

INDEX OF BASIC NEEDS AND VITAL SERVICES

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1. The services available to you in this town are helpful in meeting your needs.
2. The social services available to you in this town are the ones you need.
3. Adequate services are provided to low-income people in town.
4. The staff of social service agencies in town have enough time to deal with you personally.
5. The services offered by the agencies in town are provided to all who need them.
6. You get prompt attention when you go to a service agency for help.
7. The eligibility requirements of different services and programs are reasonable.
8. You are able to get a decent job.
9. You can get enough good food so you and your family can eat nutritious meals regularly.
10. You are able to find a safe and decent place for you and your family to live.
11. You are able to afford a safe and decent place to live.
12. You have or can get adequate clothing for yourself and your family for all seasons.
13. You and your family can get adequate medical care.
14. You and your family can get adequate dental care.
15. Adequate day-care services are available.
16. You can get the education or training you need.
17. You and your family members have access to important places such as shopping areas, schools, clinics, etc., through buses or other means of transportation.

18. You have the necessary resources to give adequate care to your children.
19. You and your family members are treated with respect by other residents of the community.
20. You can get adequate school supplies for your children.
21. People in this city understand your problems and are willing to help.
22. Help is available for persons having alcohol or drug problems.
23. Help is available for parents having difficulty managing their children without violence.
24. Help is available for women who are victims of rape or sexual harassment.
25. Help is available for women who are victims of violence.
26. Help is available for displaced homemakers (i.e., women who are seeking work outside the home for the first time).
27. Help is available for the elderly who wish to remain in their homes.
28. Help is available for retarded persons who live in the community.
29. Help is available for physically disabled persons who live in the community.
30. You can get small, reliable household goods (toasters, pots, pans, plates, utensils, etc.) at an affordable cost.
31. You can get small, reliable household goods (toasters, pots, pans, plates, utensils, etc.) at an affordable cost.
32. You can get help paying utility bills.
33. Adequate, safe temporary shelter is available to those who need it.
34. You can talk with a helpful counselor when you need help solving a personal problem.
35. Service agencies will help you deal with landlord problems.

36. You can get help to make a deposit on an apartment or house that you would like to rent.
37. Service agencies offer help to get utility services (e.g., water, gas, lights) turned on.
38. Service agencies will help people get money to pay rent or meet other emergencies when someone can't pay it themselves (e.g., high medical bills, sudden loss of job, theft, etc.).
39. You can get help finding a decent place to live.
40. Service agencies in town are flexible enough to change the services they offer as the needs of their clients change.
41. You can get help dealing with landlord problems.
42. You can get help to repair or weatherize your home.
43. You can get help weatherizing your house, whether you own it or not, to keep utility bills low.
44. You can purchase needed clothing at affordable prices.
45. You can purchase needed food at affordable prices.
46. You can afford to pay for available recreational services that you desire.
47. You are able to find out about services that are available to you and your family.
48. If one agency cannot provide the service you need, it will refer you to someone who can.
49. When you are referred to a service agency, you don't wind up on a wild goose chase looking for help.
50. When you are at an agency, you are not shuffled around to different agency staff for each service you need.

51. Your eligibility for services is determined in a reasonable amount of time.
52. The social service agencies in this town advocate for the general welfare of their clients.
53. Community agencies make the best use of their limited food supplies or food budgets for clients.
54. You can get a special type of food, if you need it (e.g., diabetic diets).
55. The food supplies or the food budget of local agencies is distributed fairly so that all have an equal chance to obtain the food they need.
56. Help in home food production and storage (e.g., gardening, canning) is available.
57. Resources for community food production and storage (e.g., community gardens, top soil banks, community canning kitchens) are available.
58. In an emergency (e.g., lost job, layoff, strike, theft, etc.), you can get help to get you back on your feet.
59. You can get short-term financial assistance, if you need it.
60. You can get legal assistance at an affordable cost.
61. Local banks do not have policies against making loans to people in your neighborhood.
62. Agency clients can influence the kind of social services offered and the way they are delivered.
63. Consumers are protected against ripoffs by businesses.
64. The service agencies in town work for the rights of minorities, the handicapped, and the poor.
65. Overall, this community meets the social service needs of its members.

66. Transients have equal access to emergency services.
67. You can get essential furniture free or at an affordable cost.
68. The rates charged for natural gas, propane, and heating oil are reasonable and fair.