

Needs Analysis of Des Moines River Bend Neighborhood
Simpson Urban Studies Institute
Simpson College
Indianola, Iowa
November 17, 2008

Introduction

This report is the culmination of three research projects undertaken by the Simpson Urban Studies Institute (SUSI) to determine the human service needs in the River Bend neighborhood in Des Moines, Iowa. River Bend's boundaries are 2nd Avenue to the east, 9th Street on the west, the Des Moines River on the north, and Interstate 235 to the south. The neighborhood is one of the most diverse neighborhoods in Des Moines and the State of Iowa. The population includes whites, Latinos, African Americans, Asian persons from several different cultural traditions, Sudanese and a small number of individuals from other cultural traditions. It is economically diverse as well. The eastern side of the River Bend neighborhood is affluent but as one moves west the economic affluence of the population diminishes.

The Child and Family Policy Center (CFPC) synthesis of the 2000 U.S. census data found the neighborhood's population to be 3680 people or about 2% of the Des Moines population. Fifty-two percent of the population is female and 48 % is male. Twenty-nine and six tenths of the population is 15 years of age or younger, 12% are 16-24, 33% are 25-44, 17% are 45-64, and 8% are over 65. Forty-four percent of River Bends population is white, 24.5% is Latino, 24.3% is African American, 15.2% is Asian, 13% are identified as some other race or ethnic group, and 3.6% are identified as belonging to two or more races.

The three projects provide divergent sources of information. Focus groups composed of community leaders from the Des Moines metropolitan area provide the first data set. The second source of information comes from a survey of agency personnel providing services to the River Bend neighborhood. The third data source includes information collected from a survey of residents on 7th, 8th and 9th Streets from Forest Avenue to Hickman Road in the River Bend neighborhood. One of the objectives was to determine whether there is consistency in the perception of the leadership, providers and community members regarding the services most needed in the neighborhoods.

Focus Group Summary of Needs

On January 17, 2008 a luncheon was held at the downtown Holiday Inn. This was the first SUSI data collection event.¹ Community leaders attending the event formed seven focus groups. They were asked about their perceptions of the most important needs in the Des Moines metropolitan area for those living in the inner city. Each focus group was asked to perform three tasks. First, identify the key needs in our community for those who are disenfranchised. Second groups were asked to prioritize the needs identified. Third, they were to provide suggestions for action that will systemically address the needs. Simpson faculty members (Lora Friedrich, John Pauley, Marilyn Mueller, Rachel Bandy, Carolyn Dallinger, Sal Meyers, Jim Hayes) and Zach Wilson of Urban Dreams functioned as recorders for each focus group. The table below and the discussion that follows is a product of the content analysis of the materials submitted by each recorder. (See Addendum I for instructions given to focus groups).

¹ Thanks to Dean Thorius and Walter Lain from Student Development for their planning efforts, financial support, and for bringing the Rev. Jeremiah Wright to the focus group event. Thanks to John Fuller from Public Relations for his help in publicizing the event. A special thanks to President Byrd and Dean Griffith from Simpson College and Wayne Ford from Urban Dreams for their collaborative efforts in establishing SUSI. Finally, thanks to the fifty-five community leaders representing churches, the Department of Human Services, the Des Moines Police Department, business leaders and human service agencies who attended the event.

Focus Groups Needs Identification and Rank

1st and 2nd

Needs	Needs Identification*					Priority Ranks**
	1	2	3	4	5	
Crime and Justice	5					2
Economic	5					5
Education		4				2
Service Outreach			3			2
Provider Duplication				2		1
Agency Support				2		1
Recreation				2		1
Health Care Access/ Information					1	0

*These numbers represent the number of groups identifying a particular need area as a priority. For example, 5 focus groups recognized crime and economic issues as key priorities while 4 focus groups identified education as a priority.

** This represents the number of focus groups identifying a particular need area as either their 1st or 2nd priority.

Eight need areas are clearly delineated in the recorders' notations. They are crime and justice issues, economic, educational, service and outreach, provider duplication of services, agency support, recreational issues, and health care access. In some cases need identification crossed categories. For example, there was mention of the need to deal with delinquency issues through provision of more recreational opportunities for young people. If the group's focus seemed to be dealing with delinquency then the response was recorded under crime and justice issues but if the emphasis was on recreation without an expressed concern for delinquency prevention then the recording was placed under recreation. The important point to be made is that the issue areas identified are not independent of each other but are interrelated and attempt to deal positively with one issue area may well contribute simultaneously to another. It may well be that programmatic initiatives should be considered in light of multiple impacts on issue areas.

