



2004 COMMUNITY NEEDS TELEPHONE SURVEY CABARRUS COUNTY, NC

Summary Report

Sponsored by:

Cabarrus Health Alliance

Healthy Cabarrus

CommunityWorks

United Way of Central Carolinas, Inc.

Prepared by:

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SECTION I

Introduction

In 2004, **Cabarrus Health Alliance, Healthy Cabarrus** and **CommunityWorks of United Way of Central Carolinas, Inc.** commissioned the first Community Needs Survey – a general population survey of Cabarrus County households. The intent of this project is to determine the extent of unmet human services needs for both households and individuals and to provide a baseline to which human services needs assessments in future years can be compared. The identification of unmet human services needs in Cabarrus County provides managers and planners with critical data in determining direction for policy decisions and resource allocations. The results of the 2004 Community Needs Survey is part of the overall data and information that has been collected for use in the process of determining community issues and priorities.

Because of the growing Latino population in Cabarrus County, the Design Team desired to evaluate the unmet human service needs of this population. Thus, interviews were conducted in Spanish as well as in English. A sufficient number of interviews were conducted with the Latino community allowing for measurement of its unmet human services needs.

This report represents only a small portion of data available from the 2004 Community Needs Survey. For more information regarding the survey, please contact:

Gina M. Goff, Healthy Cabarrus, (704) 920-1216
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A national polling firm, KPC Research of Charlotte, North Carolina, conducted random telephone interviews with Cabarrus County residents in July, 2004 (see Methodology).

How this Report is Organized

The 2004 Community Needs Survey was designed to measure the extent of unmet human services needs for an estimated 53,800 households and 142,500 Cabarrus County residents. Following this introduction, an **Executive Summary** (Section II) gives an overview of the entire report. The summary is designed to provide highlights for those who want a brief synopsis of the survey results by service type.

The **Summary of the Findings** (Section III) provides a more detailed overview of survey findings. These findings include the current assessment of unmet household and individual needs. This section begins with a demographic profile of Cabarrus County households and residents as estimated by Claritas, Inc. In order to assist the reader, survey questions are included exactly as they were asked by the interviewer. Questions are reported in 14 sections based on the following types of human services needs:

- Transportation needs
- Education needs
- Counseling needs
- Health care concerns
- Social, monetary and employment discrimination
- Children's needs
- Basic household needs

The **Methodology** (Section IV) is intended to enhance the reader's overall understanding of the report and the value of its findings. The reader is strongly encouraged to become familiar with this section and the accompanying appendices.

SECTION II

Executive Summary

The 2004 Community Needs Survey is a comprehensive assessment of the county's unmet human services needs. Its intent is **not** to identify those households and individuals that have a need which is currently being addressed. Instead, the focus of the survey is to provide estimates of those who are in need of services and who are **not** receiving them.

There are many factors that influence human services needs. Cabarrus County is a growing community and has added over 4,300 households and 11,400 individuals since 2000. An increase in population such as this combined with even a stable percentage of individuals and households with unmet needs will result in greater numbers of households and individuals with unmet needs. The U.S. economy in general has been sluggish over the past few years, and unemployment rates have increased. In 2003, a major employer in Cabarrus County, Pillowtex, Inc., closed. Health care issues have become increasingly complex by such things as advances in technology, skyrocketing costs, and social and political issues surrounding health insurance coverage. These are only a few factors among many that have influenced human services unmet need. An overview of survey results by service type is provided below.

Transportation Needs: There are 4,500 Cabarrus County households that do not have a vehicle available for use. The most critical unmet transportation needs involve transportation to helping agencies (2,100 households) followed by transportation to health care services (1,800 households).

Education Needs: Continued education after high school (3,900) and vocational or technical training for a job (3,100) were cited by the greatest number of households as unmet education needs. Additional education to better use English as a second language is the fourth ranked unmet education need (1,700 households).

Counseling Needs: In 2004, more households cite an unmet need for depression or "nerves" (3,600) and for help with household finances (2,600) than for the other counseling services listed. Equivalent numbers of households report unmet counseling needs for the stresses of raising a family (1,800) and for a relative or friend's serious illness or death (1,800). The fewest number of households report an unmet need for counseling for the stresses of caring for an elderly person (1,500).

Health Care Concerns: Preventive dental services (6,200) was cited by the greatest number of households as a health care concern. Other concerns include the inability to purchase prescription medications due to cost (5,200) and access to preventive medical services due to cost (4,600).

Care or Service Needs: Currently there are 33,600 Cabarrus County residents without any type of health insurance coverage. Where do residents go first for medical care when they are sick? Other than the doctor's office, the greatest number of individuals report going to the hospital emergency room (7,900), followed by a free clinic (3,500), and then no place (2,300). Where do they go for preventive medical services? Other than the doctor's office, the greatest number of individuals report they go no place (4,700), followed by the hospital emergency room (4,500), and then a free clinic (3,300). About the same number of households report an unmet need for home health care (1,100) and respite for a care provider (1,000).

Physical Health Problems: The most critical unmet health care service need involves dental problems (5,300 households). The second most reported unmet health care service need is for eye problems (3,300 households). Smaller numbers of households report an unmet need for services for behavioral issues – help to stop smoking (1,000), anger or violence problems (900), drug problems (700), and alcohol problems (300).

Chronic Health Problems: Approximately 20,700 households report a member with high blood pressure, 9,200 report a member with asthma, 8,100 report a member with diabetes, and 3,400 report a member with clinical depression. Of those diagnosed with one of these four diseases, the greatest number (1,500) and percentage (35 percent) of diagnosed individuals report an unmet need for services for clinical depression. This percentage is significantly higher than the second highest percentage of individuals reporting an unmet need for the chronic health problem, asthma (nine percent).

Social, Monetary and Employment Discrimination: Discrimination in employment or promotions is cited by the greatest number of households (2,200) as a problem affecting their households. The second most reported problem by households is discrimination in getting assistance with school needs (1,500).

Employment Needs: In 2003, Pillowtex, Inc., a major employer in Cabarrus County, closed its doors. Four percent of households (1,900) report a member was employed by Pillowtex when it closed. Eight percent of Cabarrus County households (4,200) report a current unmet need for a job in general. Three percent of households (1,800) report an unmet need for a full-time job in place of a part-time job.

Children's Needs: Although it is not an unmet need, the Design Team is interested in the child-related needs of children being raised by single parents. In 2004 five percent of all county households (2,900) report children being raised by single parents.

Basic Household Needs: The greatest number of households report unmet basic households needs for counseling (2,400) and for help paying utility bills (2,200). The fewest number of households (1,000) report an unmet need for modifications to their home so that an older or disabled person is better able to get around.

Cabarrus County Population Demographic Profile

The Individual Needs Database has been weighted by several demographic variables in order to make the Database resemble as closely as possible the actual demographics of the county population. (See Methodology, Section IV, for a more specific explanation of the weighting procedures.) The sample is then projected to a **total population of 142,501**, utilizing the latest estimates of the Cabarrus County population from Claritas, Inc.

It should be noted that self-reported responses via telephone survey are the basis for the following information. Biases due to telephone surveys and self-reported information should be kept in mind. In this section, the data are weighted and projected to the actual numbers of individuals in order to make numbers and percentages better correspond rather than rounded to the nearest hundred as reported through the remainder of this report.

DEMOGRAPHIC CHARACTERISTICS	2004 TOTAL POPULATION	
	NUMBER (142,501)	PERCENT 100%
GENDER		
Male	70,231	49.3%
Female	72,270	50.7%
RACE		
White	116,842	82.0%
African-American	17,434	12.2%
*Asian	171	0.1%
American Indian	321	0.2%
*Other	6,420	4.5%
Refused	1,313	0.9%
ETHNICITY		
Hispanic	7,879	5.5%
AGE		
Younger than 18	36,696	25.8%
18 - 24	11,643	8.2%
25 - 34	20,319	14.3%
35 - 44	23,580	16.5%
45 - 54	19,842	13.9%
55 - 64	13,880	9.7%
65 - 74	8,567	6.0%
75+	7,973	5.6%

*The percentage of the non-English-speaking and non-Spanish-speaking population may be underestimated as interviews were conducted only with English-speaking and Spanish-speaking adults.

Residents Age 16 Years and Older

DEMOGRAPHIC CHARACTERISTICS	2004 POPULATION 16 AND OLDER	
	NUMBER (110,095)	PERCENT 100%
EDUCATION LEVEL		
Up through eighth grade	5,047	4.6%
Ninth grade	2,548	2.3%
Tenth grade	3,794	3.4%
Eleventh grade	3,363	3.1%
High school graduate	33,537	30.5%
Some college	21,438	19.5%
Vocational or technical school	4,427	4.0%
College graduate	26,580	24.1%
Post college graduate	7,951	7.2%
EMPLOYMENT STATUS		
Employed full time	62,864	57.1%
Not employed or unemployed	38,261	34.8%
Employed part time	7,353	6.7%
Employed in seasonal work	1,297	1.2%
MARITAL STATUS		
Married	70,397	63.9%
Separated	1,628	1.5%
Widowed	6,074	5.5%
Divorced	7,581	6.9%
Never married	22,791	20.7%

Cabarrus County Household Profile

The Household Needs Database has been weighted by several household variables in order to make the Database resemble as closely as possible the actual demographics of the county households. (See Methodology, Section IV for a more specific explanation of the weighting procedures). The sample is then projected to a **total of 53,846 households**, utilizing the latest estimates of the total number of households in Cabarrus County by Claritas, Inc.

It should be noted that self-reported responses via telephone survey are the basis for the following information. Biases due to telephone surveys and self-reported information should be kept in mind. In this section, the data are weighted and projected to the actual numbers and percentages of households in order to make numbers and percentages better correspond rather than rounded to the nearest hundred as reported through the remainder of this report.

HOUSEHOLD CHARACTERISTICS	2004 TOTAL HOUSEHOLDS	
	NUMBER (53,846)	PERCENT 100%
NUMBER IN HOUSEHOLD		
One person	11,783	21.9%
Two persons	18,513	34.4%
Three persons	10,249	19.0%
Four persons	8,552	15.9%
Five persons	3,156	5.9%
Six or more persons	1,592	3.0%
HOUSEHOLD INCOME		
Less than \$5,000	818	1.5%
\$5,000-\$7,499	931	1.7%
\$7,500-\$9,999	1,471	2.7%
\$10,000-\$12,499	1,103	2.0%
\$12,500-\$14,999	1,162	2.2%
\$15,000-\$17,499	1,838	3.4%
\$17,500-\$19,999	1,891	3.5%
\$20,000-\$24,999	1,605	3.0%
\$25,000-\$29,999	2,626	4.9%
\$30,000-\$34,999	3,570	6.6%
\$35,000-\$49,999	8,793	16.3%
\$50,000-\$74,999	12,139	22.5%
\$75,000 or more	15,899	29.5%

SECTION III

Summary of Detailed Findings

Unmet Transportation Needs – 2004 Results

Interviewers asked respondents if any household members experienced difficulty participating in various activities due to a lack of transportation. The question reads . . .

