Current Needs, Resources, & Gaps in Services in Eden Prairie

Findings from the Eden Prairie Schools
Community Education Family Resources Program
Initial Assessment Interviews & Community Survey
July 2017

EPS EDEN PRAIRIE SCHOOLS

COMMUNITY EDUCATION

Contents

Figures

Acknowledgements

Executive Summary

Eden Prairie is a strong community, rich in diversity, opportunities, and resources. Since June of 1998, the FamiLink Resource Center has operated in some capacity as a bridge to community resources for residents. This program, funded by the Hennepin South Services Collaborative (HSSC) through Local Collaborative Time Study (LCTS) dollars, has transformed over the years to align with funding priorities and the changing needs of Eden Prairie, and was restructured in early 2017. With the hiring of a new staff person and a new home within Eden Prairie Schools Community Education, the program is now being called the Family Resources Program.

About the Study

The primary purpose of this study was to gain a collective understanding of the existing resources and community-wide gaps in services in Eden Prairie to guide the collaborative efforts of community partners and services providers, including the work of the Family Resources Program. In an attempt to be comprehensive and inclusive, this work was divided into two phases. Information was first collected from key service providers and school staff members who work directly with families in Eden Prairie. In Phase Two, a survey was conducted to gather input directly from community members and local families.

During the first phase of this study, the newly hired Family Resources Specialist requested an initial assessment interview with over 50 individuals working to serve the community in some capacity. These interviews were intended to achieve three main goals:

1. Establish a connection between the Family Resources Program and the various organizations and individuals serving those in need in Eden Prairie
2. Assess current needs or barriers to success students and their families experience, as well as gaps in local services
3. Catalog the community programs, services, and resources available to Eden Prairie families

Key informant interviews were conducted with a total of 46 individuals; 27 individuals representing 18 different community-based organizations, as well as 19 Eden Prairie Schools staff members, participated in an interview (see Figure 1 below). The interview questions were also sent out to the Community Education staff electronically, and five additional staff members contributed feedback through that survey in early December 2016. Phase One data shared in this report come from interviews conducted between November 2016 and January 2017.

Figure 1: Phase One Participants

Organizations Participating in a Formal Interview	EPS Participating Departments/Schools
Community Action Partnership of Suburban Hennepin (CAPSH)	Cedar Ridge Elementary
Cornerstone	Eagle Heights Spanish Immersion
Eden Prairie Community Foundation	Eden Lake Elementary
Eden Prairie Office of Housing and Community Services	Eden Prairie Schools Cultural Liaisons
Eden Prairie Parks and Recreation	Eden Prairie Schools Early Childhood
Eden Prairie Police Department	Little Eagles Preschool
Grace Church	Eden Prairie Schools Related Services
Hennepin County Child and Teen Checkups	Forest Hills Elementary
Hennepin County Maternal Child Health – Early Childhood Programs	Eden Prairie Schools Special Education and Specialized Services
Immanuel Lutheran Church	Oak Point Elementary
Metro South Adult Basic Education - Eden Prairie Campus	Prairie View Elementary

MoveFwd	
Pax Christi Catholic Community	
People Reaching Out to People (PROP)	
Project Friendship	
PROP Shop	
St. Andrew Church	
Wooddale Church	

Though their input is not formally reflected in this report, the Family Resources Specialist has had additional conversations after Phase One concluded about existing resources and gaps in services with other organizations such as the Eden Prairie Library, myHealth for Teens and Young Adults, SEWA- American Indian Family Wellness, Catholic Charities Refugee Services, and the New American Development Center.

Phase Two of the study began in February 2017 and concluded in May 2017. Approximately 350 community members completed the survey, most of whom are parents of young children living in Eden Prairie. A convenience sample was used, and despite efforts to survey a variety of demographic groups, the data are not necessarily representative of the entire community and caution should be used in interpreting the findings. Though the survey was anonymous, participants were asked to share some information about their households. Below is a self-reported breakdown of who participated.

Figure 2: Phase Two Participants

Indicator	Count (#) of Survey Participants	Percentage (%) of Survey Participants
I am a current Eden Prairie Schools student	8	2.3%
I am a parent or guardian of a child under the age of 18	325	95%
I have at least one child who currently attends Eden Prairie Schools	222	64.9%
My family is low-income or qualifies for services based on income	54	15.8%
I or a member of my household currently receives services from PROP, the PROP Shop, CAPSH, or programs such as SNAP, MFIP, WIC, or MA.	46	13.5%
I or a member of my household immigrated here within the past 10 years	59	17.3%
I am a single parent or am being raised by a single parent	26	7.6%
I or a member of my household speaks a first language other than English	99	28.9%
I or a member of my household has a disability/significant special needs	30	8.8%
I live outside Eden Prairie, but I or a member of my household attends school or works in the community	29	8.5%

Most respondents were families participating in Eden Prairie Schools Early Childhood programs, including parents or guardians of Little Eagles preschool students and Early Childhood and Family Education (ECFE) adult participants. The Family Resources Specialist attended more than 40 classes to administer the paper survey with parents. Additional in-person outreach was conducted with residents of Briarhill Apartments, Broadmoor Apartments, the Preserve Association, and Lincoln Parc Apartments.

The Eden Prairie Library, PROP Shop, and PROP also helped administer the survey, where patrons and clients were invited to fill out the survey and leave it in a drop box in the lobby of each building. Other community partners generously offered to help, however, no additional completed surveys were returned.

The survey was also available at the April 20th, 2017 Eden Prairie Housing Forum and Community Education's Friday Fun Day event on April 21st, 2017, where several hundred people were in attendance.

Lastly, the survey was also accessible online via the Family Resources Program website, though less than 10 surveys were submitted electronically.

It's important to note that though the Early Childhood Somali Liaison was available to assist most Somali-speaking participants in person with interpretation of survey, it was not translated into any other language. It is likely a language barrier kept some community members from participating. It also may have impacted the extent to which people were able to complete the survey.

Key Findings

The needs of students, families, and community members vary greatly in type and severity. Over 50 categories of needs were reported, with nearly 30 distinct categories of gaps in services identified by assessment participants.

Programs, services, or resources exist to mitigate or address the majority of these needs reported. The work of local nonprofits, faith communities, schools, and government agencies profoundly improves the lives of Eden Prairie families. Additionally, most of the needs and gaps in services reported are within the sphere of influence we, as a community, can address. Some, however, will require broader advocacy, collaboration, or policy change to impact.

Though a wide variety of perceived gaps in services in Eden Prairie were reported in both phases of the assessment, most categories were mentioned repeatedly, and common top gaps were identified by both groups of assessment participants. The following four reported gaps in services or unmet needs were among the top five in both Phase One and Phase Two: transportation, educational equity, affordable housing, and awareness of existing resources/easily accessible information. Below is a summary of the top five reported gaps in services in each phase of the assessment.

Figure 3: Top Reported Gaps in Services

Top Reported Gaps in Services in Eden Prairie	Phase One Top 5 Ranking	Phase Two Top 5 Ranking
Transportation	#1	#1
Educational equity	#3	#2
Affordable housing	#4	#3
Awareness of existing resources/easily accessible information	#2	#5
English language supports & culturally appropriate communication	#5	N/A
Child care	N/A	#4

The consistency in findings demonstrates that service providers and educators in Eden Prairie are in tune with the perspectives of clients and community members. Current, self-reported needs also validate that the above areas are indeed a challenge for many families that participated in Phase Two.

Fortunately, some work is already underway to address these top gaps in services, and the people and organizations serving Eden Prairie students and residents are capable, collaborative, and willing to come together in even more meaningful ways to reduce barriers to success and create community solutions.

Who We Are: A Snapshot of Our Students & Community

The demographics of our student body and the broader Eden Prairie community continue to change, resulting in an increasingly diverse racial and socioeconomic population. The information in this section provides important context and

should be considered when making any decisions taking place as a result of this report. Assessment participants were not asked to identify their race and ethnicity, and the data included in this report were not weighted. Though outreach was conducted to administer the survey with a variety of sub-populations in an attempt to gain a representative sample in Phase Two, respondents' feedback may not reflect the views of the entire community.

