided by Community Care Prayer Outreach as well as Greater Orange Area Literacy Service (GOALS). GOALS also provides services in adult education that aid in improving basic math and reading skills. Health education is frequently offered. General community education aids citizens on

Family Services of Southeast Texas.

provision of food, help with paying utilities, and shelter and clothing – each of which is provided with about equal frequency. Agencies that provide assistance for those in need of food are Community Care Prayer Outreach, United Board of Missions and Southeast Texas Food Bank. Community Care Prayer Outreach and United Board of Missions also provide assistance with clothing, as well as does Friends Helping Friends. The American Red Cross, Community Care Prayer Outreach and United Board of Missions have programs to help those community members in need of assistance with utility payments. Vidor Ch

and Suicide Crisis of Southeast Texas, Community Care Prayer Outreach and Anayat House.

Least Frequently Provided Services

Services in the categories of Disaster Assistance, Job Training/Employment, Assistance to the Elderly, as well as Immigration Services, Community Enrichment, and Legal Assistance are the least frequently provided activities and programs by United Way partner agencies. The agencies that offer Disaster Assistance programs are Catholic Charities, Port Cities Rescue Mission, American Red Cross, and Salvation Army. The programs help those in financial need, in need of clothing and food in times of a disaster. Job Training/Employment programs are offered by Friends Helping Friends, Family Services of Southeast Texas, Camp Fire USA, and Communities in Schools Southeast Texas. These services include resume writing, technical training, and job placement.

Assistance for the Elderly includes the provision of transportation, meals, fun activities, and financial assistance. Friends Helping Friends, Nutrition and Services for Seniors, American Red Cross, and Port Neches Senior Citizens Center provide these programs and activities for the elderly. Immigration Services, Community Enrichment, and Legal Assistance are offered by Catholic Charities (immigration services), YMCA (community enrichment), and Rape and Suicide Crisis of Southeast Texas (legal assistance for victims of sexual assault). (The services provided by the following partner agencies were not included in this portion of the report because web site information for these agencies was not available: Groves Senior Citizens, Mid County Senior Citizens Center, and Orange Community Action Association.)

Services of United Way Partner Agencies: Summation

To sum up, Health/Mental/Special Needs, Educational Services, along with Assistance for the Needy/Poor are the services most frequently provided by United Way partner agencies,

and account for over half of all partner agency activities. Services related to Youth, Personal Crisis, Disaster Assistance, Job Training/Employment, and Assistance to the Elderly are offered at modest levels. Immigration Services, Community Enrichment, and Legal Assistance are the least provided services by United Way partner agencies.

Interviews with United Way Partner Agency Leaders

Programs and Successful Activities

Thirteen nonprofit leaders were interviewed, 11 in person and two by phone. Each leader was asked a set of six questions. The first two were designed to give information on the activities of each agency: “Can you tell me a little about your agency - What kind of activities and program does your agency engage in?” and “What do you consider to be your agency’s most successful program or programs?” Because of the variation in service-provision across these 13 nonprofits (except for the two Red Cross agencies), we received a varied set of responses to these first questions. Quite distinct from one another, the responses were descriptive of agency activities and informative, and are provided in Appendix G.

The Needs of Agency Clients

Following these were two questions designed to provide information on the needs of agency service recipients from the perspective the service providers.

Table 9

| <i>Item</i> | <i>Percentage</i> | <i>Agency</i> |
|--|-------------------|--|
| Food | 22 | Rape and Suicide Crisis of SETX; Southeast Texas Food Bank; Nutrition and Services for Seniors; Red Cross Beaumont; Catholic Charities of SETX |
| Money | 17 | Red Cross Orange; Catholic Charities of SETX; United Board of Missions; Southeast Texas Food Bank |
| Facilities/Supplies (housing, shelter, clothing) | 17 | Anayat House; Red Cross Beaumont; Catholic Charities of SETX; Rape and Suicide Crisis of SETX |
| Fellowship (e.g., prevent individuals from feeling alone) | 9 | Red Cross Beaumont; Port Neches Senior Center |
| Holistic Education (physical, medical, emotional, nutritional, educational, leadership, and social needs) | 9 | Boys Haven; Girl Scouts-San Jacinto Council |
| Volunteerism | 9 | Southeast Texas Food Bank; Red Cross Orange |
| Emotional and Family Support | 9 | Nutrition and Services for Seniors; BSA-Three Rivers |
| Referral Service | 4 | Rape and Suicide Crisis of SETX |
| Addiction Abstention | 4 | Right Choice of Orange |

