Informing the Content and Features of a Self-Service Portal and Social Needs Tool

Data Book of Results from a Survey of Minnesotans

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Wilder Research

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Overview

Background

Minnesota human services agencies are working toward a new model of service delivery, with the goal of providing all Minnesotans with equitable access to person-centered human services. The Minnesota Department of Human Services (DHS) and partners are working together to redesign human services, creating an experience that is easy to navigate, uses the technology that many people are accustomed to in their daily lives, and meets people where they are. This vision, which is called "integrated service delivery," requires a major change from how things work today.

Because of how human services are currently set up, it is hard for people to learn about all of the options available to them and make decisions that best meet their needs. It can be difficult to learn about how programs and services are structured, and what the rules and requirements are, even when someone is already receiving services. It is often unclear how to communicate, and who should be contacted for what. These are just some of the difficulties of the human services system, and they are real barriers that people face to receiving services. These barriers create frustration, trauma, and stigma. The way the system operates discourages people from using it, and that means people end up missing opportunities and not getting assistance.

The vision for integrated service delivery offers people the power to focus on their goals, helping them address their most immediate needs, and providing clearer information for them to consider. Programs and services will be coordinated across their community, county, tribal nation, and state. People will be able to choose supports and services that fit their lives – their wants, needs, and goals. Coordinating services should be the same experience whether the person or family is talking to staff face to face, over the phone or internet, or using an electronic device, such as a computer, a kiosk, or a cell phone. Interactions should be available on a spectrum, from low-touch, or mostly self-service, to high-touch with direct assistance from staff. In this way, individuals and families will be able to select what works best for them.

To achieve this, DHS is developing a self-service portal and social needs tool (sometimes called a screening and referral tool) that will provide information on available services that are relevant to peoples' needs, cultural background, and location. The aim is to provide a "no wrong door" approach, with new self-service options. These options will be accessible (i.e., any individual, regardless of disability or situation, would be able to perform all necessary functions and obtain any needed information) and written in plain language that most people will understand. They will empower people to control their

information and how they communicate with technology they already use and expect in their everyday lives (such as the web and mobile phones). For the social needs tool, the emphasis is on what people identify as their unmet needs based on social determinants of health, rather than specific programs and related language.

As part of the commitment to human centered design, DHS commissioned Wilder Research (Wilder) to gather feedback about the planned social needs tool and aspects of the planned self-service portal from people DHS serves and partners with, along with other stakeholders. Wilder collected and analyzed several sources of data across two phases. The first phase consisted of phone interviews with professionals and community members who were knowledgeable about specific communities, as well as an analysis of existing data from national, state, and local sources. The first phase focused on understanding the needs and assets of Minnesota's communities and their experiences and preferences related to finding services. The findings from the first phase are presented in a separate report.

This data book focuses on the second phase of the assessment, which collected data from over 2,000 Minnesotans, primarily through a web survey. This phase focused on understanding the preferences of Minnesotans related to navigating the potential self-service website, such as the content and features the website may include, and how these preferences differ across various communities.

Methodology

Web survey

Sample and survey distribution

To gather information from a wide variety of communities across Minnesota, Wilder and DHS each developed a list of 15 organizations to ask for their assistance in sharing the survey with the communities they serve. DHS and Wilder prioritized organizations that serve specific communities, including:

- Communities by racial, ethnic, or cultural identity

- Immigrant and refugee communities

- LGBT+ communities

- Older adults

- Disability communities

Wilder and DHS started contacting potential organizations several weeks before the web survey opened. Organizations that agreed to participate were provided with several materials,

including an informational document tailored to organizational partners, invite language partners could use in their outreach efforts, and an informational flyer tailored to potential participants. Both the invite language and flyer were translated into every language the web survey was offered in (i.e., Chinese [simplified], Chinese [traditional], Hmong, Russian, Somali, Spanish, and Vietnamese).

If an organization declined to participate or did not respond after several contact attempts, Wilder and DHS worked together to identify a replacement organization. Wilder then attempted to contact the replacement organization. A full list of organizations that assisted with survey distribution can be found in the Acknowledgments section.

Partners were asked to share the link to the web survey twice: once when the survey first opened, and again about two weeks into data collection. Those that agreed to participate shared the survey through various channels, such as email distribution lists, newsletters, and social media platforms. Each partner was provided a $100 stipend for their assistance, with the exception of government agencies and departments within the Wilder Foundation.

Survey instrument development and respondents

To collect information from Minnesotans about their preferences for the self-service website, DHS drafted a series of questions about potential website content and features, including preferences related to:

- Website navigation

- Language and translations

- Live help or support

- Mobile application ("app") use

- Social media and obtaining information via social media platforms

- Information to be provided by the website about specific organizations, services, and supports

- Provision and storage of personal information

Additionally, the survey asked a series of questions to assess respondents' comprehension of eight social needs tool screening questions. The final versions of these questions will be used to determine people's needs and ultimately direct individuals to services and supports. To assess the extent to which respondents understood these screening questions, respondents were instructed to select the response that most closely matched what type of information they would expect to receive after indicating they may need assistance with a particular topic. In the following example, response "b" is the "correct" response, as this social needs tool screening question asks about food-related assistance.

For each question below, choose the response that shows what you would expect to get if you answered "yes."

"*Have you worried your food might run out within the past month?*"

If you answer "yes," you will get:

a) Resources to find a job, training, or other career help

b) Resources to get food or help paying for food

c) Not sure

Lastly, respondents were asked several demographic questions, including:

- Zip code

- Level of education

- Veteran status

- Birth year

- Race and ethnicity

- Ethnic and cultural group identity

- Whether they or anyone in their family has a disability, chronic medical or mental health condition, or uses assistive technology

- Gender identity

- Sexual orientation

The survey was open from June 23, 2021 until July 26, 2021, and it took about 5-10 minutes to complete. Anyone living in Minnesota who was age 18 or older was eligible to complete the survey. Respondents could select one of eight languages to complete the survey in, including Chinese (simplified), Chinese (traditional), English, Hmong, Russian, Somali, Spanish, and Vietnamese. At the end of the survey, respondents had the option to enter into a drawing for one of 15 $20 gift cards or a $100 gift card "grand prize." Respondents were able to choose between Amazon, Target, Cub Foods, and Walmart gift cards.

Cleaning and analysis

Once the survey closed, Wilder downloaded the data from a web survey software program (Acuity) and imported it into SPSS, a quantitative analysis software program. Wilder's data analysis team cleaned the data with a special focus on identifying potential bot responses. The data cleaning process consisted of preparing data for analysis by modifying or removing data that is incomplete, duplicated, improperly formatted, or outside of the range of possible

answers (e.g., saying one is 200 years old). Additionally, to identify suspected bot responses, Wilder looked for the following characteristics:

- Many attempted connections in a short period of time

- Surveys completed at odd times (e.g., in the middle of the night)

- Out of state addresses

- Repeated phrases in open-ended questions (i.e., questions in which respondents wrote their own answers into a blank field) across different respondents

- Open-ended responses in a different language than the one they selected to complete the survey in

- Responses that included exact text from the question

- Fake addresses

- Responses that were disconnected from the question (e.g., "healthy" in the gift card drawing question)

- Email addresses in the format of a name that didn't match the name provided

Generally, Wilder only removed responses that had multiple characteristics of a bot. Additionally, Wilder removed responses that provided out-of-state zip codes.

After removing out-of-state and suspected bot responses, 2,065 respondents remained. Of these responses, 566 of these were partial completes (i.e., the respondent did not complete all of the questions).

Wilder created a codebook using an open-coding method to analyze the open-ended questions. Open-coding consists of systematically sorting and categorizing qualitative data based on the concepts expressed by respondents. This method can be used to assess the relative frequency each concept was expressed. Wilder used Microsoft Excel to code the responses.

Karen interviews

Because the Karen language uses a script that is not compatible with a standard Unicode text format, Wilder could not use its web survey software program, Acuity, to collect information from individuals who speak Karen and cannot speak English. To address this gap, Wilder contracted with an individual from the Karen community who translated and conducted interviews with eight Karen community members.

Wilder provided the contractor with a modified version of the survey questions to better fit an interview format. The contractor completed eight phone interviews with eight Karen

individuals from June through August 2021. Each participant received a $30 gift card of their choice to Target, Walmart, Cub Foods, or Amazon.

Limitations

It is important to note several limitations of this study and its results, including:

- There were low numbers of respondents from several demographic groups, such as specific cultural and ethnic identities (e.g., Hmong), gender identities (e.g., transgender), and sexual orientations (e.g., asexual). Additionally, the sample was not randomly selected, and thus, the findings are not generalizable to the overall Minnesota population.

- Some open-ended responses indicate a lack of understanding of some questions. Specifically, there was confusion regarding the purpose of the social needs tool screening questions, the definition of the term "assistive technology," and whether respondents should include themselves when asked if there is anyone in their family that has a disability or chronic medical or mental health condition. While Wilder addressed these concerns during the data cleaning and analysis process, concerns still exist regarding the validity of the corresponding findings.

- There may be cultural differences in how individuals respond to some questions, particularly questions that include a Likert scale (e.g., asking respondents to select whether the social needs tool screening questions were very easy to answer, somewhat easy to answer, somewhat hard to answer, or very hard to answer). For example, research suggests self-identified Japanese and Chinese individuals are more likely to select responses closer to the midpoint of a scale compared to self-identified Americans.[1]

- There may be confounding variables (i.e., something that affects items being measured so they seem like they are related, even though they aren't) suggesting a false trend. For example, nearly 80% of respondents 65 or older identified as white. Thus, findings suggesting a strong preference among 65 or older respondents may be due to their age, racial identity, or a combination of the two factors.

- The translation process inherently involves reproducing the meaning of text and may involve subjective interpretation, especially for concepts that do not exist in all languages (e.g., depression). To help ensure the accuracy and quality of the translations, Wilder's vendor first translated the web survey into the languages other than English, and then they reviewed the translations after Wilder programmed them into the web survey software. The translated versions of these questions are presented in the Appendix.

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[1] Lee, J. W., Jones, P. S., Mineyama, Y., & Zhang, X. E. (2002). Cultural differences in responses to a Likert scale. *Research in Nursing & Health, 25*(4), 295–306. https://doi.org/10.1002/nur.10041

How to read the tables in this data book

The data tables present results for each of the questions included in the web survey. The first section includes all web survey questions for the aggregate dataset and all web survey questions by selected demographic categories (e.g., by racial/ethnic group, by gender identity).

The second set of data tables presents overall demographics and demographics broken down by one another (e.g., racial/ethnic group by gender identity).

Generally, the far-right column of each data table presents the total number of respondents who answered the corresponding question on the web survey, along with the number of respondents of each sub-category who answered the corresponding question. Not all respondents answered every question, and some questions were only asked of some respondents (e.g., only respondents who indicated English was not their preferred language for using websites were asked for their preferences for learning about information from the new website).

Additionally, some responses indicated a lack of understanding of the purpose of the social needs tool screening questions. This issue is described in more detail in a later section, but it is important to note that some responses to these questions were removed from the dataset, resulting in a lower number of respondents compared to the other web survey questions.

To protect confidentiality, data were suppressed when there were fewer than ten responses. In these instances, hyphens ("—") are used in corresponding cells of the data table.

Demographic groups and breakdowns

Responses to the survey questions are broken out by several demographic categories, given a large enough number of respondents (N>19) from each sub-category. For example, less than 20 respondents identified as transgender, so responses provided by transgender individuals only are not included in the data tables to protect respondent confidentiality. However, there were enough responses from respondents who identified as male, female, and non-binary to present survey results by each of those sub-categories.

In some instances, response options were combined to create a large enough group (e.g., some county groups were combined, and multiple identities were combined to create the LGBTQ+ grouping as well as the BIPOC grouping).

While the web survey asked respondents to identify which cultural and ethnic group(s) are part of their identity from a list of the largest groups in Minnesota, there weren't enough respondents for enough groups to include these as demographic breakdowns. Table 25 presents the full list of cultural and ethnic groups included as response options in the web survey. Additionally, use of assistive technology is not included as a breakdown category, as some responses suggested a lack of understanding of the term "assistive technology."

Figure 1 identifies the demographic sub-categories presented in the data tables and how the corresponding question was asked in the web survey.

1. Demographic breakdown categories used in data tables

Demographic category	Question asked in survey	Response options in survey	Breakdown categories used in data tables	Notes
Geography	What is your zip code?	Open-ended field	**By region**: 7-county Twin Cities metro area, greater Minnesota **By county group**: Central Minnesota, Northeast Minnesota, Northwest Minnesota, Southern Minnesota, Southwest Minnesota, Olmsted County, Stearns County, Wright County, suburban 7-county metro, Hennepin County, Ramsey County	Some county groups were combined in the breakdown categories due to a low number of respondents.
Race/ethnicity	How do you identify your race/ethnicity? (Select all that apply)	American Indian, Native American or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific Islander White Prefer to self-describe: (open-ended field)	All respondents that identified as Black, Indigenous, or People of Color (BIPOC) American Indian, Native American, or Alaska Native (alone or in combination with another race or ethnicity) Asian (alone or in combination with another race or ethnicity) Black or African American (alone or in combination with another race or ethnicity) Hispanic or Latino (alone or in combination with another race or ethnicity) White alone	Native Hawaiian or other Pacific Islander respondents are not included as a breakdown category in the data tables due to a low number of respondents.
Survey language	Please select the language you would like to complete the survey in.	Chinese (simplified) Chinese (traditional) English Hmong Russian Somali Spanish Vietnamese	English Spanish	Respondents who completed the survey in Chinese (simplified), Chinese (traditional), Hmong, Russian, Somali, and Vietnamese are not included as breakdown categories due to a low number of respondents.