Student Demographics

There are many indicators available to describe the demographics and potential needs of the Eden Prairie Schools student body. The figures below contain 2016/2017 Eden Prairie Schools student data reported to the Minnesota Department of Education by district. These data represent students in kindergarten through 12th grade.

Figure 4: Student Enrollment by Special Population

Eden Prairie Schools (EPS) 2016/2017 Enrollment by Special Population		
Indicator	Count (#) of K-12 EPS Students	Percentage (%) of K-12 EPS Students
English learner	643	7.1%
Special education	1,160	12.9%
Free/reduced priced lunch	1,969	21.9%
Homeless	9	0.1%

Figure 5: Student Enrollment by Race & Ethnicity

EPS K-12 Enrollment by Race & Ethnicity, 2016/2017

Two or More Races 5%
Asian 13%
American Indian/Alaska Native 0%
Black/African American 13%
Hispanic/Latino 7%
White 62%
Native Hawaiian/Pacific Islander 0%
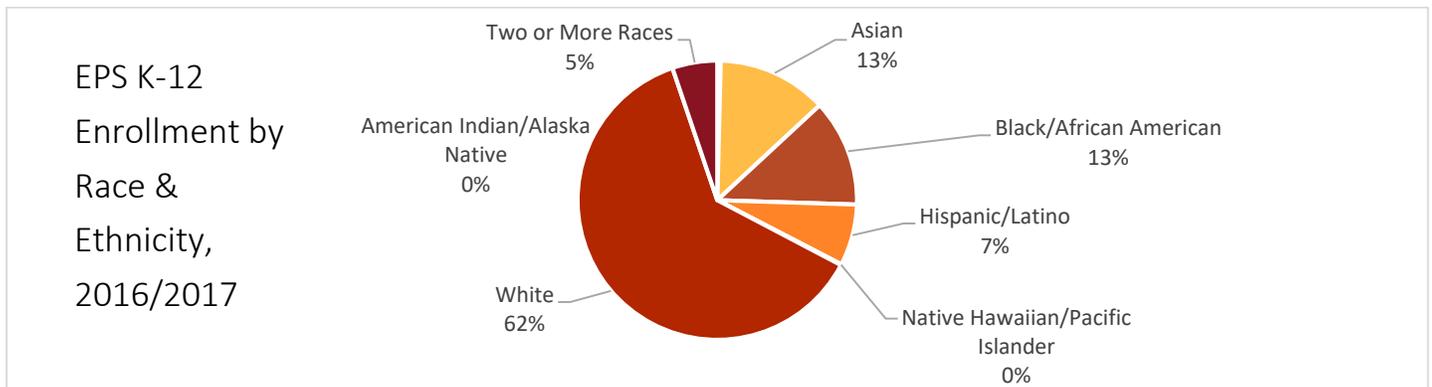
The diversity of the student body and changes in demographics are perhaps most evident among our youngest learners. Below are the 2016/2017 demographics of the Eden Prairie Schools Early Childhood and Family Education (ECFE) and Little Eagles Preschool students. These families make up the majority of Phase Two assessment participants.

Figure 6: Early Childhood/Preschool Enrollment by Race & Ethnicity

EPS Early Childhood/Preschool Enrollment by Race & Ethnicity, 2016/2017

American Indian or Alaskan Native 3%
Asian 26%
White 50%
Black or African American 17%
Hispanic, Latino 3%
Other 1%
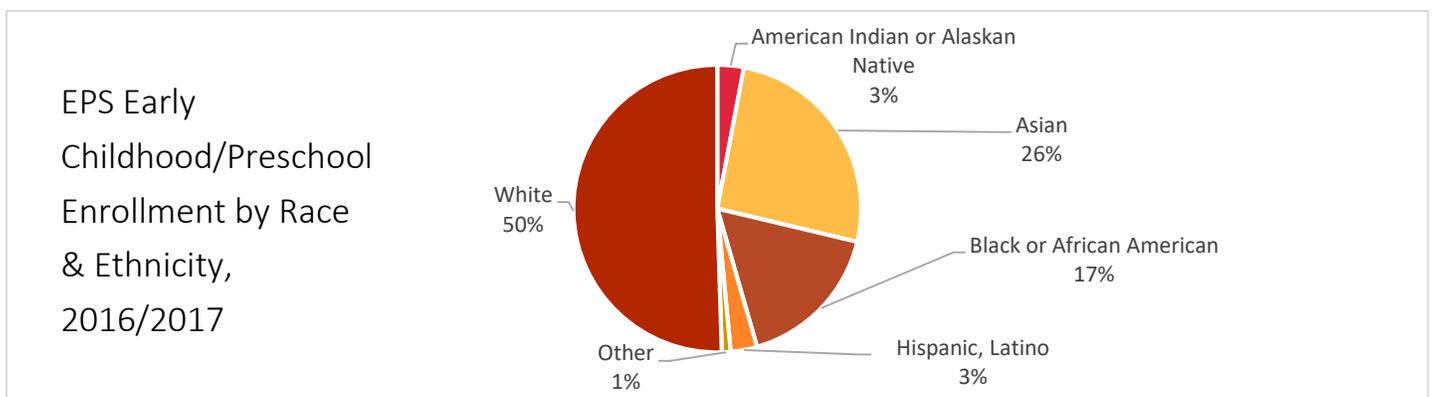
Little Eagles Preschool families are asked a number of questions upon registration to determine their eligibility for free or reduced cost tuition and transportation. Below is a summary of the 2016/2017 data on family risk factors.

Figure 7: Preschool Student Family Risk Factors

Family Risk Factors for 2016/2017 Little Eagles Preschool Students		
Indicator	Count (#) of Preschool Students	Percentage (%) of Preschool Students
Family qualifies for free/reduced priced lunch program and/or community services based on income	111	50%
Family does not speak English at home	101	45%
Receives Minnesota Family Investment Program (MFIP) benefits	80	36%
Single-parent household	53	24%
Parent/guardian has no GED or high school diploma	44	20%
Family has moved 2 or more times in the last year	18	8%
Family stress during past year (unemployment, divorce, death, incarcerations, etc.)	17	8%
Older siblings who have had difficulty with school or in special education	16	7%
Family has experienced abuse, neglect, or family violence	2	1%
Mother below age 18 at birth of first child	1	0%

Community Demographics

Eden Prairie is often perceived as a community of relative racial, socioeconomic, and cultural homogeneity. This has been changing for some time, and is no longer the case.

Over the past 30 years, the city has experienced steady changes in the racial and ethnic makeup of its residents. According to the U.S. Census Bureau, in 1990, 96% of the population was white. In 2000, 89% was white, and by 2010, the percentage of white residents dropped to 80%. According to the U.S. Census Bureau's American Community Survey (ACS), in 2015, the most recent year for which data are available, Eden Prairie's white population dropped three percentage points to 77%. Figure 8 details the community's racial and ethnic breakdown in 2015.