N=23 responses

Percentage may not add to 100 due to rounding

As shown in the Table 9 (above), Food is considered a particularly important client need. Money, along with Facilities/Supplies (such as housing and clothing), are also considered important client needs. These three categories account for the majority of responses to this question. Fellowship, Holistic Education (efforts to provide information to improve physical or

emotional well-being for example),

Assessment

This section provides a discussion of public opinion, a cautionary note about

perhaps imperfectly, the collected opinion of people on a given issue reflects the conditions, the environment, within which people live their lives. The opinion of citizens will reflect the state of their community.

United States can be viewed as exhibiting three political cultures – Traditionalistic (where an emphasis is placed on societal hierarchy, and governance is the domain of economic and social elites), Moralistic (where an emphasis is placed on government providing for the well-being of society, and where

if one wants to hire a lawyer, that is one's choice). By contrast, and continuing to employ the framework of Individualistic political culture, we speculate that there is some support for assistance to those who, for reasons beyond their control, are in extreme need (i.e., in the context of economic recession, those who need the most basic requirements of life, such as food).

From the perspective of our Individualistic political culture, the second ranked Financial Stability item – money management and budget training – is perhaps the most telling. With the exception of food, there is more support for efforts to train people for financial self-responsibility than there is for any type of assistance. In fact, money management training was chosen by community survey respondents as the single more critical Financial Stability Issue (see Table 4).

As noted in the section on Findings, it is curious that though respondents reported Economic Conditions as the biggest problem facing their community (see Table 7), they scored most Financial Stability issues items (see Table 3) lower than they scored items in the other broad issue areas. Our Individualistic political culture may help explain some of this discrepancy. The objective conditions of economic recession cannot be ignored – people are out of work, people are unable to pay bills and unable to afford food and housing, etc. A bad economy can readily be considered the biggest problem facing us today. However, our political culture emphasizes individual initiative and self-reliance, and deemphasizes collective action. Accordingly, what is recognized as a problem impacting large numbers of people (recession) can also be viewed as solvable via individual action. Only under the most extreme conditions does significant support for institutionally-driven collective action emerge (when people cannot afford a basic prerequisite of life such as food, for instance),

This political culture framework can also be applied to help explain findings regarding the other two broad issue areas. Juvenile incarceration and childhood obesity may be viewed as

less critical community Youth and Education issues (see Table 1) because a proper upbringing and diet are considered family, not collective, responsibilities. Similarly, assistance for substance abuse problems may be ranked as a less critical community Health issue (see Table 5) because the decision to use illegal or harmful substances may be widely perceived as an individual responsibility, and the effort to end addiction viewed as better addressed through individual rather than collective efforts.

While not an explanation for all findings, our Individualistic political culture provides a helpful framework to understand some of what is going on. This said, it is potentially important to consider that an understanding of our political culture may provide a useful guide to predict those nonprofit programs that will have the best chance to garner public support. Programs

At this juncture, however, we can offer suggestions about the types of services that might be increased based on the most critical community needs in the tri-county area. We also, in the following discussion, offer suggestions about how to synthesize the information presented in this report.

The Most Critical Community Needs

To start, we believe it is beneficial to establish a relatively “manageable” set of community needs. Of course, the set can be expanded. However, an initial simplification of findings is often a worthwhile technique when dealing with a large volume of information. Therefore, to compare community needs with agency services we employ a decision-rule that reduces the number of community needs. We label the resulting reduced number of community needs as those that are “most critical.” We note in advance that other decision-rules can be applied and

These criteria yield the following set of *most critical issues facing communities in the tri-county area*:

Education & Youth Issues --

Character building

I

education efforts, the provision of these particular types of services might be increased. Agency leaders, in fact, frequently identified increased educational efforts regarding how the community might be better served in the future (see Table 11). A specific focus might be on programs that pertain to the education of individuals and families to become financially self-reliant, on programs that increase awareness of child abuse and provide services to counsel those who most likely might abuse a child, and educational efforts aimed at the prevention of bullying in school.