1. Demographic breakdown categories used in data tables (continued)

Demographic category	Question asked in survey	Response options in survey	Breakdown categories used in data tables	Notes
Age	In what year were you born?	Open-ended field	18-24 25-34 35-44 45-54 55-64 65+	
Highest level of education completed	What level of education have you completed?	Less than high school High school graduate or GED Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree) Postgraduate or professional degree	Less than high school High school graduate or GED Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree) Postgraduate or professional degree	
Disabilities and chronic conditions	Do you have a disability or chronic medical or mental health condition? Does someone in your family have a disability or chronic medical or mental health condition?	Yes (optional: please describe: [open-ended field]) No	Yes, disability or chronic medical or mental health condition in family (including self) No disability or chronic medical or mental health condition in family (including self)	Some open-ended responses to the follow-up "please describe" field suggest some respondents included themselves in the, "Does someone in your family have a disability or chronic medical or mental health condition?" question. Responses to these two questions were combined into a single category (whether anyone in the respondent's family, including the respondent, has a disability or chronic medical or mental health condition) to avoid duplicating respondents.

1. Demographic breakdown categories used in data tables (continued)

Demographic category	Question asked in survey	Response options in survey	Breakdown categories used in data tables	Notes
Gender identity	How do you identify your gender? (Select all that apply)	Male Female Transgender Non-binary Prefer to self-describe: (open-ended field)	Male Female Non-binary	Transgender identity is not included as a breakdown category due to a low number of respondents. The non-binary category includes "gender non-conforming" and "no gender preference" specified responses. Gender identity and sexual orientation were combined to create the "LGBTQ+" category. This includes respondents who did not identify as male alone, female alone, or heterosexual/straight alone.
Sexual orientation	How do you identify your sexual orientation? (Select all that apply)	Heterosexual or straight Lesbian Gay Bisexual Queer Pansexual Asexual Prefer to self-describe: (open-ended field)	Heterosexual or straight Gay or lesbian Bisexual Queer Pansexual	The gay and lesbian categories were combined due a low number of respondents. Asexual respondents and respondents who preferred to self-describe are not included as breakdown categories due to a low number of respondents. Gender identity and sexual orientation were combined to create the "LGBTQ+" category. This includes respondents who did not identify as male alone, female alone, or heterosexual/straight alone.

Recommendations

Overall, respondents felt positively about the potential benefit of the new website. Wilder developed the following recommendations for maximizing the impact of the new website based on the results from the statewide web survey and the Karen interviews. The results are presented in detail after this section.

- **Provide clear and easy navigation options that allow both for quickly accessing targeted information and for exploring the website.** While the majority of respondents expressed a preference to receive tailored suggestions for services or programs after responding to questions about their needs, many respondents preferred to explore descriptions of programs and services on their own. Additionally, responses of some demographic groups indicated an approximately equivalent preference between the two choices or indicated a greater preference for exploring on their own (e.g., respondents that identify as pansexual or queer, respondents with a post-graduate or professional degree).

  DHS may want to consider adding a search bar or search engine function. Of the respondents that selected "other" when asked what they would prefer to do if they were unsure about what to look for while visiting a website, respondents most frequently said they would want to use a search bar or search engine.

  When asked what would make the website easy to use as an open-ended question, respondents most commonly described the importance of being able to navigate quickly and requiring a small number of "clicks" between the home screen and the information they are seeking. In addition, respondents suggested incorporating structures and prompts that make navigation easier, such as a clear menu, an overall map of the website, and questions designed to guide people to the services they need.

- **Provide live support**. Most respondents indicated they would use live support. When asked for their preference as to method, 54% selected phone support, and 39% selected online chat support. Preferences between phone support or chat support varied across demographic groups.

  The need for in-person support was also a theme in the open-ended responses. Respondents wanted someone available for a variety of reasons, including helping to address difficulties with the website, explaining information on the website, identifying referrals for people who do not have or want to use technology, assisting with completing applications for services, and providing language interpretation of website content.

- **Continue working with providers and organizations that assist individuals with navigating services to ensure the website aligns with their work.** While survey results suggest the majority of respondents would use the website, some indicated they would prefer to receive assistance from a community organization, especially

those who reported that English is not their preferred language for a website. Of the respondents who indicated they would prefer to look for help somewhere else, respondents most frequently indicated they would want to talk to a trusted person or organization, with some indicating they prefer to talk to someone who does not work in government.

Additionally, some individuals may face barriers to using the website and may require a level of assistance beyond the live support offered by the website (i.e., a staff person from a community organization may use the website on a client's behalf to navigate services). These barriers include low levels of literacy and/or digital literacy and a lack of technological resources required to access the website. Additionally, staff from one partner organization expressed concern that the website would "automate" their jobs.

Although not a common theme, in open-ended comments respondents suggested ways in which DHS could make the website more useful for organizations and clients, including having applications and other service forms located on the website, offering links to program brochures that staff can share with clients, and ensuring professionals can easily access client accounts with client permission.

- **Ensure the website is accessible to all Minnesotans**. Both quantitative and qualitative results suggest that accessibility requires offering the website in multiple languages; using simple, clear wording; maximizing ease of use for people with disabilities; and ensuring people can benefit from the website regardless of whether they have internet access and the types of technology they use.

Accessibility includes translating the website into multiple languages. Many respondents reported that English is not their preferred language for a website, including most respondents who completed the survey in Spanish, some respondents who identified as Hispanic or Latino, and some respondents who have less than a high school diploma or GED. Of the respondents who reported that English is not their preferred language for a website, most said they would use a translated website. Others reported they would use live interpreter services or an audio/text to speech option. Regardless of the language used, the wording on the website should be simple, concise, and easy to read and understand.

Audio and text to speech options and simple language will also benefit some people with disabilities. In addition, screen reader compatibility and large font options are important. A chat option for obtaining assistance and closed captioning for any videos was also recommended.

Lastly, the website should be accessible on any type of device (e.g., tablet, smartphone) and any internet browser, and it should be designed to load quickly to improve the experience for people accessing the website using mobile data or a slow internet

connection. As mentioned earlier, for people without internet access, financial support to afford the internet, having a live help option, or both could be helpful.

- **Create a mobile application (an "app") to provide information about programs, services, and resources.** Most respondents reported they would be very likely or somewhat likely to download an app to receive information. Additionally, the majority of all respondents in all reported demographic groups said they would be very likely or somewhat likely to try an app. The group least likely to try using an app was age 65+ respondents.

- **Use social media to provide information about programs, services, and resources.** Most respondents indicated they would be interested in receiving information on social media. This was also true of most demographic groups, though the proportion of respondents indicating interest and no interest was approximately equivalent for some groups.

  DHS may want to prioritize using Facebook to disseminate information, as this was the most commonly reported platform used by respondents, followed by YouTube and Instagram. Use of various platforms varied by demographic group.

- **Continue assessing the wording of the social needs tool screening questions.** Survey results suggest the majority of respondents selected the "correct" response for these questions, and most respondents reported that the questions would be "very easy" or "somewhat" easy to answer. However, some open-ended responses indicate that at least some did not understand the purpose of the questions.

  Additionally, there were some demographic differences in the responses to these questions. While the proportion of each demographic group that selected the "correct" response varied by each question, younger respondents, BIPOC respondents, male respondents, respondents who completed the survey in Spanish, and respondents with lower levels of education were less likely to select the "correct" response for at least one of these questions.

  Lastly, the social needs tool screening questions were translated by Wilder's vendor. Assuming the website will offer translated versions, DHS may want to assess the wording of the translations conducted by the vendor.

- **Provide up-to-date information about eligibility requirements, who services are intended for, whether there is a sliding scale, and contact information**. When asked what information would be helpful to know about the organizations people are referred to, respondents most often selected who is allowed to access services, followed by who the organization's programs are intended for and not intended for and whether the organization offers a sliding scale for service costs. These were the top three selections for almost all demographic groups.

DHS may also want to consider including additional information about organizations to which people are referred. Respondents expressed interest in information related to the location and directions to organizations, including distance, maps with walking and car directions, and bus routes.

In the open-ended responses, many respondents suggested providing contact information for each organization, including the name of a staff person who would respond to requests for assistance. Respondents also emphasized their interest in eligibility requirements and the importance of keeping information up-to-date.

◼ **Provide options for both anonymous use of the website and creating an account with historical information**. Survey results indicate that most respondents would be comfortable sharing some information with DHS to create an account with the new website. Respondents most frequently said they would be comfortable sharing their email address with DHS, followed by full legal name, current mailing address, telephone number, and date of birth.

In the open-ended responses, most respondents wanted an account and a program that saved their username for convenience. Many wanted the website to keep track of their personal information, previous searches, recommended organizations, application status, and current benefits. Some suggested the website be able to autofill applications with the saved information.

In the survey and open-ends, some respondents reported they would not use an online account. These respondents felt it was important for people to be able to use the website anonymously, with several expressing concern about identity theft if the information was saved.

◼ **Continue collecting input and feedback from Minnesota's communities, especially communities that speak languages other than English**. While the web survey was translated into multiple languages, only the English and Spanish versions received a sufficient number of responses to provide breakdowns based on language. While the results from the interviews with Karen individuals suggest similar results as the web survey, there was a relatively low number of respondents. Gathering additional information from Karen individuals would add confidence to the findings described in this report.

Themes from open-ended questions

Social needs screening tool questions were most commonly described as simple and easy to understand

After responding to the series of questions assessing respondents' comprehension of the social needs tool screening questions, respondents were asked to rate, "Overall, how easy would these questions about your needs on the new website be for you to answer?" Then, in an open-ended question, respondents were asked to explain their rating. Individual answers, provided by 1,123 respondents, were grouped into themes. The top three themes each for why the task might be easy and for why it might be difficult follow, as well as a description of why some said "it depends." (A full list of themes can be found in Figure 2.)

Respondents most frequently provided reasons why answering the social needs screening tool questions would be easy. The most common theme was that the question wording was simple, concise, and easy to read and understand (N=353). In addition, a large number of respondents felt positively, but were unclear as to why (N=337). These respondents made comments like "easy," "self-explanatory" and "understandable," but didn't specify to what they were referring (e.g., What was easy - the questions, the process, or something else?). Also, many respondents made positive comments about the process of answering the questions (N=153). Within this theme, respondents said they liked communicating their needs by answering questions, they were familiar with computers and other technology, and/or they knew their own needs and, thus, could easily provide the needed information.

For respondents who said answering the social needs screening tool questions would be at least somewhat hard to answer, the most common theme was concerns about the process of answering the questions (N=76). This included respondents who felt like they would need more information to answer the questions, were concerned the response options would not be sufficiently comprehensive, and/or thought they might have trouble accessing or using the internet, a computer, or other technology. As with the positive comments, the second most common theme was respondents who made negative comments, such as "difficult" and "confusing," but didn't specify to what they were referring (N=61). Lastly, some respondents had concerns that the question language was confusing, either in general or specifically for them due to a disability or difficulties with English (N=42).

Some respondents emphasized that how easy the questions are depends on multiple factors (N=60). Within this theme, respondents most commonly said the questions were easy for them, but might prove challenging for others who are less adept at reading or who have a disability that affects understanding or communicating information. Respondents also said the ease or difficulty of answering the questions was dependent on having information in one's primary language and having the technology and internet access needed to use the website.

2. Please tell us why you selected that response to how easy it would be to answer these questions about your needs on the new website.

Theme	N=1,123
Understandable/clear/self-explanatory/easy in general	337
Questions are simple, easy to understand, to the point	353
Process is simple/easy	153
Content is relevant	32
Likes for personal reasons (non-generalizable)	16
It depends	60
Confusing/difficult in general	61
Difficult due to language	42
Process is difficult	76
Don't like content, want additional need areas included	16
Doesn't like for personal reasons (non-generalizable)	14

To be easy to use, the new website should be easy to access and navigate, with comprehensive information and in-person support

Respondents were asked the following open-ended question, "What would make the new website easy for you to use?" Individual answers, provided by 1,135 respondents, were categorized into themes. Themes endorsed by at least 95 respondents (about 8% of those who answered the question) are described below. (A full list of themes can be found in Figure 3.) Select quotations are provided to illustrate most themes, with some quotations illustrating multiple themes.

■ **Ensure new website works with all technology (N=504).** Within this theme, the most common suggestion was to ensure that the website worked well on a phone. Similarly, respondents requested a mobile app, the website to be "mobile-friendly," or both. Respondents also said the website should work on any other type of technology (e.g., desktop computer, tablet, and laptop) and with any operating platform or browser.

> *Having an app to access it on different things such as tablet or phone.*

> *Making it accessible via mobile devices and the look and feel similar to the website you would look at.*

> *Simple design compatible with older web browsers and devices.*

- **Make new website easy to access (N=309).** Suggestions for improving accessibility fell into four categories:

  - Considerations around accessing the new website itself
  - Considerations for people with sight or hearing impairments
  - Considerations around language
  - Considerations for people who do not have reliable access to either the internet or technology

In terms of promoting easy access to the website, the most common suggestion was having the website remember people's usernames. Others suggested that the website should allow people to use it anonymously, to encourage access for people who do not want to share their personal information or have it stored. Some respondents also emphasized the importance of having the website accessible 24 hours a day, seven days a week.

To increase access for people with vision impairment, respondents suggested having a voice to text feature, using a large, clear font, and making the website screen reader-accessible. A few respondents also noted that information shared via video should be closed-captioned for people who are hearing impaired.

In regard to language, two suggestions emerged. First, many respondents said wording throughout the tool should be clear, concise, and simple. This will make the tool more accessible for everyone, and have particular benefit for people who struggle with reading, have difficulty processing information, or both. Second, many respondents emphasized having the website translated into multiple languages. Some also suggested having interpreters on call to assist people.

For people without reliable access to the internet, technology, or both, some respondents suggested having a staff person available to provide guidance and information over the phone. A few respondents felt that DHS should work to make both internet access and technology more available.

> *Remember my username, or don't require a username and allow guest user[s].*
>
> *Free of jargon and acronyms and easily accessible by assistive technologies.*
>
> *A good translation, with the possibility of a listening option because sometimes the words/fonts are too small to read. Be able to use it on my phone, and that it connects me to easy to fill out forms. And not have to wait for hours to connect with someone who speaks Spanish.*
>
> *Having the internet. I am low income and I can't afford it. My library is only open...when I am working, so I can't use that resource either.*
>
> *Translated into multiple languages.*

- **Offer quick, easy navigation (N=270).** The most common suggestion regarding navigation was to make sure the site can be maneuvered through quickly. In regard to how to do this, some respondents suggested limiting the number of "clicks" between the opening screen and the referral information. Similarly, some respondents recommended limiting the number of guiding questions and external links required to get to information about benefits and referrals. Many respondents also noted features that would make navigation easier, such as a simple menu, tabs, a site map, and a search function. Questions and other prompts were also mentioned as ways to help guide people. Respondents highlighted the importance of clear directions on how to use the new website as well.