Figure 8: City of Eden Prairie Population by Race & Ethnicity
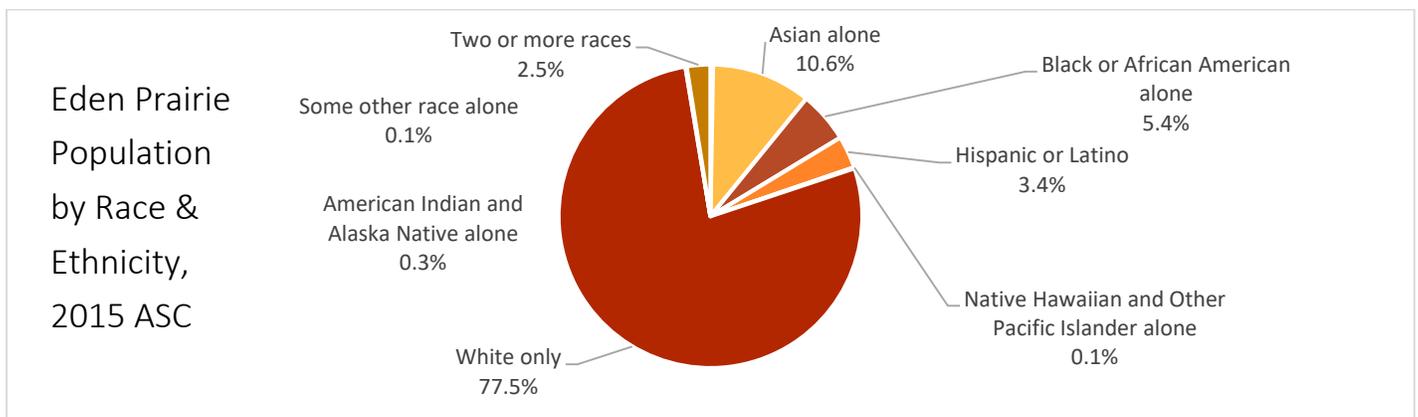
Though recent, local data on foreign-born residents are not readily available, multiple news sources have reported on the increasing number of immigrant families relocating to Eden Prairie. In particular, our community has welcomed a relatively large number of Somali refugees over the past two decades. Eden Prairie is said to be home to the third largest

Somali population in the Twin Cities. Eden Prairie has also seen a more recent, but significant, influx of immigrants from India. Immigrants from many other parts of the world have made their home in Eden Prairie as well, including but not limited to those from Latin America, Eastern Europe, China, and Southeast Asia.

Another important demographic trend is the aging of Eden Prairie residents. The percentage of the population over 60 is significantly increasing, while at the same time, the percentage those under five is declining. For example, in 1990, the percentage of Eden Prairie residents 60 and over was 5.1%, with 10.3% being under five. In 2015, those 60 and above made up 12% of all residents, with 6.5% under five.

The number of families experiencing poverty and other financial hardship has also increased over the years. For example, in 1990, 2,739 people (7%) in Eden Prairie were living below 185% of the Federal Poverty Level, which is an established set of standard minimums for gross household income intended to measure significant economic need. In 2015, the number of people below 185% of the Federal Poverty Level was 8,056 (12.9%). The number of people experiencing this level of poverty nearly tripled, which exceeds the overall population growth rate.

Another measure of economic stress is the percentage of "cost-burdened households," which represents those spending more than 30% of their income on rent or mortgage payments each month. In 2015, 24% of households residing in Eden Prairie were considered "cost-burdened." Though the percentage was higher at both the state and national levels (27% and 33.3%, respectively), this situation presents a significant challenge for nearly a quarter of our families. Figure 9 provides a snapshot of those experiencing economic stress in 2015.

Figure 9: City of Eden Prairie Population Indicators

City of Eden Prairie Population Indicators, 2015 ACS	
Indicator	Percentage (%)
Persons below the Federal Poverty Level ($24,250 for a family of 4)	5%
Persons between 100% and 149% of the Federal Poverty Level	4%
Persons between 150% and 184% of the Federal Poverty Level	3.9%
Total persons under 185% of the Federal Poverty Level	12.9%
Cost-burdened households (those spending 30% or more on housing)	24%

Not only are these patterns evident in data, but they match the trends reported by Phase One assessment participants as well. There are clearly more and more people with an ever expanding breadth of needs in our community. With the increasing diversity, not only in racial and ethnic diversity, but across other types of demographics as well, the needs of Eden Prairie as a community are also changing.

Data Summary: Needs & Gaps

Phase One Reported Needs

All 50 individuals who participated in a Phase One interview or provided electronic feedback were asked what the greatest needs or barriers to success the students, families, or clients they work with are facing. As may be expected, the needs reported often matched the type of service provided by the respondent or the respondent's organization. Though this information is important, it does not necessarily identify an area of inadequate service in Eden Prairie; rather it summarizes the day to day struggles of many of our students, families, and community members, and the types of services being sought out.

Because there were over 230 distinct responses to this question in Phase One, categories were identified in order to synthesize the data and allow for meaningful analysis. Though there were 22 unique, miscellaneous needs discussed, most of the responses were noted by multiple people and fit within one of 24 different categories. The most commonly reported needs or barriers to success were:

1. Transportation
2. Cultural awareness/expectations, community dialog and connection
3. Educational equity resources/supports to reduce achievement gaps
4. Technology access and supports
5. Livable/supportive income, financial resources for families experiencing economic stress
6. Social-emotional, behavioral, and mental health supports in schools

Below is a complete summary of the results.

Figure 10: Phase One Reported Needs

Student, Family, or Client Needs/Barriers to Success Response Categories	Response Count (# of times this category was reported, N=231)	Prevalence (percentage of *interviews* this category was mentioned, N=37)
Transportation	22	43% (n=16)
Cultural awareness/expectations, community dialog & connection	15	38% (n=14)
Educational equity resources/supports to reduce achievement gaps	15	27% (n=10)
Technology access and supports	14	32% (n=12)
Livable/supportive income, financial resources for families experiencing economic stress	13	35% (n=13)
Social-emotional, behavioral, & mental health supports in schools	13	24% (n=9)
Affordable housing	10	27% (n=10)
Basic materials needs – food, clothing, & household goods	10	16% (n=6)
Readiness to access help/address stigma	10	22% (n=8)
English proficiency/language supports	9	19% (n=7)
Culturally appropriate school-family communication	8	22% (n=8)
Employment support	8	22% (n=8)
Access to & affordability of health care	6	16% (n=6)
Access to community-based mental health providers/trauma resources	6	14% (n=5)
Child care	6	16% (n=6)
Parent education (various topics) & supports	6	11% (n=4)
Quality parent/child interaction & balance (family time vs. busyness)	6	11%(n=4)
Legal help	5	11% (n=4)
Recreation opportunities & youth scholarships for extra-curriculars	5	14% (n=5)
Resources for single moms or families going through divorce	5	14% (n=5)
Awareness of resources/easily accessible information	4	5% (n=2)
Special needs/disability-related	4	8% (n=3)
Financial literacy/budgeting help	2	5% (n=2)
Volunteer opportunities	2	5% (n=2)
Miscellaneous	22	35% (n=13)

Phase Two Reported Needs

The needs reported during Phase One informed the development of the Phase Two survey, which included a list of 52 categories of household needs. Community members were asked to "check all" of the items listed that reflected current needs of the respondent or his or her family. There was also an opportunity to name other needs not included in the list. Though more than 10% of respondents did not identify any current needs, most identified at least two. The top current needs identified by at least 15% of all respondents included:

1. Connection to other community members; opportunities to get to know others
2. Information about youth and family activities or events
3. Volunteer opportunities
4. Parenting information or strategies (grades K-5)
5. Transportation within Eden Prairie
6. Parenting information or strategies (birth to 5)
7. Access to preschool (help paying for, transportation)
8. Understanding of what services are available to those in Eden Prairie
9. Quality parent/child interaction & balance (family time vs. busyness)
10. Low-income housing
11. Tutoring or homework help
12. Scholarships for youth activities/extra-curricular activities

The categories most frequently checked provide insight into the more universal needs of community members that cross demographic lines and socioeconomic status. For example, those with and without children, immigrants, people with and without low-incomes, and others checked the box regarding connection to others. Not only did those appearing to be high-resource families identify a need for volunteer opportunities, but so did people receiving services from PROP, the PROP Shop, or government programs such as food support or "welfare." All members of a community can benefit from connection to others and information, and these data reflect that.

It's important to note again the needs identified by respondents may not reflect gaps in services, but a glimpse into areas families in Eden Prairie are seeking external support. Some of the top areas of need, however, also reflect reported gaps in services. A complete summary of responses is included in Figure 11.