“I’m going to read you a list of activities. Please tell me if you or anyone in your household has a difficult time doing any of the following activities because transportation is not available. How about . . .

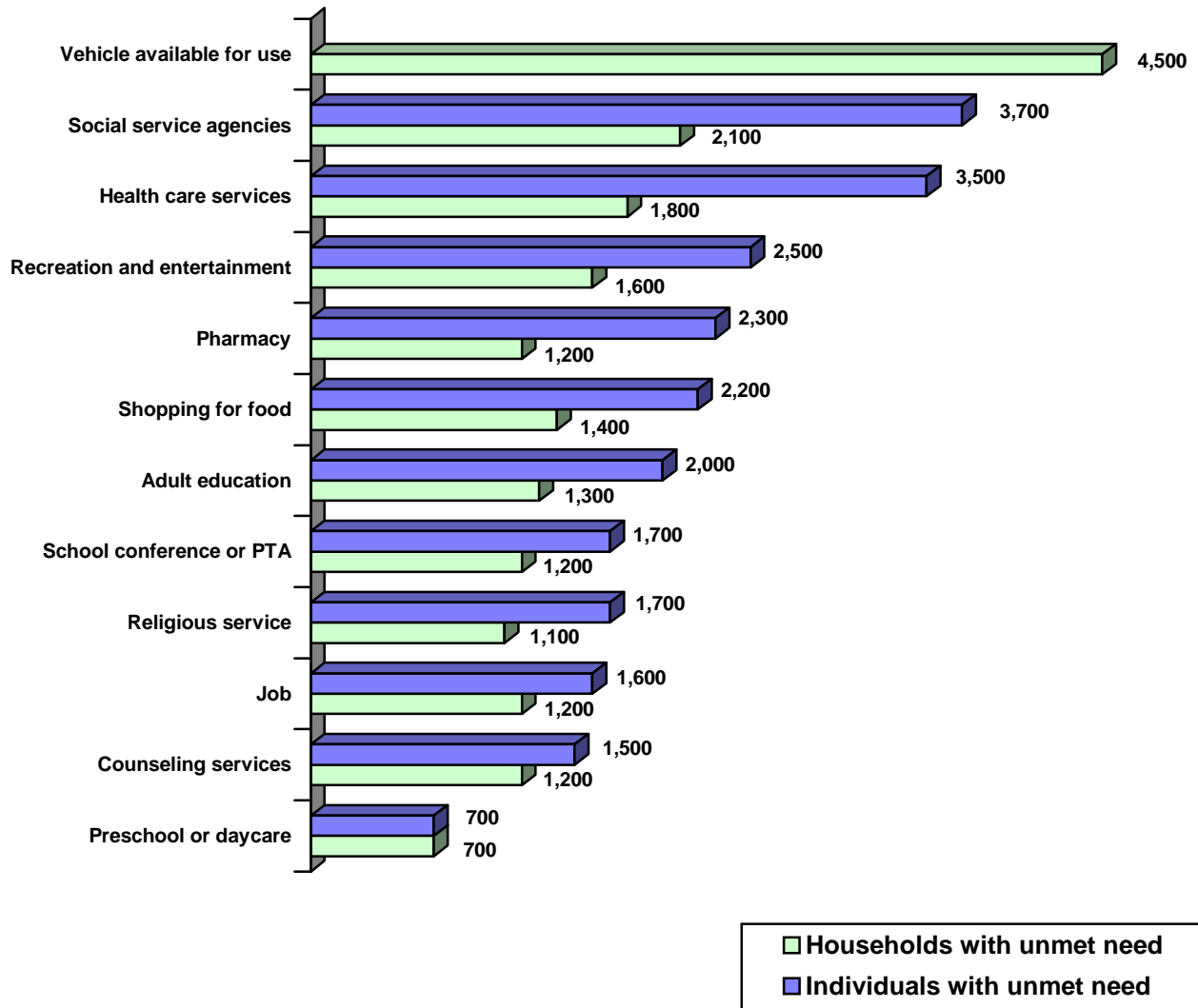
1. Getting to social services or helping agencies
2. Shopping for food
3. Getting to places for recreation, entertainment or visiting friends or family
4. Getting to adult education
5. Getting to a school-parent conference, PTA or school event
6. Getting to a religious service or activity
7. Getting to a job
8. Getting to health care services
9. Getting to the pharmacy to pick up prescription medication
10. Getting to counseling services
11. Getting to pre-school or daycare.”

Interviewers also asked respondents if adult household members had access to a vehicle. The question reads . . .

“Is there currently a vehicle available for use by the adults in your household?”.

There are 4,500 Cabarrus County households that do not have a vehicle available for use in 2004. The greatest number of households report an unmet need for transportation to social service agencies. Slightly fewer households report an unmet need for transportation to health care services. The fewest number of households report an unmet need for transportation to pre-school or daycare. The rank order of individual unmet transportation needs is similar to the rank order of household unmet transportation needs with differences in the middle of the rank-ordered list.

**2004 Results
Unmet Transportation Needs
Number of Households and Individuals**



Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
 Numbers are weighted and projected to 142,500 Cabarrus County Individuals

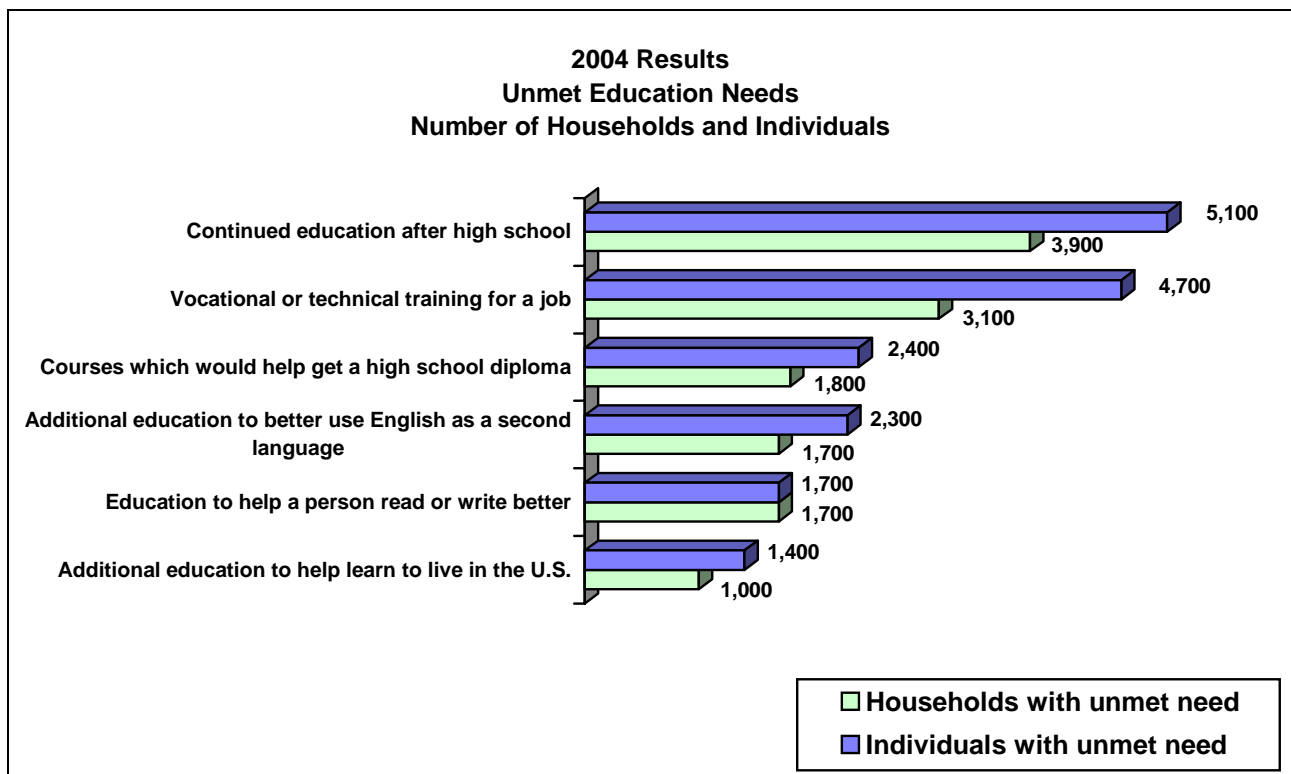
Unmet Education Needs – 2004 Results

Interviewers asked respondents about the unmet education needs of the household. The question reads:

“These questions are about educational needs. Do you or anyone in your household have a need for any of the following services but are not currently getting them? How about . . .

1. Vocational or technical training for a job
2. Courses which would help get a high school diploma
3. Continued education after high school
4. Additional education to better use English as a second language
5. Education to help a person read or write better
6. Additional education to help learn to live in the United States.”

The greatest number of households report an unmet need for continued education after high school. The second most-reported household unmet education need is for a similar unmet education need, that is an unmet need for vocational or technical training for a job. The fewest number of households report an unmet need for additional education to help learn to live in the United States. The rank order of individual unmet education needs is consistent with the rank order of household unmet education needs.



Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
 Numbers are weighted and projected to 142,500 Cabarrus County Individuals

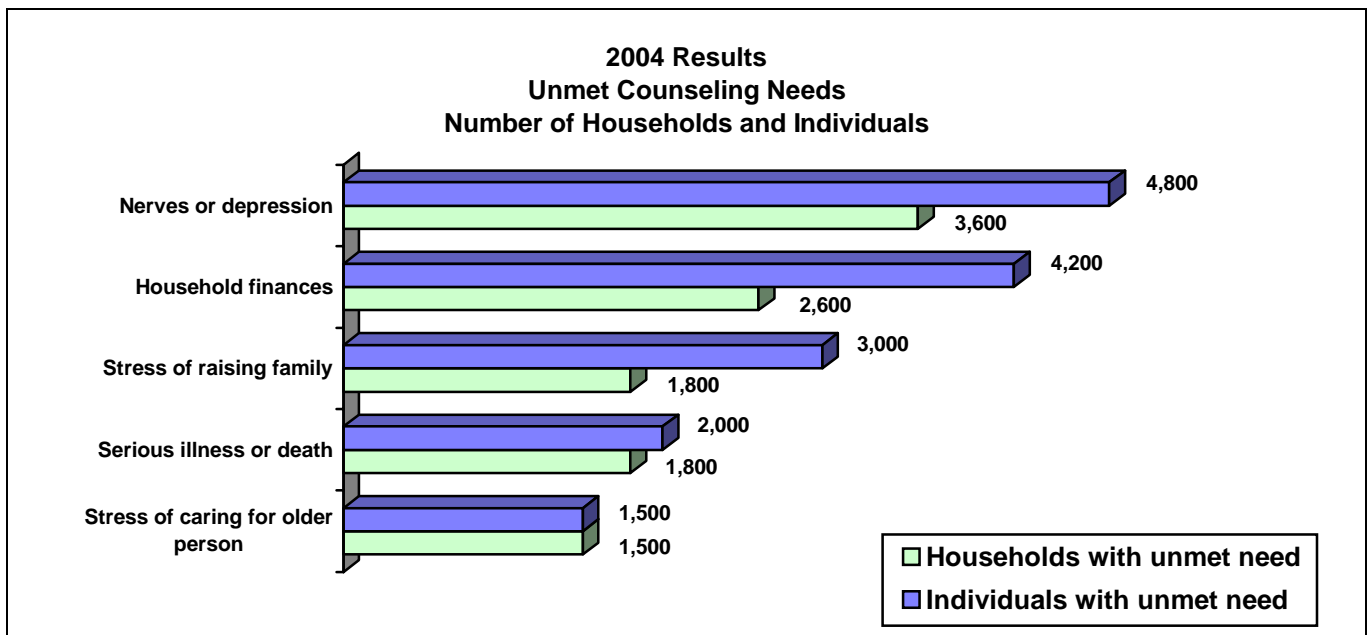
Unmet Counseling Needs – 2004 Results

Interviewers asked respondents about the unmet needs of household members for counseling about various subject matters. The question reads:

“Sometimes it helps to talk about feelings and problems with someone who is not a family member or friend. I am going to read a list of things people sometimes need to talk about. Please tell me if anyone in your household has the unmet need to talk with someone about each topic but is not currently doing so. Does anyone in your household need to talk with someone about . . .

1. Household finances
2. A serious illness or death of a family member or friend
3. Nerves or depression
7. Stresses of raising a family
8. Stresses of caring for an older person.”

The greatest number of households report an unmet need for counseling for nerves or depression. This is followed by an unmet need for counseling for household finances. The fewest number of households report an unmet need for counseling for the stresses of caring for an older person. Even though this unmet need is reported by the fewest number of households, the number is only slightly less than the number of households that report the unmet need for counseling for the stresses of raising a family as well as for a serious illness or death of a family member or friend. The rank order of individual unmet counseling needs is the same as the rank order of household unmet counseling needs.



Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
Numbers are weighted and projected to 142,500 Cabarrus County Individuals

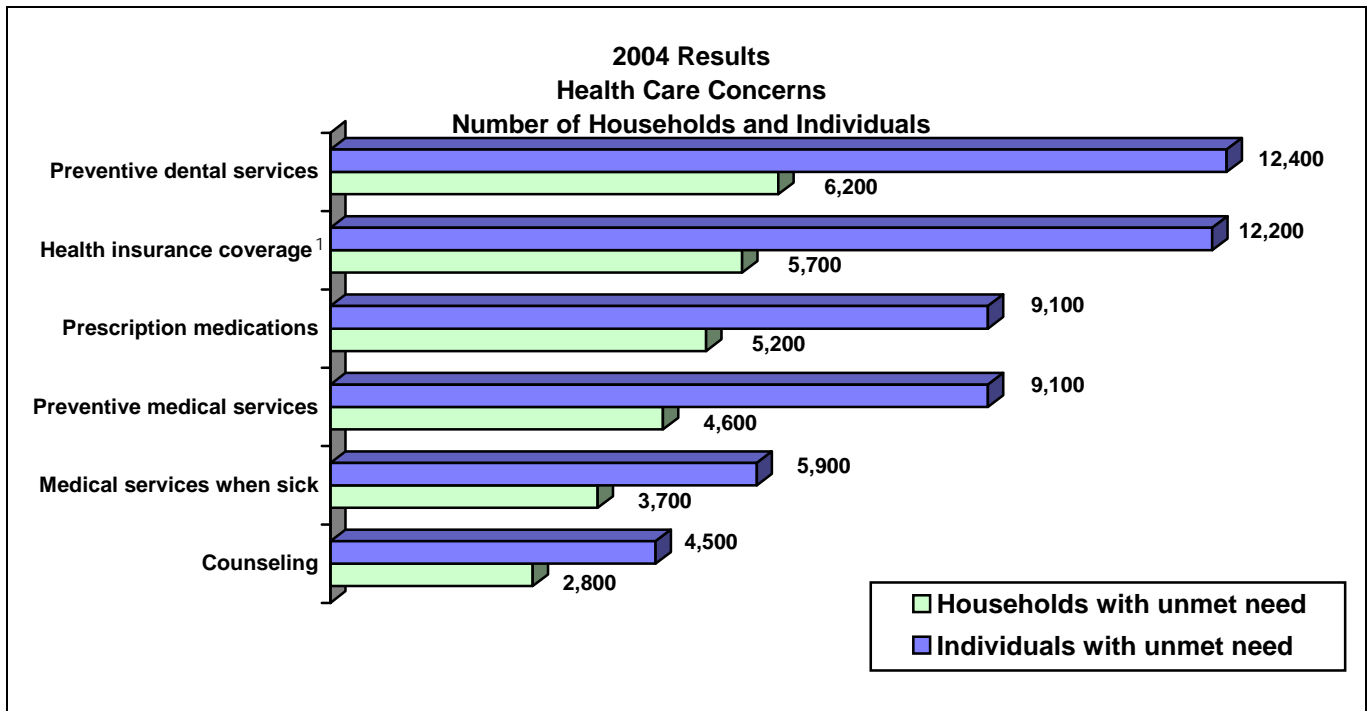
Health Care Concerns – 2004 Results

Interviewers asked respondents about the unmet needs of household members for various types of health care concerns. This series of questions reads:

“The next questions are about health or health needs. Have there been times in the past year when anyone in your household . . .

1. Did not get prescription medications because of cost
2. Did not get preventive dental services, such as check-ups or getting your teeth cleaned, because of cost
3. Did not get preventive medical services, such as check-ups, eye exams or mammograms, because of cost
4. Did not get medical services, when sick, because of cost
5. Had no health insurance coverage whether private insurance, Medicaid, or Medicare
6. Did not get counseling when needed because of cost.”

The greatest number of households report an unmet need for preventive dental services. The fewest number of households report an unmet need for counseling services. The rank order of individual unmet health care concerns and physical health needs is the same as household unmet health care concerns. (See footnote below for information on health insurance coverage.)¹



Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
 Numbers are weighted and projected to 142,500 Cabarrus County Individuals

¹ It is believed that the health insurance coverage numbers provided here are under reported. Please refer to health insurance coverage statistics on page 15 which are believed to be more reliably reported.

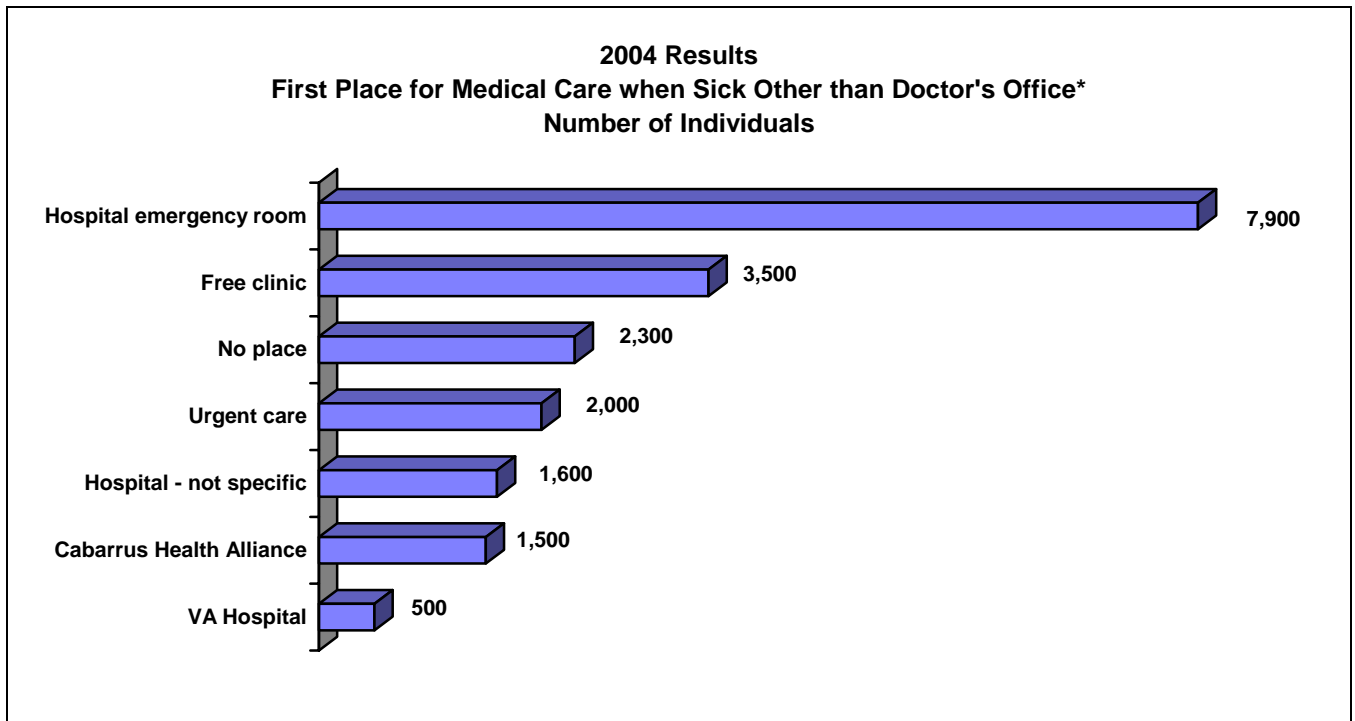
Health Care Concerns – 2004 Results

Unmet Care or Service Needs

The Design Team was interested in learning the place residents go first for medical care when they are sick. The question reads . . .

“Thinking about where you go for medical care, where do you go first for medical care when (person) is sick?”

Other than the 119,400 individuals who first go to a doctor's office when sick, the second greatest number of individuals report they first visit a hospital emergency room when sick. This is a little more than twice the third most-reported place, a free clinic. Following a free clinic, the next place most often reported is no place, which includes those who indicated they have not been sick or they don't have insurance.



