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IMAGE AND IMPACT
OF
COMMUNITY ACTION AGENCIES
IN IOWA
JUNE, 1970

Iowa State Economic Opportunity Office
300 Fourth Street
Des Moines, Iowa 50319

INTRODUCTION

Two responsibilities of the State Economic Opportunity Office (SEOO) are: (1) to advise the Governor on anti-poverty matters; and (2) to provide technical assistance to Community Action Agencies (CAAs) within the state.

In meeting these responsibilities, it is imperative that the SEOO determine what the general impact of CAAs is within the state. Accordingly, an evaluation of the state's CAAs was conducted by the SEOO with these five objectives:

- (1) To provide CAAs with a view of their public image and impact;
- (2) To locate problems which are common among all CAAs and can be approached by the SEOO on a state-wide basis;
- (3) To locate problems which are unique to individual CAAs and can be approached specifically by the SEOO technical assistants;
- (4) To assist Regional and National OEO in their continuing efforts to evaluate and improve CAAs; and
- (5) To provide the Governor's Office and the State Office for Planning and Programming with better information on the impact of CAAs in Iowa.

The Regional Office of OEO has monitored nearly all of the CAAs in Iowa during the past few years. Such evaluations are conducted only as time and funding permit, however, and do not provide a measure of the impact of CAAs upon the entire state. Further, these reports do not contain systematically compiled data and cannot be compared and contrasted with the reports of other CAAs. Accordingly in the present SEOO evaluation, data was collected uniformly for all CAAs in Iowa so that local and state-wide impact could be studied.

METHODOLOGY

When a methodology for this evaluation was selected, two considerations

were made: (1) the objectives of the study; and (2) the relative costs involved. It was important that the procedure selected be economical so that state-wide coverage was possible, and also be anonymous to insure a high degree of objectivity in responses.

The use of mailed questionnaires met both of these criteria and was best suited for our purposes.

To assess adequately the impact and image of CAAs, a sample population was drawn representing functional areas in which CAAs have major concern. Six functional areas were selected for inclusion in the sample population including:

- (a) CAA personnel and low-income citizens;
- (b) Social service agencies;
- (c) Local, elected governmental officials;
- (d) Manpower-related agencies;
- (e) News media; and
- (f) Educational institutions.

Questionnaires were designed for specific functional areas to insure meaningful and relevant responses. The same questionnaire, general in nature, was used for both CAA personnel/low-income citizens and local, elected governmental officials; different questionnaires were developed for each of the four other groups.

The first five items on all questionnaires deal with the same concepts regarding the basic role or "mission" of CAAs. Items 6-9 (6,7,10 and 11 for news media) concern specific problems within each functional area, while 10 and 11 (8 and 9 for news media) measure CAA-initiated contact and "other-initiated" contact, respectively. Item 12 specifically concerns the public image of the CAA, and item 13 deals with the general impact of the CAA upon the community. These last two items, and the mean score of items 1-9, are the basic measures of CAA effectiveness.

SAMPLE POPULATION

From the six functional areas, a mailing list was compiled of 1,622 persons and organizations with whom CAAs have related interests.

The CAA/low-income sample consisted of all eighteen CAA directors, eighteen CAA governing board chairmen, and 182 low-income citizens. The low-income persons were selected randomly by quota from the attendance list at a SEOO-sponsored "Citizen Participation Conference", and from the records of the Governor's Dropout Program. An attempt was made to include two low-income persons per county of less than 50,000, and four per county of more than 50,000 in population. This was not possible in several cases since the number of identifiable low-income persons was too low.

The sample of local, elected governmental officials included chairmen of boards of supervisors in 89 counties served by CAAs as of February, 1970, and mayors of cities of 2,000 or greater population in the same counties.

The 89 directors of county departments of social services (welfare) were included in the social services sample, along with 88 chairmen of county boards of health. (One board of health chairman is also county director of social services.)

The manpower sample consisted of 31 managers of Iowa State Employment Service offices, 21 secretaries of central bodies of the Iowa Federation of Labor, and 108 personnel officers of major industrial employers. (One employer was included for counties of less than 50,000 in population, two for counties of 50,000-100,000; and three for those over 100,000. These employers each were the largest in their respective counties.

The sample of news media was made up of 395 newspapers, radio and television stations.

All community school district superintendents and county system superintendents were included in the educational sample of 465.

RESULTS

Questionnaires were mailed on March 3, 1970, and those received through April 3, 1970, were included in the tabulated data. Following are the responses by functional areas:

<u>Functional Areas</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	218	67	30.7
Local officials	207	98	47.3
Social Services	177	112	63.2
Manpower	160	88	55.0
News media	395	125	31.6
Education	<u>465</u>	<u>384</u>	<u>82.5</u>
Total	1,622	874	53.8

While the overall rate of return was acceptable, the responses from the CAA/low-income and the news media samples were relatively low. The large number in the education sample may appear to bias results figured for all functional areas. When average (mean) values for all areas were computed, an average also was figured weighting each functional area equally; the results did not show significant differences between scores with proportional weighting and those weighted equally.

As mentioned above, the first five items on all questionnaires deal with the same concepts concerning the basic role or "mission" of CAAs. Responses were made on a scale of 1-5; 1=agree strongly, 5=disagree strongly. Coding was done directly, using the number of the response.

These items were:

1. Since creation of this CAA, low-income citizens have been more involved in the planning, development and implementation of the community's anti-poverty programs.
2. Since creation of this CAA, more public resources have been devoted to programs and assistance for low-income families.
3. . . . more private resources have been devoted to programs and assistance for low-income families.
4. . . . there has been a greater coordination of the various programs designed for low-income families.
5. . . . there have been new programs or services initiated to meet the needs of low-income families.

Response on items 1-5 are as follows:

<u>Functional Areas</u>	<u>Question</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
CAA/low-income	1.98	2.09	2.62	2.17	1.90	2.12
Local officials	2.53	2.50	2.94	2.68	2.23	2.60
Social services	3.12	2.99	3.33	3.01	2.49	2.98
Manpower	3.24	2.77	3.10	2.97	2.85	3.00
News media	2.89	2.61	3.45	2.96	2.69	2.92
Education	<u>3.05</u>	<u>2.55</u>	<u>3.29</u>	<u>2.78</u>	<u>2.42</u>	<u>2.82</u>
All areas	2.92	2.59	3.21	2.79	2.45	2.79

It appears, from this data, that people view CAAs as most successful in initiating new programs or services, and in securing more public resources for programs and assistance for low-income families. At the same time, CAAs are seen as least successful in securing more private resources for such programs and assistance.

As might be expected, the CAA/low-income sample felt most strongly that the CAAs had accomplished their basic role or "mission", while the manpower and social services samples are the least favorable.

The next four items, 6-9 (6,7,10 and 11 for news media), are concerned

with the role of CAAs in the specific functional areas. Accordingly, these items differ on each of the five types of questionnaires (see appendix for specific questions).