Crime and justice issues were at least tangentially dealt with in all groups though not identified as a key issue in all. In some cases juvenile and criminal justice issues were seen as a product of larger community issues such as lack of access to legitimate opportunities for economic success. Concern for more effective integration of those released from correctional institutions was an important concern for some. How can we more effectively work to make re-entry into the community successful in order to reduce the likelihood of recidivism.

It is clear that participants see a connection between justice issues, the economy and education. Concern was expressed about the zero tolerance policy in Des Moines schools that results in the suspension and expulsion of far too many African American students. Not only does this diminish the quality of their education but puts these young people on the streets without supervision so increasing the likelihood of involvement in delinquent acts. Some felt that education is the umbrella concern which if addressed will reduce economic and justice issues. Often both parents must work to meet the economic demands placed on the family. The lack of affordable child care for inner city residents results in inordinate numbers of latch key kids whose lack of supervision enhances the probability of involvement in gangs and commission of delinquent acts. The concern for unsupervised children in the community can

be addressed by providing more supervised recreational opportunities that are affordable for youngsters in the inner city.

The recognition of employment opportunities as a concern surfaced repeatedly. It is difficult to attract economic development that provides adequate income for families and, even when there are jobs available, the lack of adequate transportation diminishes access to job sites for many in the inner city. Over 100 languages are spoken in the Des Moines metropolitan area so it is no surprise that ESL surfaced as an important need. The feeling was that this was particularly a need for adults. A final economic concern has to do with helping minority people, many of whom have never owned a home, understand the implications of various types of available loans. They are often easy prey for financial institutions who are more concerned with maximizing their profit than providing the lending option most conducive to the welfare of their client.

Often there needs to be more coordination among agencies to eliminate duplication. Many excellent programs do exist in the metropolitan area but unfortunately many of those eligible for program services are unaware of the resources available to them. Agencies must be better in communicating what they have to offer through their outreach efforts.

Summary of Suggestions for Action

Time limitations did not permit groups to address suggestions for action in detail, but several general suggestions for action necessary for addressing needs were mentioned.

As indicated above, actions addressing economic concerns include expanding ESL opportunities for those that do not have command of the English language are essential. Facility with English is often a requirement for employment and is a necessity for those moving beyond entry level positions. Cultural sensitivity programming to enhance the ability of providers to develop rapport with ethnic and minority group members is essential. Sensitivity training is also needed for recipients of services so that they have a better understanding of the majority culture and are more cognizant of what employers are expecting from their employees. More effective dissemination of health care information can reduce absenteeism and help employers view minority workers in a more positive light and will result in an increased income for families that depend on hourly wages.

Crime and delinquency issues can be addressed with more ESL programming and better access to legitimate employment opportunities. Affordable recreational opportunities for inner city young people is an essential need. Utilizing athletes who are admired by the young as mentors in recreational programs can help draw the young away from gang involvement and demonstrate the availability of alternate life-style choices.

The availability of excellent programs to address the needs of inner city residents was acknowledged. However, often those needing the services are unaware of their existence or of how to access the service once made aware of its availability. Better outreach to educate people about services, eligibility, and access is needed. There was concern expressed about the lack of awareness among those working in provider agencies regarding what is happening in other agencies. Human service dollars are limited and duplication of services needs to be avoided. These needs can be addressed by establishing a clearing house that can direct potential recipients to services and can help agencies avoid duplication.

Provider Survey Summary of Needs

The second needs data source consisted of 50 interviews conducted with providers of services to the River Bend neighborhood. There were two parameters determining who was eligible to be interviewed. First, individuals interviewed had to work in professions that allowed them to interact with members of the River Bend community on a daily basis. Second, individuals targeted were human service supervisors or program coordinators. Though the great majority of those interviewed lived in the River Bend neighborhood, there were a few persons interviewed who were not residents. Nonresidents interviewed were included only if they had previously worked in the neighborhood or worked for agencies

that provided services to neighborhood residents. Twenty-eight of the 50 interviewed were females and 22 male. Thirty-four respondents were white, 9 Latino, and 7 were African American. Forty-one of those interviewed were over 40 and 9 less than 40 years of age.