  > *Not having things nested a million times.*
  >
  > *Intuitive, common search terms.*
  >
  > *Make information easy to find with three clicks or less. Search engine with robust metadata. Intuitive design that makes browsing clear and straightforward.*
  >
  > *Menu to navigate to the type of services available, then to a detailed explanation of benefits or services provided.*
  >
  > *Easy to navigate to what I need by asking the least amount of questions to get me to the correct area.*
  >
  > *Include instructions and a contact for assistance.*
  >
  > *Quick links about relevant and/or highly used information on the homepage (e.g. rental assistance, low-cost health providers, etc.).*
  >
  > *As few tabs as possible on main screen. Try to make it as simple as possible.*

- **Make new website user-friendly, in general (N=195).** Many respondents spoke generically about making the website user-friendly, easy to understand, and/or easy to use.

- **Provide comprehensive information (N=118)**. Many respondents note the importance of the website offering sufficient information so individuals can identify and access the support they want. The most common specific suggestion was for the site to keep a record of a respondent's personal information and history with the site, including current benefits, recommended programs, and applications and application status. Some respondents also requested that the site provide contact information for the referral program. Several added they would want the name of a specific staff person for the given program who reliably responds to inquiries. Several respondents requested that the new website contain eligibility information for each program. Lastly, several emphasized that all information offered needs to be kept up to date.

  > *I would like to have all of the resources in one spot, legal aid, housing support options, emergency options and qualifications, being able to do some of the application online.*
  >
  > *Save username and previous applications; allow information from previous applications to save and be used again (not entering same job information over and over again).*
  >
  > *Programs easy to access without looking through the whole website, with a summary of eligibility and what I need to do to apply.*

> *A spot to be able to save or favorite services I may want to use or need so I could log in, go to my favorites and have instant information about them.*

> *Other resources I might be eligible for, not through human services – for child care, access to WIC or Early Head Start/Head Start info.*

> *Services that detail everything they offer.*

> *Good contact info with numbers/emails, fax, hours of operation, etc.*

- **Offer live help (N=95).** Within this theme, respondents requested a person be available to provide assistance with the website via chat, phone, or both. Respondents' vision of the services provided via live help varied. As noted, some saw this option as an alternative for people who want to access website information but cannot, or who prefer not to access the website, itself. Others described the live help staff assisting people to use the website by providing instructions or addressing technical difficulties. Some respondents felt the role should include explaining referral options, guiding individuals to choose the programming that best meets their needs, and assisting with applications. A few respondents suggested the live help staff be interpreters who could translate website content into languages other than English.

> *Helpful online chat. Ability for online chat to give you direct dialing numbers for services I need.*

> *Having bilingual people to answer my questions in person or over the phone should the need arise.*

> *An option to either "live chat" with a person or talking to a person as some information requested might feel uncomfortable entering online.*

> *I can apply quickly and have access to live support.*

3. What would make the new website easy for you to use?

Theme	N=1,123
Ensure new website works with all technology	**504**
Available for multiple technologies (e.g., computer, tablet, and phone)	116
Available on phone	306
Offer mobile app, ensure it is mobile-friendly	86
Make new website easy to access	**309**
Remembers username/password/device	135
Has clear simple concise wording	47
Available in multiple languages	39
Uses or usable with accessibility tools/assistive technology	38
Can use anonymously, no login and password	16
Use 24/7 or anytime	11
Offer quick, easy navigation	**270**
Uses limited clicks, is quick to navigate	75
Has clear menu/site map/tabs	27
Has search feature	26
Has clear instructions/directions	23
Offers guiding questions/descriptions/prompts	20
Make new website user-friendly, in general	**195**
Provide comprehensive information	**118**
Keeps history of use/application status/personal benefits/ personal information	23
Provides contact information	16
Provides eligibility requirement	14
Offers up-to-date information	14
Offer live help (phone or chat)	**95**
Offers chat assistance	20
Offers someone to call	16
Offer interactive options (e.g., messaging, access to forms, notifications, scheduling)	**42**
Ensure strong security	**23**
Have a simple, attractive design	**20**
Design the new website for specific populations	**15**
Other	**49**

Karen interview findings

Wilder contracted with a Karen individual fluent in both English and Karen to translate and conduct interviews with eight respondents who identify as and speak Karen. Figure 4 presents these results, and Figure 5 presents the demographics of these respondents.

Overall, these responses were similar to the survey findings, though there were some differences. Specifically, Karen respondents were more likely to indicate they would use live interpreter services to receive information from the new website in their preferred language (five out of eight Karen respondents, compared to 16% of all survey respondents).

Additionally, there were some differences in responses to the social needs screening tool questions. Three Karen respondents and 81% of all survey respondents selected the "correct" response to, "'Have you worried your food might run out within the past month?' If you answer 'yes,' you will get…" Similarly, three Karen respondents and 84% of survey respondents selected the "correct" response to, "'Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage?' If you answer 'yes,' you will get…" Lastly, two Karen respondents and 73% of survey respondents selected the "correct" response to, "Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use?' If you answer 'yes,' you will get…"

The contractor that conducted these interviews noted that many new Americans, including many Karen individuals, have received limited education and may have low levels of literacy. Accordingly, they may not be interested or able to use the website, even if it were translated into Karen, and these individuals may have others use the website as their proxy (e.g., case managers, family members).

The contractor also suggested including the option to easily switch between versions in different languages, in case an individual understands a certain word in one language but not in another. Lastly, the contractor noted that there are different dialects of Karen, and if the website were translated into Karen, it would be important for DHS to assess the website's wording across all Karen dialects.

4. Results from interviews with Karen individuals

If you came to a website and weren't sure what to look for, which would you prefer?	N
Answer some questions about my needs, to get suggested programs and services for me	4
Explore descriptions of programs and services on my own	3
Close the website and look for help somewhere else, such as a friend or organization	1
Something else	0
Which of the following options would you prefer to receive information from the new website in your preferred language? (Select all that apply)	
A translated website	6
Live interpreter services	5
An audio/text to speech option	1
A family member, friend, or other person helping you	1
Going to a community organization for help	0
Or something else? If so, what?	0
Which type of live help or support for a website do you prefer?	
Live support over the phone (speaking with a person to answer your questions)	6
Live online chat (messaging with a person to answer your questions)	2
Or would you not use live support?	0
If there was a mobile application (also known as an "app") to download for information about programs, services, and community resources, how likely would you be to try it?	
Very likely to try it	5
Somewhat likely to try it	3
Unlikely to try it	0
Or would you not try it?	0
Please tell me if you use each of the following social media platforms.	
Facebook	7
Twitter	0
Instagram	5
YouTube	5
Other platforms	0
None of these	0
Would you be interested in receiving information about programs, services, and community resources that might be a good fit for you on social media?	
Yes	6
No	2

4.   Results from interviews with Karen individuals (continued)

Visitors on the new website will be given personalized information to help them connect to resources and assistance like food, childcare, healthcare, and affordable housing. To get this information, they will answer some questions. For each question below, choose the response that shows what you would expect to get if you answered "yes."	N
"Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)?" If you answer "yes," you will get:	
Resources for becoming a renter or home owner	2
Resources to help pay for basic needs (Correct)	4
Not sure	2
"Have you worried your food might run out within the past month?" If you answer "yes," you will get:	
Resources to find a job, training, or other career help	0
Resources to get food or help paying for food (Correct)	3
Not sure	5
"Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage?" If you answer "yes," you will get:	
Resources to help pay my rent or mortgage (Correct)	3
Resources to find a job, training, or other career help	0
Not sure	5
"Could you use help paying your gas, heating, electricity, or water bills?" If you answer "yes," you will get:	
Resources to help pay my rent or mortgage	0
Resources to help pay my utility bills (Correct)	5
Not sure	3
"Do you want help finding or paying for childcare?" If you answer "yes," you will get:	
Resources to find a job, training, or other career help	0
Resources to help find or pay for childcare (Correct)	4
Not sure	4
"Do you want help finding health insurance?" If you answer "yes," you will get:	
Resources to help with enrolling in health insurance (Correct)	6
Resources to find a job, training, or other career help	2
Not sure	0

4. Results from interviews with Karen individuals (continued)

	N
Visitors on the new website will be given personalized information to help them connect to resources and assistance like food, childcare, healthcare, and affordable housing. To get this information, they will answer some questions. For each question below, choose the response that shows what you would expect to get if you answered "yes."	
"Do you want help finding employment or building skills?" If you answer "yes," you will get:	
Resources to find a job, training, or other career help (Correct)	5
Resources for help paying for my basic needs	0
Not sure	3
"Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use?" If you answer "yes," you will get:	
Resources for help paying for my basic needs	0
Resources to help with mental health care or substance use (Correct)	2
Not sure	6
Overall, how easy would these questions about your needs on the new website be for you to answer?	
Very easy to answer	4
Somewhat easy to answer	2
Somewhat hard to answer	2
Very hard to answer	0
Please tell me why you selected that response.	
They aren't difficult to understand/they are easy to understand	5
I was worried I was going to select the "wrong" response	5
I know what I need help with	2
Some of the questions weren't relevant to my needs (e.g., I don't have children and don't need childcare)	2

4. Results from interviews with Karen individuals (continued)

I'm going to read you a list of other information that might be helpful to know about places that fit your needs. Please tell me which three would be most helpful to know, starting with the most helpful, then second most helpful, and the third most helpful.	1st N	2nd Na	3rd Na
Distance to the organization	1		1
Bus routes to the organization		1	
Maps with walking and car directions to the organization	3		
Who the organization's programs are intended for and not intended for	3		1
Who is allowed to access services (for example, any eligibility requirements)		5	1
Whether they have a sliding scale for cost (if there is a cost)	1	1	4
Another type of information			

The new website will include an account where you can save information about resources and recommendations and store your personal information. For each of the following, please tell me if you would be comfortable sharing the given information with the Minnesota Department of Human Services to protect and personalize your account.	N
Would be comfortable sharing full legal name	6
Would be comfortable sharing date of birth	5
Would be comfortable sharing current mailing address	4
Would be comfortable sharing telephone number	5
Would be comfortable sharing email address	6
I would not use an online account	0
What would make the new website easy for you to use? This could include being able to use it with assistive technology; being able to use it on a phone or tablet; having it be easy to understand and quick to get around; having it remember your username, or something else.	
Able to use it on a phone	5
Able to use it on a tablet	3
What suggestions do you have to ensure the website best meets the needs of the Karen community?	
The social needs tool screening questions should be easy and quick to answer	7
I would rather receive assistance from a "real" person	3

a One respondent only selected one piece of information that would be helpful and did not opt to select a second or third choice.

a One respondent only selected one piece of information that would be helpful and did not opt to select a second or third choice.

5. Demographics of Karen respondents

County group	N
Ramsey County	7
Southern Minnesota	1
Level of education	
Less than high school	0
High school graduate or GED	3
Two-year degree or four-year degree	4
Postgraduate or professional degree	1
Veterans	0
Age	
18-24	0
25-34	7
35-44	1
45-54	0
55-64	0
65+	0
Race/ethnicity	
American Indian, Native American, or Alaska Native	0
Asian	8
Black or African American	0
Hispanic or Latino	0
Native Hawaiian or other Pacific Islander	0
White	0
Prefer to self-describe	0
Cultural or ethnic group (open-ended)	
Karen	8
Burmese	1
Do you have a disability or chronic medical or mental health condition?	
Yes	0
No	7
Prefer not to answer	1

5. Demographics of Karen respondents

Does someone in your family have a disability or chronic medical or mental health condition?	N
Yes	0
No	8
Prefer not to answer	0
Do you or someone in your family use assistive technology?	
Yes	0
No	8
How do you identify your gender? (open-ended)	
Female	6
Male	2
How do you identify your sexual orientation? (open-ended)	
Heterosexual/straight	7
Lesbian	0
Gay	0
Bisexual	0
Queer	0
Pansexual	0
Asexual	0
Prefer to self-describe	0
Prefer not to answer	1

Web survey data tables

Web survey responses

1. If you came to a website and weren't sure what to look for, would you prefer to: (All respondents)

	Answer some questions about my needs, to get suggested programs and services for me	Explore descriptions of programs and services on my own	Close the website and look for help somewhere else, such as a friend or organization (please explain why)	Other (please specify)	Number of respondents
All respondents	**60%**	**32%**	**5%**	**3%**	**2020**
By region					
Greater Minnesota	58%	35%	5%	3%	650
Twin Cities Metro (7-county)	62%	31%	4%	2%	845
By county group					
Central MN	62%	32%	4%	2%	85
Northeast MN	45%	49%	3%	4%	139
Northwest MN	66%	28%	3%	2%	86
Southern MN	64%	28%	3%	4%	95
Southwest MN	72%	21%	6%	2%	53
Olmsted County	58%	29%	12%	1%	108
Stearns County	43%	51%	2%	4%	51
Wright County	64%	36%	0%	0%	33
Suburban 7-county metro	65%	30%	3%	3%	240
Hennepin County	63%	30%	4%	3%	383
Ramsey County	58%	36%	5%	2%	222
By race/ethnicity					
BIPOC	63%	29%	5%	3%	694
American Indian, Native American, or Alaska Native (alone or in combination)	60%	34%	2%	5%	125
Asian (alone or in combination)	55%	35%	7%	3%	69
Black or African American (alone or in combination)	68%	25%	5%	2%	312
Hispanic or Latino (alone or in combination)	62%	29%	6%	4%	199
White alone	59%	35%	3%	2%	758
By survey language					
English	60%	33%	4%	3%	1909
Spanish	66%	19%	9%	6%	107