Figure 11: Phase Two Reported Needs

Current Individual or Family/Household Needs	Response Count (# of times this need was reported, N=2,164)	Prevalence (percentage of respondents identifying this need, N=349)
Connection to other community members; opportunities to get to know others	134	38%
Information about youth & family activities or events	110	32%
Volunteer opportunities	90	26%
Parenting information or strategies (grades K-5)	79	23%
Transportation within Eden Prairie	77	22%
Parenting information or strategies (birth to 5)	76	22%

Access to preschool (help paying for, transportation)	74	21%
Understanding of what services are available to those in Eden Prairie	73	21%
Quality parent/child interaction & balance (family time vs. busyness)	71	20%
Low-income housing	59	17%
Tutoring or homework help	54	15%
Scholarships for youth activities/extra-curricular activities	52	15%
Career counseling	50	14%
Access to information about programs or services I/my family may be eligible for	50	14%
Livable/supportive wage (good paying job)	49	14%
Help finding available rental housing	49	14%
Opportunities to share my culture with others	48	14%
Help finding open child care or preschool spots	47	13%
Help learning English (ESL)	45	13%
Food	39	11%
Help understanding American cultural norms & expectations	39	11%
Social-emotional, behavioral, & mental health supports in schools	38	11%
Special needs/disability-related supports	37	11%
Help paying for child care	37	11%
Furniture or household goods	33	9%
Clothing	32	9%
Help learning how to use a computer	31	9%
Immigration-related services	31	9%
Budgeting/money management help	30	9%
Access to mental health, counseling, or trauma services	30	9%
Culturally appropriate communication	30	9%
Access to computers or the internet	29	8%
Caregiver support	28	8%
Parenting information or strategies (grades 6-12)	28	8%
Home repair or maintenance help	28	8%
Help completing job applications	27	8%
Help filling out paperwork or navigating government programs	27	8%
Help understanding/navigating my health insurance	26	7%
Support for those affected by domestic violence (including safety & security needs)	25	7%
Help paying electric or heat bills	24	7%
Encouragement or support to access help	23	7%
Help paying for car repair	22	6%
Help obtaining health insurance	21	6%
Supports for seniors or the homebound	19	5%
Legal help	19	5%
Short-term financial help	19	5%
Interpreters or translation services	19	5%
Support for single parents or families going through divorce	18	5%

Marriage support	15	4%
Temporary shelter/homelessness supports	15	4%
Alcohol or drug abuse treatment or recovery supports	13	4%
Confidential health services	13	4%
Other - College savings programs	3	1%
Other - Home affair tutorials	1	0%
Other - Social Worker	1	0%
Other - Smartphone	1	0%
Other - A dependable car with low miles on it	1	0%
Other - Help with parenting & stress management	1	0%
Other - Cell phone signal is weak in our area.	1	0%
Other - Connection to babysitters	1	0%
Other - Past need for postpartum depression support	1	0%
Other - Volunteer opportunities to do with kids (bring them with me)	1	0%
Skipped question, no needs identified	40	11%

Phase One Reported Gaps in Services

All Phase One assessment participants were asked their opinions on gaps in services or unmet needs among the people they serve in Eden Prairie. These are the areas for which interviewees felt resources are truly lacking. Again, because over 150 unique responses were reported, answers were coded and assigned to categories for analysis. Five local gaps in services rose to the top:

1. Transportation
2. Awareness of resources/easily accessible information
3. Educational equity/achievement gaps
4. Affordable housing
5. English language supports & culturally appropriate communication

A full breakdown of responses is included in the figure below.

Figure 12: Phase One Reported Gaps

Gaps in Services Response Categories	Response Count (# of times this category was reported, N=155)	Prevalence (percentage of *interviews* this category was mentioned, N=37)
Transportation	21	54% (n=20)
Awareness of resources/easily accessible information	18	41% (n=15)
Educational equity/achievement gaps	17	32% (n=12)
Affordable housing	13	32% (n=12)
English language supports & culturally appropriate communication	12	24% (n=9)
Access to, advocacy for, & navigation of government programs	9	19% (n=7)
Social-emotional, behavioral, & mental health supports in schools	8	19% (n=7)
Basic materials needs – food, clothing, & household goods	6	11% (n=4)
Special needs/disability-related resources	6	14% (n=5)
Child care	5	14% (n=5)
Cultural awareness/community dialog & connection	5	14% (n=5)

Employment support	5	14% (n=5)
Readiness to access help/address stigma	5	14% (n=5)
Access to mental health providers	4	11% (n=4)
Recreation/extra-curricular activities for kids	4	8% (n=3)
Coordinated outreach & services	3	5% (n=2)
Parenting supports & family strengthening opportunities	3	8% (n=3)
Technology access & supports	3	8% (n=3)
Direct services for people with low incomes	2	5% (n=2)
Short-term financial support	2	5% (n=2)
Supports for seniors	2	5% (n=2)
Miscellaneous	8	19% (n=7)

Phase Two Reported Gaps in Services

An open-ended question was asked to identify community-wide gaps in services in Eden Prairie again during Phase Two. Respondents were specifically asked what they haven't been able to get help with or what services are missing, limited or hard to find in Eden Prairie. More than half (52%) of the 349 people who completed the survey skipped this question altogether and did not provide a response. An additional 6% shared the perspective that gaps do not exist in Eden Prairie by stating, "nothing," "N/A," "none," or by including some other positive comment. One community member expressed this perspective by responding, "I don't really know of any personally." Another stated, "Eden Prairie has many services offered—that is why we decided to move here to have our family. We love our community!"

The remaining respondents reported a variety of areas they believe services are lacking in Eden Prairie. Consistent with Phase One gap analysis and the process used to analyze individual household needs, responses to this question were coded and assigned to categories. The top five categories of reported gaps in Phase Two were:

1. Transportation
2. Educational equity
3. Housing
4. Child care
5. Easily accessible information/awareness of existing resources

Figure 13 below includes a complete breakdown of the Phase Two response categories related to gaps in services in Eden Prairie.

Figure 13: Phase Two Reported Gaps in Services

Gaps in Services Response Categories	Response Count (# of times this category was reported, N=206)	Prevalence (percentage of respondents citing this gap, N=349)
Transportation	43	12%
Educational equity	33	9%
Housing	32	9%
Child care	14	4%
Easily accessible information/awareness of resources	12	3%
Swimming lessons	8	2%
Access to/more children's activities	7	2%
Jobs/livable wage	6	2%

Mental health supports	5	2%
English language supports/culturally appropriate communication	5	1%
Community-based supports for those with special needs/disabilities	5	1%
Parent education for school aged children	4	1%
Cultural activities	4	1%
Adult education/higher education	3	1%
Support for stay at home parents	3	1%
Miscellaneous pre-kindergarten related suggestions (not including transportation gaps)	14	-
Other miscellaneous gaps	28	-
No perceived gaps ("nothing," "none," "n/a," other positive comment)	21	6%
Skipped question, no gaps identified	181	52%

Diverging Themes or Other Important Feedback

The majority of Phase One and Phase Two responses were aligned with consistent themes or patterns of needs and gaps in services. There were, however, some notable differences both within and between the two phases of the assessment.

During Phase One, a couple of contrasting opinions were presented by interviewees. For example, a handful of interviewees felt both community service providers and Eden Prairie Schools had unrealistically high expectations of those in need, particularly of parents with students in the district. Examples of unrealistic expectations were mostly related to communications and technology, but around transportation and parent engagement as well. In contrast, another interviewee shared that increasing staff sympathy for families facing barriers has inadvertently led to lowered expectations for students and parents, which was perceived to hinder their success. This individual shared a need to maintain high expectations for all of our students and families.

Though opinions expressed weren't necessarily conflicting, Phase One interviewees shared different needs and gaps around communication, language, and technology barriers. Some felt the most pressing needs were for English proficiency and opportunities for non-native speakers to learn English, while others expressed a need for organizations to translate materials, provide interpreters, and utilize more culturally appropriate methods of communication. Again, these ideas aren't mutually exclusive, but diverging undertones were present in discussions about these barriers.