An open-ended interview schedule was used that involved asking the participant a series of questions. They were permitted considerable latitude in constructing their responses. Each individual was asked to identify the four most pressing needs in the River Bend neighborhood and to prioritize those needs from most to least pressing.² Finally each respondent was asked how to best alleviate the needs they had identified. (See Addendum II for the interview schedule)

Four needs, affordable housing, employment with livable salary, juvenile programming and education, were identified as one of the four most pressing needs by providers. Thirty-six percent, 32%, 28%, and 26% of respondents respectively identified these as top priority items for River Bend. Juvenile programming had only two providers who identified this need area as the first priority. Affordable housing, employment with a livable salary, and education each had 6 respondents who identified these needs areas as a top priority. Three need areas, transportation, skills assessment and job training and placement, and community empowerment had 4 respondents identifying these areas as top priorities.

Five needs, transportation, medical care and health insurance, access services and resources, skills assessment and job training/placement, and community empowerment/pride formed a second level tier of needs. Eighteen percent of respondents identified transportation and medical care and insurance as one of their top 4 priorities. Sixteen percent identifies access to services and resources and skills assessment and job training/placement among the most important needs. Twelve percent felt community empowerment/pride as a key need area.

The third tier of needs included nine need areas ranging from 8% recognized as a priority need (community center, immigrant needs, neighborhood revitalization, community safety/crime fighting), to 6% that recognized parental involvement as a key need, and 4% that identified economic development, local grocery store, family services, and maximizing local resources as priority needs. Twenty-two other needs were mentioned once as priorities.

Provider Interviews: What are the Greatest Needs of the River Bend Neighborhood?

# of Respondents by Rank*	P1	P2	P3	P4	Total #	%
Key Needs						
Affordable housing	6	8	2	2	18	36
Employment with livable salary	6	7	3	0	16	32
Juvenile programming	2	6	2	4	14	28
Education	6	4	3	0	13	26
Transportation	4	1	1	3	9	18
Medical care and health insurance	2	4	2	1	9	18
Access to services and resources	2	3	2	1	8	16
Skills assessment and job training/placement	4	1	2	1	8	16
Community Empowerment/Pride	4	0	2	0	6	12
Community center	1	0	0	3	4	8
Immigrant needs	2	2	0	0	4	8
Neighborhood Revitalization	2	1	1	0	4	8
Community safety/Crime fighting	1	0	3	0	4	6
Economic Development	0	1	0	1	2	4
Grocery store	0	0	2	0	2	4
Family Services	0	0	2	0	2	4

Maximizing Local

² Several respondents asked specifically that the needs they offered not be prioritized. They believed that all of the needs they identified were of equal importance.

Resources	2	0	0	0	2	4
Other needs mentioned once	4	7	7	4	22	
Total Number of Responses by Priority	48	46	36	20		

- Not all respondents were willing to rank needs by priority.

Resident Survey Summary of Needs

The community resident survey was limited in its scope and covered that half of the River Bend neighborhood that made the most use of the different human service programs available. Seventh, 8th, and 9th Streets were surveyed from Forest Avenue to Hickman Road. The area covered is primarily residential but there are various community agencies present including Moulton Learning Center, Grubb YMCA, and two homeless shelters.³ The survey was conducted on October 17 from four to six o'clock.

Teams of two interviewers worked each of the three streets surveyed. Twenty-nine out of one hundred and eighty households (16% of households) resulted in interviews. In some cases interviews were not possible because the inability of residents to communicate effectively with interviewers. In other cases respondents chose not to participate, homes were vacated, or in some instances houses were not ready for occupancy because they were in the process of restoration.

Thirteen of those interviewed were male and 16 female. Four respondents were under 18 years of age, 2 were between 19 and 24, 2 were 25 to 30, 6 were between 31-36, 1 individual was 37-42, 4 were 43-48, 3 were 49-54, 4 were 55 to 60, and 3 were over 60 years old. Twenty respondents were born in the U.S. and 9 were born out of country. Twelve of the 29 interviewed were white, 6 African American, 4 Mexican, 3 Central American, 3 Southeast Asian, and 1 was Middle Eastern. Eleven respondents were married, 4 were living with someone but not married, 3 were divorced, and 11 had never been married. Nine individuals had 0 children, 3 had one child, 5 had 2 children, 6 had 3 children, 2 had 4 children, and 4 had 5 or more children. All but one of those interviewed lived in River Bend. The individual not residing in River Bend was in the neighborhood multiple times each week. Out of the 28 individuals living in River Bend, 5 were in residence for less than a year, 6 for 1 to 3 years, 2 for 4 to 6 years, and the remaining 15 have lived in River Bend for 10 years or more. Four respondents live in apartments and 25 lived in a single family home. Twenty-one of those living in a single family home own the home they occupy and 4 rent. Twelve of the 29 respondents are employed and work at least 40 hours a week, 1 individual works 21-30 hours a week, sixteen (55%) were unemployed. Two of the 16 unemployed respondents were retired, 4 were disabled, 4 were in school, 1 had no documentation, 3 were homemakers, and 1 had just relocated to Des Moines. The educational level of respondents varied from 1 person who had completed 8th grade, 7 had some high school, 9 had a high school degree, 6 had completed some college, 2 had graduated from college, and 4 had graduate degrees. Thirty eight percent of respondents had no health insurance. Twenty-five individuals indicated that they felt positive about the River Bend neighborhood, 2 had a neutral attitude, and 2 had a negative attitude about the neighborhood. However, when the 28 residents were asked if they would move out of River Bend if they could 12 (43%) indicated that they would and 16 (57%) said they would not leave the neighborhood.