*Categories shown are exclusive of the doctor's office, those who weren't sure, and those who refused.

Note: Numbers are weighted and projected to 142,500 Cabarrus County Individuals

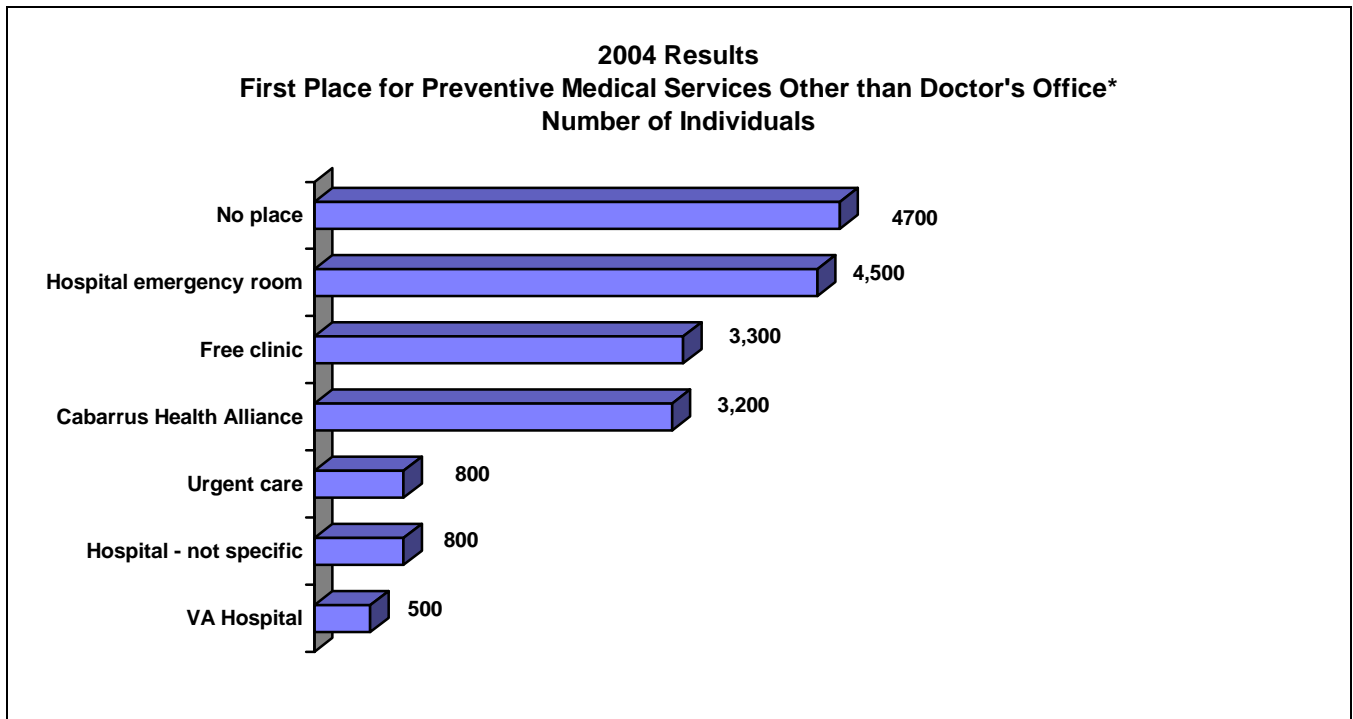
Health Care Concerns – 2004 Results

Unmet Care or Service Needs

The Design Team was also interested in learning the place residents go first for medical care for preventive medical services. The question reads . . .

“Where does (person) go first for preventive medical services such as check-ups or yearly examinations?”

The greatest number of individuals (120,200) report visiting a doctor's office first for preventive medical services. However, the location which ranked second is no place, which includes those who report not having insurance. Slightly fewer individuals report going to the third most often reported location, a hospital emergency room.



*Categories shown are exclusive of the doctor's office, those who weren't sure, and those who refused.

Note: Numbers are weighted and projected to 142,500 Cabarrus County Individuals

Health Care Concerns – 2004 Results

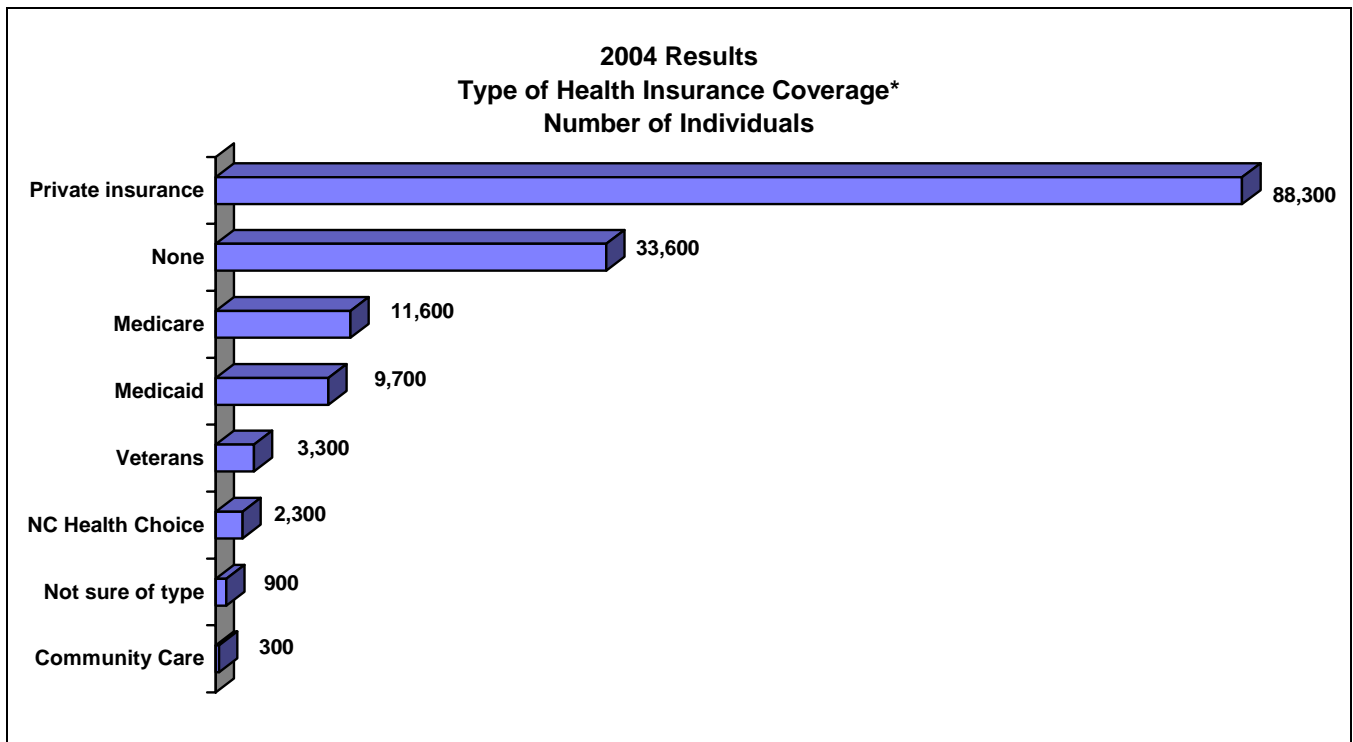
Unmet Care or Service Needs

The Design Team was interested in learning about types of current health insurance coverage. The question reads . . .

“Is there any person in this household who currently has health insurance coverage, whether private insurance, North Carolina Health Choice insurance, Medicaid, Medicare, or Military or Veterans insurance?”

(If yes) Is (that person) covered by private insurance, Medicaid, NC Health Choice insurance, the state health insurance program covering children up to 21 years of age, Medicare, military or Veterans insurance?”

Overall, 108,900 individuals report having at least one of the types of health insurance listed. The greatest number of individuals report having private insurance coverage. However, this is followed by 33,600 individuals who report they do not have any type of health insurance coverage. Medicare and Medicaid are the next highest types of insurance coverage reported.



*The categories add to more than 142,500 as individuals can have more than one type of coverage.

Note: Numbers are weighted and projected to 142,500 Cabarrus County Individuals

Health Care Concerns – 2004 Results

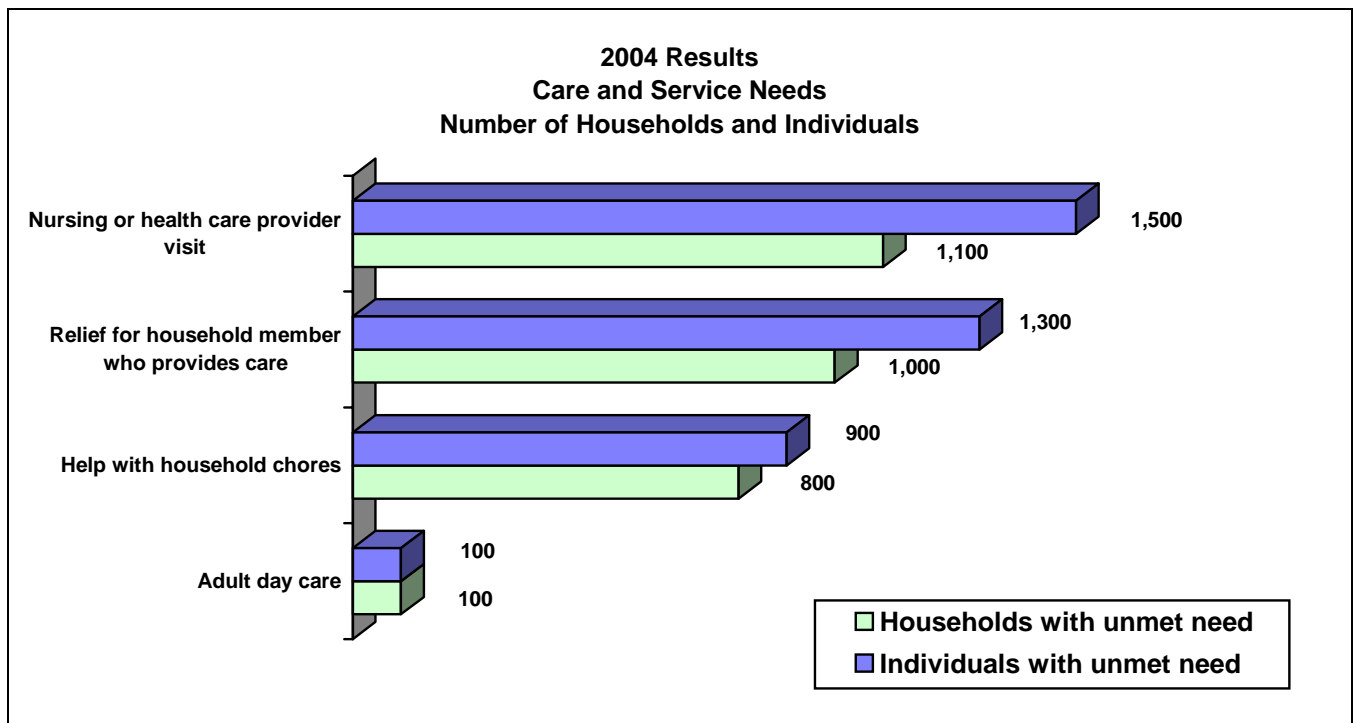
Unmet Care or Service Needs

Interviewers asked respondents if there was an unmet need in the household for care or services. The question reads . . .