In Phase Two of the assessment, community members were asked what they like most about living, working, or attending school in Eden Prairie. Some of the gaps in services noted were also identified as community strengths. For example, one community member commented that Eden Prairie lacks a sense of a "small town feel," while another respondent stated that Eden Prairie "feels like a small town to me." While transportation was the top reported gap, several community members provided positive comments about SouthWest Transit services (i.e., SouthWest Prime and express bus service) and public transportation in general in response to this question. Some community members felt there were some gaps in activities for youth, while many others noted this a strength. Another example of contradictory feedback was related to the variety of preschool options. Several respondents identified perceived gaps in what's available in Eden Prairie, while the number of preschool options was also listed as a strength.

Another interesting finding from Phase Two was that some of the top current household needs were not widely reported as gaps in services. Nearly 40% of survey participants (134, to be exact) identified "connection to other community members; opportunities to get to know others" as a current need. Only two individuals, less than 1%, named this as a gap.

Similarly, a need for volunteer opportunities was identified by more than a quarter of community members, but only a single respondent named it as a gap in Eden Prairie.

In comparing feedback received in Phase One with Phase Two, there were some differences worth noting. Key informants responded to the *greatest* needs of their clients or students. In order to capture a true snapshot of local family needs, Phase Two participants were asked to identify *all* of their or their household's current needs. It's also important to keep in mind many of the Phase One interviewees work exclusively with families or students experiencing hardships. Their responses may reflect the most significant needs of our most at-risk families, while community members were perhaps representing a broader segment of the population.

All Phase One participants were able to name at least one gap in local services, while the majority of Phase Two participants skipped that question altogether. Additionally, more people were able to name community strengths. This alone may indicate most people in Eden Prairie have been able to navigate resources and find the help they've needed.

There were also some areas where service providers and school staff identified both needs and gaps that were not widely reported by community members themselves. For example, language supports and culturally appropriate communication was identified as a need and community-wide gap at higher frequency in key informant interviews than by community members. One explanation for the differences may be some community members' lack of familiarity with English. Though an interpreter was available to most survey participants, the survey itself was not translated, which may have prevented participants from expressing this need or gap. Mental health and technology access and supports are additional categories of needs and gaps more commonly reported by service providers and school staff than by community members.

On the other hand, community members were more likely to report needs such as volunteer opportunities, parenting information, and information about what services are available or family activities and events.

A Deeper Look at the Top Gaps

Because the needs of Eden Prairie families don't necessarily reflect local gaps in services, it's important to further analyze the responses regarding gaps to ensure we understand what's truly lacking in our community.

Four of the top five gaps reported by community members in Phase Two matched the top gaps reported by key informants in Phase One of the assessment: transportation, educational equity, affordable housing, and awareness of existing resources/easily accessible information.

English language supports and culturally appropriate communication was a top five gap in Phase One, but not in Phase Two. Similarly, child care was among the top five in Phase Two, but not in Phase One.

Transportation

Transportation was the most commonly reported response when asked about gaps in services and unmet needs in both Phase One and Phase Two. Transportation the only gap in services reported by the majority of Phase One interviewees, with it being mentioned in 54% of interviews. It accounted for more than a quarter (25%) of all the gaps named by Phase Two participants. This gap was reinforced by the high number of families expressing it as a current need as well. More than one in five Phase Two participants (22%) identified this as a current need.

Feedback received from assessment participants provided some insight into the types of transportation services the community would like more of. Most Phase One interviewees didn't specify the exact nature of these transportation gaps, and often responded "transportation in general" when probed for more information, but several interviewees discussed a specific example, including: a lack of sufficient community-wide public transportation, many two-parent families only having one driver or one car, challenges in getting both students and parents to school, and a lack of reliable personal transportation.

A total of 43 responses related to transportation gaps in Phase Two, including responses related to both general, public, or unspecified transportation, as well as transportation to school. Even when separating out the 15 responses that only mentioned school-related transportation from the other transportation responses, both categories would have still independently been among the top five gaps in services in Phase Two.

In addition to transportation being named a gap, when asked about existing resources or programs that serve Eden Prairie, few people in Phase One mentioned transportation-related resources. SouthWest Prime, a local door-to-door bus service, was noted by a handful of interviewees, but was always followed by a comment regarding its limitations or challenges people encounter when using this service. Only a handful of Phase Two participants listed community strengths related to transportation, though it is clear some people have had positive experiences with SouthWest Transit services. Many would simply like services expanded.

Furthermore, transportation contributes to other problems that prevent self-sufficiency and access to other opportunities. During Phase One, lack of transportation was often discussed in relation to other needs, and was identified as a root cause of unemployment, access to preschool, barriers to parent engagement, challenges accessing county services, etc.

Though it is possible many community members are unaware of the existing transportation options in Eden Prairie, there appears to be consensus around the idea that additional local transportation services are needed to meet the needs of all community members.

Educational Equity

Equity within the educational system is another top gap in Eden Prairie. In Phase One, the third most commonly reported category of gaps in services related to educational equity, ranging from readiness for kindergarten, to Eden Prairie Schools staff diversity, to equal access to higher education. It's interesting to note this was not only one of the top reported gaps among school staff, but among representatives of the various community-based organizations as well, with 10 responses coming from Eden Prairie Schools staff and seven coming from external partners.

Of the 17 Phase One responses falling into this category, six specifically cited tutoring as a gap (three responses coming from Eden Prairie Schools staff, three coming from community partners). Access to preschool was also mentioned repeatedly, noting cost and transportation as related barriers to getting eligible students into quality preschool programming. It was noted there was a greater need for free and reduced-cost preschool at Little Eagles than there was available funding to support it during the 2016/2017 school year. A handful of interviewees were particularly concerned about the lack of sufficient support for students attending Eden Prairie Schools through the Choice is Yours Program, with four Eden Prairie Schools staff members and one community partner specifically noting this group of students.

In Phase Two, access to preschool was a commonly reported gap, with respondents specifically naming transportation to school and fees as barriers. Again, tutoring was also mentioned repeatedly. These gaps were almost exclusively identified

among immigrant households and households where other languages are spoken. For example, seven out of the eight community members listing tutoring as a gap identified themselves as immigrants or households in which a first language other than English is spoken. Current family needs also indicate disparities in these areas. A higher percentage of these households, when compared with non-immigrant and English-speaking households, also identified tutoring or homework help and access to preschool as current needs. More than two-thirds, 50 of 74, of the community members who identified access to preschool as a current need self-identified as either immigrant households or households in which a first language other than English is spoken. This is a significant difference, especially considering the make-up of Phase Two respondents (see Figure 2).

Affordable Housing

A lack of affordable housing options, particularly for people with low incomes, was another prevalent gap reported, with nearly a third (32%) of Phase One interviewees noting this unmet need. Housing was the third most commonly reported gap among community members in Phase Two.

Though the majority of Phase One responses regarding housing came from community partners, it was noted as a gap by school staff as well. Many participants discussed the impact of increasing rents and tightening of the rental market on their clients and students.

During Phase Two, nearly one in ten survey respondents recognized housing as a community-wide gap, with 17% listing low-income housing as a current need. Additionally, 14% of community members identified a need for help finding available rental housing.

This gap is also supported by a wealth of other data on housing in Eden Prairie and the greater Twin Cities area, particularly the western suburbs. According to the Metropolitan Council, there haven't been any new affordable housing units built in Eden Prairie since 2004, and the City is working hard to maintain the number of existing units, while market forces are creating an incentive for property owners to raise rents and reduce the number of affordable housing units. According to reports available on the City's Office of Housing and Community Services website, there were a total of 24,848 housing units in 2015, and only 953 subsidized rental units, which includes Eden Prairie's three Section 8 Project Based (public housing) complexes. With such a small percentage of units being subsidized (3.8%), the majority of Eden Prairie families who would have qualified in 2015 for such housing (based on the U.S. Department of Housing and Urban Development income limits) went without the support they needed.

The City of Eden Prairie offers homeownership programs to help low-income residents, however, those who may benefit from these programs may not be aware of them, which emphasizes the need to address the awareness gap discussed next.