Coding for 6-9 (6 and 7 for news media) was done directly as with items 1-5. Also calculated was a mean score for 6-9 (6-7) to give an overview of the CAAs' image and impact in the specific areas. The responses are:

<u>Functional Areas</u>	<u>Question</u>				<u>Mean 6-9 (6-7)</u>
	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	
CAA/low-income	1.69	1.51	1.65	2.22	1.77
Local officials	2.36	2.42	2.43	2.84	2.51
Social services	2.42	2.82	3.38	3.57	3.05
Manpower	2.90	2.87	2.32	3.12	2.79
News media	2.85	3.10			2.98
Education	2.22	2.59	2.59	2.78	2.54

As in items 1-5, the CAA/low-income sample also responded most favorable to 6-9. In this case, the social services and news media population felt the CAAs were least successful in the respective functional areas.

Specifically, the CAA/low-income sample felt the CAAs were most successful in their concerns with the health and welfare of low-income families (question 7); conversely, they felt the CAAs were least successful in publicizing the needs of and programs for low-income families (question 9).

Local officials agreed that CAAs' weakest area is dealing with the news media, but they felt the CAAs' strongest area is meeting the educational needs of low-income families.

The area of health care is the weakest area for CAAs according to the social services sample (questions 8 and 9). The social services

representatives viewed the CAAs as most successful in obtaining public assistance for eligible low-income citizens (question 6).

The manpower sample views the CAAs as accomplishing most in their involvement in summer youth employment programs (question 8). Their attitudes are less favorable toward the CAAs' role in providing job placement, training and day care facilities (questions 6, 7, and 9).

News media are least in agreement with the proposition that CAAs have encouraged the attendance of news media representatives at CAA functions (question 7). They agreed slightly more with the proposition that CAAs have maintained personal contracts with the media (question 6).

The needs of pre-school children of low-income families are well met by CAAs according to the education sample (question 6); involvement in adult education is seen as least successful.

Item number 10 on the news media questionnaire deals with how often the media carried news of the CAAs. Coding was as follows: 1=never, 2=occasionally, and 3=frequently. The mean score for this question was 2.21; that is, news media is carried more than "occasionally". For number 11, "How might the CAA better its relations with an coverage by the local news media?", there was more than one response possible.

Results are as follows:

<u>Possible responses</u>	<u>Times Checked</u>
"More formal news releases"	32
"More personal contact by CAA"	61
"More information about CAA activities"	63
"Other"	12

Questions 10 and 11 (8 and 9 for news media) concern CAA-initiated contact and "other-initiated" contact, respectively:

10. Have you been contacted by this CAA and offered advice or assistance? How often? Once-Occasionally-Frequently
11. Have you called on this CAA for advice or assistance? How often? Once-Occasionally-Frequently

Coding was as follows:

1=No contact	4=Contact; occasionally
2=Contact; not specified	5=Contact; frequently
3=Contact; once	

Responses are as follows:

<u>Functional Areas</u>	<u>Questions</u>		<u>Difference</u>
	<u>10</u>	<u>11</u>	<u>10-11</u>
CAA/low-income	3.52	3.07	0.45
Local officials	3.05	2.27	0.78
Social services	3.64	3.45	0.19
Manpower	2.95	2.61	0.34
News media	3.86	2.96	0.90
Education	<u>3.16</u>	<u>3.24</u>	<u>0.08</u>
All areas	3.32	3.05	0.27

From this data it appears that the greatest amount of CAA-initiated contact is with representatives of news media, social services personnel, educators and local officials.

The "other-initiated" contact parallels CAA-initiated contact for all areas except education. The education sample is the only one to show more "other-initiated" contact than contact initiated by the CAA. The widest differences between items 10 and 11 are in the news media and local officials samples; both samples showed much more CAA-initiated contact.

Questions 12 and 13, along with the mean score for items 1-9, were designed to give overall measures of the CAAs' impact and public image:

12. How would you rate the public image of this CAA? Very good-Good-Fair-Not so good-Poor.

13. How would you rate the general impact of this CAA on the community? Substantial-Moderate-Slight-Insignificant

Coding was as follows:

- | | | |
|-----|---------------|-----------------|
| 12. | 1=Very good | 4=Not so good |
| | 2=Good | 5=Poor |
| | 3=Fair | |
| 13. | 1=Substantial | 3=Slight |
| | 2=Moderate | 4=Insignificant |

Results:

Functional Areas	Questions		Mean 1-9
	12	13	
CAA/low-income	2.21	1.88	1.77
Local officials	3.00	2.45	2.54
Social services	2.71	2.60	3.03
Manpower	2.73	2.66	2.93
News media	3.12	2.63	2.92
Education	<u>2.72</u>	<u>2.56</u>	<u>2.71</u>
All areas	2.77	2.53	2.73

In order to look objectively at the relationships between these three variables, and to check the internal validity of the questionnaires, a coefficient of correlation (r) between the variables was calculated. The formula used for this value is:

$$r = \frac{n \sum XY - \sum X \sum Y}{\sqrt{[n \sum X^2 - (\sum X)^2] [n \sum Y^2 - (\sum Y)^2]}}$$

Variable X	Variable Y	r
#12	\bar{x} 1-9	0.76
#13	\bar{x} 1-9	0.84
#12	#13	0.76

1.00 is the maximum value for r

These coefficients of correlation show a high, positive relationship between the three variables. When public image is high, attitudes toward

the general impact of the CAA are also high. Further, these values illustrate the internal validity of the questionnaires, i.e., the items throughout the questionnaire measure the same concept.

To obtain the broadest measure of CAAs' image and impact upon the community, a mean score from these three variables, (12, 13, \bar{x} 1-9), was calculated. These values, arranged in a rank order by functional areas, are:

CAA/low-income	2.02	Most favorable
Local officials	2.66	.
Education	2.66	.
Manpower	2.77	.
Social service	2.78	.
News media	2.89	Least favorable

A final observation involves cross-tabulating item #10, CAA-initiated contact, with the three general measures of impact and public image (12, 13, \bar{x} 1-9). The results are:

	Response on #10				
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Response on #12	3.33	3.60	3.24	2.58	2.13
Response on #13	3.03	3.00	2.94	2.45	1.87
Mean for 1-9	<u>3.21</u>	<u>3.00</u>	<u>2.88</u>	<u>2.67</u>	<u>2.24</u>
Mean 12, 13, \bar{x} 1-9	3.19	3.20	3.02	2.57	2.08

From this data it is apparent that as CAA-initiated contact increases, attitudes toward the CAAs are more favorable. Although this trend is quite strong, it does not necessarily imply a causal relationship.

SUMMARY

In keeping with the goals of this evaluation, it is important to again look at "problems which are common among all CAAs. . . ."

Regarding the general role of CAAs, the greatest problem appears to be in securing more private resources for programs to assist low-income persons. On the other hand, CAAs are viewed as most successful in securing more public resources and in initiating new programs or services to meet the needs of low-income persons.

The general impact and public image of CAAs was viewed most positively by the CAA/low-income, local officials, and education samples. The manpower, social services, and news media samples presented a less positive attitude toward CAAs with the news media being least favorable.