Interviewers asked the respondents to list their top 3 needs for the River Bend neighborhood and who was responsible for addressing the need. The overwhelming number of respondents 14 (48%) felt the government was primarily responsible while 9 (31%) felt that residents of the neighborhood should assume primary responsibility for addressing problems. Two individuals did not provide responses.

Respondents were asked about how informed they were regarding the various human service programs

³ Simpson students were recruited to interview residents. The interviewers were required to participate in a training workshop that included limited ESL/communication, cultural sensitivity, neighborhood characteristics, survey tool, techniques of interviewing, and personal safety training.

in the community. Seven (24%) felt they were completely informed, 8 (28%) were felt somewhat informed, 9 (31%) felt they were not well informed, and 5 (17%) felt they were not at all informed. When respondents were asked to share how often they sought aid from human service agencies 3 (10%) answered monthly, 7 (24%) answered twice a year, 17 (57%) indicated they had never sought aid, and 2 (7%) chose not to answer the question. Of the 10 individuals who had sought aid from a human service agency over the last year, three turned to the Salvation Army, 2 turned to human services, and 1 respondent turned to Urban Dreams, 1 to Bethel Mission, 1 to DHS, and one to DHS. The majority of the 10 seeking service during the last year felt the quality of that service was good, 3 said average and one chose not to respond.

The last question on the survey focused on the strengths of the River Bend neighborhood. This was an open ended question but the answers converged around two general ideas. Rive Bend residents see the people who live in the community as a great asset and they like the location of the neighborhood.

Resident Survey: What are the greatest Needs of the River Bend Neighborhood?

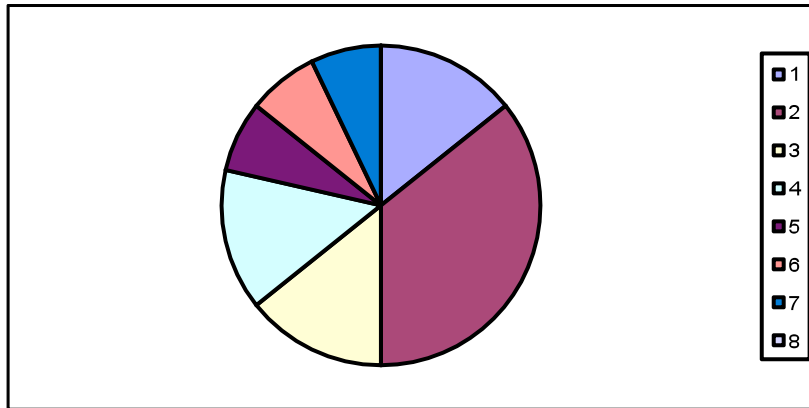
# of Respondents by Rank Key Needs	P1	P2	P3	Total #	%
Medical Care/Health Insurance	6	3	2	11	41
Grocery Store	3	5	2	10	37
Employment with Livable Salaries	4	3	2	9	33
Education	3	4	2	9	33
Affordable Housing	1	3	1	5	19
Skills Assessment/Job Training	2	0	3	5	19
Economic Development	1	1	3	5	19
Juvenile Programming	2	1	1	4	15
Family Services	0	1	3	4	15
Immigrant Needs	1	1	2	4	15
Transportation	1	1	1	3	11
Community Center	1	1	1	3	11
Access to Services and Resources	1	0	1	2	7
Fewer Social Service Agencies	0	1	0	1	4

N= 27 Two individuals chose not to respond to the community needs question.