Though some "cost-burdened" households in Eden Prairie would not be considered low-income, nearly a quarter (24%) of households were spending more than 30% of their income on monthly rent or mortgage payments in 2015. Interviewees discussed how these families often have other needs that go unaddressed due to the fear of being evicted or losing their housing.

The Family Resources Program also regularly receives requests for information about affordable housing, how to find housing in Eden Prairie, and options for those who are homeless or precariously housed.

Awareness of Existing Resources/Easily Accessible Information

Knowledge or awareness of existing resources and easily accessible information was among the top five gaps in both Phase One and Phase Two. It was the second most frequently reported gap in Phase One and rounded out the top five in Phase Two. This lack of awareness clearly exists at multiple levels. One community-based partner noted, "Organizations aren't aware of what each other is doing, and therefore, we aren't collaborating as much as we could be." In addition to service providers, school staff, and agencies serving Eden Prairie not being informed about each other's work, a lack of familiarity with local programs and services was recognized by community members in Phase Two as well.

This information gap, reported by 41% of Phase One interviewees, presented in several ways. Most respondents began by sharing that people simply aren't aware of many of the resources in the community. One participant stated, "Sometimes I am surprised at the things people don't know about Eden Prairie and the things that are available." One interviewee even expressed that there are no true gaps in services in Eden Prairie as "we are a resource-rich community." This sentiment was also acknowledged by Phase Two survey respondents, with 21 survey respondents, or 6% of all Phase Two participants, sharing the perspective that gaps don't exist in Eden Prairie. One community member expressed that our community is full of services, but that they're hard to find. Other Phase Two participants responded to the question about gaps with comments such as "knowing what's out there" or "info on what's available."

During Phase One, some interviewees noted specific populations they believe are unaware of the community's resources, such as families with special needs or those on Medical Assistance. Others referenced specific programs or services people are unaware of, including the district's School Readiness funding, scholarships for youth activities and the City's Passport to Fun Program, and what services are covered by insurance.

Community members participating in Phase Two not only reported this as a gap, but several related needs were also commonly reported. The second most prevalent current need among community members was information about youth and family activities, with 110, nearly a third, of survey respondents checking this box. Additionally, 21% of community members reported a need for understanding of what services are available to those in Eden Prairie, and 14% need access to information about programs or services they or their families may be eligible for.

Several respondents in both phases felt a single place to learn about all of the existing resources, programs, or organizations serving Eden Prairie was lacking. One individual reported in Phase One, "Honestly, there are a lot of great resources in our community that families just don't know about. I think the biggest impact could be made by creating a place to access information about these resources." A couple of Phase Two survey respondents specifically commented on the helpfulness of a website to go to for local information.

By comparing the Phase One and Two reported needs and the other reported gaps in services with the responses service providers offered around existing resources and the types of services organizations provide, it is clear that an information gap is widespread, even among those who are working closely with families in need.

Additionally, the Family Resources Program is, more often than not, able to connect those looking for help with a specific program or organization that can meet their needs.

English Language Supports & Culturally Appropriate Communication

A gap in English language supports and culturally appropriate communication also rose to the top in Phase One, with it being mentioned in nearly a quarter (24%) of all interviews. Examples provided by participants included a lack of accessible English as a Second Language (ESL) classes or English conversation opportunities in Eden Prairie (particularly

classes providing transportation and child care), a need for more or greater access to interpreters or cultural liaisons, and a need for more effective school-to-parent communication. The discussions around school-to-parent communication encompassed language barriers and how more effective methods should be employed to deliver essential information to non-native speakers, as well as millennial parents.

Another component to culturally appropriate communication discussed in Phase One was the need for culturally-specific resources for the different populations in Eden Prairie. While there are some terrific resources available to those who speak Somali or Spanish, the demand is great, and there are many non-English speakers whose first language is not Somali or Spanish. There are over 70 different languages spoken in the homes of Eden Prairie students, which presents a significant challenge in tailoring communication from the schools and various community providers serving these families. This gap in particular is not unique to Eden Prairie Schools or our community. Most organizations serving a diverse population struggle to reach everyone they serve in the most effective manner. That doesn't mean, however, that as a community, we can't seek to address this gap.

It is interesting to note only 1% of Phase Two respondents listed this as a gap in services in Eden Prairie, though many more identified a related current need, with 13% wanting help learning English, 9% checking culturally appropriate communication, and 5% needing interpreters or translation services. It is understandable, however, that those who need support related to language may not have been able to articulate this gap by responding to an open-ended question in English. More assessment work is needed to better understand this gap.

Child Care

Though child care was not among the top five gaps in services in Phase One, it was among the top ten, with it being mentioned in 15% of all key informant interviews. In Phase Two, it was the fourth most commonly reported gap. Again, child care was reported with higher frequency as a current family need than a gap in local services, with 47 people, or 13% of Phase Two participants, needing help finding open child care or preschool spots, and 37 people, 11% of all survey respondents, needing help paying for child care.

Considering most families in Eden Prairie don't have children who are five years of age and younger, the fact that it was as commonly reported in both phases is notable. This gap may have risen to the top in Phase Two due to the high concentration of families with young children participating in the survey. Regardless, this gap affects families in a very substantial way, even if it impacts a relatively small percentage of the overall Eden Prairie population.

Correlations Regarding Family Needs

Though more correlational analysis would be needed to examine the extent to which these problems are connected to one another, it is clear many family needs are interrelated. For example, transportation alone touches almost every other area of need. If transportation is unavailable, it's easy to see how one may feel disconnected from the broader community, have difficulty maintaining employment, or experience barriers to accessing programs and services.

The challenges families face can have a compounding effect on their well-being and ability to be self-sufficient. As such, addressing one need may alleviate the impact of others, or improve a family's capacity to manage other needs.

Data Summary: Existing Programs, Services, & Resources Provided by Organizations Serving Eden Prairie Students & Families

Phase One participants were asked shared information about existing resources that may mitigate the impact of the needs and barriers experienced by the people they serve. Additionally, community partners were asked about the various services they provide to people in Eden Prairie. The grid below summarizes many of the organizations serving Eden Prairie and the types of programs or resources they provide, but is not an all-inclusive list.

Legend:
* = located in or specifically serves Eden Prairie (EP)
X = direct service or support
C = expertise around and connection to specific resources (but no direct service)

	CAP-HC	Cornerstone	EP Housing & Community Services*	EP Library*	EP Parks & Rec.*	EP Police*	EP Rotary Clubs*	EP Schools*	Grace Church*	Hennepin Co. Child & Teen Checkups	Hennepin Co. Maternal Child Health*	Hennepin Co. Social Services	Hennepin Co. Youth Mobile Crisis Response	Hennepin South Workforce Center	Immanuel Lutheran Church*	Metro South Adult Basic Education - EP*	MoveFwd	Oasis for Youth	Pax Christi Catholic Community*	Project Friendship*	PROP Shop*	PROP*	Southdale YMCA	St. David's Center	SW Prime*	Transit Link	Washburn Center	Wooddale Church*	Youth Services Network
Accessing/Navigating Government Programs	X	X	X					X	X	X	X	X	X			C	X	X		X		X							
Car Repair	X																X		C			X							
Child Care or Preschool, After School Programs		X		X				X	X		C	X			X			C					X	X				X	
Clothing		C							X			C					X	X			X	C							
Community Development, Dialog, Outreach	X		X	X	X	X	X	X	X	X		X			X	C		X				X	X					X	
Community-based Mental Health		X				X			C	C	C	X	X				X	X	C				X				X		C
Crisis Intervention & Hotlines		X				X			X		C	X	X		X		X	C									X		C
Dental Care Access										C	C	X																	
Developmental Assessments		C						X		C	X	X	X														X	X	
Domestic Violence		X				X						C								C								C	
Emergency Financial Assistance	X	X							X		C	X			X		X	X	X	X		X						X	
Energy Assistance	X								X			X					X					X						X	
ESL			C	C				X				C		C		X													
Financial Literacy or Counseling	X	X							X			C					X	X		X		X						X	
Food	C							X	X		C	X			X		X	X				X							C
Free or Low-cost Recreation/ Social Activities/Events		X		X	X	X	X	X				C			X		X	X	X	X			X	X				X	
Furniture or Household Goods		C										C					X				X	C							
Grantmaking	X		X				X											X											
Health Care/Insurance	C	C								X	X	X	C											C				C	C
Home Repair Support	X		X																C			X							