It is important to emphasize again that attitudes were more favorable among those having been contacted more by the CAAs. Though this is not necessarily a causal relationship, there is a very strong trend in that direction.

IMAGE AND IMPACT
OF
INDIVIDUAL COMMUNITY ACTION AGENCIES

JUNE, 1970

Benton, Iowa, Poweshiek and Tama Community Action Program

Belle Plaine, Iowa

A total of 74 questionnaires were sent to persons in the area served by BIPT CAP; 45, or 60.8% were returned. This response by functional area is as follows:

<u>Functional Area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	10	6	
Local officials	10	4	
Social services	8	3	
Manpower	4	2	
News media	18	7	
Education	<u>24</u>	<u>23</u>	
Total	74	45	60.8

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

	<u>Questions</u>					<u>Mean</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>1-5</u>
BIPT CAP	3.19	2.88	3.54	3.02	2.55	3.05
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data it appears BIPT CAP is viewed as less successful in meeting the "CAP mission" than are CAAs on the average. BIPT CAP is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for the needs of low-income persons; and least successful

in securing more private resources for programs and assistance for low-income persons.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area.

The mean score for BIPT CAP is 2.96, compared with 2.73 for the entire state. Again, this CAA is viewed as less successful than are CAAs on the average. Within the BIPT CAP sample, the mean score on items 1-9 for the CAA/low-income group is 2.53; for local officials, 2.63; social services, 2.70; manpower, 3.33; news media, 3.57; and education, 2.92.

In the area of CAA-initiated contact, item 10, the mean score for BIPT CAP is 3.32 (higher score=more contact), indicating less contact is initiated by BIPT CAP than the "average" CAA. At the same time, there was more "other-initiated" contact, item 11, in the BIPT CAP area, 3.23, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the BIPT area viewed the CAA as having a less favorable image, 2.95, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of BIPT, item 13, also is viewed as less significant than CAAs on the average, with mean scores 2.69 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For BIPT CAP, this value is 2.87, or less favorable than for CAAs on the average, 2.68.

Black Hawk - Buchanan County Community Action Council

Waterloo, Iowa

A total of 48 questionnaires were sent to persons in Black Hawk and Buchanan Counties; 30, or 62.5% were returned. This response by functional area is as follows:

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	8	6	
Local officials	7	4	
Social services	4	3	
Manpower	6	4	
News media	14	7	
Education	9	6	
Total	48	30	62.5

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Black Hawk-Buchanan	2.22	2.29	3.04	2.92	2.29	2.59
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data it appears Black Hawk-Buchanan CAC is viewed as more successful in meeting the "CAP mission" than are CAAs on the average. Black Hawk - Buchanan CAC is viewed as most successful in involving low-income persons in the planning, development, and implementation of the community's anti-poverty programs; securing more public resources, and in

initiating new programs or services to meet the needs of low-income persons. This CAA is seen as least successful, as are nearly all other CAAs, in securing more private resources to meet these needs.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for Black Hawk-Buchanan CAC is 2.55, compared with 2.73 for the entire state. Again this CAA is viewed as more successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 2.10; for local officials, 2.46; social services, 2.86; manpower, 2.56; news media, 2.71; and education, 2.51.

In the area of CAA-initiated contact, item 10, the mean score for Black Hawk-Buchanan CAC is 2.96. The state-wide mean is 3.32 (higher score=more contact), indicating less contact is initiated by Black Hawk-Buchanan CAC than the "average" CAA. At the same time, there was more "other-initiated" contact, item 11, in these counties, 3.61, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the Black Hawk-Buchanan area viewed the CAA as having a less favorable image, 3.00, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of this CAA, item 13, however, is viewed as considerably more significant than CAAs on the average, with mean scores 2.22 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables #12, #13, and \bar{x} 1-9. For Black Hawk-Buchanan CAC this value is 2.59, or more favorable than for CAAs on the average, 2.68.

Community Opportunities, Inc.

Carroll, Iowa

A total of 134 questionnaires were sent to persons in the area served by Community Opportunities; 81, or 60.4% were returned. The response by functional area is as follows.

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	16	9	
Local officials	16	7	
Social Services	14	8	
Manpower	9	6	
News media	35	12	
Education	<u>44</u>	<u>39</u>	
Total	134	81	60.4

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Community Opportunities	3.00	2.61	3.15	2.75	2.49	2.80
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data it appears Community Opportunities is viewed at about the same level of success as are CAAs on the average. Scores on the first five items parallel those for the entire state, with the mean scores on items 1-5 being almost identical.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for Community Opportunities is 2.67, compared with 2.73 for the entire state. This CAA is viewed as slightly more successful than are CAAs on the average. Within the Community Opportunities sample, the mean score on items 1-9 for the CAA/low-income group is 1.85; for local officials, 3.14; social services, 2.65; manpower, 2.54; news media, 3.03; and education, 2.70.

In the area of CAA-initiated contact, item 10, the mean score for Community Opportunities is 3.49. The state-wide mean is 3.32 (higher score=more contact), indicating more contact is initiated by Community Opportunities than the "average" CAA. At the same time, there was a less "other-initiated" contact, item 11, in this area, 2.84, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the Community Opportunities area viewed the CAA as having a more favorable image, 2.54, than CAAs on the average 2.77 (higher score=less favorable). The general impact of Community Opportunities, item 13, is also viewed as more significant than CAAs on the average, with mean scores 2.44 and 2.53 respectively.

The broadest measure of the CAAs image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For Community Opportunities, this value is 2.55, or somewhat more favorable than for CAAs on the average, 2.68.

Greater Opportunities, Inc.

Des Moines, Iowa

A total of 102 questionnaires were sent to persons in the area served by Greater Opportunities; 52, or 51.0% were returned. This response by functional area is as follows:

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	12	1	
Local officials	15	7	
Social services	8	7	
Manpower	9	6	
News media	29	8	
Education	<u>29</u>	<u>23</u>	
Total	102	52	51.0

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Greater Opportunities	2.64	2.75	3.26	2.87	2.50	2.75
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data it appears Greater Opportunities is viewed as slightly more successful in meeting the "CAP mission" than are CAAs on the average. Greater Opportunities is viewed as most successful, as are nearly all CAAs, in initiating new programs or services to meet the needs of low-income persons, item 5; and least successful in securing more private resources for programs and assistance for low-income persons, item 3. Greater Opportunities is significantly more successful than the "average"

CAA in involving low-income persons in the planning, development, and implementation of the Community's anti-poverty programs, item 1.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for Greater Opportunities is 2.68, compared with 2.73 for the entire state. Again, this CAA is viewed as slightly more successful than are CAAs on the average. Within the Greater Opportunities sample, the mean score on items 1-9 for the CAA/low-income sample is 2.10; for local officials, 2.74; social services, 3.17; manpower, 2.45; news media, 3.08; and education, 2.49.

In the area of CAA-initiated contact, item 10, the mean score for Greater Opportunities is 3.10. The state-wide mean is 3.32 (higher score= more contact), indicating less contact is initiated by Greater Opportunities than the "average" CAA. At the same time, there was also slightly less "other-initiated" contact, item 11, in the Greater Opportunities area, 2.98, than CAAs on the average, 3.105.