Summary of Perceived Needs

It is not surprising that there are differences in how the focus groups (community leaders), the providers (service deliverers), and community residents perceive needs in River Bend. The leadership tends to focus more systemically than is true either of the providers or residents who often are concerned with immediate need satisfaction rather than long term solutions. The focus group outcomes identified 8 problem areas while the providers identified 17 and community residents identified 14 problem areas. The pie chart below indicates that economic issues are substantially of greatest concern to the leadership with crime and justice issues, education, and service outreach forming a second tier of concerns.

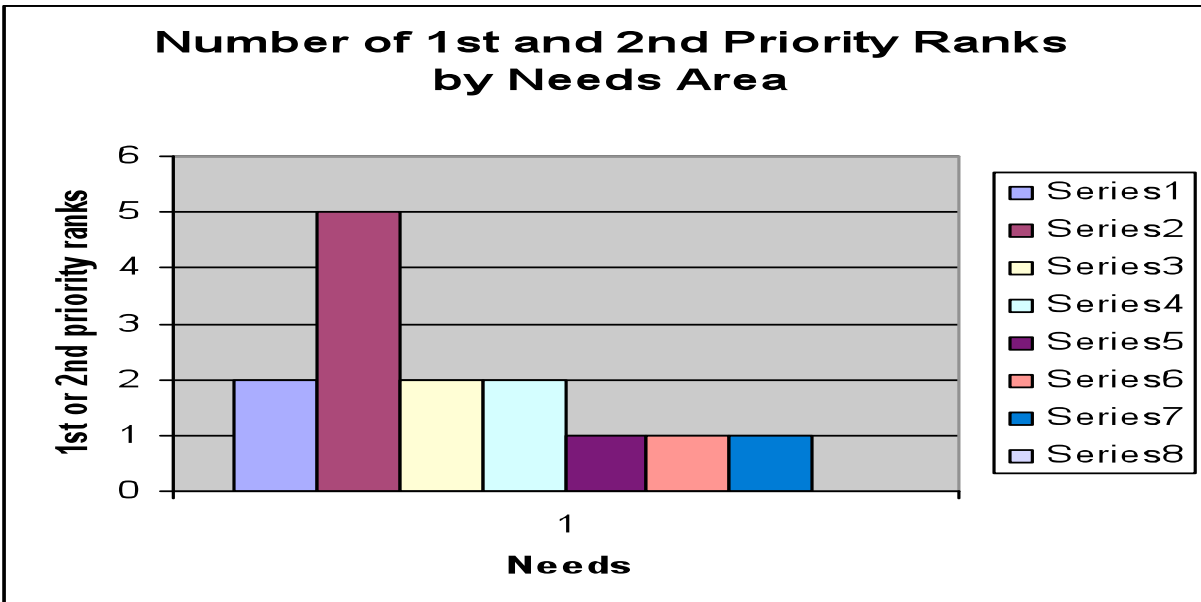
Graph 1: Number of Focus Groups Identifying a Particular Need Area



1=crime and justice	5=provider duplication
2=economics	6=agency support
3=education	7=recreation
4=service outreach	8=health care

Graph 2 indicates that among focus groups 5 of the 7 groups identified economic issues as either the first or second priority that needs to be addressed. Two groups identified crime and justice issues, education and service outreach as one of the first two priorities. One group each identified recreation, agency support, and provider duplication as one of their first two priorities.