“Would you say there is a need in your household right now that is not being met for any of the following kinds of care or services? What about . . .

1. Adult day care outside the home
2. Nursing or health care provider visit at home
3. Someone to help the sick, disabled or elderly with household chores
4. Relief for a household member who provides home care to a sick or disabled person.”

The greatest number of households report an unmet need for a home health care visit. Slightly fewer households report an unmet need for respite for a caretaker of the sick or disabled. The fewest number of households report an unmet need for adult day care outside the home. The rank order of individual unmet care or service needs is the same as household unmet care or service needs.



Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
 Numbers are weighted and projected to 142,500 Cabarrus County Individuals

Health Care Concerns – 2004 Results

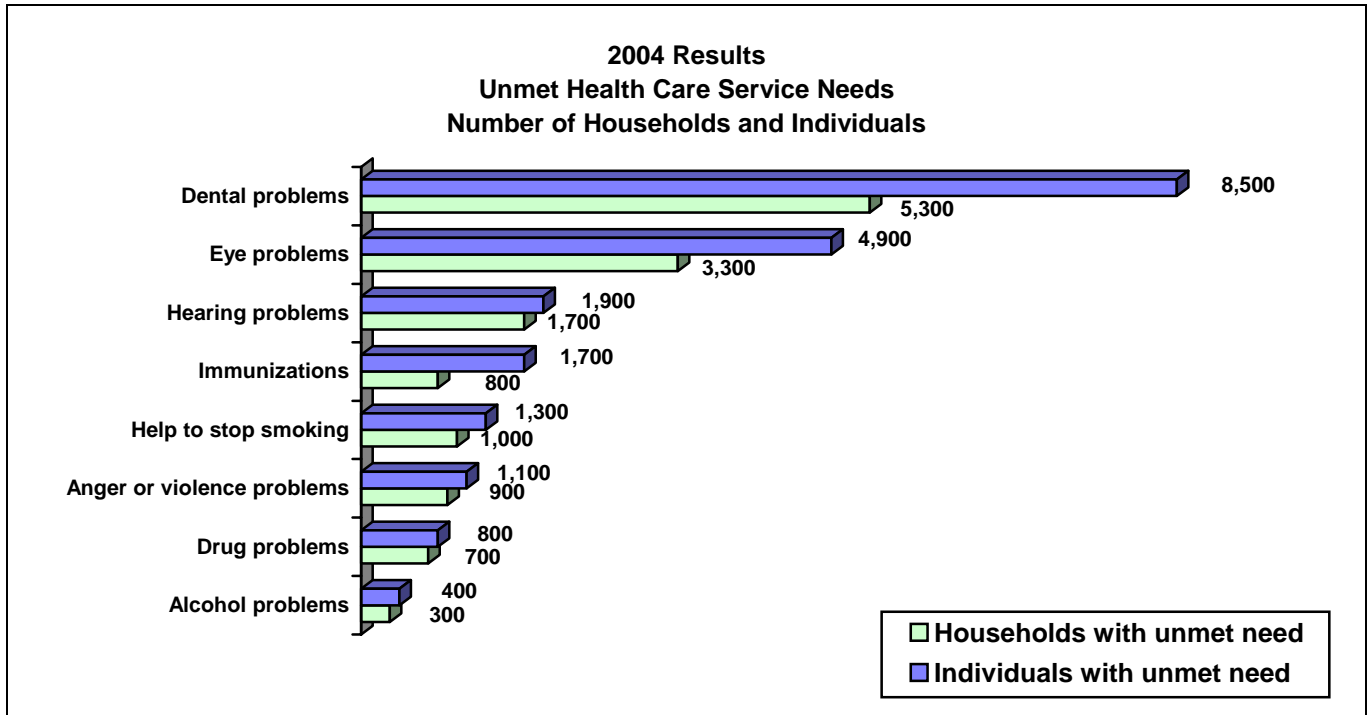
Unmet Health Care Service Needs

Interviewers asked respondents if there was an unmet need in the household for various health care services. This series of questions reads as follows:

“Have there been times during the past year when a person or persons in your household had a problem getting any of the following health care services?”

1. Getting shots or immunizations
2. Help to stop smoking cigarettes
3. Hearing problems
4. Eye problems
5. Dental problems
6. Alcohol problems
7. Drug problems, whether illegal drugs or drugs prescribed by a doctor
8. Anger or violence problems?”

The greatest number of households report having problems getting health care services for dental problems. This is followed by the unmet health care service need for eye problems. The fewest number of households report an unmet need for services for alcohol problems. Compared to health care service problems for alcohol, more than twice as many households report an unmet need for services for drug problems and three times as many report an unmet need for services for anger or violence problems. The rank order of individual unmet health care service needs is similar to the rank order of household unmet health care service needs with differences in the middle of the list.



Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
 Numbers are weighted and projected to 142,500 Cabarrus County Individuals

Health Care Concerns – 2004 Results

Chronic Health Problems

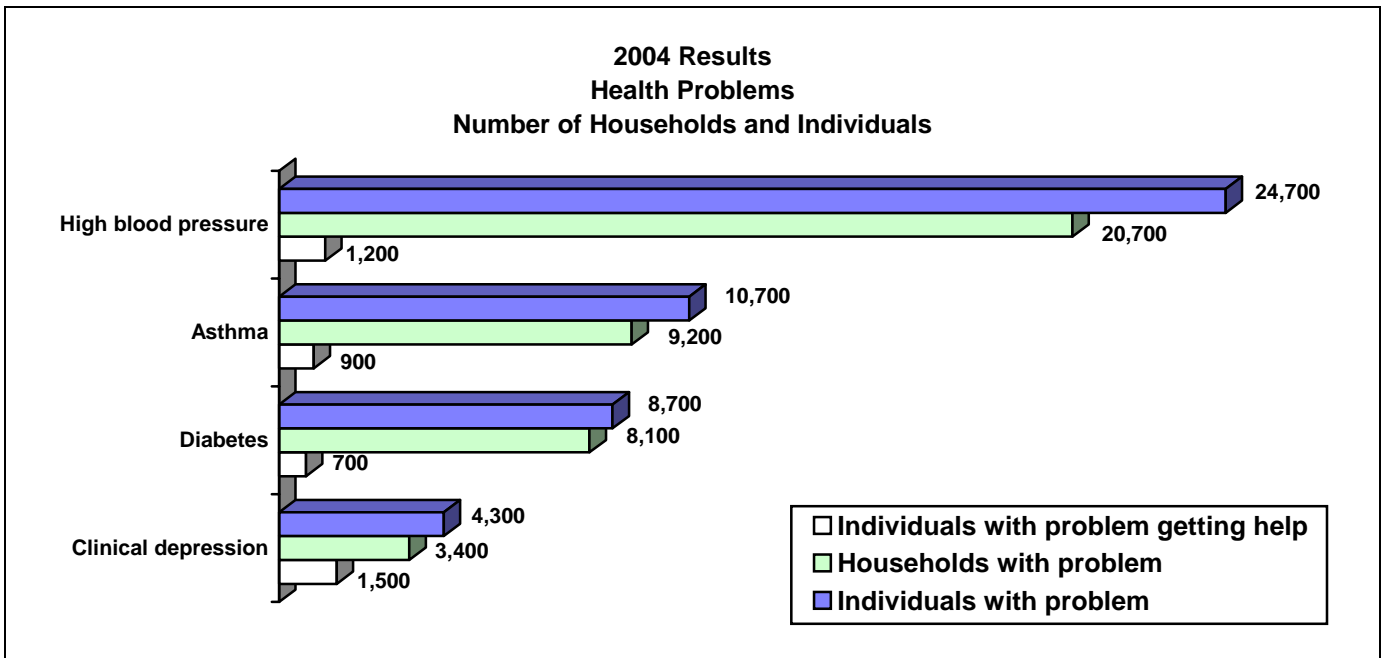
The survey asks questions about several chronic health problems. The question reads:

“Has a doctor or nurse told you or anyone living in your household that they have . . .

1. High blood pressure
2. Asthma
3. Diabetes
4. Clinical depression

“(If yes) Have there been times in the past year when (person) has had a problem getting any help for (problem)?”

More than one-third of Cabarrus County households, and more than 15 percent of all Cabarrus County residents, indicate that they have been told they have high blood pressure. The fewest number of individuals report that they have been told they have clinical depression. However, both the number (1,500) and percentage (35%) of individuals who report an unmet need for help for clinical depression are greater than the number and percentage of individuals with any of the three other diseases who report an unmet need for help for their disease.



Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
 Numbers are weighted and projected to 142,500 Cabarrus County Individuals

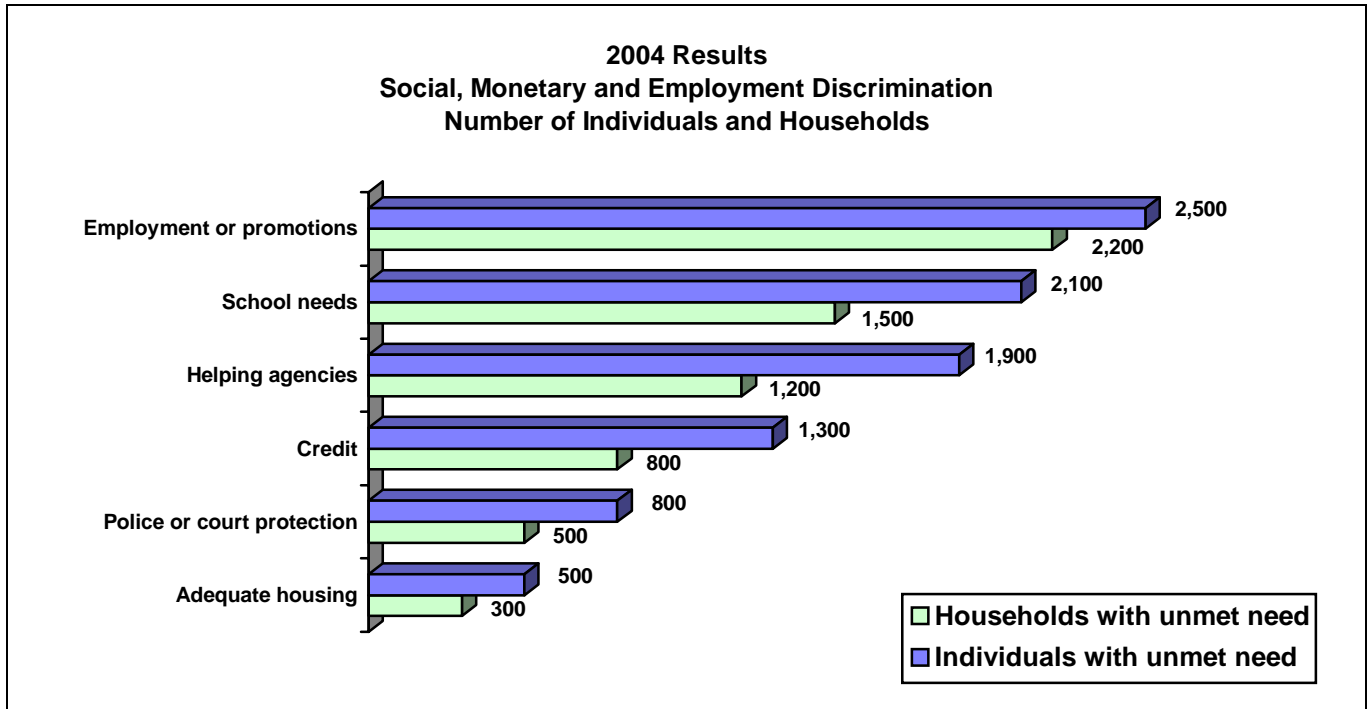
Social, Monetary and Employment Discrimination – 2004 Results

Interviewers asked respondents whether or not any members of their households experienced discrimination in various areas (such as obtaining a loan, getting a promotion, etc.) in the past year. The question reads:

“Thinking about discrimination based on sex, race, religion, age or disability, do you think or feel that anyone in your household has been discriminated against during the past year . . .

1. Getting credit such as loans or credit cards
2. Getting adequate housing
3. Getting assistance with school needs
4. Getting protection by the police and courts
5. Getting assistance from helping agencies
6. Getting employment or promotions.”

The greatest number of households and individuals report discrimination in the area of employment or promotions. The fewest number of households report discrimination in getting adequate housing. The rank order of discrimination types by number of individuals is the same as households.



Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
Numbers are weighted and projected to 142,500 Cabarrus County Individuals

Social, Monetary and Employment Discrimination – 2004 Results

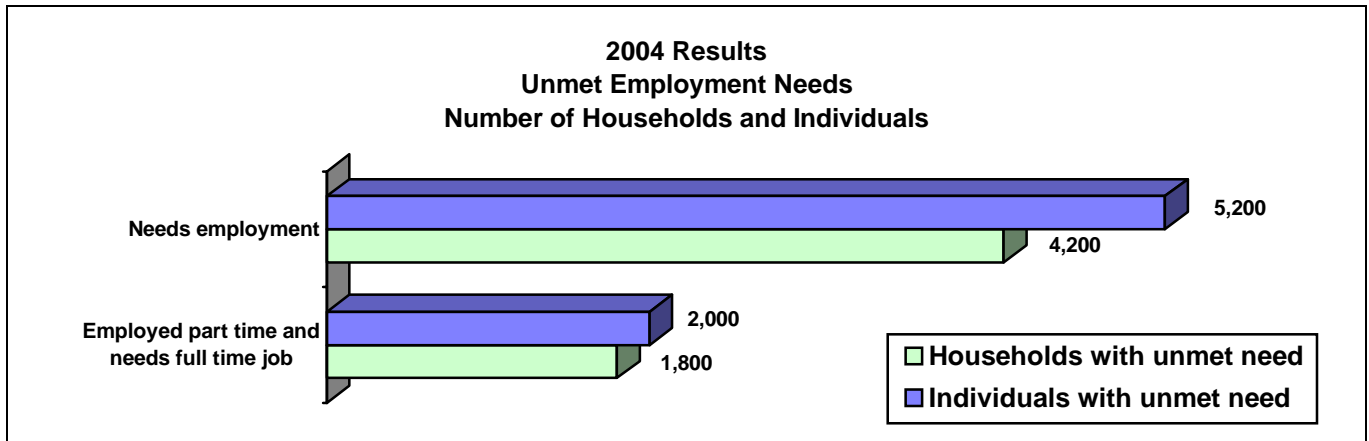
Unmet Employment Needs

The survey examines the unmet need for employment in general, as well as the unmet need for a full-time job in place of a part-time job. The questions read:

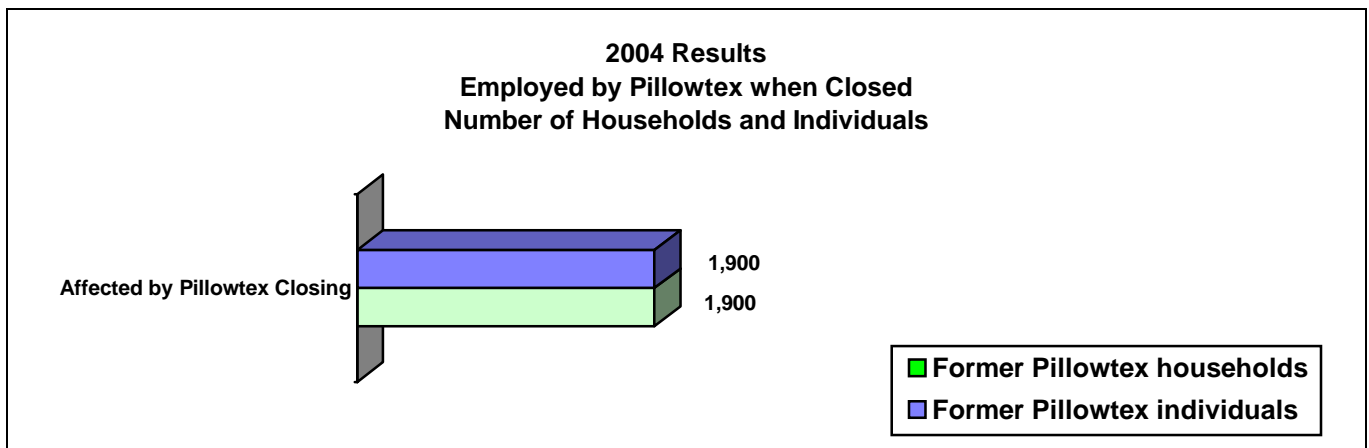
“Now thinking about jobs, is there someone in your household who needs a job but cannot get one?”

Is there someone in your household who is employed part-time but needs to work full-time?”

More households and individuals report an unmet need to find a job rather than to change from part-time to full-time employment.



The Design Committee was also interested in learning the number of households affected by the closing of Pillowtex in 2003. The question reads, “Is there any person in this household who was employed by Pillowtex when it closed in 2003?”. Approximately four percent of households report a member as having been employed by Pillowtex when it closed.



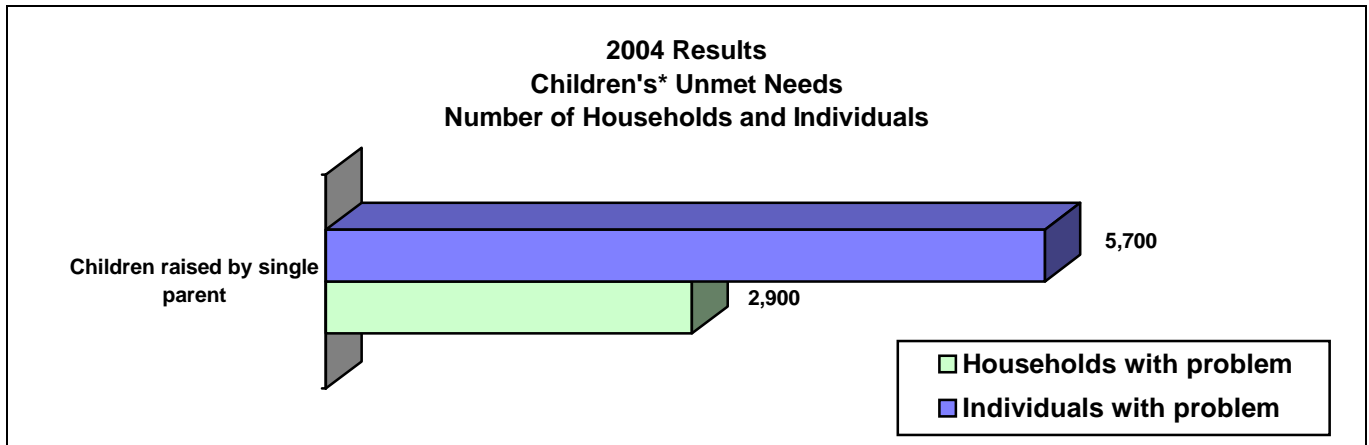
Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
Numbers are weighted and projected to 142,500 Cabarrus County Individuals

Children's Unmet Needs – 2004 Results

Although it is not an unmet need, the Design Team expressed an interest in the child-related needs of children raised by single parents. This question asks:

“Is there a child, 17 years or younger, in this household who is being raised by a single parent?”

In 2004, five percent of Cabarrus County households contained children being raised by single parents. Sixteen percent of Cabarrus County children - 5,700 - are being raised by single parents.



*Children are defined as less than 18 years old.