At present, numerous partner agencies provide services that assist individuals and families in need (

community needs in the tri-county area, as shown above, character-building programs aimed at youth might be given heightened attention.

The Most Critical Community Needs and Agency Services: Summation

As noted above, different criteria may be employed to identify the most critical community needs. The criteria used here seem logical and justifiable. For citizens in the tri-county area (Hardin, Jefferson and Orange counties), the most critical Education and Youth

Appendix A
Community Survey Instrument

The following is a list of twelve issues related to the **Financial Stability** of families and individuals.

For each issue, please circle whether you think it is a Very Critical issue in your community (4), is a Somewhat Critical issue (3), a Not So Critical issue (2), or is Not at all a Critical issue in your community (1).

| | Very Critical | Somewhat Critical | Not so Critical | Not at all Critical |
|--|------------------|----------------------|--------------------|------------------------|
| Predatory lending practices (payday lending/title loans) | 4 | 3 | 2 | 1 |
| Funds for emergency rent/mortgage/ utility assistance | 4 | 3 | 2 | 1 |
| Money management and budget training to promote financial stability | 4 | 3 | 2 | 1 |
| Long-term affordable housing | 4 | 3 | 2 | 1 |
| Shelters/housing for homeless families or individuals | 4 | 3 | 2 | 1 |
| Food/groceries for needy families or individuals | 4 | 3 | 2 | 1 |
| Free income tax preparation | 4 | 3 | 2 | 1 |
| Home repairs for low-income, the elderly or the disabled | 4 | 3 | 2 | 1 |
| Assistance for fires and other disasters | 4 | 3 | 2 | 1 |
| Need for more public transportation | 4 | 3 | 2 | 1 |
| Assistance/increased assistance to undocumented immigrants | 4 | 3 | 2 | 1 |
| Low-cost/free legal assistance | 4 | 3 | 2 | 1 |

Of the 12 financial stability issues listed above, which would you rate as the most critical?

The following is a list of six **Health** issues. ~~3(G()ITJE@a)-βll)la)eW*nBTTF3E f1000Tm0(G()ITJE@a)-βll)la)-4()-2C)4r)-βtica~~

For each issue, please circle whether you think it is a Very Critical issue in your community (4), is a Somewhat Critical issue (3), a Not So Critical issue (2), or is Not at all a Critical issue in your community (1).

Very Somewhat Not so Not at all

What would you say is the biggest problem facing your community?

Finally, can you please tell a bit about yourself?

What is your age? _____

Are you:

1. Female 2. Male

Do you consider yourself:

1. White 2. Black 3. Asian 4. Hispanic 5. Other _____

Are you currently employed?

1. Yes 2. No

If you are unemployed, are you?

1. Retired 2. Student 3. Disabled 4. Homemaker 5. Other _____

In what county do you currently reside?

1. Hardin 2. Jefferson 3. Orange 4. Other _____

How many years have you lived in this county? _____

What is your level of education?

1. 8th grade or less 2. High school/GED 3. Some college/Associates degree
4. Bachelors degree 5. Masters or Ph.D.

Appendix C

United Way Partner Agencies

American Red Cross Beaumont Chapter
American Red Cross Orange County
Anayat House
Boy Scouts of American Three Rivers Council
Boys' Haven
Camp Fire USA*
Capland Center for Communication Disorders
Catholic Charities
Communities in Schools Southeast Texas, Inc.
Community Care Prayer Outreach*
Family Services of Southeast Texas
Friends Helping Friends*
Girl Scouts of San Jacinto Council (Beaumont)
Girl Scouts of San Jacinto Council (Houston)
Greater Orange Area Literacy Service (GOALS)*
Groves Senior Citizens**
Habitat for Humanity
Hughen Center
Mid County Senior Citizens Center**
Nutrition and Services for Seniors
Orange Community Action Association (OCAA)**
Orange County Association for Retarded Citizens, Inc. (OCARC)
Port Cities Rescue Mission
Port Neches Senior Citizens Center
Rape and suicide Crisis of Southeast Texas, Inc.
Right Choice of Orange County
Salvation Army (Port Arthur)
Salvation Army/Boys and Girls Club (Beaumont)
Salvation Army/Boys and Girls Club (Orange)
Samaritan Counseling Center
Shorkey Education and Rehabilitation Center
Southeast Texas Council on Alcohol and Drug Abuse (SETCADA)
Southeast Texas Food Bank
Southeast Texas Hospice, Inc.
Spindletop MHMR
United Board of Missions
Vidor Children's Fund*
Y.M.C.A