Graph 2: Focus Group Priority Ranks

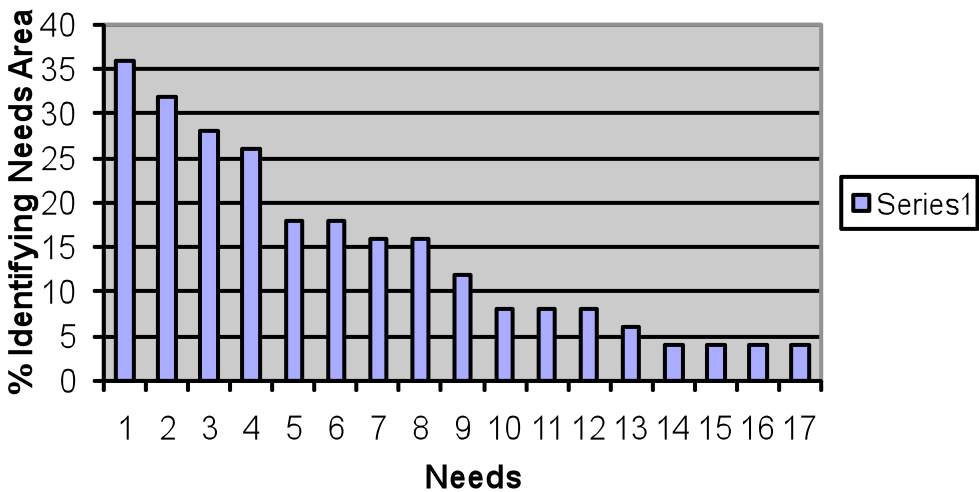


1=crime and justice	2=economics	3=education
4=service outreach	5=provider duplication	6=agency support
7=recreation	8=health care	

Graphs 3, 4, and 5 indicate that there are substantial differences between what providers and residents perceive to be the most pressing needs. Providers view affordable housing as the most important need followed by employment with a livable salary, juvenile programming, and education. Residents view medical care/health insurance, grocery store, employment, and education as the most pressing needs. Only education is seen by both providers and residents as one of the four most important needs that should be addressed. The disparity in the perceived importance of needs is substantial. Only education, skills assessment/job training, and community center needs are within 5 percentage points of each other. Medical care/health insurance, the most pressing need from the point of view of residents, is the most disparate need area and deviates more than 20 points from the providers' perception of need. There is approximately a 15 point difference between providers and residents in regard to the need for affordable housing and the need for economic development. Providers view housing as a more critical need than do residents while residents view economic development as more pressing than do providers.

Graph 3: Provider Primary River Bend Needs

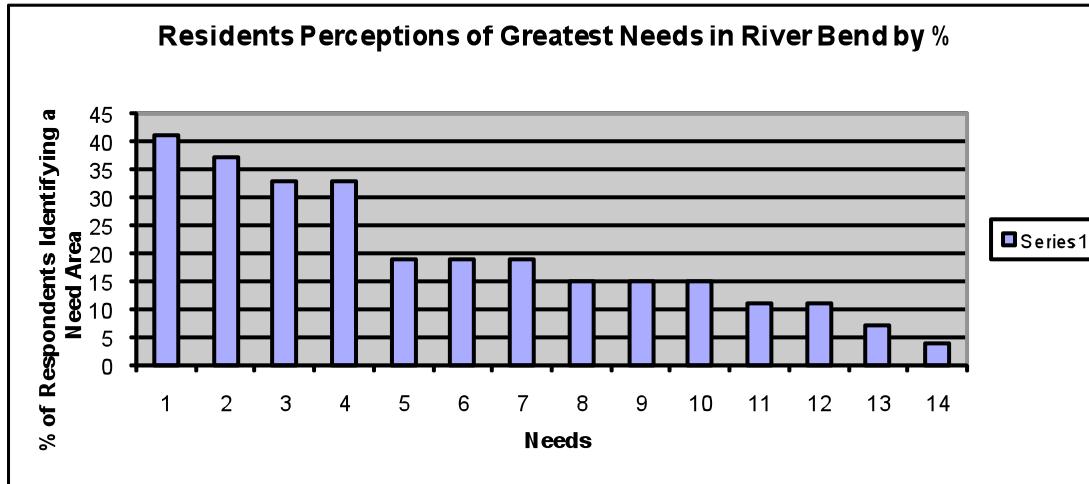
Percent of Providers Identifying Primary River Bend Needs



- | | |
|---|--------------------------------|
| 1=affordable housing | 10=community center |
| 2=employment/livable salary | 11=immigrant needs |
| 3=juvenile programming | 12=neighborhood revitalization |
| 4=education | 13=community safety/crime |
| 5=transportation | 14=economic development |
| 6=medical care/health services | 15=grocery store |
| 7=access to services and resources | 16=family services |
| 8=skills assessment/job training/employment | 17=maximizing local resources |
| 9=community empowerment/pride | |