Note: Numbers are weighted and projected to 53,800 Cabarrus County Households
Numbers are weighted and projected to 142,500 Cabarrus County Individuals

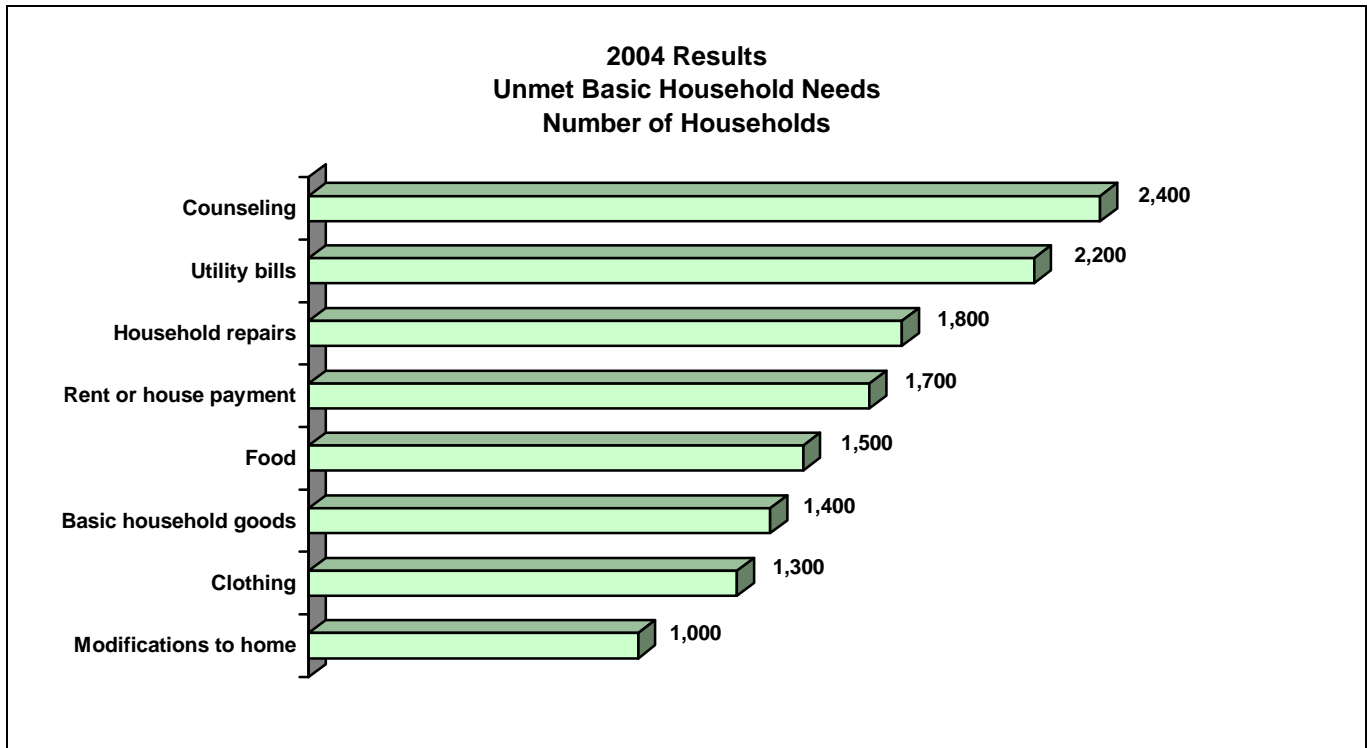
Unmet Basic Household Needs – 2004 Results

Survey questions encompassing unmet basic needs of households include a wide range of categories, such as household repairs, rent or house payment, and counseling. The question reads:

“Have there been times during the past year when your household needed any of the following kinds of assistance but the need was not met? How about . . .

1. Household repairs to make your home safe to live in
2. Basic household goods like furniture, a stove or refrigerator
3. Food for yourself and your family
4. Clothing for yourself and your family
5. Utility bills such as water, heat or light bills
6. Rent or house payment
7. Counseling or someone to talk to
8. Modifications to your home, such as a ramp or handrail, to make it easier for an older or disabled person to get around.”

The following chart displays the rank order of reported unmet basic household needs in the 2004 survey. The greatest number of households report unmet needs for assistance with counseling. This is followed by a reported unmet need for help paying utility bills. The fewest number of households report modifications to the home as an unmet need.



Note: Numbers are weighted and projected to 53,800 Cabarrus County Households

SECTION IV

Methodology

The 2004 Cabarrus County Community Needs Survey is a general population survey of Cabarrus County residents by means of a standardized questionnaire. Telephone interviews were conducted by KPC Research professional interviewers, Charlotte, North Carolina, from the offices of KPC Research. All interviewing occurred from July 1, 2004 to July 27, 2004. Interviewer supervisors monitored interviewing throughout the duration of the project and verified 10 percent of each day's interviews. Respondents were 18 years old or older and the adult most familiar with household needs. The survey collected data for each individual in the household, regardless of age, as well as for the household as a unit.

Six or more attempts were made to reach each selected respondent at different times of the day and on different days of the week. This methodology helps ensure that those hard-to-reach respondents would not be underrepresented. Typically, hard-to-reach respondents include single people, younger people, and dual-working family households. A total of 92 interviews in the final sample were conducted in Spanish.

As the Community Needs Survey is a survey designed to examine unmet human services needs of the community and lower income households generally have higher unmet human services needs than do other income groups, KPC Research targeted lower income households in addition to interviews completed in the general population and Latino samples. This design allows for an increased number of respondents that have unmet human services needs that, in turn, allows for a better examination of the population that has specific unmet human services needs. Low income households were defined as households with total household incomes less than \$15,000, households with incomes of \$15,000 to \$20,000 and two or more persons, and households with incomes of \$20,000 to \$25,000 and three or more persons. Respondents who first indicated household income was less than \$25,000 and then refused to indicate any further income breakdown were included in the low income sample.

In addition, the Design Team desired to more closely examine the human services needs of Latino households as the Latino population in Cabarrus County is growing. In order to ensure a minimum of 100 completed, usable interviews, KPC Research targeted Latino households in addition to interviews completed in the general population and low income samples.

Samples for the general population and the targeted populations were purchased from Survey Sampling International, Fairfield, Connecticut. Survey Sampling updates its database regularly and includes the most recent telephone exchange additions. The general population sample was a random-digit dialing sampling frame, a telephone survey method by which each telephone household in Cabarrus County has an equal chance of being selected and allows for inclusion of non-published and new numbers. The low income sample was a sample targeted to lower income households in the county, and the Latino sample was a sample targeted to Latino households in the county. Rather than a random-digit dialing sampling frame, the low income sample is a random sample of published phone numbers that are more likely to produce interviews with persons from lower income households. Survey Sampling uses regression procedures with census information to produce this sample. The Latino sample is a random sample of published phone numbers of individuals with Latino surnames that are more likely to produce interviews with persons from Latino households. A total of 420 usable interviews were conducted from the general population sample, 100 usable interviews were conducted from the targeted low income population sample, and 78 usable interviews were conducted from the targeted Hispanic population sample.

To accurately represent Cabarrus County households, the household data were weighted by income, household size, and ethnicity and then projected to the 2004 estimates of households. The individual data were weighted by sex, age, race, ethnicity and income, and were then projected to the 2004 population estimates. These weights were applied for the 2004 results reported here. The weighting reapportions the general population and targeted interviews so that the household and the individual datasets closely reflect the 2004 Cabarrus County population parameters. Weighting was based upon 2004 estimates supplied by Claritas, Inc.

Because of difficulties involved in weighting by multiple variables, the weighted results will closely, but not exactly, match the population.

Response Rate

In survey research it is desirable to interview as many of the eligible respondents as possible to reduce bias in the results. Response rate is the proportion of completed interviews out of all eligible respondents contacted, whether or not they completed the survey. The formula used to compute the response rates for each sample is the number of completed interviews divided by the number of completed interviews plus respondent refusals, interviewer-terminated interviews, and respondent-terminated interviews. Using this formula, the response rate for the general population sample is 42 percent, the response rate for the low income sample is 27 percent, and the response rate for the Hispanic sample is 63 percent.

Sampling Tolerance

Sampling error is a statistical estimate of how much the sample results may differ from results obtained if every person in the population were interviewed. In this case, the population is Cabarrus County residents. The sampling error for the 598 completed interviews is plus-or-minus 4.0 percentage points at a 95 percent confidence level. This means that in 19 of 20 such samples, results will differ by no more than 4.0 percentage points from results obtained if every individual in Cabarrus County were interviewed.

When subgroups of the data sets, such as groups based on race, sex, or other demographic variables, are analyzed, the subgroup will contain fewer interviews that increases the size of the sampling error. As the base for analysis decreases, the expected sampling error increases. The table on the following page shows the expected sampling error at the 95 percent confidence level for various analysis subgroups. Any analysis which is based on less than 100 respondents is unreliable and should be considered with caution.

<u>When survey result is 50% and sample size is:</u>	<u>Plus-or-minus tolerance due to sample size is:</u>
50	+/- 14.0%
100	9.8%
150	8.0%
200	6.9%
250	6.2%
300	5.7%
350	5.2%
400	4.9%
450	4.6%
500	4.4%
550	4.2%
600	4.0%

The formula used to determine sampling tolerance (at the 95 percent confidence level) is as follows:

$$\pm 1.96 \sqrt{\frac{.25}{\text{Sample Size} - 1}}$$

In addition to sampling error, the difficulties involved in conducting public opinion surveys may introduce other forms of error that are not measurable.

APPENDICES

APPENDIX A

**2004 CABARRUS COUNTY COMMUNITY NEEDS SURVEY
(Abridged)**

13. To make sure that everyone is counted in the survey, I need to ask you a few questions about all of the people who live in your household. How many people now live in this household? Does this include you?

14. Starting with the oldest person in your household, please tell me each person's age and sex.

R. And what is your age?

1. I'm going to read you a list of activities. Please tell me if you or anyone in your household has a difficult time doing any of the following activities because transportation is not available. How about . . .

- | | |
|--|--|
| A. Getting to social services or helping agencies | No
Yes--if yes, sex and age
Don't know/refused |
| B. Shopping for food | No
Yes--if yes, sex and age
Don't know/refused |
| C. Getting to places for recreation, entertainment or visiting friends or family | No
Yes--if yes, sex and age
Don't know/refused |
| D. Getting to adult education | No
Yes--if yes, sex and age
Don't know/refused |
| E. Getting to a school-parent conference, PTA or school event | No
Yes--if yes, sex and age
Don't know/refused |
| F. Getting to a religious service or activity | No
Yes--if yes, sex and age
Don't know/refused |
| G. Getting to a job | No
Yes--if yes, sex and age
Don't know/refused |
| H. Getting to health care services | No
Yes--if yes, sex and age
Don't know/refused |

- | | |
|---|--|
| I. Getting to the pharmacy to pick up prescription medication | No
Yes--if yes, sex and age
Don't know/refused |
| J. Getting to counseling services | No
Yes--if yes, sex and age
Don't know/refused |
| K. Getting to pre-school or daycare | No
Yes--if yes, sex and age
Don't know/refused |

2. These questions are about educational needs. Do you or anyone in your household have a need for any of the following services but are not currently getting them? How about . . .