1. If you came to a website and weren't sure what to look for, would you prefer to: (All respondents)

	Answer some questions about my needs, to get suggested programs and services for me	Explore descriptions of programs and services on my own	Close the website and look for help somewhere else, such as a friend or organization (please explain why)	Other (please specify)	Number of respondents
All respondents	**60%**	**32%**	**5%**	**3%**	**2020**
By age groups					
18-24	61%	33%	1%	4%	75
25-34	57%	37%	5%	2%	323
35-44	61%	31%	5%	2%	394
45-54	63%	30%	4%	3%	313
55-64	63%	30%	3%	3%	257
65+	58%	37%	3%	2%	134
By highest level of education completed					
Less than high school diploma or GED	65%	26%	7%	1%	136
High school diploma or GED	66%	27%	5%	2%	568
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	61%	34%	2%	3%	503
Post-graduate or professional degree	49%	43%	4%	4%	313
By disability, chronic medical, or mental health condition in family					
Yes	61%	32%	4%	3%	801
No	61%	34%	4%	2%	686
By gender identity (select all that apply)					
Male	59%	35%	3%	3%	285
Female	61%	32%	4%	2%	1158
Non-binary	57%	29%	5%	10%	21
By sexual orientation (select all that apply)					
Heterosexual or straight	61%	33%	4%	2%	1275
Gay or lesbian	56%	41%	0%	4%	27
Bisexual	64%	34%	2%	0%	58
Queer	35%	35%	15%	15%	20
Pansexual	38%	46%	0%	17%	24
By LGBTQ+ status					
LGBTQ+	55%	37%	3%	5%	129
Not LGBTQ+	61%	33%	4%	2%	1262

1B. If you would prefer to close the website and look for help somewhere else if you came to a website and weren't sure what to look for, please explain why.
(Of respondents who would prefer to close the website and look for help somewhere else if they came a website and weren't sure what to look for)

	All respondents (N=29)
Other	31%
Prefer to talk to a trusted person/organization	24%
Might not have info needed/don't see info I need	21%
Websites can be difficult/frustrating to navigate	21%
Not good with technology/internet/website	17%
Unsure if at the right website	7%

1C. If you would prefer to do something else if you came to a website and weren't sure what to look for: Please specify what you would do.
(Of respondents who would prefer to do something else if they came to a website and weren't sure what to look for)

	All respondents (N=38)
Use a search bar/search engine	29%
Other	29%
Combination of all of the above	26%
Prefer to interact with someone	24%
Websites are not accessible for everyone	8%
Submission form	3%

2. Is English your preferred language for using websites? (All respondents)

	Yes	No	Number of respondents
All respondents	**94%**	**6%**	**2063**
By region			
Greater Minnesota	98%	2%	652
Twin Cities Metro (7-county)	92%	8%	851
By county group			
Central MN	100%	0%	86
Northeast MN	100%	0%	140
Northwest MN	100%	0%	86
Southern MN	98%	2%	95
Southwest MN	96%	4%	52
Olmsted County	90%	10%	109
Stearns County	100%	0%	51
Wright County	97%	3%	33
Suburban 7-county metro	94%	6%	242
Hennepin County	91%	9%	385
Ramsey County	94%	6%	224
By race/ethnicity			
BIPOC	89%	11%	697
American Indian, Native American, or Alaska Native (alone or in combination)	98%	2%	125
Asian (alone or in combination)	96%	4%	69
Black or African American (alone or in combination)	99%	1%	314
Hispanic or Latino (alone or in combination)	66%	35%	200
White alone	99%	1%	764
By survey language			
English	98%	2%	1947
Spanish	20%	80%	110
By age groups			
18-24	99%	1%	75
25-34	95%	5%	322
35-44	94%	6%	398
45-54	91%	9%	316
55-64	98%	2%	258
65+	98%	2%	135

2. Is English your preferred language for using websites? (All respondents)

	Yes	No	Number of respondents
All respondents	**94%**	**6%**	**2063**
By highest level of education completed			
Less than high school diploma or GED	85%	15%	137
High school diploma or GED	95%	5%	572
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	96%	4%	505
Post-graduate or professional degree	96%	4%	314
By disability, chronic medical, or mental health condition in family			
Yes	97%	3%	806
No	92%	8%	691
By gender identity (select all that apply)			
Male	95%	5%	286
Female	95%	5%	1167
Non-binary	95%	5%	21
By sexual orientation (select all that apply)			
Heterosexual or straight	95%	5%	1281
Gay or lesbian	100%	0%	27
Bisexual	98%	2%	58
Queer	90%	10%	20
Pansexual	92%	8%	24
By LGBTQ+ status			
LGBTQ+	97%	3%	130
Not LGBTQ+	95%	5%	1268

2A. How would you like to learn about the information on the new website in your preferred language? Please select all that apply. (Of respondents for whom English is not the preferred language for using websites)

	All respondents (N=118)
Through a translated website	64%
Go to a community organization for help	25%
Through live interpreter services	16%
Hear an audio/text to speech option	14%
Have a family member, friend, or other person help me	8%
Other	6%
None of the above	3%

3. Which type of live help or support for a website do you prefer? (All respondents)

	Live support over the phone (speaking with a person to answer your questions)	Live online chat (messaging with a person to answer your questions)	I would not use live support	Number of respondents
All respondents	**54%**	**39%**	**7%**	**1958**
By region				
Greater Minnesota	50%	44%	6%	651
Twin Cities Metro (7-county)	56%	38%	6%	848
By county group				
Central MN	45%	51%	3%	86
Northeast MN	45%	47%	7%	139
Northwest MN	38%	56%	6%	86
Southern MN	65%	29%	5%	95
Southwest MN	45%	45%	9%	53
Olmsted County	61%	31%	8%	108
Stearns County	51%	43%	6%	51
Wright County	33%	61%	6%	33
Suburban 7-county metro	50%	43%	7%	240
Hennepin County	59%	36%	5%	384
Ramsey County	56%	37%	7%	224
By race/ethnicity				
BIPOC	60%	35%	6%	694
American Indian, Native American, or Alaska Native (alone or in combination)	49%	44%	7%	124
Asian (alone or in combination)	46%	38%	16%	69
Black or African American (alone or in combination)	70%	25%	5%	313
Hispanic or Latino (alone or in combination)	56%	42%	2%	199
White alone	47%	46%	7%	761
By survey language				
English	54%	39%	7%	1855
Spanish	63%	32%	5%	100
By age groups				
18-24	41%	49%	9%	75
25-34	46%	47%	7%	323
35-44	51%	44%	5%	395
45-54	57%	39%	4%	314
55-64	59%	34%	7%	258
65+	67%	26%	7%	135

3. Which type of live help or support for a website do you prefer? (All respondents)

	Live support over the phone (speaking with a person to answer your questions)	Live online chat (messaging with a person to answer your questions)	I would not use live support	Number of respondents
All respondents	**54%**	**39%**	**7%**	**1958**
By highest level of education completed				
Less than high school diploma or GED	67%	29%	4%	136
High school diploma or GED	55%	38%	7%	569
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	53%	41%	5%	505
Post-graduate or professional degree	46%	46%	8%	314
By disability, chronic medical, or mental health condition in family				
Yes	53%	41%	6%	805
No	53%	40%	6%	687
By gender identity (select all that apply)				
Male	62%	32%	7%	287
Female	51%	43%	6%	1160
Non-binary	38%	48%	14%	21
By sexual orientation (select all that apply)				
Heterosexual or straight	54%	40%	5%	1279
Gay or lesbian	46%	46%	8%	26
Bisexual	29%	59%	12%	58
Queer	30%	55%	15%	20
Pansexual	38%	54%	8%	24
By LGBTQ+ status				
LGBTQ+	36%	55%	9%	129
Not LGBTQ+	55%	40%	5%	1266

4. If there was a mobile application ('app') to download for information about programs, services, and community resources, how likely would you be to try it? (All respondents)

	I would be very likely to try it	I would be somewhat likely to try it	I would be unlikely to try it	I would not try it	Number of respondents
All respondents	57%	27%	10%	6%	1979
By region					
Greater Minnesota	51%	31%	13%	6%	653
Twin Cities Metro (7-county)	62%	25%	8%	5%	850
By county group					
Central MN	58%	17%	16%	8%	86
Northeast MN	49%	31%	12%	7%	140
Northwest MN	58%	26%	14%	2%	86
Southern MN	44%	42%	8%	5%	95
Southwest MN	57%	25%	13%	6%	53
Olmsted County	51%	32%	11%	6%	109
Stearns County	45%	31%	16%	8%	51
Wright County	30%	52%	12%	6%	33
Suburban 7-county metro	69%	21%	7%	4%	242
Hennepin County	59%	27%	8%	6%	384
Ramsey County	58%	25%	12%	5%	224
By race/ethnicity					
BIPOC	65%	24%	6%	5%	696
American Indian, Native American, or Alaska Native (alone or in combination)	63%	24%	7%	6%	124
Asian (alone or in combination)	52%	29%	14%	4%	69
Black or African American (alone or in combination)	69%	23%	4%	5%	314
Hispanic or Latino (alone or in combination)	65%	25%	5%	6%	200
White alone	50%	30%	14%	6%	765
By survey language					
English	55%	28%	11%	6%	1872
Spanish	77%	15%	5%	3%	102
By age groups					
18-24	57%	36%	3%	4%	75
25-34	59%	28%	9%	5%	323
35-44	62%	28%	7%	4%	398
45-54	63%	23%	9%	5%	316
55-64	47%	31%	13%	9%	258
65+	42%	26%	25%	7%	134

4. If there was a mobile application ('app') to download for information about programs, services, and community resources, how likely would you be to try it? (All respondents)

	I would be very likely to try it	I would be somewhat likely to try it	I would be unlikely to try it	I would not try it	Number of respondents
All respondents	**57%**	**27%**	**10%**	**6%**	**1979**
By highest level of education completed					
Less than high school diploma or GED	63%	27%	7%	4%	136
High school diploma or GED	65%	24%	6%	5%	573
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	54%	28%	12%	6%	505
Post-graduate or professional degree	43%	33%	17%	7%	314
By disability, chronic medical, or mental health condition in family					
Yes	57%	28%	11%	5%	807
No	56%	28%	10%	7%	691
By gender identity (select all that apply)					
Male	54%	30%	11%	5%	287
Female	58%	27%	10%	6%	1166
Non-binary	48%	38%	14%	0%	21
By sexual orientation (select all that apply)					
Heterosexual or straight	57%	27%	11%	5%	1281
Gay or lesbian	59%	30%	4%	7%	27
Bisexual	66%	24%	7%	3%	58
Queer	40%	45%	10%	5%	20
Pansexual	50%	38%	8%	4%	24
By LGBTQ+ status					
LGBTQ+	57%	31%	8%	5%	130
Not LGBTQ+	57%	27%	11%	5%	1268

5. Which of the following social media platforms do you use? Please select all that apply. (All respondents)

	Facebook	Twitter	Instagram	YouTube	Other	I don't use social media	Number of respondents
All respondents	**74%**	**14%**	**35%**	**47%**	**7%**	**14%**	**1956**
By region							
Greater Minnesota	79%	12%	33%	46%	7%	12%	652
Twin Cities Metro (7-county)	75%	17%	40%	50%	7%	13%	848
By county group							
Central MN	81%	11%	28%	44%	6%	14%	85
Northeast MN	81%	9%	26%	49%	6%	9%	140
Northwest MN	90%	14%	40%	58%	8%	7%	86
Southern MN	75%	13%	42%	42%	9%	13%	95
Southwest MN	89%	11%	38%	51%	9%	6%	53
Olmsted County	66%	18%	34%	45%	5%	23%	109
Stearns County	73%	14%	24%	41%	8%	14%	51
Wright County	79%	9%	42%	30%	3%	12%	33
Suburban 7-county metro	78%	15%	35%	47%	7%	12%	241
Hennepin County	74%	20%	45%	50%	6%	13%	383
Ramsey County	72%	15%	38%	52%	10%	12%	224
By race/ethnicity							
BIPOC	76%	16%	38%	54%	8%	12%	695
American Indian, Native American, or Alaska Native (alone or in combination)	86%	15%	32%	57%	11%	5%	125
Asian (alone or in combination)	86%	23%	43%	62%	3%	13%	69
Black or African American (alone or in combination)	70%	14%	37%	51%	8%	15%	312
Hispanic or Latino (alone or in combination)	80%	18%	41%	52%	9%	9%	200
White alone	78%	14%	36%	45%	6%	12%	763
By survey language							
English	74%	15%	35%	46%	7%	14%	1849
Spanish	76%	13%	38%	50%	8%	10%	102
By age groups							
18-24	80%	35%	69%	61%	5%	8%	75
25-34	77%	17%	52%	46%	10%	10%	323
35-44	81%	14%	39%	52%	6%	10%	398
45-54	78%	13%	32%	49%	6%	13%	315
55-64	72%	14%	24%	45%	6%	17%	256
65+	66%	10%	17%	40%	11%	19%	134

5. Which of the following social media platforms do you use? Please select all that apply. (All respondents)

	Facebook	Twitter	Instagram	YouTube	Other	I don't use social media	Number of respondents
All respondents	74%	14%	35%	47%	7%	14%	1956
By highest level of education completed							
Less than high school diploma or GED	74%	7%	23%	51%	5%	15%	136
High school diploma or GED	74%	13%	34%	47%	8%	14%	572
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	78%	16%	42%	49%	7%	11%	503
Post-graduate or professional degree	77%	22%	42%	48%	6%	12%	314
By disability, chronic medical, or mental health condition in family							
Yes	78%	16%	36%	50%	10%	12%	807
No	75%	13%	38%	45%	4%	13%	687
By gender identity (select all that apply)							
Male	68%	22%	31%	54%	6%	16%	287
Female	79%	13%	39%	47%	8%	11%	1163
Non-binary	67%	48%	62%	52%	5%	5%	21
By sexual orientation (select all that apply)							
Heterosexual or straight	77%	13%	36%	48%	7%	12%	1278
Gay or lesbian	63%	22%	48%	52%	7%	22%	27
Bisexual	93%	33%	52%	53%	5%	3%	58
Queer	75%	60%	85%	60%	15%	5%	20
Pansexual	88%	33%	71%	71%	13%	4%	24
By LGBTQ+ status							
LGBTQ+	82%	34%	55%	57%	10%	6%	130
Not LGBTQ+	77%	13%	36%	48%	7%	12%	1265

5. Please specify which other social media platforms you use. (Of respondents who use 'other' social media platforms)

	All respondents (N=102)
TikTok	30%
Other	25%
Snapchat	22%
Email (e.g., Gmail)	10%
Whatsapp	8%
LinkedIn	6%
Reddit	4%
Pinterest	3%
Nextdoor	2%