Graph 4: Residents Perception of Greatest Needs

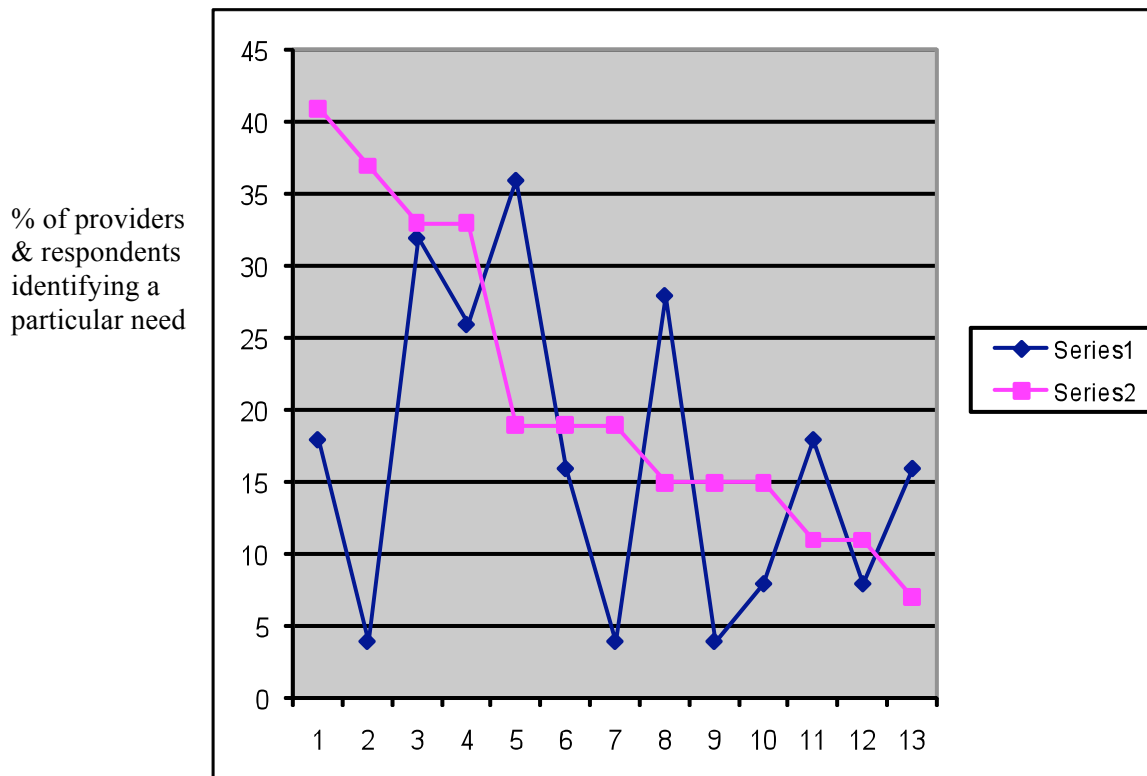
Residents Perceptions



- 1=medical care/health insurance
- 2=grocery store
- 3=employment with livable salary
- 4=education
- 5=affordable housing
- 6=skills assessment/job training
- 7=economic development

- 8=juvenile programming
- 9=family services
- 10=immigrant needs
- 11=transportation
- 12=community center
- 13=access to services and resources
- 14=fewer social service agencies

Graph 5: Provider and Resident Comparison of Perceived Needs*



- | | |
|----------------------------------|---------------------------------|
| 1=medical care/health insurance | 8=juvenile programming |
| 2=grocery store | 9=family services |
| 3=employment with livable salary | 10=immigrant needs |
| 4=education | 11=transportation |
| 5=affordable housing | 12=community center |
| 6=skills assessment/job training | 13=access to services/resources |
| 7=economic development | |

* series 1 is the provider line and series 2 is the resident line.

Addendum I

The following directions were provided to the focus groups prior to the initiation of their discussions.

This is the initial data collection activity of the Simpson Urban Studies Institute. Today we hope to obtain information from community leaders regarding their perceptions of the most important needs in the Des Moines metropolitan area for those for whom there is a disconnect between the American Dream and the reality of their circumstances.

Each table is to function as a focus group I am asking that you achieve three goals in your discussion. First, address what those at your table identify as the key needs in our community for those who are disenfranchised. Second, try to prioritize the needs you have identified. Third, provide suggestions for action that you think will systemically address the needs.

Information from today will be utilized along with survey data from human service provider agencies and from community members so as to target areas of research and need that will result in existing program adjustment and new program implementation.

At each table there is at least one Simpson faculty member who will function as a recorder and keep detailed notes on your discussion. They may have contributions to make to your discussion and they may ask for clarification of comments made in the course of your debate. The information from the focus groups will be briefly reported back to the group at the conclusion of the meeting and will be content analyzed with a focus on the three goals previously specified.

Thank you very much for your help. Let's begin.