- | | |
|--|--|
| B. Vocational or technical training for a job | No
Yes--if yes, sex and age
Don't know/refused |
| C. Courses which would help get a high school diploma | No
Yes--if yes, sex and age
Don't know/refused |
| D. Continued education after high school | No
Yes--if yes, sex and age
Don't know/refused |
| E. Additional education to better use English as a second language | No
Yes--if yes, sex and age
Don't know/refused |
| F. Education to help a person read or write better | No
Yes--if yes, sex and age
Don't know/refused |
| G. Additional education to help learn to live in the United States | No
Yes--if yes, sex and age
Don't know/refused |

3. Now, I'd like to ask you a few questions about housing. Do you own or rent the home you live in?

- Own
- Rent
- Other
- Don't know/refused

4. And are there any additional people now living with you that need their own place to live and can't afford to?

Yes – if yes, how many people

No

Don't know/refused

5. Have there been times during the past year when your household needed any of the following kinds of assistance but the need was not met? How about . . .

A. Household repairs to make your home safe to live in

Yes

No

Don't know/refused

B. Basic household goods like furniture, a stove or refrigerator

Yes

No

Don't know/refused

C. Food for yourself and your family

Yes

No

Don't know/refused

D. Clothing for yourself and your family

Yes

No

Don't know/refused

E. Utility bills such as water, heat or light bills

Yes

No

Don't know/refused

F. Rent or house payment

Yes

No

Don't know/refused

G. Counseling or someone to talk to

Yes

No

Don't know/refused

H. Modifications to your home, such as a ramp or handrail, needed to make it easier for an older or disabled person to get around

Yes

No

Don't know/refused

7. Would you say there is a need in your household right now that is not being met for any of the following kinds of care or services? What about . . .

A. Adult day care outside the home

Yes – if yes, age and sex

No

Don't know/refused

B. Nursing or health care provider visit at home

Yes – if yes, age and sex

No

Don't know/refused

C. Someone to help the sick, disabled or elderly with household chores

Yes – if yes, age and sex

No

Don't know/refused

D. Relief for a household member who provides home care to a sick or disabled person

Yes

No

Don't know/refused

9. Sometimes it helps to talk about feelings and problems with someone who is not a family member or friend. I am going to read a list of things people sometimes need to talk about. Please tell me if anyone in your household has the unmet need to talk with someone about each topic but is not currently doing so. Does anyone in your household need to talk with someone about . . .

A. Household finances

No

Yes--if yes, sex and age

Don't know/refused

B. A serious illness or death of a family member or friend

No

Yes--if yes, sex and age

Don't know/refused

C. Nerves or depression

No

Yes--if yes, sex and age

Don't know/refused

D. Stresses of raising a family
No
Yes--if yes, sex and age
Don't know/refused

E. Stresses of caring for an older person
No
Yes--if yes, sex and age
Don't know/refused

14B. The following questions help us to group our respondents. What is the race of each person in the household, starting with the oldest?

White
Black/African-American
Asian/Pacific Islander
Native American
Other
Don't know/refused

14C. Are any of these people of Hispanic or Latino origin or descent?
No
Yes--if yes, sex and age
Don't know/refused

14D. **(ASK FOR ALL PERSONS 15 YEARS OR MORE)** Again, starting with _____, what is each person's marital status?

Married
Separated
Divorced
Widowed
Never married
Don't know/refused

14E. **(ASK FOR EVERYONE 5 YEARS AND OLDER)** Not counting kindergarten, what is the highest grade of school _____ has completed?

Less than H.S. graduate -- Record grade _____
High school graduate
High school equivalent/GED
Some college
Technical school
College graduate
Graduate school
Don't know/refused

15. **(ASK FOR ALL PEOPLE AGE 14 OR OLDER)** Now, about employment. Is _____ employed . . .

A. In a year-round full-time position working at least 30 hours per week?
No
Yes
Don't know
Refused

B. In a year-round part-time position? No
Yes
Don't know
Refused

C. In a seasonal position? No
Yes
Don't know
Refused

16. The next questions are about health or health needs. Have there been times in the past year when anyone in your household . . .

A. Did not get prescription medications because of cost? No
Yes--if yes, sex and age
Don't know/refused

G. Did not get preventive dental services, such as check-ups or getting your teeth cleaned, because of cost? No
Yes--if yes, sex and age
Don't know/refused

H. Did not get preventive medical services, such as check-ups, eye exams, or mammograms, because of cost? No
Yes--if yes, sex and age
Don't know/refused

D. Did not get medical services, when sick, because of cost? No
Yes--if yes, sex and age
Don't know/refused

E. Had no health insurance coverage whether private insurance, Medicaid, or Medicare? No
Yes--if yes, sex and age
Don't know/refused

F. Did not get counseling when needed because of cost? No
Yes--if yes, sex and age
Don't know/refused

17. Have there been times during the past year when a person or persons in your household had a problem getting any of the following health care services?

A. Getting shots or immunizations No
Yes--if yes, sex and age
Don't know/refused

B. Help to stop smoking cigarettes No
Yes--if yes, sex and age
Don't know/refused

C. Hearing problems No
Yes--if yes, sex and age
Don't know/refused

- | | | |
|-----|--|--|
| D. | Eye problems | No
Yes--if yes, sex and age
Don't know/refused |
| E. | Dental problems | No
Yes--if yes, sex and age
Don't know/refused |
| J. | Alcohol problems | No
Yes--if yes, sex and age
Don't know/refused |
| K. | Drug problems, whether illegal drugs
or drugs prescribed by a doctor | No
Yes--if yes, sex and age
Don't know/refused |
| L. | Anger or violence problems | No
Yes--if yes, sex and age
Don't know/refused |
| 18. | Has a doctor or nurse told you or anyone living in your household that they have . . . | |
| A. | High blood pressure | No
Yes--if yes, sex and age
Don't know/refused |
| | A1. (If yes) Have there been times in
the past year when _____ has had
a problem getting any help for
high blood pressure? | No
Yes
Don't know/refused |
| B. | Asthma | No
Yes--if yes, sex and age
Don't know/refused |
| | B1. (If yes) Have there been times in
the past year when _____ has had
a problem getting any help for
asthma? | No
Yes
Don't know/refused |
| C. | Diabetes | No
Yes--if yes, sex and age
Don't know/refused |
| | C1. (If yes) Have there been times in
the past year when _____ has had
a problem getting any help for
diabetes? | No
Yes
Don't know/refused |

D. Clinical depression
No
Yes--if yes, sex and age
Don't know/refused

D1. **(If yes)** Have there been times in the past year when _____ has had a problem getting any help for depression?
No
Yes
Don't know/refused

36A. Thinking about where you go for medical care, where do you go first for medical care when _____ is sick? (DO NOT READ LIST)

36B. Where does _____ go first for preventive medical services, such as check-ups or yearly examinations? (DO NOT READ LIST)

Doctor's office
Free clinic
Health Department/Cabarrus Health Alliance
Hospital Emergency Room
School nurse
Urgent Care
Other: _____
Don't know
Refused

37. Thinking about health insurance coverage, is there any person in this household who currently has health insurance coverage, whether private insurance, North Carolina Health Choice insurance, Medicaid, Medicare, or Military or Veterans insurance?
No
Yes--if yes, sex and age
Don't know/refused

37A. Is _____ covered by . . . (READ LIST)? (MULTIPLE RESPONSES)

Private insurance (INCLUDES TRADITIONAL PLANS, MANAGED CARE PLANS, HMOs, PPOs)
Medicaid
NC Health Choice insurance, the state health insurance program covering children up to 21 years of age
Medicare
Military or Veterans insurance
None/Dk/Ref (DO NOT READ)
Community Care Plan/Pink card (DO NOT READ)

20. Thinking about discrimination based on sex, race, religion, age or disability, do you think or feel that anyone in your household has been discriminated against during the past year . . . ?

A. Getting credit such as loans or credit cards
No
Yes--if yes, sex and age
Don't know/refused

B. Getting adequate housing
No
Yes--if yes, sex and age
Don't know/refused

- C. Getting assistance with school needs
No
Yes--if yes, sex and age
Don't know/refused
- D. Getting protection by the police and courts
No
Yes--if yes, sex and age
Don't know/refused
- E. Getting assistance from helping agencies
No
Yes--if yes, sex and age
Don't know/refused
- F. Getting employment or promotions
No
Yes--if yes, sex and age
Don't know/refused
- 21A. Now thinking about jobs, is there someone in your household who needs a job but cannot get one?
No
Yes--if yes, sex and age
Don't know/refused
- 21B. **(IF Q21A YES, ASK FOR EACH PERSON)** Does that person want a full-time job, a part-time job or a seasonal job? (ACCEPT MULTIPLE RESPONSES)

Full-time job
Part-time job
Seasonal job
Don't know/refused
- 21C. **(IF Q21A YES, ASK FOR EACH PERSON)** What are the reasons that prevent _____ from getting a job? (DO NOT READ LIST. ACCEPT MULTIPLE RESPONSES)

Not enough skills for the job
No help to find out what job skills person has
Poor work habits such as not following instructions or being late too much
No information about available jobs
No one to care for children while that person works
No one to care for dependent adults while that person works
Doesn't know how to make a good impression in job interview
Not certified or licensed for job
Not enough work experience for the job (he/she) wants
No transportation
No jobs available that matches skills
Physical or health limitations
Poor verbal or communication skills
Substance abuse problem like drugs or alcohol
Other
Don't know/refused
- 22A. Is there someone in your household who is employed part-time but needs to work full-time? Don't know/refused
No
Yes--if yes, sex and age

38. Is there any person in this household who was employed by Pilotex when it closed in 2003? No
Yes--if yes, sex and age
Don't know/refused

24. **(IF THERE ARE CHILDREN YOUNGER THAN 18 IN THE HOUSEHOLD, ASK)** Is there a child, 17 years or younger, in this household who is being raised by a single parent?

No
Yes--if yes, ask for sex and age of child and sex and age of the parent
Don't know/refused

ASK EVERYONE

32. Is there currently a vehicle available for use by the adults in your household? No
Yes
Don't know/refused

33. What is the zipcode of this household? _____

35. I don't need to know exactly, but was your total household income last year, before taxes, below or above \$30,000?

(If above \$30,000, skip to Q35B)
(If below \$30,000, ask) Is it below or above \$15,000?

Which of the following categories best describes your household income last year before taxes? Was it . . .

A. **(If below \$15,000:)**

Less than \$5,000
\$5,000 to \$7,500
\$7,500 to \$10,000
\$10,000 to \$12,500
\$12,500 to \$15,000
Don't know/refused

(If above \$15,000:)

\$15,000 to \$17,500
\$17,500 to \$20,000
\$20,000 to \$25,000
\$25,000 to \$30,000
Don't know/refused

B. **(If above \$30,000:)**

\$30,000 to \$35,000
\$35,000 to \$40,000
\$40,000 to \$50,000
\$50,000 to \$75,000
\$75,000 or more
Don't know/refused