6. Would you be interested in receiving information about programs, services, and community resources that might be a good fit for you on social media? (All respondents)

	Yes	No	Number of respondents
All respondents	**59%**	**41%**	**1960**
By region			
Greater Minnesota	59%	41%	652
Twin Cities Metro (7-county)	62%	38%	850
By county group			
Central MN	60%	40%	86
Northeast MN	51%	49%	140
Northwest MN	76%	24%	86
Southern MN	51%	49%	94
Southwest MN	62%	38%	53
Olmsted County	68%	32%	109
Stearns County	45%	55%	51
Wright County	58%	42%	33
Suburban 7-county metro	59%	41%	242
Hennepin County	63%	38%	384
Ramsey County	64%	36%	224
By race/ethnicity			
BIPOC	70%	30%	696
American Indian, Native American, or Alaska Native (alone or in combination)	72%	28%	125
Asian (alone or in combination)	80%	20%	69
Black or African American (alone or in combination)	65%	35%	313
Hispanic or Latino (alone or in combination)	73%	28%	200
White alone	53%	47%	764
By survey language			
English	58%	42%	1853
Spanish	86%	14%	102
By age groups			
18-24	60%	40%	75
25-34	63%	37%	323
35-44	61%	39%	398
45-54	65%	35%	316
55-64	55%	45%	257
65+	56%	44%	134

6. Would you be interested in receiving information about programs, services, and community resources that might be a good fit for you on social media? (All respondents)

	Yes	No	Number of respondents
All respondents	59%	41%	1960
By highest level of education completed			
Less than high school diploma or GED	67%	33%	137
High school diploma or GED	62%	38%	573
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	60%	40%	503
Post-graduate or professional degree	54%	46%	314
By disability, chronic medical, or mental health condition in family			
Yes	60%	40%	806
No	61%	39%	690
By gender identity (select all that apply)			
Male	60%	40%	287
Female	61%	39%	1165
Non-binary	67%	33%	21
By sexual orientation (select all that apply)			
Heterosexual or straight	60%	40%	1280
Gay or lesbian	52%	48%	27
Bisexual	72%	28%	58
Queer	85%	15%	20
Pansexual	63%	38%	24
By LGBTQ+ status			
LGBTQ+	70%	30%	130
Not LGBTQ+	60%	40%	1267

7. What would you expect to get if you answered 'yes' to the following: Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)? (All respondents)

	Resources for becoming a renter or home owner	Resources to help pay for basic needs (Correct)	Number of respondents
All respondents	**27%**	**73%**	**1178**
By region			
Greater Minnesota	22%	78%	435
Twin Cities Metro (7-county)	28%	72%	615
By county group			
Central MN	26%	74%	61
Northeast MN	18%	82%	92
Northwest MN	29%	71%	63
Southern MN	18%	82%	65
Southwest MN	9%	91%	35
Olmsted County	34%	66%	76
Stearns County	10%	90%	21
Wright County	9%	91%	22
Suburban 7-county metro	26%	74%	167
Hennepin County	30%	70%	286
Ramsey County	25%	75%	162
By race/ethnicity			
BIPOC	36%	64%	494
American Indian, Native American, or Alaska Native (alone or in combination)	35%	65%	91
Asian (alone or in combination)	29%	71%	49
Black or African American (alone or in combination)	40%	60%	227
Hispanic or Latino (alone or in combination)	31%	69%	133
White alone	16%	84%	531
By survey language			
English	27%	73%	1124
Spanish	42%	58%	52
By age groups			
18-24	27%	73%	55
25-34	31%	69%	243
35-44	27%	73%	289
45-54	25%	75%	220
55-64	23%	77%	169
65+	16%	84%	79

7. What would you expect to get if you answered 'yes' to the following: Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)? (All respondents)

	Resources for becoming a renter or home owner	Resources tohelp pay for basic needs (Correct)	Number of respondents
All respondents	**27%**	**73%**	**1178**
By highest level of education completed			
Less than high school diploma or GED	32%	68%	103
High school diploma or GED	33%	67%	394
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	21%	79%	360
Post-graduate or professional degree	18%	82%	212
By disability, chronic medical, or mental healthcondition in family			
Yes	24%	76%	567
No	27%	73%	476
By gender identity (select all that apply)			
Male	31%	69%	197
Female	24%	76%	814
Non-binary	--	--	17
By LGBTQ+ status			
LGBTQ+	24%	76%	100
Not LGBTQ+	26%	74%	878

8. What would you expect to get if you answered 'yes' to the following: Have you worried your food might run out within the past month? (All respondents)

	Resources to find a job, training, or other career help	Resources to get food or help paying for food (Correct)	Number of respondents
All respondents	19%	81%	1100
By region			
Greater Minnesota	16%	84%	423
Twin Cities Metro (7-county)	18%	82%	576
By county group			
Central MN	15%	85%	59
Northeast MN	10%	90%	86
Northwest MN	18%	82%	62
Southern MN	17%	83%	65
Southwest MN	19%	81%	32
Olmsted County	21%	79%	77
Stearns County	10%	90%	21
Wright County	19%	81%	21
Suburban 7-county metro	14%	86%	165
Hennepin County	22%	78%	264
Ramsey County	16%	84%	147
By race/ethnicity			
BIPOC	24%	76%	453
American Indian, Native American, or Alaska Native (alone or in combination)	21%	79%	86
Asian (alone or in combination)	23%	77%	47
Black or African American (alone or in combination)	28%	73%	200
Hispanic or Latino (alone or in combination)	22%	78%	128
White alone	11%	89%	517
By survey language			
English	18%	82%	1049
Spanish	32%	68%	50
By age groups			
18-24	17%	83%	52
25-34	19%	81%	225
35-44	16%	84%	276
45-54	21%	79%	211
55-64	16%	84%	161
65+	12%	88%	75

8. What would you expect to get if you answered 'yes' to the following: Have you worried your food might run out within the past month? (All respondents)

	Resources to find a job, training, or other career help	Resources to get food or help paying for food (Correct)	Number of respondents
All respondents	**19%**	**81%**	**1100**
By highest level of education completed			
Less than high school diploma or GED	27%	73%	98
High school diploma or GED	18%	82%	361
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	17%	83%	345
Post-graduate or professional degree	14%	86%	207
By disability, chronic medical, or mental health condition in family			
Yes	14%	86%	536
No	21%	79%	455
By gender identity (select all that apply)			
Male	27%	73%	186
Female	15%	85%	780
Non-binary	--	--	15
By LGBTQ+ status			
LGBTQ+	16%	84%	96
Not LGBTQ+	18%	82%	845

9. What would you expect to get if you answered 'yes' to the following: Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage? (All respondents)

	Resources to help pay my rent or mortgage (Correct)	Resources to find a job, training, or other career help	Number of respondents
All respondents	**84%**	**16%**	**1087**
By region			
Greater Minnesota	82%	18%	398
Twin Cities Metro (7-county)	87%	13%	580
By county group			
Central MN	82%	18%	56
Northeast MN	83%	17%	78
Northwest MN	90%	10%	60
Southern MN	80%	20%	60
Southwest MN	89%	11%	28
Olmsted County	74%	26%	72
Stearns County	74%	26%	23
Wright County	86%	14%	21
Suburban 7-county metro	88%	13%	160
Hennepin County	87%	13%	269
Ramsey County	88%	12%	151
By race/ethnicity			
BIPOC	83%	17%	448
American Indian, Native American, or Alaska Native (alone or in combination)	90%	10%	79
Asian (alone or in combination)	84%	16%	45
Black or African American (alone or in combination)	82%	18%	209
Hispanic or Latino (alone or in combination)	81%	19%	121
White alone	87%	13%	498
By survey language			
English	85%	15%	1041
Spanish	71%	29%	45
By age groups			
18-24	75%	25%	52
25-34	84%	16%	217
35-44	88%	12%	275
45-54	86%	14%	208
55-64	85%	15%	158
65+	86%	14%	70

9. What would you expect to get if you answered 'yes' to the following: Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage? (All respondents)

	Resources to help pay my rent or mortgage (Correct)	Resources to find a job, training, or other career help	Number of respondents
All respondents	**84%**	**16%**	**1087**
By highest level of education completed			
Less than high school diploma or GED	84%	16%	97
High school diploma or GED	85%	15%	344
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	85%	15%	350
Post-graduate or professional degree	87%	13%	200
By disability, chronic medical, or mental health condition in family			
Yes	90%	10%	526
No	80%	20%	443
By gender identity (select all that apply)			
Male	80%	20%	186
Female	87%	13%	757
Non-binary	--	--	13
By LGBTQ+ status			
LGBTQ+	88%	12%	91
Not LGBTQ+	85%	15%	824

10. What would you expect to get if you answered 'yes' to the following: Could you use help paying your gas, heating, electricity, or water bills? (All respondents)

	Resources to help pay my rent or mortgage	Resources to help pay my utility bills (Correct)	Number of respondents
All respondents	**25%**	**75%**	**1156**
By region			
Greater Minnesota	19%	81%	437
Twin Cities Metro (7-county)	26%	74%	602
By county group			
Central MN	27%	73%	64
Northeast MN	18%	82%	89
Northwest MN	22%	78%	67
Southern MN	15%	85%	67
Southwest MN	13%	87%	31
Olmsted County	26%	74%	74
Stearns County	4%	96%	23
Wright County	14%	86%	22
Suburban 7-county metro	20%	80%	161
Hennepin County	29%	71%	282
Ramsey County	26%	74%	159
By race/ethnicity			
BIPOC	30%	70%	487
American Indian, Native American, or Alaska Native (alone or in combination)	26%	74%	89
Asian (alone or in combination)	31%	69%	45
Black or African American (alone or in combination)	36%	64%	228
Hispanic or Latino (alone or in combination)	21%	79%	131
White alone	16%	84%	521
By survey language			
English	25%	75%	1105
Spanish	20%	80%	50
By age groups			
18-24	37%	63%	54
25-34	28%	72%	233
35-44	20%	80%	292
45-54	21%	79%	213
55-64	21%	79%	173
65+	22%	78%	76

10. What would you expect to get if you answered 'yes' to the following: Could you use help paying your gas, heating, electricity, or water bills? (All respondents)

	Resources to help pay my rent or mortgage	Resources to help pay my utility bills (Correct)	Number of respondents
All respondents	**25%**	**75%**	**1156**
By highest level of education completed			
Less than high school diploma or GED	35%	65%	96
High school diploma or GED	29%	71%	388
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	19%	81%	360
Post-graduate or professional degree	15%	85%	209
By disability, chronic medical, or mental health condition in family			
Yes	20%	80%	550
No	26%	74%	476
By gender identity (select all that apply)			
Male	34%	66%	188
Female	21%	79%	810
Non-binary	--	--	16
By LGBTQ+ status			
LGBTQ+	21%	79%	98
Not LGBTQ+	23%	77%	868

11. What would you expect to get if you answered 'yes' to the following: Do you want help finding or paying for childcare? (All respondents)

	Resources to find a job, training, or other career help	Resources to help find or pay for childcare (Correct)	Number of respondents
All respondents	**22%**	**78%**	**917**
By region			
Greater Minnesota	17%	83%	365
Twin Cities Metro (7-county)	22%	78%	478
By county group			
Central MN	21%	79%	48
Northeast MN	13%	88%	72
Northwest MN	15%	85%	53
Southern MN	16%	84%	56
Southwest MN	16%	84%	25
Olmsted County	27%	73%	67
Stearns County	9%	91%	23
Wright County	14%	86%	21
Suburban 7-county metro	17%	83%	133
Hennepin County	25%	75%	222
Ramsey County	22%	78%	123
By race/ethnicity			
BIPOC	27%	73%	371
American Indian, Native American, or Alaska Native (alone or in combination)	29%	71%	72
Asian (alone or in combination)	18%	82%	38
Black or African American (alone or in combination)	36%	64%	160
Hispanic or Latino (alone or in combination)	21%	79%	112
White alone	13%	87%	441
By survey language			
English	21%	79%	877
Spanish	33%	67%	39
By age groups			
18-24	24%	76%	49
25-34	17%	83%	209
35-44	19%	81%	235
45-54	25%	75%	170
55-64	19%	81%	121
65+	21%	79%	58

11. What would you expect to get if you answered 'yes' to the following: Do you want help finding or paying for childcare? (All respondents)

	Resources to find a job, training, or other career help	Resources to help find or pay for childcare (Correct)	Number of respondents
All respondents	**22%**	**78%**	**917**
By highest level of education completed			
Less than high school diploma or GED	43%	57%	69
High school diploma or GED	25%	75%	283
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	15%	85%	307
Post-graduate or professional degree	13%	87%	191
By disability, chronic medical, or mental health condition in family			
Yes	18%	82%	431
No	21%	79%	404
By gender identity (select all that apply)			
Male	34%	66%	161
Female	16%	84%	649
Non-binary	--	--	13
By LGBTQ+ status			
LGBTQ+	14%	86%	81
Not LGBTQ+	20%	80%	718

12. What would you expect to get if you answered 'yes' to the following: Do you want help finding health insurance? (All respondents)

	Resources to help with enrolling in health insurance (Correct)	Resources to find a job, training, or other career help	Number of respondents
All respondents	**84%**	**16%**	**953**
By region			
Greater Minnesota	85%	15%	374
Twin Cities Metro (7-county)	86%	14%	494
By county group			
Central MN	82%	18%	51
Northeast MN	91%	9%	75
Northwest MN	87%	13%	52
Southern MN	88%	13%	56
Southwest MN	100%	0%	28
Olmsted County	70%	30%	67
Stearns County	88%	13%	24
Wright County	86%	14%	21
Suburban 7-county metro	90%	10%	133
Hennepin County	83%	17%	230
Ramsey County	89%	11%	131
By race/ethnicity			
BIPOC	78%	22%	382
American Indian, Native American, or Alaska Native (alone or in combination)	82%	18%	73
Asian (alone or in combination)	91%	9%	44
Black or African American (alone or in combination)	66%	34%	157
Hispanic or Latino (alone or in combination)	85%	15%	117
White alone	92%	8%	459
By survey language			
English	84%	16%	905
Spanish	85%	15%	48
By age groups			
18-24	79%	21%	48
25-34	82%	18%	198
35-44	85%	15%	236
45-54	84%	16%	186
55-64	92%	8%	133
65+	94%	6%	67