* = located in or specifically serves Eden Prairie (EP) X = direct service or support C = expertise around and connection to specific resources (but no direct service)	CAP-HC	Cornerstone	EP Housing & Community Services*	EP Library*	EP Parks & Rec.*	EP Police*	EP Rotary Clubs*	EP Schools*	Grace Church*	Hennepin Co. Child & Teen Checkups	Hennepin Co. Maternal Child Health*	Hennepin Co. Social Services	Hennepin Co. Youth Mobile Crisis Response	Hennepin South Workforce Center	Immanuel Lutheran Church*	Metro South Adult Basic Education - EP*	MoveFwd	Oasis for Youth	Pax Christi Catholic Community*	Project Friendship*	PROP Shop*	PROP*	Southdale YMCA	St. David's Center	SW Prime*	Transit Link	Washburn Center	Wooddale Church*	Youth Services Network
Homeless Teens	X	C		C				C				X			X		X	X				C							X
Housing Support	X	X	X									X			X		X	X		C		C							X
Immigration-related	C		C					X								C												X	
Interpretation	X		X		X		X	X	C	C		X	C			C						C							
Job/Career Coaching & Support	C	X	C	C			X	X	X			C		X		X	X	X		X		X						X	
Legal Resources	X	X	C	C								C					C	X		C									
Loans or Savings Programs	X		X														C			C									
Mentoring, Matching or Host Family Programs							X	X	X								C	C	X			X							
Paperwork/Applications Help	X	X	X							C	X	X		X		X	X	X				X							
Personal Hygiene (free haircuts, showers, or items)		X							X			X			C		X	X			X	X							C
Parenting		X				X	X	X		X	C	X					X	C	X	X				X				X	C
Prescription Drug Assistance										C	X											X							
Scholarships for Youth Activities		X			X			X														X	X	X			X		
School-based Supports		X				X	X	X	X							X	X					X	X				X		
Senior-related	X	X		X	X	X	X		X			X			X				X			X	X					X	
Sexual Health		C							X	C	C	X					C	C											C
Special Needs/Disabilities-related		X			X			X	X	C	X	X	X	X					C				X	X			X	X	
Spiritual Support									X						X					X	C							X	
Substance Abuse or Recovery						C			X	C	C	X					X	C	C								X	X	C
Support Groups		X					X	X				C				X	X	C	X						X		X	X	C
Tax Assistance	X																												
Technology-related (internet, cell phone, computers, skills)		X	X	X				X						X		X	X	X		C									
Transportation (provides transportation)								X		C	C	C							C	C					X	X			
Tutoring		X		X			X	X				C				X		X		C									
Veterans Services	X											X																	
Volunteer Opportunities	X	X		X	X	X	X	X	X						X		X	X	X	X								X	
Workshops/Educational Classes	X	X	C	X	X	X	X	X	X	X	X	X		X		X	X	X	X	X		X		X			X	X	

Data Summary: Community Strengths

Phase Two participants were asked to identify the strengths of Eden Prairie, or more specifically, what they like most about living, working, or attending school here. Two-thirds of respondents, 231 community members, provided an answer to this question. As only 168 responded to the question about gaps, it appears community members had an easier time identifying strengths.

A wide range of responses were shared, but the most commonly reported strengths included the quality of the schools, the excellent parks and trails in Eden Prairie, and the early childhood programming provided by the district. Other repeated themes included the warmth of the people, quality of services and amenities, and the diversity of our community.

Not only should we seek to address gaps in services, but energy should be invested into building upon the strengths of our community and maintaining the high level of service already being provided.

Next Steps: Opportunities for Shared Action

Some of the top gaps in services are easier to address than others. The Eden Prairie Schools Community Education Department will work closely with the newly formed Community Engagement Impact Council (CEIC) to discuss opportunities to work together to address these gaps. The CEIC is made up of representatives of various organizations, nonprofits, and community-based providers serving Eden Prairie. This group of willing partners has been convening bi-monthly and is committed to collaborating on cross-sector solutions that better the lives of students, families, and community members. Such wide-ranging participation will be required to address our community's biggest problems.

There may, however, be gaps in services requiring even broader advocacy efforts or collaboration with neighboring communities or policy makers, such as affordable housing. There are other gaps for which local organizations may have significant influence over and ability to affect change, though community input and cross-sector cooperation are still necessary to create a systemic solution. For example, Eden Prairie Schools may be able to implement new policies or programs to help address educational equity and apply more culturally appropriate communication practices, while SouthWest Transit may have the ability to improve transportation options in Eden Prairie. All of these efforts, however, will be most effective if cross-sector engagement and collaboration are employed.

A lack of awareness of existing resources may be more immediately and adequately addressed by the formation of the CEIC, more intentional information sharing, and the work of Community Education's Family Resources Program. The program's recently created website, *www.edenpr.org/familyresources*, contains a shared calendar of community events and a database of community resources, programs, and organizations serving Eden Prairie. This site will be maintained by the Family Resources Program to help reduce the knowledge gap and create greater awareness about available resources among both community partners and the general population. Additionally, a monthly e-newsletter has been created to share information about upcoming events, highlight local resources, provide a forum for communicating program updates or announcements, as well as a place to publicize requests, such as a need for volunteers.

These tools will help us all better leverage existing programs and services, avoid unnecessary duplication of services, and allow for more coordination and collaboration among community partners.

Though it's tempting to jump to conclusions about possible solutions, each of the top identified gaps in services should be explored in more depth to gain a better understanding of the impact of these unmet needs and what could be done to mitigate their effects on individuals and families in Eden Prairie. The CEIC has committed to a process of learning more about each gap, exploring and engaging in existing efforts to address these gaps, and reaching out the broader community to increase awareness and discuss potential solutions.

These efforts are timely, considering the City is currently updating its comprehensive plan, *Aspire 2040*. Excellent work has been done in the past to make Eden Prairie a better place, collaboration is already underway, and we know it will continue into the future, as improvement is a continuous process.

The fact that connection to others was the top reported need in Phase Two of this assessment reflects a powerful community opportunity to bring people together. With the help of its community partners, Eden Prairie has the potential to engage the public in meaningful work that will improve the lives of the people who live, work, and attend school here.

Appendices

Appendix A: Family Resources Program Requests for Assistance

The following table provides an overview of the various requests made of the Family Resources Program between November 2016 and January 2017.

Requester	Type of Information or Resource Requested	Description of Resources Provided
School Social Worker	Legal resources	Provided information about CAPSH's legal clinics
District Cultural Liaisons	Affordable housing information	Provided information on HousingLink and public housing options, the City of Eden Prairie's Housing and Community Services Department programs, and CommonBond; also provided information about a Section 8 wait list opening
District Technology Staff	Low-cost internet options	Provided information on PC's for People, CenturyLink's Internet Basics Program, Comcast's Internet Essentials Program, EveryoneOn/Connect2Compete, and the Federal Free Cell Phone Program (Assurance Wireless)
Apartment Manager	Car repair information	Provided information about PROP's Vehicle Repair Program, CAPSH's Vehicle Repair Program, and other emergency/short-term financial resources
District Principal	Prescription drug assistance	Connected with PROP and delivered a prescription drug discount card; provided information on determining next steps and navigating MN's Health Care Programs as well as information about various prescription discount programs
School Social Worker	Affordable housing information	Provided information on HousingLink and public housing options, the City of Eden Prairie's Housing and Community Services Department and low-income complexes in Eden Prairie, and a list of websites to assist families looking for rental housing; also provided information on homeownership programs
School Social Worker	Clarification on homelessness services	Provided information about the McKinney Vento Homeless Assistance Act & Safe at Home Program
Preschool Teachers	Winter apparel for students in need	Connected with PROP Shop to obtain and deliver approximately 27 winter apparel items (boots, mittens, snow pants, etc.) for preschool students in need
School Social Workers	Winter apparel for students in need	Connected with PROP Shop to obtain and deliver approximately 40 winter apparel items (hats, mittens, snow pants, etc.) for k-12 and TASSEL students in need
District Cultural Liaisons	Health care	Provided information on how to access a MN Health Care Program, Portico Health, and low-cost health care providers
Parent	Financial assistance for preschool	Provided information about School Readiness funds, Hennepin County Child Care Assistance, Early Learning Scholarships; assisted in early childhood screening and Little Eagles registration process and accessing School Readiness funds
District Instructional Coach	Research on protective factors	Requested a lit review from the MN Prevention Resource Center and shared compiled lists of abstracts and full-text research articles
Office Support Staff	Local transportation options	Provided information on Transit Link, SW Prime, CAPSH's Vehicle Repair Program, and the Lift Garage with Community Education staff who answer phones

