

**February 7, 2017**

**From Haley Chapin, Executive Director, Tri-Lakes Cares**

I'd like to ask a favor of you by taking **only 2 minutes** to fill out this Community Services Block Grant (CSBG) survey. As you may know, Tri-Lakes Cares (TLC) is honored to be one of three recipients in the Pikes Peak region receiving money from this wonderful funding source. **It is extremely important that northern El Paso County's needs are represented in this survey.** We are working with our clients to take this survey so that their voices are heard and we hope that you will do the same.

[https://www.surveymonkey.com/r/CSBG\\_Needs\\_Survey](https://www.surveymonkey.com/r/CSBG_Needs_Survey)

For some of you who may not spend a lot of time within the social services nonprofit sector, I can tell you on behalf of Tri-Lakes Cares that the top four areas of need for our low-income clients are:

- 1.) Housing – There is a huge lack of affordable housing and thus many of our low income clients are forced into a housing situation where they are paying more than 30% of their income in housing expenses. In fact, nearly 42 percent of renters in our service area are cost burdened, where housing costs exceed 30 percent of total household income. For the past 2 calendar years, 2015 and 2017, the average rent assistance provide was \$740 per household.
- 2.) Emergency Services – Most all our clients start coming to us because of a need for an emergency services such as food and utility payments. Once we can help them take care of their emergencies, then we can work with them to develop a plan for them to head to more stability. Last fiscal year (10/15-9/16) Tri-Lakes Cares served 568 households – 173 of which were new households who had never before accessed our services.
- 3.) Health Care – We are lucky to partner with Penrose-St. Francis Health Services to have a volunteer medical clinic on site to see our un- or under- insured patients. The Affordable Care Act, regardless of our opinions about its worth, has been a huge help for our clients. Our volunteer physician, Dr. Gibbs, has seen visits decrease by over 90% since 2010. But there are still needs for mental health counseling, expensive over the counter medications, education and support for managing chronic conditions, requests for helping to pay co-pays, or payments towards deductibles that are otherwise too expensive to afford on a strained fixed income.
- 4.) Self-Sufficiency – As you may know TLC has brought on additional self-sufficiency programing over the last several years, as this is something we need to offer our community. Many of our clients simply need help developing the resources required to work their way out of poverty. From our Getting Ahead Self-Sufficiency Workshop Series, 40% of participants increased their financial resource 45% increased their motivation resources, and 50% increased their stability scale overall.

**Please feel free to share this with others**, the more responses they receive the better our needs will be represented and the more likely we will see funding allocated to the areas that we believe require the most support.