12. What would you expect to get if you answered 'yes' to the following: Do you want help finding health insurance? (All respondents)

	Resources to help with enrolling in health insurance (Correct)	Resources to find a job, training, or other career help	Number of respondents
All respondents	**84%**	**16%**	**953**
By highest level of education completed			
Less than high school diploma or GED	69%	31%	62
High school diploma or GED	82%	18%	294
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	89%	11%	323
Post-graduate or professional degree	91%	9%	198
By disability, chronic medical, or mental health condition in family			
Yes	89%	11%	447
No	82%	18%	415
By gender identity (select all that apply)			
Male	79%	21%	165
Female	87%	13%	669
Non-binary	--	--	14
By LGBTQ+ status			
LGBTQ+	92%	8%	90
Not LGBTQ+	85%	15%	731

13. What would you expect to get if you answered 'yes' to the following: Do you want help finding employment or building skills? (All respondents)

	Resources to find a job, training, or other career help (Correct)	Resources for help paying for my basic needs	Number of respondents
All respondents	**75%**	**25%**	**1082**
By region			
Greater Minnesota	81%	19%	408
Twin Cities Metro (7-county)	74%	26%	578
By county group			
Central MN	86%	14%	57
Northeast MN	79%	21%	85
Northwest MN	82%	18%	62
Southern MN	85%	15%	60
Southwest MN	78%	22%	32
Olmsted County	69%	31%	68
Stearns County	83%	17%	24
Wright County	95%	5%	20
Suburban 7-county metro	78%	22%	151
Hennepin County	74%	26%	276
Ramsey County	72%	28%	151
By race/ethnicity			
BIPOC	69%	31%	451
American Indian, Native American, or Alaska Native (alone or in combination)	78%	22%	85
Asian (alone or in combination)	76%	24%	49
Black or African American (alone or in combination)	60%	40%	198
Hispanic or Latino (alone or in combination)	73%	27%	128
White alone	84%	16%	504
By survey language			
English	76%	24%	1029
Spanish	64%	36%	53
By age groups			
18-24	78%	22%	55
25-34	76%	24%	217
35-44	78%	22%	264
45-54	77%	23%	209
55-64	75%	25%	167
65+	75%	25%	76

13. What would you expect to get if you answered 'yes' to the following: Do you want help finding employment or building skills? (All respondents)

	Resources to find a job, training, or other career help (Correct)	Resources for help paying for my basic needs	Number of respondents
All respondents	**75%**	**25%**	**1082**
By highest level of education completed			
Less than high school diploma or GED	49%	51%	92
High school diploma or GED	68%	32%	345
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	84%	16%	354
Post-graduate or professional degree	89%	11%	206
By disability, chronic medical, or mental health condition in family			
Yes	75%	25%	524
No	79%	21%	454
By gender identity (select all that apply)			
Male	76%	24%	188
Female	77%	23%	762
Non-binary	--	--	13
By LGBTQ+ status			
LGBTQ+	82%	18%	94
Not LGBTQ+	77%	23%	830

14. What would you expect to get if you answered 'yes' to the following: Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use? (All respondents)

	Resources for help paying for my basic needs	Resources for help with mental health or substance use (Correct)	Number of respondents
All respondents	**27%**	**73%**	**1036**
By region			
Greater Minnesota	20%	80%	391
Twin Cities Metro (7-county)	28%	72%	553
By county group			
Central MN	24%	76%	59
Northeast MN	11%	89%	81
Northwest MN	22%	78%	54
Southern MN	17%	83%	60
Southwest MN	21%	79%	29
Olmsted County	41%	59%	63
Stearns County	4%	96%	23
Wright County	5%	95%	22
Suburban 7-county metro	22%	78%	151
Hennepin County	31%	69%	259
Ramsey County	31%	69%	143
By race/ethnicity			
BIPOC	37%	63%	420
American Indian, Native American, or Alaska Native (alone or in combination)	28%	72%	81
Asian (alone or in combination)	30%	70%	44
Black or African American (alone or in combination)	48%	52%	190
Hispanic or Latino (alone or in combination)	27%	73%	114
White alone	14%	86%	496
By survey language			
English	27%	73%	994
Spanish	40%	60%	42
By age groups			
18-24	24%	76%	51
25-34	26%	74%	206
35-44	23%	77%	252
45-54	28%	72%	206
55-64	27%	73%	165
65+	21%	79%	70

14. What would you expect to get if you answered 'yes' to the following: Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use? (All respondents)

	Resources for help paying for my basic needs	Resources for help with mental health or substance use (Correct)	Number of respondents
All respondents	**27%**	**73%**	**1036**
By highest level of education completed			
Less than high school diploma or GED	54%	46%	84
High school diploma or GED	33%	67%	330
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	17%	83%	343
Post-graduate or professional degree	14%	86%	201
By disability, chronic medical, or mental health condition in family			
Yes	23%	77%	523
No	27%	73%	418
By gender identity (select all that apply)			
Male	34%	66%	175
Female	23%	77%	736
Non-binary	--	--	16
By LGBTQ+ status			
LGBTQ+	16%	84%	94
Not LGBTQ+	26%	74%	798

15. Overall, how easy would these questions about your needs on the new website be for you to answer? (All respondents)

	Very easy to answer	Somewhat easy to answer	Somewhat hard to answer	Very hard to answer	Number of respondents
All respondents	**66%**	**26%**	**6%**	**2%**	**1346**
By region					
Greater Minnesota	67%	26%	5%	2%	511
Twin Cities Metro (7-county)	68%	25%	5%	2%	682
By county group					
Central MN	79%	20%	1%	0%	70
Northeast MN	72%	20%	6%	1%	108
Northwest MN	81%	17%	1%	1%	72
Southern MN	62%	34%	3%	1%	74
Southwest MN	56%	36%	8%	0%	39
Olmsted County	48%	34%	11%	7%	90
Stearns County	69%	22%	6%	3%	32
Wright County	62%	35%	4%	0%	26
Suburban 7-county metro	69%	25%	6%	1%	192
Hennepin County	69%	25%	4%	2%	316
Ramsey County	68%	24%	6%	2%	174
By race/ethnicity					
BIPOC	66%	26%	6%	3%	560
American Indian, Native American, or Alaska Native (alone or in combination)	74%	18%	5%	3%	103
Asian (alone or in combination)	42%	44%	11%	4%	55
Black or African American (alone or in combination)	65%	25%	7%	3%	249
Hispanic or Latino (alone or in combination)	66%	26%	6%	2%	161
White alone	69%	26%	4%	1%	602
By survey language					
English	66%	26%	6%	2%	1277
Spanish	64%	25%	7%	3%	67
By age groups					
18-24	60%	34%	5%	2%	62
25-34	67%	25%	6%	2%	263
35-44	71%	25%	4%	1%	326
45-54	70%	23%	4%	3%	249
55-64	67%	26%	6%	2%	200
65+	57%	33%	9%	1%	97

15. Overall, how easy would these questions about your needs on the new website be for you to answer? (All respondents)

	Very easy to answer	Somewhat easy to answer	Somewhat hard to answer	Very hard to answer	Number of respondents
All respondents	**66%**	**26%**	**6%**	**2%**	**1346**
By highest level of education completed					
Less than high school diploma or GED	66%	20%	9%	5%	116
High school diploma or GED	66%	27%	6%	1%	445
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	71%	25%	3%	1%	408
Post-graduate or professional degree	64%	29%	5%	2%	244
By disability, chronic medical, or mental health condition in family					
Yes	68%	25%	5%	2%	626
No	67%	26%	5%	1%	559
By gender identity (select all that apply)					
Male	59%	33%	6%	1%	231
Female	70%	24%	4%	2%	917
Non-binary	--	--	--	--	18
By LGBTQ+ status					
LGBTQ+	71%	22%	5%	2%	105
Not LGBTQ+	68%	26%	5%	2%	1006

15. What other information would be helpful to know about places that fit your needs? Please choose three. (All respondents)

	Distance to the org-anization	Bus routes to the org-anization	Maps with walking and car directions to the org-anization	Who the org-anization's programs are intended for and not intended for	Who is allowed to access services (eligibility req-uirements)	Whether they have a sliding scale for cost (if there is a cost)	Other helpful information	Number of respondents
All respondents	**24%**	**17%**	**20%**	**57%**	**71%**	**42%**	**11%**	**1662**
By region								
Greater Minnesota	26%	14%	18%	65%	75%	47%	9%	649
Twin Cities Metro (7-county)	24%	20%	22%	55%	71%	40%	11%	845
By county group								
Central MN	28%	7%	16%	69%	77%	55%	7%	86
Northeast MN	28%	14%	19%	65%	80%	47%	7%	139
Northwest MN	28%	12%	21%	71%	80%	46%	7%	85
Southern MN	22%	14%	15%	61%	73%	50%	7%	94
Southwest MN	25%	17%	25%	57%	75%	43%	13%	53
Olmsted County	23%	13%	14%	63%	72%	48%	12%	109
Stearns County	24%	25%	16%	61%	59%	47%	10%	51
Wright County	38%	9%	25%	72%	75%	31%	6%	32
Suburban 7-county metro	22%	17%	19%	57%	75%	45%	11%	240
Hennepin County	24%	20%	23%	54%	69%	38%	10%	382
Ramsey County	27%	24%	23%	53%	71%	39%	13%	223
By race/ethnicity								
BIPOC	26%	19%	21%	55%	67%	37%	12%	692
American Indian, Native American, or Alaska Native (alone or in combination)	25%	15%	23%	65%	70%	37%	10%	125
Asian (alone or in combination)	30%	22%	31%	60%	69%	36%	9%	67
Black or African American (alone or in combination)	25%	22%	19%	50%	61%	33%	15%	313
Hispanic or Latino (alone or in combination)	26%	17%	19%	56%	76%	43%	11%	198
White alone	24%	15%	20%	62%	78%	49%	9%	757
By survey language								
English	24%	17%	19%	57%	70%	42%	11%	1575
Spanish	23%	10%	26%	57%	78%	27%	8%	86
By age groups								
18-24	29%	27%	31%	61%	69%	36%	11%	75
25-34	27%	22%	18%	53%	73%	43%	9%	320
35-44	26%	16%	17%	58%	70%	42%	10%	397
45-54	23%	15%	24%	57%	76%	44%	10%	314
55-64	24%	15%	21%	62%	76%	44%	13%	255
65+	24%	15%	17%	74%	73%	48%	8%	134

15. What other information would be helpful to know about places that fit your needs? Please choose three. (All respondents)

	Distance to the org-anization	Bus routes to the org-anization	Maps with walking and car directions to the org-anization	Who the org-anization's programs are intended for and not intended for	Who is allowed to access services (eligibility req-uirements)	Whether they have a sliding scale for cost (if there is a cost)	Other helpful information	Number of respondents
All respondents	**24%**	**17%**	**20%**	**57%**	**71%**	**42%**	**11%**	**1662**
By highest level of education completed								
Less than high school diploma or GED	30%	19%	16%	44%	59%	25%	19%	134
High school diploma or GED	25%	18%	20%	55%	66%	37%	10%	567
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	24%	16%	19%	63%	81%	52%	8%	503
Post-graduate or professional degree	25%	17%	23%	64%	76%	47%	11%	314
By disability, chronic medical, or mental health condition in family								
Yes	23%	17%	20%	60%	78%	46%	11%	800
No	28%	18%	21%	58%	67%	40%	9%	685
By gender identity (select all that apply)								
Male	28%	20%	27%	59%	64%	30%	8%	283
Female	25%	17%	19%	60%	76%	46%	10%	1158
Non-binary	33%	33%	14%	38%	67%	62%	10%	21
By sexual orientation (select all that apply)								
Heterosexual or straight	26%	17%	20%	60%	74%	44%	9%	1272
Gay or lesbian	22%	26%	22%	52%	63%	37%	15%	27
Bisexual	24%	19%	22%	69%	74%	50%	10%	58
Queer	10%	35%	15%	65%	95%	70%	10%	20
Pansexual	17%	30%	26%	57%	87%	65%	0%	23
By LGBTQ+ status								
LGBTQ+	24%	25%	22%	60%	73%	50%	11%	129
Not LGBTQ+	26%	16%	20%	60%	74%	44%	9%	1259

17. Please specify what other information would be helpful to know about places that fit your needs. (Of respondents who selected 'other helpful information' for which other helpful information would be helpful to know about places that fit your needs)

Overall

	All respondents (N=83)
Additional information about organization/services provided (e.g., languages, contactinformation, hours, address)	33%
Areas of help needed (e.g., transportation, jobs)	29%
Other	23%
Application process (e.g., in-person vs. online, documentation needed, how to apply)	20%
All of the above	4%

17A. Of the information you selected that would be helpful to know about places that fit your needs, which would you rank as the most helpful to know? (Of respondents who chose at least one piece of information that would be helpful to know about places that fit their needs)

Overall

	All respondents (N=1420)
Who is allowed to access services (for example, any eligibility requirements)	43%
Who the organization's programs are intended for and not intended for	30%
Whether they have a sliding scale for cost (if there is a cost)	8%
Distance to the organization	5%
Maps with walking and car directions to the organization	5%
Other helpful information	5%
Bus routes to the organization	4%

17B. Of the information you selected that would be helpful to know about places that fit your needs, which would you rank as the 2nd most helpful to know? (Of respondents who chose two or more pieces of information that would be helpful to know about places that fit their needs)

Overall

	All respondents (N=1157)
Who is allowed to access services (for example, any eligibility requirements)	31%
Who the organization's programs are intended for and not intended for	27%
Whether they have a sliding scale for cost (if there is a cost)	20%
Distance to the organization	7%
Maps with walking and car directions to the organization	7%
Bus routes to the organization	7%
Other helpful information	2%

17C. Of the information you selected that would be helpful to know about places that fit your needs, which would you rank as the 3rd most helpful to know? (Of respondents who chose three pieces of information that would be helpful to know about places that fit their needs)