When asked to rate the CAA's public image, item 12, respondents in the G.O. area viewed the CAA as having a less favorable image, 2.91, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of Greater Opportunities, item 13, is also viewed as less significant than CAAs on the average, with mean scores 2.62 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the Community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For Greater Opportunities, this value is 2.74 or slightly less favorable than for CAAs on the average, 2.68.

Hawkeye Area Community Action Program

Cedar Rapids, Iowa

A total of 77 questionnaires were sent to persons in the area served by HACAP; 42, or 54.5% were returned. This response by functional area is as follows:

<u>Functional Area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	12	3	
Local officials	11	5	
Social service	6	5	
Manpower	10	7	
News media	16	6	
Education	<u>22</u>	<u>16</u>	
Total	77	42	54.5

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
HACAP	2.83	2.61	3.05	2.95	2.58	2.80
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears HACAP is viewed as being equally as successful as are CAAs on the average. HACAP is viewed as most successful, as are nearly all CAAs, in initiating new programs or services to meet the needs of low-income persons, item 5; and least successful in securing more private resources for programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for HACAP is 2.74, compared with 2.73 for the entire state. Again, this CAA is viewed as equally successful as CAAs on the average. Within the HACAP sample, the mean score on items 1-9 for the CAA/low-income group is 2.56; for local officials, 2.74; for social services, 3.10; manpower, 2.56; news media, 2.65; and education, 2.74.

In the area of CAA-initiated contact, item 10, the mean score for HACAP is 3.40. The state-wide mean is 3.32 (higher score=more contact), indicating slightly more contact is initiated by HACAP than the "average" CAA. There was also more "other-initiated" contact, item 11, in the HACAP area, 3.23, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the HACAP area viewed the CAA as having a slightly less favorable image, 2.88, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of HACAP, item 13, received an identical rating with CAAs on the average, 2.83.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For HACAP, this value is 2.72 or slightly less favorable than CAAs on the average, 2.68.

Iowa East Central TRAIN

Davenport, Iowa

A total of 103 questionnaires were sent to persons in the area served by Iowa East Central TRAIN; 52, or 50.5% were returned. This response by functional area is as follows:

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	15	3	
Local officials	13	7	
Social services	10	6	
Manpower	14	9	
News media	23	5	
Education	<u>28</u>	<u>22</u>	<u> </u>
Total	103	52	50.5

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
TRAIN	3.04	2.76	3.48	3.16	2.77	3.01
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears TRAIN is viewed as less successful in meeting the "CAP mission" than are CAAs on the average. TRAIN is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5; and in securing more public resources for such programs and assistance, item 2. At the same time,

TRAIN is viewed as least successful in securing private resources for the various programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does not reflect these items, and was computed for each CAA by functional area. The mean score for TRAIN is 2.93, compared with 2.73 for the entire state. Again, this CAA is viewed as less successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 2.15; for local officials, 3.03; social services, 2.85; manpower, 2.83 ; news media, 3.50; and education, 2.90.

In the area of CAA-initiated contact, item 10, the mean score for TRAIN is 3.22. The state-wide mean is 3.32 (higher score-more contact), indicating slightly less contact is initiated by TRAIN than the "average" CAA. There was also less "other-initiated" contact, item 11, in the TRAIN area, 2.86, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the TRAIN area viewed the CAA as having a less favorable image, 3.04, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of TRAIN, item 13, is also viewed as less significant than CAAs on the average, with mean scores 2.76 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For TRAIN, this value is 2.91, or less favorable than CAAs on the average, 2.68.

MATURA Action Corporation

Creston, Iowa

A total of 73 questionnaires were sent to persons in the area served by MATURA; 42, or 57.5% were returned. This response by functional areas is as follows:

<u>Functional Area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/local-income	11	4	
Local officials	10	8	
Social services	11	4	
Manpower	7	3	
News media	14	6	
Education	<u>20</u>	<u>17</u>	<u> </u>
Total	73	42	57.5

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
MATURA	2.81	2.39	3.16	2.21	1.97	2.49
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears MATURA is viewed as significantly more successful in meeting the "CAP mission" than are CAAs on the average. MATURA is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5. This agency is viewed as most successful of all CAAs in bringing a greater coordination

of the various programs designed for low income persons, item 4. The least successful area for MATURA is securing more private resources for programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for MATURA is 2.36, compared with 2.73 for the entire state. Again, this CAA is viewed as significantly more successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 1.40; for local officials, 2.37; social services, 3.35; manpower, 2.55; news media, 2.57; and education, 2.27.

In the area of CAA-initiated contact, item 10, the mean score for MATURA is 3.54. The state-wide mean is 3.32 (higher score=more contact), indicating more contact is initiated by MATURA than the "average" CAA. There was also more "other-initiated" contact, item 11, in the MATURA area, 3.28, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the MATURA area viewed the CAA as having a more favorable image, 2.53, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of MATURA, item 13, is viewed as considerably more significant than CAAs on the average, with mean scores 2.25 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For MATURA, this value is 2.38, or considerably more favorable than CAAs on the average, 2.68.

Mid-Iowa Community Action Agency

Nevada, Iowa

A total of 105 questionnaires were sent to persons in the area served by Mid-Iowa CAA; 61, or 58.1% were returned. This response by functional area is as follows:

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	8	4	
Local officials	13	5	
Social services	10	9	
Manpower	11	5	
News media	25	9	
Education	<u>38</u>	<u>29</u>	
Total	105	61	58.1

In view of the low number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Mid-Iowa CAA	3.28	2.96	3.50	3.19	2.64	3.12
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears Mid-Iowa CAA is viewed as less successful in meeting the "CAP mission" than are CAAs on the average. Mid-Iowa CAA is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5; and least successful in securing more private resources for programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for Mid-Iowa CAA is 3.10, compared with 2.73 for the entire state. Again, this CAA is viewed as considerably less successful than are CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 2.30; for local officials, 2.80; social services, 3.82; manpower, 3.12; news media, 3.00; and education, 3.08.

In the area of CAA-initiated contact, item 10, the mean score for Mid-Iowa CAA is 2.76. The state-wide mean is 3.32 (higher score=more contact), indicating substantially less contact is initiated by Mid-Iowa than the "average" CAA. There was also significantly less "other-initiated" contact, item 11, in the Mid-Iowa area, 2.76, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the Mid-Iowa area viewed the CAA as having a substantially less favorable image, 3.60, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of Mid-Iowa CAA, item 13, is also viewed as considerably less significant than CAAs on the average, with mean scores 2.87 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For Mid-Iowa CAA, this value is 3.19, or substantially less favorable than CAAs on the average, 2.68.

Mid-Sioux Opportunity, Inc.

Remsen, Iowa

A total of 81 questionnaires were sent to persons in the area served by Mid-Sioux Opportunity, Inc.; 41, or 50.6% were returned.