Total agencies = 38

* Non-local website information used; ** Not reported in this research

Appendix D
United Way Partner Agency Interviewees

Organization

Interviewee

Position

Anayat House

| | |
|---------------------------------------|---|
| Girl Scouts | Girl Scouts is the number one leadership building organization in the country and the world. All councils are separate 501C3 associations. The mission of the Girl Scouts is to build girls of courage, confidence, and character, who make the world a better place. |
| Nutrition and Services for Seniors | Our organization provides services to seniors 60 years and older living in Jefferson and Hardin county. We provide meals to those seniors, and also deliver lunch to their houses, whenever the seniors are home bound. We also help those seniors with financial and emotional issues. We furthermore give the seniors transportation to life sustaining appointments, check on them daily and monitor the seniors with emergency response units. To make sure the seniors are well nourished we also provide them with monthly nutrition education. Besides that we have activities in our entity where the seniors come together and enjoy each others' company by playing games and having dinner together. |
| Port Neches Senior Center | This program provides physical and mental exercise for senior citizens, such as chair exercise, Zumba, line dances, bingo, computer games, and puzzles. |
| Rape and Suicide Crisis Center | This organization works with abuse survivors, goes to the hospital/trials with clients, features 6 different groups, has a 24 hour support hotline for people who just need to talk, has 3 locations in Beaumont and 1 in Orange, gives referrals to other services and resources, helps clients cope with trauma, provides prevention education on sexual abuse, helps with mental and physical recovery, and provides survivors with support, meals, and rides. |
| Red Cross Beaumont & Red Cross Orange | Red Cross provides community education for everything that centers on "signal events" such as a house fires or hurricane. It has disaster services in response to catastrophic situations, community hospital programs, power to care programs where by the elderly are able to get affordable power to their home, paid burial services for soldiers killed in action, and volunteer services. |
| Right Choice of Orange | This organization provides education, intervention, prevention, and treatment of alcohol and drug abuse. We are a residential program for adult men; we have a 40 bed facility, DARRC unity house, and a unity treatment center. There are three out-patient counseling locations. The three out-patient centers service both adult male and female. People have a safe home environment. |
| Southeast Texas Food Bank | They distribute donation food to partner agencies in eight counties, provide free school supplies for rural school teachers, and picks up food from retail stores. |
| United Board of Missions | This organization features two resale shops that sell clothes, furniture, and household goods for a small fee. Also, they offer assistance with utilities, rent, food, and clothing. They also have small meals on wheels service twice a week. They serve Groves, Nederland, Port Arthur, Beaux Garden, Port Neches, and Sabine Pass. |

Right Choice of Orange

Agency

Most successful program(s)

Anayat House

The most successful aspect of the agency is the ability to provide the feeling of a home-

Boys Haven

Boy Scouts

Catholic Charities

Girl Scouts

Nutrition and
Services for
Seniors

Port Neches
Senior Center

Rape and Suicide
Crisis Center

Red Cross
Beaumont & Red
Cross Orange

People need continuing care. When people complete the residential center program, they will attend meetings at night. The more you have someone treated, the more successful you are. You cannot have one without the other.

Southeast Texas Food Bank

United Board of Missions

The Backpack program: This Food Bank owned program serves hundreds of children in rural elementary schools with kid-friendly food for the weekend.

The Mobile Pantry program: This is a direct service to reach those who are struggling to access the food they need. Boxes of food, fresh produce, and bread are delivered for low-income family, especially for the elderly.

All programs that help with utilities, food, rent, and clothes are successful.