Overall

	All respondents (N=1027)
Whether they have a sliding scale for cost (if there is a cost)	30%
Distance to the organization	19%
Maps with walking and car directions to the organization	14%
Who the organization's programs are intended for and not intended for	13%
Bus routes to the organization	12%
Who is allowed to access services (for example, any eligibility requirements)	9%
Other helpful information	4%

18. Which of the following would you be comfortable sharing with the Minnesota Department of Human Services to protect and personalize your account? Please select all that apply. (All respondents)

	Full legal name	Date of birth	Current mailing address	Telephone number	Email address	I would not use an online account	Number of respondents
All respondents	**63%**	**52%**	**54%**	**52%**	**70%**	**13%**	**1614**
By region							
Greater Minnesota	64%	55%	55%	50%	70%	12%	650
Twin Cities Metro (7-county)	64%	53%	55%	57%	72%	13%	851
By county group							
Central MN	62%	47%	55%	51%	68%	16%	85
Northeast MN	70%	55%	60%	52%	74%	14%	138
Northwest MN	69%	58%	57%	60%	76%	10%	86
Southern MN	69%	57%	60%	48%	72%	9%	95
Southwest MN	72%	47%	66%	51%	75%	8%	53
Olmsted County	46%	64%	37%	39%	52%	11%	109
Stearns County	55%	43%	49%	43%	67%	20%	51
Wright County	73%	55%	67%	52%	88%	0%	33
Suburban 7-county metro	65%	57%	59%	59%	75%	10%	242
Hennepin County	67%	51%	55%	56%	71%	12%	385
Ramsey County	59%	50%	52%	56%	71%	16%	224
By race/ethnicity							
BIPOC	58%	48%	46%	52%	68%	12%	696
American Indian, Native American, or Alaska Native (alone or in combination)	70%	64%	64%	62%	77%	10%	125
Asian (alone or in combination)	50%	44%	40%	46%	68%	16%	68
Black or African American (alone or in combination)	57%	48%	41%	50%	61%	12%	314
Hispanic or Latino (alone or in combination)	54%	40%	47%	52%	74%	10%	200
White alone	72%	59%	65%	56%	76%	11%	763
By survey language							
English	63%	52%	54%	52%	70%	13%	1531
Spanish	60%	43%	46%	60%	69%	10%	83
By age groups							
18-24	59%	52%	41%	52%	68%	12%	75
25-34	65%	59%	51%	54%	67%	9%	323
35-44	64%	53%	56%	57%	71%	11%	398
45-54	69%	54%	60%	58%	78%	11%	316
55-64	62%	50%	57%	48%	71%	14%	258
65+	66%	52%	60%	51%	70%	17%	132

18. Which of the following would you be comfortable sharing with the Minnesota Department of Human Services to protect and personalize your account? Please select all that apply. (All respondents)

	Full legal name	Date of birth	Current mailing address	Telephone number	Email address	I would not use an online account	Number of respondents
All respondents	**63%**	**52%**	**54%**	**52%**	**70%**	**13%**	**1614**
By highest level of education completed							
Less than high school diploma or GED	50%	46%	39%	44%	51%	17%	137
High school diploma or GED	64%	55%	52%	53%	69%	11%	572
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	68%	55%	61%	57%	77%	11%	504
Post-graduate or professional degree	63%	51%	57%	53%	74%	15%	312
By disability, chronic medical, or mental health condition in family							
Yes	69%	56%	59%	57%	74%	12%	805
No	60%	51%	51%	50%	68%	13%	689
By gender identity (select all that apply)							
Male	64%	57%	59%	55%	69%	13%	287
Female	66%	54%	55%	54%	73%	11%	1164
Non-binary	57%	52%	52%	48%	76%	10%	21
By sexual orientation (select all that apply)							
Heterosexual or straight	65%	54%	56%	54%	73%	12%	1280
Gay or lesbian	67%	67%	56%	59%	63%	15%	27
Bisexual	81%	67%	74%	74%	88%	5%	58
Queer	55%	60%	60%	60%	85%	5%	20
Pansexual	87%	70%	78%	74%	96%	4%	23
By LGBTQ+ status							
LGBTQ+	74%	66%	67%	66%	80%	7%	129
Not LGBTQ+	65%	54%	56%	54%	73%	12%	1267

Demographics of survey respondents

20. County of residence (All respondents)

	All respondents (N=1504)
Hennepin	26%
Ramsey	15%
Olmsted	7%
Dakota	7%
Anoka	4%
Itasca	4%
Saint Louis	4%
Stearns	3%
Washington	3%
Clay	3%
Wright	2%
Beltrami	2%
Sherburne	1%
Scott	1%
Winona	1%
Kandiyohi	1%
Goodhue	1%
Wabasha	1%
Carver	1%
Blue Earth	1%
Houston	1%
Otter Tail	1%
Watonwan	<.5%
Rice	<.5%
Mower	<.5%
Morrison	<.5%
Crow Wing	<.5%
Chisago	<.5%
Cass	<.5%
Todd	<.5%
Steele	<.5%
Pine	<.5%
Mille Lacs	<.5%
Martin	<.5%
Isanti	<.5%
Benton	<.5%

20. County of residence (All respondents)

	All respondents (N=1504)
Becker	<.5%
Mahnomen	<.5%
Hubbard	<.5%
Dodge	<.5%
Nobles	<.5%
Lake	<.5%
Brow n	<.5%
Sibley	<.5%
Mcleod	<.5%
Lyon	<.5%
Le Sueur	<.5%
Douglas	<.5%
Clearw ater	<.5%
Carlton	<.5%
Wilkin	<.5%
Wadena	<.5%
Renville	<.5%
Redw ood	<.5%
Murray	<.5%
Koochiching	<.5%
Fillmore	<.5%
Cook	<.5%
Aitkin	<.5%
Waseca	<.5%
Roseau	<.5%
Pope	<.5%
Pipestone	<.5%
Pennington	<.5%
Nicollet	<.5%
Kanabec	<.5%
Jackson	<.5%
Freeborn	<.5%
Faribault	<.5%
Cottonw ood	<.5%

20. County of residence (All respondents)

	All respondents (N=1504)
Hennepin	26%
Ramsey	15%
Olmsted	7%
Dakota	7%
Low er NE	5%
Anoka	4%
Upper NE	4%
Stearns	3%
Eastern NW	3%
Washington	3%
Western NW	3%
Eastern Southern	3%
Wright	2%
Scott/Carver	2%
Eastern Central	2%
Southern SW	2%
Central Southern	2%
Central	2%
Middle Central	1%
Central SW	1%
Southern	1%
West Central	1%
Western Southern	1%
Western SW	1%

20. Region of residence (All respondents)

	Greater MN	Twin Cities Metro (7-co)	Number of respondents
All respondents	**43%**	**57%**	**1504**
By county group			
Central MN	100%	0%	86
Northeast MN	100%	0%	140
Northwest MN	100%	0%	86
Southern MN	100%	0%	95
Southwest MN	100%	0%	53
Olmsted County	100%	0%	109
Stearns County	100%	0%	51
Wright County	100%	0%	33
Suburban 7-county metro	0%	100%	242
Hennepin County	0%	100%	385
Ramsey County	0%	100%	224
By race/ethnicity			
BIPOC	31%	69%	680
American Indian, Native American, or Alaska Native (alone or in combination)	59%	41%	123
Asian (alone or in combination)	27%	73%	67
Black or African American (alone or in combination)	21%	79%	303
Hispanic or Latino (alone or in combination)	27%	73%	199
White alone	57%	43%	753
By survey language			
English	45%	55%	1426
Spanish	9%	91%	78
By age groups			
18-24	47%	53%	74
25-34	41%	59%	318
35-44	44%	56%	394
45-54	37%	63%	313
55-64	46%	54%	250
65+	58%	42%	134

20. Region of residence (All respondents)

	Greater MN	Twin Cities Metro (7-co)	Number of respondents
All respondents	**43%**	**57%**	**1504**
By highest level of education completed			
Less than high school diploma or GED	33%	67%	135
High school diploma or GED	43%	57%	563
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	49%	51%	499
Post-graduate or professional degree	41%	59%	306
By disability, chronic medical, or mental health condition in family			
Yes	44%	56%	791
No	44%	56%	679
By gender identity (select all that apply)			
Male	40%	60%	277
Female	45%	55%	1153
Non-binary	--	--	19
By sexual orientation (select all that apply)			
Heterosexual or straight	45%	55%	1262
Gay or lesbian	19%	81%	27
Bisexual	49%	51%	57
Queer	15%	85%	20
Pansexual	32%	68%	22
By LGBTQ+ status			
LGBTQ+	36%	64%	127
Not LGBTQ+	45%	55%	1249

21. What is the highest level of education you have completed? (All respondents)

	Less than high school diploma or GED	High school diploma or GED	Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	Post-graduate or professional degree	Number of respondents
All respondents	**9%**	**37%**	**33%**	**21%**	**1529**
By region					
Greater Minnesota	7%	37%	37%	19%	653
Twin Cities Metro (7-county)	11%	38%	30%	21%	850
By county group					
Central MN	6%	41%	35%	19%	86
Northeast MN	2%	29%	46%	22%	140
Northwest MN	10%	42%	35%	13%	86
Southern MN	6%	34%	46%	14%	95
Southwest MN	4%	42%	36%	19%	53
Olmsted County	15%	39%	25%	22%	109
Stearns County	8%	41%	31%	20%	51
Wright County	0%	33%	36%	30%	33
Suburban 7-county metro	9%	37%	31%	23%	242
Hennepin County	10%	38%	32%	20%	385
Ramsey County	13%	39%	26%	22%	223
By race/ethnicity					
BIPOC	15%	43%	26%	16%	695
American Indian, Native American, or Alaska Native (alone or in combination)	12%	47%	30%	10%	125
Asian (alone or in combination)	12%	28%	28%	33%	69
Black or African American (alone or in combination)	16%	50%	26%	9%	313
Hispanic or Latino (alone or in combination)	18%	37%	23%	23%	200
White alone	3%	33%	40%	24%	762
By survey language					
English	8%	38%	34%	20%	1450
Spanish	21%	37%	19%	23%	78
By age groups					
18-24	9%	63%	21%	7%	75
25-34	13%	40%	28%	19%	323
35-44	10%	42%	29%	19%	398
45-54	10%	32%	39%	19%	316
55-64	5%	34%	34%	26%	258
65+	2%	22%	49%	27%	135

21. What is the highest level of education you have completed? (All respondents)

	Less than high school diploma or GED	High school diploma or GED	Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	Post-graduate or professional degree	Number of respondents
All respondents	**9%**	**37%**	**33%**	**21%**	**1529**
By disability, chronic medical, or mental health condition in family					
Yes	9%	37%	36%	19%	805
No	9%	37%	31%	23%	689
By gender identity (select all that apply)					
Male	7%	39%	29%	24%	286
Female	9%	37%	35%	19%	1163
Non-binary	10%	24%	33%	33%	21
By sexual orientation (select all that apply)					
Heterosexual or straight	8%	37%	33%	21%	1278
Gay or lesbian	7%	26%	44%	22%	27
Bisexual	9%	48%	29%	14%	58
Queer	0%	25%	65%	10%	20
Pansexual	0%	33%	42%	25%	24
By LGBTQ+ status					
LGBTQ+	8%	36%	36%	19%	130
Not LGBTQ+	8%	37%	34%	21%	1265

22. Are you a veteran of the U.S. Armed Forces? (All respondents)

	Yes	No	Number of respondents
All respondents	3%	97%	1535
By region			
Greater Minnesota	3%	97%	653
Twin Cities Metro (7-county)	3%	97%	851
By county group			
Central MN	5%	95%	86
Northeast MN	4%	96%	140
Northwest MN	1%	99%	86
Southern MN	2%	98%	95
Southwest MN	0%	100%	53
Olmsted County	2%	98%	109
Stearns County	6%	94%	51
Wright County	3%	97%	33
Suburban 7-county metro	4%	96%	242
Hennepin County	2%	98%	385
Ramsey County	3%	97%	224
By race/ethnicity			
BIPOC	2%	98%	697
American Indian, Native American, or Alaska Native (alone or in combination)	2%	98%	125
Asian (alone or in combination)	1%	99%	69
Black or African American (alone or in combination)	1%	99%	314
Hispanic or Latino (alone or in combination)	2%	99%	200
White alone	3%	97%	764
By survey language			
English	3%	97%	1456
Spanish	1%	99%	78
By age groups			
18-24	0%	100%	75
25-34	2%	98%	323
35-44	2%	98%	398
45-54	2%	98%	316
55-64	4%	96%	258
65+	7%	93%	135

22. Are you a veteran of the U.S. Armed Forces? (All respondents)

	Yes	No	Number of respondents
All respondents	**3%**	**97%**	**1535**
By highest level of education completed			
Less than high school diploma or GED	1%	99%	137
High school diploma or GED	2%	98%	573
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	4%	96%	505
Post-graduate or professional degree	4%	96%	314
By disability, chronic medical, or mental health condition in family			
Yes	3%	97%	805
No	2%	98%	690
By gender identity (select all that apply)			
Male	9%	91%	287
Female	1%	99%	1166
Non-binary	0%	100%	21
By sexual orientation (select all that apply)			
Heterosexual or straight	3%	97%	1281
Gay or lesbian	4%	96%	27
Bisexual	2%	98%	58
Queer	0%	100%	20
Pansexual	0%	100%	24
By LGBTQ+ status			
LGBTQ+	2%	98%	130
Not LGBTQ+	3%	97%	1268

23. Age (All respondents)

	18-24	25-34	35-44	45-54	55-64	65+	Number of respondents
All respondents	**5%**	**21%**	**26%**	**21%**	**17%**	**9%**	**1505**
By region							
Greater Minnesota	5%	20%	27%	18%	18%	12%	645
Twin Cities Metro (7-county)	5%	23%	26%	24%	16%	7%	838
By county group							
Central MN	5%	19%	31%	19%	18%	9%	85
Northeast MN	2%	11%	22%	15%	18%	31%	138
Northwest MN	6%	29%	39%	13%	11%	2%	83
Southern MN	9%	21%	16%	22%	27%	4%	95
Southwest MN	4%	17%	40%	19%	17%	4%	53
Olmsted County	7%	31%	27%	19%	14%	3%	108
Stearns County	6%	10%	20%	18%	18%	28%	50
Wright County	3%	21%	27%	21%	21%	6%	33
Suburban 7-county metro	3%	19%	30%	26%	17%	6%	239
Hennepin County	6%	22%	27%	22%	16%	7%	379
Ramsey County	5%	28%	22%	24%	16%	6%	220
By race/ethnicity							
BIPOC	7%	25%	26%	23%	15%	5%	685
American Indian, Native American, or Alaska Native (alone or in combination)	6%	21%	28%	19%	20%	6%	124
Asian (alone or in combination)	16%	27%	19%	22%	9%	6%	67
Black or African American (alone or in combination)	8%	26%	26%	21%	15%	5%	309
Hispanic or Latino (alone or in combination)	5%	25%	26%	27%	13%	4%	197
White alone	3%	19%	26%	19%	20%	13%	756
By survey language							
English	5%	22%	26%	20%	17%	9%	1429
Spanish	3%	14%	33%	36%	13%	1%	76