This response by functional areas is as follows:

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	10	2	
Local officials	8	3	
Social services	8	6	
Manpower	8	5	
News media	23	4	
Education	<u>24</u>	<u>21</u>	<u> </u>
Total	81	41	50.6

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

	<u>Questions</u>					
<u>Area</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>Mean 1-5</u>
Mid-Sioux	3.08	2.61	3.46	2.86	2.50	2.91
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears Mid-Sioux is viewed as less successful in meeting the "CAP mission" than are CAAs on the average. Mid-Sioux is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5; and least successful in securing more private resources for programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for Mid-Sioux is 2.85, compared with 2.73 for the entire state. Again, this CAA is viewed as somewhat less successful than are CAAs on the average. Within the Mid-Sioux sample, the mean score on items 1-9 for the CAA/low-income sample is 2.15; for local officials, 2.35; social services, 3.70; manpower, 2.98; news media, 3.03; and education, 2.74.

In the area of CAA-initiated contact, item 10, the mean score for Mid-Sioux is 3.16. The state-wide mean is 3.32 (higher score=more contact), indicating slightly less contact is initiated by Mid-Sioux than the "average" CAA. "Other-initiated" contact was equal for Mid-Sioux and the state-wide average, the mean scores being 3.05.

When asked to rate the CAA's public image, item 12, respondents in the Mid-Sioux area viewed the CAA as having a slightly more favorable image, 2.70, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of Mid-Sioux, item 13, is viewed as slightly less significant than CAAs on the average, with mean scores 2.57 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For Mid-Sioux, this value is 2.71, or slightly less favorable than CAAs on the average, 2.68.

North Iowa Community Action Organization

Mason City, Iowa

A total of 129 questionnaires were sent to persons in the area served by North Iowa CAO; 65, or 50.4% were returned. This response by functional area is as follows:

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	14	5	
Local officials	15	9	
Social services	16	8	
Manpower	13	4	
News media	34	8	
Education	<u>37</u>	<u>31</u>	
Total	129	65	50.4

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
North Iowa CAO	3.11	2.56	3.22	2.66	2.31	2.76
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears North Iowa CAO is viewed as equally as successful in meeting the "CAP mission" as are CAAs on the average. North Iowa CAO is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5; and least successful in securing more private resources for programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for North Iowa CAO is 2.74, compared with 2.73 for the entire state. Again, this CAA is viewed as equally successful as CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 1.98; for local officials, 2.32; social services, 3.03; manpower, 2.20; news media, 2.76; and education, 2.94.

In the area of CAA-initiated contact, item 10, the mean score for North Iowa CAO is 3.37. The state-wide mean is 3.32 (higher score=more contact), indicating slightly more contact is initiated by North Iowa CAO than the "average" CAA. At the same time, there was slightly less "other-initiated" contact, item 11, in this area, 3.00, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the North Iowa area viewed the CAA as having a less favorable image, 2.93, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of North Iowa CAO, item 13, is viewed as significant as CAAs on the average, with mean scores of 2.53.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For North Iowa CAO, this value is 2.73, or slightly less favorable than CAAs on the average, 2.68.

Northeast Iowa Community Action Program

Decorah, Iowa

A total of 112 questionnaires were sent to persons in the area served by Northeast Iowa CAP; 58, or 51.8% were returned. This response by functional area is as follows:

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	12	5	
Local officials	16	5	
Social services	14	9	
Manpower	9	5	
News media	28	7	
Education	<u>33</u>	<u>27</u>	
Total	112	58	51.8

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Northeast Iowa CAP	2.81	2.23	3.29	2.45	2.26	2.62
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears Northeast Iowa CAP is viewed as more successful in meeting the "CAP mission" than are CAAs on the average. Northeast Iowa CAP is viewed as most successful in securing more public resources for programs and assistance for low-income persons, item 2; and in initiating new programs or services for low-income persons, item 5. This CAA is also considerably more successful in bringing greater

coordination of the various anti-poverty programs than are CAAs on the average, item 4. Least success was met, as with nearly all CAAs, in securing more private resources for programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for Northeast Iowa CAP is 2.57, compared with 2.73 for the entire state. Again, this CAA is viewed as more successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 1.58; for local officials, 3.00; social services, 2.48; manpower, 3.78; news media, 2.94; and education, 2.39.

In the area of CAA-initiated contact, item 10, the mean score for Northeast Iowa CAP is 3.59. The state-wide mean is 3.32 (higher score= more contact), indicating significantly more contact is initiated by Northeast Iowa CAP than the "average" CAA. There is also more "other initiated" contact, item 11, in this area, 3.34, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in this area viewed the CAA as having a considerably more favorable image, 2.48, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of Northeast Iowa CAP, item 13, is viewed as somewhat more significant than CAAs on the average, with mean scores 2.47 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For Northeast Iowa CAP, this value is 2.51 or more favorable than CAAs on the average, 2.68.

River Valley Community Action Program

Dubuque, Iowa

A total of 66 questionnaires were sent to persons in the area served by River Valley CAP; 34, or 51.5% were returned. This response by functional area is as follows:

<u>Functional Area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	18	4	
Local officials	8	6	
Social services	6	4	
Manpower	6	3	
News media	14	7	
Education	14	10	
Total	66	34	51.5

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
River Valley CAP	2.74	2.51	3.06	2.66	2.13	2.61
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears River Valley CAP is viewed as more successful in meeting the "CAP mission" than are CAAs on the average. River Valley CAP is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5; and least successful in securing more private resources for such programs and assistance, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for River Valley CAP is 2.48, compared with 2.73 for the entire state. This CAA is viewed as significantly more successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 1.55; for local officials, 2.55; social services, 3.22; manpower, 2.96; news media, 2.40; and education 2.41.

In the area of CAA-initiated contact, item 10, the mean score for River Valley CAP is 3.53. The state-wide mean is 3.32 (higher score - more contact), indicating more contact is initiated by River Valley CAP than the "average" CAA. There was also considerably more "other-initiated" contact, item 11, in the River Valley area, 3.47, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the River Valley area viewed the CAA as having a considerably more favorable image, 2.41 (most favorable among all CAAs), than CAAs on the average, 2.77 (higher score=less favorable). The general impact of River Valley CAP, item 13, is also viewed as more significant than CAAs on the average, with mean scores 2.26 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For River Valley, this value is 2.38, or considerably more favorable than CAAs on the average, 2.68.

South Central Iowa Community Action Program

Leon, Iowa

A total of 58 questionnaires were sent to persons in the area served by South Central Iowa CAP (SCICAP); 35, or 60.3% were returned.

This response by functional area is as follows:

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	11	4	
Local officials	10	5	
Social service	10	7	
Manpower	5	5	
News media	9	3	
Education	<u>13</u>	<u>11</u>	
Total	58	35	60.3

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
SCICAP	2.48	2.29	2.65	2.39	1.90	2.39
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears SCICAP is viewed as considerably more successful in meeting the "CAP mission" than are CAAs on the average. SCICAP is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5. This CAA was least successful, though considerably more successful than the "average" CAA, in securing more private resources for programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for SCICAP is 2.33, compared with 2.73 for the entire state. Again, this CAA is viewed as significantly more successful than CAAs on the average. Within SCICAP, the mean score on items 1-9 for the CAA/low-income sample is 1.52; for local officials, 1.72; social services, 2.41; manpower, 2.43; news media, 2.93; and education, 2.59.