District Cultural Liaison	Internet options	Provided information on PC's for People, CenturyLink's Internet Basics Program, Comcast's Internet Essentials Program, EveryoneOn/Connect2Compete, and the Federal Free Cell Phone Program (Assurance Wireless)
Parent Educators	Child care resources	Provided information about the Prairie Home Child Care Professionals group (licensed, home child care providers), a list of child care centers in Eden Prairie, information about Child Care Assistance, Parent Aware, and other child care websites
School Social Worker	Emergency shelter for students 18+	Provided information about Oasis for Youth, MoveFwd, and Avenues for Homeless Youth
ECSE Staff Member	Child care resources	Provided information about the Prairie Home Child Care Professionals group (licensed, home child care providers), a list of child care centers in Eden Prairie, information about Child Care Assistance, Parent Aware, and other child care websites
Parent Educators	Local transportation options	Provided information on Transit Link, SW Prime, CAPSH's Vehicle Repair Program, the Lift Garage
ESL Student/ Community Member	Asylum application assistance	Provided information about CAPSH's free legal clinics and the Advocates for Human Rights
Parent	Car repair information, general financial supports	Information on the Family Assets for Independence (FAIM) matched savings program, CAPSH's Vehicle Repair Program, Hennepin County Emergency Assistance
Community Member	Car repair information	Provided information about CAPSH's Vehicle Repair Program, Hennepin County Emergency Assistance, and other emergency/short-term financial resources
Cultural Liaisons	Local transportation options	Provided detailed information about Transit Link and SW Prime
ECSE Home Visiting Staff	Landlord responsibilities related to bug infestation	Consulted with the City's Office of Housing and Community Services and HOME Line and provided information about renters rights and potential next steps
School Social Worker	Information about MN's Health Care Programs	Provided the *MN Health Care Programs Health Plan Contact Guide*, the *MN Health Care Programs Covered Services* list, an overview presentation on Managed Care, a link to From Coverage to Care, a link to the Straight MA/Fee for Service Provider database, information about Medicaid-covered Autism Services, and videos on the basics of health insurance, youth mobile crisis response teams, and ECHO's *Guide to Navigating the Health Care System*
School Nurse	Information about accessing health insurance	Provided information on local MNSure Assistors and Navigators and other agencies providing direct service on accessing MN Health Care Programs, Portico Health, and low-cost health care providers
School Social Worker	Information about scholarships for youth activities	Provided information about some (less obvious) potential resources like Project Friendship, Cornerstone, Salvation Army, and Sharing and Caring Hands

Appendix B: Community Survey on Eden Prairie Family Needs, Gaps in Services, & Community Strengths

Community Survey on Eden Prairie Family Needs, Gaps in Services, & Community Strengths

To learn how to better serve all students and community members, we are looking for input directly from families. This survey is completely voluntary. Your answers will be grouped with others and will not be individually tracked (do not include your name).

1. **Your Needs:** What needs do you or your family currently have? Check all areas you could use help with.

Basic Material Needs
- ☐ Clothing
- ☐ Food
- ☐ Furniture or household goods

Community Connection
- ☐ Connection to other community members; opportunities to get to know others
- ☐ Opportunities to share my culture with others
- ☐ Volunteer opportunities

Educational
- ☐ Access to preschool (help paying for, transportation)
- ☐ Help learning how to use a computer
- ☐ Tutoring or homework help

Employment
- ☐ Access to computers or the internet
- ☐ Career counseling
- ☐ Help completing job applications
- ☐ Livable/supportive wage (good paying job)

Family, Parenting, & Youth
- ☐ Caregiver support
- ☐ Help finding open child care or preschool spots
- ☐ Information about youth and family activities or events
- ☐ Marriage support
- ☐ Parenting information or strategies (birth to 5)
- ☐ Parenting information or strategies (grades K-5)

- ☐ Parenting information or strategies (grades 6-12)
- ☐ Quality parent/child interaction & balance (family time vs. busyness)
- ☐ Special needs/disability-related supports
- ☐ Support for single parents or families going through divorce
- ☐ Supports for seniors or the homebound

Financial & Legal
- ☐ Budgeting/money management help
- ☐ Help paying electric or heat bills
- ☐ Help paying for child care
- ☐ Help paying for car repair
- ☐ Legal help
- ☐ Scholarships for youth activities/extra-curricular activities
- ☐ Short-term financial help

Health & Wellness
- ☐ Access to mental health, counseling, or trauma services
- ☐ Alcohol or drug abuse treatment or recovery supports
- ☐ Confidential health services
- ☐ Help obtaining health insurance
- ☐ Social-emotional, behavioral, & mental health supports in schools

Housing-related
- ☐ Help finding available rental housing

- ☐ Low-income housing
- ☐ Home repair or maintenance help
- ☐ Temporary shelter/ homelessness supports

Immigration & Language Supports
- ☐ Culturally appropriate communication
- ☐ Help learning English (ESL)
- ☐ Help understanding American cultural norms and expectations
- ☐ Immigration-related services
- ☐ Interpreters or translation services

Systems Navigation
- ☐ Access to information about programs or services I/my family may be eligible for
- ☐ Encouragement or support to access help
- ☐ Help filling out paperwork or navigating government programs
- ☐ Help understanding/ navigating my health insurance
- ☐ Understanding of what services are available to those in Eden Prairie

Miscellaneous
- ☐ Support for those affected by domestic violence (including safety & security needs)
- ☐ Transportation within Eden Prairie
- ☐ Other:_____

Almost done! Please turn over to complete 👉

2. Gaps in Services: What services are missing, limited, or hard to find in Eden Prairie? What haven't you been able to get help with?

_____
_____
_____
_____
_____
_____

3. Community Strengths: What are the strengths of Eden Prairie, or what do you like most about living, working, or attending school here?

_____
_____
_____
_____
_____
_____

4. About You & Your Household

Please tell us a little about yourself and your household to better understand how we can improve access to services. Check all that apply.

- ☐ I am a current Eden Prairie Schools student
- ☐ I am a parent or guardian of a child under the age of 18
- ☐ I have at least one child who currently attends Eden Prairie Schools
- ☐ My family is low-income or qualifies for services based on income
- ☐ I or a member of my household currently receives services from PROP, the PROP Shop, CAPSH, or programs such as SNAP, MFIP, WIC, or MA.
- ☐ I or a member of my household immigrated here within the past 10 years
- ☐ I am a single parent or am being raised by a single parent
- ☐ I or a member of my household speaks a first language other than English
- ☐ I or a member of my household has a disability/significant special needs
- ☐ I live outside Eden Prairie, but I or a member of my household attends school or works in the community

5. Are you able to use the internet to access information?

- ☐ Yes
- ☐ No
- ☐ Occasionally
- ☐ I do not know how to use the internet

Thank you for completing this survey! For information about what resources are available to those in Eden Prairie, visit www.edenpr.org/familyresources