FOCUS GROUP SUMMARY SHEETS
Jeremiah Wright Luncheon
January 17, 2008

Recorder _____

Group Members

Key Needs

Priority*

_____	_____
_____	_____
_____	_____
_____	_____

*1 equals the need with the highest priority

Actions Addressing Needs by Need Area

Priority 1 _____

Priority 2 _____

Priority 3 _____

Priority 4 _____

Addendum II

Simpson Urban Studies Institute
Provider Interview Schedule

Base Information:

Date:

Respondent:

Agency:

Position:

Target Clients:

First, please identify what you think are the key needs in our community for those that you are serving. **Second**, after the needs are identified prioritize the needs you have identified. **Third**, what are the actions needed to most effectively deal with the needs you have identified.

Summary Sheet:

Key Needs:	Rank Priority ¹
_____	_____
_____	_____
_____	_____
_____	_____

¹rank 1 is the highest priority

Actions Addressing Needs by Need Area:

Priority 1: Action (a) _____
 Action (b) _____

Priority 2: Action (a) _____
 Action (b) _____

Priority 3: Action (a) _____
 Action (b) _____

Priority 4: Action (a) _____
 Action (b) _____

How will the action affect the need?

P1: Action(a) _____

Action(b) _____

P2: Action(a) _____

Action(b) _____

P3: Action(a) _____

Action(b) _____

P4: Action(a) _____

Action(b) _____

*Addendum III***River Bend Survey**

1. What is your Gender? Male Female Other _____ (specify)
2. What is your Age? Under18 19-24 25-30 31-36
 37-42 43-48 49-54 55-60 Over 60
3. Were you born in the United States? Yes No
4. What ethnicity do you most closely identify with? (Choose one)
 Mexican Central American South American
 Western European White American Eastern European
 African African American Mix (specify)
 Southeast Asian/Pacific Islander/Native American Other _____ (specify)
5. What is your marital status? (Choose one)
 Never Married Separated Divorced Married
 With Someone (not married) Other _____ (specify)
6. How many children do you have? 0 1 2 3 4 5+
7. Are you a resident of River Bend (I-235 and Des Moines River/2nd Ave. and 9th St.)
 Yes No
8. How long have you resided in the River Bend Neighborhood? (Choose one)
 Less than 1 year Between1-3 years Between 4-6 years
 Between 7-9 years More than 10 years Not a Resident
9. If you are not a resident, how often do you spend time in the River Bend Neighborhood?
(Choose one)
 Daily 3 times per week Once per week
 Once per month Twice per month Less than once per month
10. Do you live in a house or an apartment?
 House Apartment Other _____ (specify)
11. Do you rent or own? Rent Own Other _____ (specify)
12. Are you employed? Yes No
13. If you are employed, how many hours per week do you work? (Choose one)
 1-10 11-20 21-30 31-40 41-50 Over 50
14. If you are not employed, why is that? (Choose one)
 Retired Disabled Convicted felon
 No transportation No legal documentation Don't want to work
 Can't find a job Other _____ (specify)

15. What is the highest school grade you have completed? (Choose one)
 8th grade Some high school Graduated high school
 Some College Graduate degree Other (specify)
16. Do you have health insurance? Yes No
17. Is your overall opinion of River Bend positive or negative? Positive Negative
18. If you could, would you move away from River Bend? Yes No Not a resident
19. Choose 3 need areas from the list provided, and rank them below in order of importance.
 (1 = most important, 2 = 2nd most important, 3 = 3rd most important)

Employment with livable salary Skills assessment and job training
 Affordable housing Community center
 Transportation Economic Development
 Medical care and health insurance Grocery store
 Education Family Services
 Access to services and resources Immigrant needs
 Juvenile programming Other _____

1. _____
 2. _____
 3. _____

20. Who is most responsible for fixing these problems? (Choose one)
 Residents Government Church Other _____ (specify)
21. Are you informed about the different human service programs available in your community? (Choose one)
 Completely Somewhat Not really Not at all
22. How often have you or your family sought aid from a service agency in the last year?
 Daily Weekly Monthly
 Twice per year Have not sought assistance
22. Which of the agencies listed below have you received the most assistance from in the last year?
 Agency: _____ (Choose one)

Urban Dreams Creative Visions Willkie House
 Bethel Mission Salvation Army Hansen House
 Oakridge HOLA Center YMCA
 Children and Families of Iowa Other _____ (specify)

24. How would you describe the services you received from this agency? (Choose one)
 Very Good Good Average Bad Awful

25. Please explain your answer to the previous question: _____

26. What are the most positive features of the River Bend community?

27. What do you like about the River Bend neighborhood? _____