In the area of CAA-initiated contact, item 10, the mean score for SCICAP is 3.29. The state-wide mean is 3.32 (higher score=more contact), indicating only slightly less contact is initiated by SCICAP than the "average" CAA. At the same time, there was also slightly less "other-initiated" contact, item 11, in this area, 3.00, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the SCICAP area viewed the CAA as having a more favorable image, 2.52, than CAAs on the average 2.77 (higher score=less favorable). The general impact of SCICAP, item 13, is viewed as considerably more significant than CAAs on the average, with mean scores 2.12 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For SCICAP, this value is 2.32, considerably more favorable than CAAs on the average, 2.68.

Southeast Iowa Community Action Agency

Burlington, Iowa

A total of 76 questionnaires were sent to persons in the area served by Southeast Iowa CAA; 38, or 50.0% were returned. This response by functional area is as follows:

<u>Functional Area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	9	2	
Local officials	10	4	
Social services	8	5	
Manpower	12	5	
News media	21	9	
Education	<u>16</u>	<u>13</u>	
Total	76	38	50.0

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Southeast Iowa CAA	2.94	2.38	2.91	2.57	2.28	2.63
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears Southeast Iowa CAA is viewed as more successful in meeting the "CAP mission" than are CAAs on the average. This CAA is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5. Least success

is seen in involving more low-income persons in the planning, development, and implementation of the community's anti-poverty programs, item 1.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for Southeast Iowa CAA is 2.50, compared with 2.73 for the entire state. Again, this CAA is viewed as more successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 2.15; for local officials, 1.75; social services, 2.72; manpower, 2.26; news media, 2.40; and education, 2.87.

In the area of CAA-initiated contact, item 10, the mean score for Southeast Iowa CAA is 3.65. The state-wide mean is 3.32 (higher score = more contact), indicating significantly more contact is initiated by Southeast Iowa CAA than the "average" CAA. At the same time, there is more "other-initiated" contact in this area, 3.16, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the Southeast Iowa area viewed the CAA as having a more favorable image, 2.63, than CAAs on the average, 2.77 (higher score = less favorable). The general impact of Southeast Iowa CAA, item 13, is viewed as more significant than CAAs on the average, with mean scores 2.44 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For Southeast Iowa CAA, this value is 2.52, or more favorable than CAAs on the average, 2.68.

Southern Iowa Economic Development Association

Ottumwa, Iowa

A total of 110 questionnaires were sent to persons in the area served by Southern Iowa Economic Development Association (SIEDA); 55, or 50.0% were returned. This response by functional area is as follows.

<u>Functional area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	17	2	
Local officials	13	5	
Social services	14	9	
Manpower	15	9	
News media	26	7	
Education	<u>25</u>	<u>23</u>	
Total	110	55	50.0

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, concerning the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
SIEDA	3.18	3.22	3.61	3.60	3.22	3.28
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears SIEDA is viewed as considerably less successful in meeting the "CAP mission" than CAAs on the average. SIEDA is viewed as most successful in involving low-income persons in the planning, development, and implementation of the community's anti-poverty programs, item 1; and least successful in securing more private resources for programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional

area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for SIEDA is 3.32, compared with 2.73 for the entire state. Again this CAA is viewed as considerably less successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 1.65; for local officials 2.86; social services, 3.68; manpower, 3.57; news media, 3.56; and education, 3.06.

In the area of CAA-initiated contact, item 10, the mean score for SIEDA is 2.88. The state-wide mean is 3.32 (higher score=more contact), indicating considerably less contact is initiated by SIEDA than the "average" CAA. At the same time, there is substantially less "other-initiated" contact, item 11, in this area, 2.80, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the SIEDA area viewed the CAA as having a considerably less favorable image, 3.33, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of SIEDA, item 13, is viewed as substantially less significant than CAAs on the average, with mean scores 2.94 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For SIEDA this value is 3.20, or significantly less favorable than CAAs on the average, 2.68.

Upper Des Moines Opportunity, Inc.

Emmetsburg, Iowa

A total of 127 questionnaires were sent to persons in the area served by Upper Des Moines Opportunity, Inc.; 71, or 55.9% were returned. This response by functional area is as follows:

<u>Functional Area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	13	3	
Local officials	14	5	
Social services	14	11	
Manpower	10	5	
News media	30	8	
Education	<u>46</u>	<u>39</u>	
Total	127	71	55.9

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, concerning the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Upper Des Moines	3.00	2.41	3.08	2.55	2.36	2.67
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears Upper Des Moines Opportunity, Inc., is viewed as more successful in meeting the "CAP mission" than CAAs on the average. The CAA is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5; and least successful in securing more private resources for programs and assistance for low-income persons, item 3.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for Upper Des Moines Opportunity, Inc. is 2.60, compared with 2.73 for the entire state. Again, this CAA is viewed as more successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 2.50; for local officials, 2.48; social services, 2.92; manpower, 3.12; news media, 2.77; and education, 2.45.

In the area of CAA-initiated contact, item 10, the mean score for Upper Des Moines Opportunity, Inc. is 3.53. The state-wide mean is 3.32 (higher score=more contact), indicating more contact is initiated by Upper Des Moines Opportunity, Inc. than the "average" CAA. At the same time, there was slightly less "other-initiated" contact, item 11, in this area, 2.98, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the Upper Des Moines area viewed the CAA as having a significantly more favorable image, 2.45, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of this CAA, item 13, is viewed as slightly more significant than CAAs on the average, with mean scores 2.49 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{X} 1-9. For Upper Des Moines Opportunity, Inc., this value is 2.52, or more favorable than CAAs on the average, 2.68.

West Central Development Corporation

Harlan, Iowa

A total of 72 questionnaires were sent to persons in the area served by West Central Development Corporation (WCDC); 33, or 45.8% were returned. This response by functional area is as follows:

<u>Functional Area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	10	2	
Local officials	8	4	
Social services	8	4	
Manpower	4	0	
News media	19	4	
Education	<u>23</u>	<u>19</u>	
Total	72	33	45.8

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, dealing with the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
WCDC	2.52	2.19	2.96	2.52	2.16	2.49
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears WCDC is viewed as considerably more successful in meeting the "CAP mission" than CAAs on the average. WCDC is viewed as most successful, as are nearly all CAAs, in initiating new programs or services for low-income persons, item 5; and least successful in securing more private resources for programs and assistance for low-income persons,

item 3. This CAA is viewed as substantially more successful than the "average" CAA in involving low-income persons in the planning, development and implementation of the community's anti-poverty programs, item 1.

Items 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for WCDC is 2.44, compared with 2.73 for the entire state. Again, this CAA is viewed as significantly more successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 1.40; for local officials, 1.75; social services, 2.70; news media, 2.40; and education, 2.66.

In the area of CAA-initiated contact, item 10, the mean score for WCDC is 3.41. The state-wide mean is 3.32 (higher score=more contact), indicating more contact is initiated by WCDC than the "average" CAA. At the same time, there was more "other-initiated" contact, item 11, in this area, 3.25, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the WCDC area viewed the CAA as having a considerably more favorable image, 2.45, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of WCDC, item 13, is also viewed as more significant than CAAs on the average, with mean scores 2.30 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For WCDC, this value is 2.39, or significantly more favorable than CAAs on the average, 2.68.

Your Own United Resources, Inc.

Webster City, Iowa

A total of 75 questionnaires were sent to persons in the area served by Your Own United Resources, Inc. (YOUR, Inc.); 39, or 52.0% were returned.

This response by functional area is as follows:

<u>Functional Area</u>	<u>Number Sent</u>	<u>Number Returned</u>	<u>Percent Returned</u>
CAA/low-income	12	4	
Local officials	10	3	
Social services	8	4	
Manpower	8	5	
News media	17	8	
Education	<u>20</u>	<u>15</u>	
Total	75	39	52.0

In view of the small number of responses in several of the functional areas, CAA results were not broken down by these divisions. The data presented is for the entire CAA sample, and is compared with results for the entire state.

The responses for items 1-5, concerning the general role of the CAA, are as follows:

<u>Area</u>	<u>Questions</u>					<u>Mean 1-5</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
YOUR, Inc.	2.94	2.68	3.14	2.67	2.68	2.81
State-wide	2.92	2.59	3.21	2.79	2.45	2.79

From this data, it appears YOUR, Inc. is viewed as equally successful in meeting the "CAP mission" as are CAAs on the average. YOUR, Inc. is viewed as more successful in securing more public resources, increasing coordination of various programs and initiating new programs or services for low-income persons, items 2, 4, and 5; and least successful in securing more private resources for programs and assistance for low-income persons, item 3.

Item 6-9 are concerned with specific problems in each functional area, and were tabulated on a state-wide basis only. However, the mean score for items 1-9 does reflect these items, and was computed for each CAA by functional area. The mean score for YOUR, Inc. is 2.68, compared with 2.73 for the entire state. This CAA is viewed as slightly more successful than CAAs on the average. Within this CAA, the mean score on items 1-9 for the CAA/low-income sample is 2.12; for local officials, 2.46; social services, 2.85; manpower, 2.92; news media, 2.68; and education, 2.77.

In the area of CAA-initiated contact, item 10, the mean score for YOUR, Inc. is 3.57. The state-wide mean is 3.32 (higher score=more contact), indicating more contact is initiated by YOUR, Inc. than the "average" CAA. At the same time, there is less "other-initiated" contact, item 11, in this area, 2.68, than CAAs on the average, 3.05.

When asked to rate the CAA's public image, item 12, respondents in the YOUR, Inc. area viewed the CAA as having a slightly less favorable image, 2.81, than CAAs on the average, 2.77 (higher score=less favorable). The general impact of YOUR, Inc., item 13, is viewed as less significant than CAAs on the average, with mean scores 2.60 and 2.53 respectively.

The broadest measure of the CAA's image and impact upon the community is a mean score of three variables, #12, #13, and \bar{x} 1-9. For YOUR, Inc., this value is 2.69, equally as favorable as CAAs on the average, 2.68.

APPENDIX

Questionnaire cover letter	A
CAA/low-income; local officials questionnaire	B
Social services questionnaire	C
Manpower questionnaire	D
News media questionnaire	E
Education questionnaire	F

A

IOWA STATE
OFFICE OF ECONOMIC OPPORTUNITY

300 Fourth Street
DES MOINES, IOWA 50319
515/281-5965

ROBERT D. RAY
Governor

ROBERT F. TYSON
Director

February 27, 1970

In 1964, the Economic Opportunity Act authorized the establishment of Community Action Agencies (CAAs) to serve as the focal points for local anti-poverty efforts. Since then, CAAs have become known for such community action programs as Head Start, Legal Services, and Neighborhood Service Centers.

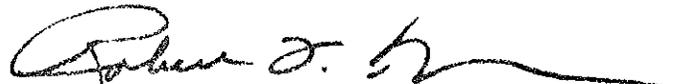
At one time there were 33 CAAs serving all 99 counties in the state. As a result of the processes of coordination and consolidation, 18 CAAs presently serve all but ten of Iowa's counties.

To date, few attempts have been made to assess the image and impact of the CAAs in Iowa. Accordingly, the Iowa State Office of Economic Opportunity now is undertaking such an assessment or evaluation. Your cooperation is requested in this undertaking.

Enclosed is a one-page questionnaire which I hope you will complete at your earliest convenience. Also enclosed is a stamped, self-addressed envelope to facilitate your returning the questionnaire. Your candid completion of the questionnaire will be of great assistance to us, and you can rest assured that the contents of your questionnaire will remain strictly confidential.

Thank you very much for your cooperation.

Sincerely,



Robert F. Tyson
Director

RFT:jh
Enclosure

QUESTIONNAIRE

C

Presently your community is served by _____ (CAA)

- | | agree
strongly | | | | disagree
strongly |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---|---|---|----------------------|
| 1. Since the creation of this CAA, low-income citizens have been more involved in the planning, development, and implementation of the community's health and welfare programs. | 1 | 2 | 3 | 4 | 5 |
| 2. Since the creation of this CAA, more <u>public</u> resources have been devoted to meeting the health and welfare needs of low-income families. | 1 | 2 | 3 | 4 | 5 |
| 3.more <u>private</u> resources have been devoted to meeting the health and welfare needs of low-income families. | 1 | 2 | 3 | 4 | 5 |
| 4.there has been a greater coordination of the various health and welfare programs designed for low-income citizens. | 1 | 2 | 3 | 4 | 5 |
| 5.there have been new programs or services initiated to meet the health and welfare needs of low-income families. | 1 | 2 | 3 | 4 | 5 |
| 6. This CAA has been concerned with obtaining public assistance for all eligible low-income citizens. | 1 | 2 | 3 | 4 | 5 |
| 7. This CAA has assisted in providing nutritional-dietary information to all low-income citizens. | 1 | 2 | 3 | 4 | 5 |
| 8. This CAA has assisted in making basic medical and dental care available to all low-income citizens. | 1 | 2 | 3 | 4 | 5 |
| 9. This CAA has assisted in providing comprehensive health care for all low-income citizens, particularly those in rural areas. | 1 | 2 | 3 | 4 | 5 |
| 10. Have you been called on by this CAA for advice or assistance? Yes _____ No _____
How often? Once _____ Occasionally _____ Frequently _____ | | | | | |
| 11. Have you called on this CAA for advice or assistance? Yes _____ No _____
How often? Once _____ Occasionally _____ Frequently _____ | | | | | |
| 12. How would you rate the public image of this CAA?
Very good _____ Good _____ Fair _____ Not so good _____ | | | | | |
| 13. How would you rate the general impact of this CAA upon the community?
Substantial _____ Moderate _____ Slight _____ Insignificant _____ | | | | | |
| 14. What is the population of your community?
Under 5,000 _____ 5,000-10,000 _____ 10,000-25,000 _____ 25,000-50,000 _____
Over 50,000 _____ | | | | | |
| 15. What is your age? _____ | | | | | |
| 16. What is your sex? Male _____ Female _____ | | | | | |

D

QUESTIONNAIRE

Presently your community is served by _____ (CAA)

- | | agree strongly | | | | | disagree strongly | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---|---|---|---|-------------------|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 1. Since the creation of this CAA, low-income citizens have been more involved in the planning, development and implementation of the community's manpower programs. | | | | | | | | | | |
| 2. Since the creation of this CAA, more public resources have been devoted to meeting the manpower needs of low-income citizens. | | | | | | | | | | |
| 3.more private resources have been devoted to meeting the manpower needs of low-income citizens. | | | | | | | | | | |
| 4.there has been a greater coordination of the various manpower programs designed for low-income citizens. | | | | | | | | | | |
| 5.there have been new programs or services initiated to meet the manpower needs of low-income citizens. | | | | | | | | | | |
| 6. This CAA has been involved in job placement programs for low-income citizens | | | | | | | | | | |
| 7. This CAA has assisted in providing low-income citizens with opportunities for job training and/or occupational up-grading. | | | | | | | | | | |
| 8. This CAA has been involved in summer employment programs for young people from low-income families. | | | | | | | | | | |
| 9. This CAA has assisted in providing day-care facilities for low-income children of working mothers. | | | | | | | | | | |
| 10. Have you been called on by this CAA for advice or assistance? Yes _____ No _____ | | | | | | | | | | |
| How often? Once _____ Occasionally _____ Frequently _____ | | | | | | | | | | |
| 11. Have you called on this CAA for advice or assistance? Yes _____ No _____ | | | | | | | | | | |
| How often? Once _____ Occasionally _____ Frequently _____ | | | | | | | | | | |
| 12. How would you rate the public image of this CAA?
Very good _____ Good _____ Fair _____ Not so good _____ | | | | | | | | | | |
| 13. How would you rate the general impact of this CAA upon the community?
Substantial _____ Moderate _____ Slight _____ Insignificant _____ | | | | | | | | | | |
| 14. What is the population of your community? Under 5,000 _____ 5,000-10,000 _____
10,000-25,000 _____ 25,000-50,000 _____ Over 50,000 _____ | | | | | | | | | | |
| 15. What is your age? _____ | | | | | | | | | | |
| 16. What is your sex? Male _____ Female _____ | | | | | | | | | | |

QUESTIONNAIRE

Presently your community is served by _____ (CAA)

- | | agree | | disagree | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|----------|---|---|
| | strongly | | strongly | | |
| 1. Since the creation of this CAA, low-income citizens have been more involved in the planning, development, and implementation of the community's anti-poverty programs. | 1 | 2 | 3 | 4 | 5 |
| 2. Since the creation of this CAA, more <u>public</u> resources have been devoted to anti-poverty programs. | 1 | 2 | 3 | 4 | 5 |
| 3.more <u>private</u> resources have been devoted to anti-poverty programs. | 1 | 2 | 3 | 4 | 5 |
| 4.there has been greater coordination of the various anti-poverty efforts. | 1 | 2 | 3 | 4 | 5 |
| 5.there have been new programs or services initiated to alleviate the causes of poverty. | 1 | 2 | 3 | 4 | 5 |
| 6. This CAA has maintained personal contacts with representatives of the local news media. | 1 | 2 | 3 | 4 | 5 |
| 7. This CAA has encouraged representatives of the local news media to attend and report on such functions as board meetings. | 1 | 2 | 3 | 4 | 5 |
| 8. Has this CAA sent formal news releases to the local news media? Yes _____ No _____ | | | | | |
| How often? Once _____ Occasionally _____ Frequently _____ | | | | | |
| 9. Have you called upon this CAA for news or information? Yes _____ No _____ | | | | | |
| How often? Once _____ Occasionally _____ Frequently _____ | | | | | |
| 10. Approximately how often do you carry news of this CAA?
Never _____ Occasionally _____ Frequently _____ | | | | | |
| 11. How might this CAA better its relations with and coverage by the local news media?
More formal news releases _____ More personal contacts by CAA _____
More information about CAA activities _____ Other _____ (Specify) _____ | | | | | |
| 12. How would you rate the public image of this CAA?
Very good _____ Good _____ Fair _____ Not so good _____ Poor _____ | | | | | |
| 13. How would you rate the general impact on the community?
Substantial _____ Moderate _____ Slight _____ Insignificant _____ | | | | | |
| 14. What is the population of your community? Under 5,000 _____ 5,000-10,000 _____
10,000-25,000 _____ 25,000-50,000 _____ Over 50,000 _____ | | | | | |
| 15. What is your age? _____ | | | | | |
| 16. What is your sex? Male _____ Female _____ | | | | | |

QUESTIONNAIRE

Presently your community is served by _____ (CAA)

- | | agree
strongly | | | | disagree
strongly |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---|---|---|----------------------|
| 1. Since the creation of this CAA, low-income citizens have been more involved in the planning, development and implementation of the community's educational programs. | 1 | 2 | 3 | 4 | 5 |
| 2. Since the creation of this CAA, more public resources have been devoted to meeting the educational needs of the low-income families. | 1 | 2 | 3 | 4 | 5 |
| 3.more private resources have been devoted to meeting the educational needs of low-income families. | 1 | 2 | 3 | 4 | 5 |
| 4.there has been a greater coordination of the various educational programs designed for low-income families. | 1 | 2 | 3 | 4 | 5 |
| 5.there have been new programs or services initiated to meet the educational needs of low-income families. | 1 | 2 | 3 | 4 | 5 |
| 6. This CAA has been concerned with the needs of pre-school children of low-income families. | 1 | 2 | 3 | 4 | 5 |
| 7. This CAA has been concerned with preparing low-income youths for further education in vocational/technical schools or colleges. | 1 | 2 | 3 | 4 | 5 |
| 8. This CAA has been concerned with helping children of low-income families who drop out of school. | 1 | 2 | 3 | 4 | 5 |
| 9. This CAA has helped in developing adult education programs and enrolling low-income adults in these programs. | 1 | 2 | 3 | 4 | 5 |
| 10. Have you been called on by this CAA for advice or assistance? Yes _____ No _____
How often? Once _____ Occasionally _____ Frequently _____ | | | | | |
| 11. Have you called on this CAA for advice or assistance? Yes _____ No _____
How often? Once _____ Occasionally _____ Frequently _____ | | | | | |
| 12. How would you rate the public image of this CAA?
Very good _____ Good _____ Fair _____ Not so good _____ Poor _____ | | | | | |
| 13. How would you rate the general impact of this CAA upon the community?
Substantial _____ Moderate _____ Slight _____ Insignificant _____ | | | | | |
| 14. What is the population of your community? Under 5,000 _____ 5,000-10,000 _____
10,000-25,000 _____ 25,000-50,000 _____ Over 50,000 _____ | | | | | |
| 15. What is your age? _____ | | | | | |
| 16. What is your sex? Male _____ Female _____ | | | | | |