23. Age (All respondents)

	18-24	25-34	35-44	45-54	55-64	65+	Number of respondents
All respondents	**5%**	**21%**	**26%**	**21%**	**17%**	**9%**	**1505**
By highest level of education completed							
Less than high school diploma or GED	5%	30%	28%	24%	10%	2%	135
High school diploma or GED	8%	23%	30%	18%	16%	5%	565
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	3%	18%	23%	25%	18%	13%	501
Post-graduate or professional degree	2%	20%	25%	20%	22%	12%	304
By disability, chronic medical, or mental health condition in family							
Yes	3%	16%	26%	24%	21%	11%	795
No	7%	28%	28%	18%	12%	7%	677
By gender identity (select all that apply)							
Male	4%	17%	27%	21%	18%	12%	281
Female	5%	22%	27%	21%	17%	9%	1149
Non-binary	20%	45%	15%	5%	10%	5%	20
By sexual orientation (select all that apply)							
Heterosexual or straight	4%	20%	27%	22%	18%	9%	1268
Gay or lesbian	0%	33%	26%	19%	15%	7%	27
Bisexual	19%	35%	25%	12%	4%	5%	57
Queer	--	--	--	--	--	--	19
Pansexual	14%	43%	33%	5%	5%	0%	21
By LGBTQ+ status							
LGBTQ+	13%	36%	27%	12%	8%	5%	126
Not LGBTQ+	4%	20%	27%	22%	18%	9%	1256

24. How do you identify your race/ethnicity? Please check all that apply. (All respondents)

	American Indian, Native American, or Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Other Pacific Islander	White	Prefer to self-describe	Number of respondents
All respondents	**9%**	**5%**	**21%**	**14%**	**1%**	**58%**	**2%**	**1462**
By region								
Greater Minnesota	11%	3%	10%	8%	1%	73%	1%	636
Twin Cities Metro (7-county)	6%	6%	30%	18%	1%	47%	2%	797
By county group								
Central MN	14%	1%	6%	5%	1%	76%	1%	84
Northeast MN	13%	0%	4%	4%	0%	87%	1%	134
Northwest MN	45%	0%	6%	2%	1%	55%	0%	84
Southern MN	2%	2%	8%	11%	0%	84%	1%	92
Southwest MN	0%	4%	8%	26%	0%	68%	0%	53
Olmsted County	2%	11%	28%	14%	2%	45%	3%	109
Stearns County	2%	2%	13%	4%	0%	83%	0%	47
Wright County	0%	0%	3%	0%	0%	100%	0%	33
Suburban 7-county metro	6%	4%	16%	20%	<.5%	61%	2%	226
Hennepin County	8%	6%	36%	18%	1%	40%	2%	366
Ramsey County	4%	9%	34%	17%	<.5%	42%	3%	205
By race/ethnicity								
BIPOC	18%	10%	45%	29%	1%	12%	3%	697
American Indian, Native American, or Alaska Native (alone or in combination)	100%	0%	12%	11%	2%	31%	0%	125
Asian (alone or in combination)	0%	100%	0%	0%	0%	3%	1%	69
Black or African American (alone or in combination)	5%	0%	100%	2%	<.5%	7%	2%	314
Hispanic or Latino (alone or in combination)	7%	0%	4%	100%	2%	16%	1%	200
White alone	0%	0%	0%	0%	0%	100%	0%	765
By survey language								
English	9%	5%	23%	9%	1%	61%	2%	1383
Spanish	1%	0%	1%	95%	0%	10%	3%	78
By age groups								
18-24	10%	15%	33%	14%	1%	43%	3%	72
25-34	8%	6%	26%	16%	1%	53%	2%	310
35-44	9%	3%	21%	14%	1%	57%	2%	379
45-54	8%	5%	21%	18%	0%	53%	2%	302
55-64	10%	2%	19%	10%	0%	64%	2%	250
65+	5%	3%	11%	5%	1%	79%	1%	128

24. How do you identify your race/ethnicity? Please check all that apply. (All respondents)

	American Indian, Native American, or Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Other Pacific Islander	White	Prefer to self-describe	Number of respondents
All respondents	**9%**	**5%**	**21%**	**14%**	**1%**	**58%**	**2%**	**1462**
By highest level of education completed								
Less than high school diploma or GED	11%	6%	38%	27%	0%	23%	2%	132
High school diploma or GED	11%	3%	28%	13%	1%	52%	2%	552
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	8%	4%	17%	9%	<.5%	68%	1%	479
Post-graduate or professional degree	4%	8%	9%	15%	1%	67%	3%	294
By disability, chronic medical, or mental health condition in family								
Yes	10%	3%	19%	11%	1%	65%	2%	765
No	7%	7%	23%	17%	<.5%	51%	2%	669
By gender identity (select all that apply)								
Male	6%	5%	24%	15%	0%	53%	3%	273
Female	9%	5%	21%	13%	1%	60%	1%	1134
Non-binary	--	--	--	--	--	--	--	18
By sexual orientation (select all that apply)								
Heterosexual or straight	8%	5%	22%	12%	1%	58%	2%	1247
Gay or lesbian	16%	0%	20%	12%	0%	52%	0%	25
Bisexual	16%	3%	12%	12%	3%	78%	0%	58
Queer	--	--	--	--	--	--	--	19
Pansexual	17%	4%	8%	29%	0%	75%	4%	24
By LGBTQ+ status								
LGBTQ+	15%	3%	12%	15%	2%	72%	1%	124
Not LGBTQ+	8%	5%	22%	12%	<.5%	58%	2%	1236

24. How do you identify your race/ethnicity? (Of respondents who selected that they prefer to self-describe their race/ethnicity)

Overall

	All respondents (N=25)
Multi-racial	52%
Other	48%

25. Please indicate which cultural or ethnic groups are a part of your identity, or fill in the blank if appropriate. Please check all that apply. (All respondents)

	All respondents (N=112)
White non-Hispanic	47%
African American	19%
Another cultural group not listed here	12%
Mexican	10%
Native American	9%
Puerto Rican	2%
Somali	2%
Indian	1%
Hmong	1%
Chinese	1%
Vietnamese	1%
Colombian	1%
Korean	1%
Liberian	1%
Japanese	1%
Cambodian	<.5%
Cuban	<.5%
Ecuadorian	<.5%
Guatemalan	<.5%
Nigerian	<.5%
Russian	<.5%
Salvadoran	<.5%
Karen	<.5%
Ethiopian	<.5%
Lebanese	<.5%
Kenyan	<.5%
Filipino	<.5%
Laotian	<.5%
Thai	<.5%

25. Please indicate which cultural or ethnic groups are a part of your identity, or fill in the blank if appropriate. Please check all that apply. (All respondents)

	All respondents (N=112)
Other	42%
German	14%
Irish	7%
Italian	6%
Sudanese	5%
European (general, unspecified)	4%
Bosnian	4%
Norwegian	4%
Nicaraguan	4%
Scandinavian (general, unspecified)	3%
Polish	3%
Finnish	3%
Eastern European (general)	3%
Honduran	3%
Congolese	3%
Black/Black American	3%
Hispanic (general, unspecified)	2%
Panamanian	2%
British	1%

26. Do you have a disability or chronic medical or mental health condition? (All respondents)

	Yes	No	Number of respondents
All respondents	38%	62%	1496
By region			
Greater Minnesota	37%	63%	640
Twin Cities Metro (7-county)	40%	60%	827
By county group			
Central MN	37%	63%	84
Northeast MN	46%	54%	138
Northwest MN	44%	56%	86
Southern MN	39%	61%	92
Southwest MN	34%	66%	53
Olmsted County	25%	75%	106
Stearns County	31%	69%	48
Wright County	18%	82%	33
Suburban 7-county metro	39%	61%	234
Hennepin County	41%	59%	376
Ramsey County	39%	61%	217
By race/ethnicity			
BIPOC	34%	66%	676
American Indian, Native American, or Alaska Native (alone or in combination)	47%	53%	123
Asian (alone or in combination)	18%	82%	68
Black or African American (alone or in combination)	40%	60%	301
Hispanic or Latino (alone or in combination)	26%	74%	197
White alone	40%	60%	757
By survey language			
English	40%	60%	1419
Spanish	11%	89%	76
By age groups			
18-24	25%	75%	71
25-34	29%	71%	312
35-44	36%	64%	394
45-54	42%	58%	308
55-64	50%	50%	251
65+	44%	56%	133

26. Do you have a disability or chronic medical or mental health condition? (All respondents)

	Yes	No	Number of respondents
All respondents	**38%**	**62%**	**1496**
By highest level of education completed			
Less than high school diploma or GED	42%	58%	133
High school diploma or GED	42%	58%	551
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	41%	59%	499
Post-graduate or professional degree	26%	74%	308
By disability, chronic medical, or mental health condition in family			
Yes	71%	29%	803
No	0%	100%	691
By gender identity (select all that apply)			
Male	36%	64%	284
Female	39%	61%	1163
Non-binary	52%	48%	21
By sexual orientation (select all that apply)			
Heterosexual or straight	37%	63%	1277
Gay or lesbian	52%	48%	27
Bisexual	60%	40%	57
Queer	80%	20%	20
Pansexual	58%	42%	24
By LGBTQ+ status			
LGBTQ+	57%	43%	128
Not LGBTQ+	36%	64%	1264

26B. Please specify any disabilities or chronic medical or mental health conditions you have. (Of respondents who have a disability or chronic medical or mental health condition)

	All respondents (N=368)
Depression	32%
Anxiety (e.g., panic attacks, panic disorder, anxiety)	29%
Other	17%
PTSD	12%
Diabetes	10%
Pains and injuries (e.g., back pain, shoulder pain)	8%
Mental illness (general/other)	8%
ADHD/ADD	6%
Brain injuries (e.g., concussions, TBIs)	5%
Bipolar	5%
Arthritis (not rheumatoid)	5%
Autoimmune disorder (e.g., rheumatoid arthritis, lupus)	4%
Fibromyalgia	4%
Asthma	4%
Addiction/substance use/abuse	3%
Migraines	3%
Borderline Personality Disorder (BPD)	3%
Chronic pain (general)	2%
Organ diseases or issues other than heart (e.g. kidney disease, pancreatitis, fatty liver)	2%
High blood pressure	2%
Multiple Sclerosis	2%
Blood disorders/issues (e.g., anemia, blood clots)	2%
Neurological disorders (e.g., neuropathy, narcolepsy)	2%
Cancer	2%
Heart issues (include heart attack, stents, etc)	2%
Disability/disabled (general, unspecified)	2%
Stomach or gastrointestinal disorders/issues (e.g., Celiac's, Crohn's)	2%
Learning disability	2%
OCD	2%
COPD	2%
Bulging discs/degenerative discs	1%
Hearing impairment	1%
Stenosis	1%
Vision impairment	1%
Autism	1%
Skin disorders/issues (e.g., psoriasis)	1%
Bone disorders/issues (e.g., osteoporosis)	1%
Mobility impairment	1%
Deaf	1%
Thyroid diseases/issues	1%
Respiratory disease/issue (general/other)	1%
Hernias	<.5%

26C. Categorized disabilities or chronic medical or mental health conditions of respondent (Of respondents who have a disability or chronic medical or mental health condition)

	Disability	Chronic physical health condition	Mental health condition	Other	Number of respondents
All respondents	**15%**	**49%**	**55%**	**17%**	**368**
By region					
Greater Minnesota	14%	54%	56%	13%	160
Twin Cities Metro (7-county)	15%	46%	54%	20%	204
By race/ethnicity					
BIPOC	12%	52%	52%	17%	145
American Indian, Native American, or Alaska Native (alone or in combination)	13%	58%	47%	21%	38
Asian (alone or in combination)	--	--	--	--	7
Black or African American (alone or in combination)	11%	50%	47%	17%	70
Hispanic or Latino (alone or in combination)	11%	67%	58%	8%	36
White alone	15%	48%	57%	17%	208
By age groups					
18-24	--	--	--	--	14
25-34	24%	32%	75%	12%	59
35-44	18%	43%	63%	13%	100
45-54	7%	61%	48%	17%	84
55-64	16%	54%	52%	23%	69
65+	10%	64%	10%	28%	39
By highest level of education completed					
Less than high school diploma or GED	18%	42%	64%	12%	33
High school diploma or GED	16%	47%	56%	17%	154
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	13%	52%	57%	15%	139
Post-graduate or professional degree	14%	52%	36%	26%	42
By gender identity (select all that apply)					
Male	16%	49%	43%	21%	68
Female	14%	50%	57%	16%	293
Non-binary	--	--	--	--	7
By LGBTQ+ status					
LGBTQ+	24%	43%	69%	14%	49
Not LGBTQ+	13%	51%	53%	16%	302

27. Does someone in your family have a disability or chronic medical or mental health condition? (All respondents)

	Yes	No	Number of respondents
All respondents	**38%**	**62%**	**1495**
By region			
Greater Minnesota	40%	60%	641
Twin Cities Metro (7-county)	37%	63%	827
By county group			
Central MN	43%	57%	84
Northeast MN	46%	54%	138
Northwest MN	45%	55%	86
Southern MN	33%	67%	92
Southwest MN	47%	53%	53
Olmsted County	23%	77%	106
Stearns County	57%	43%	49
Wright County	39%	61%	33
Suburban 7-county metro	39%	61%	234
Hennepin County	37%	63%	375
Ramsey County	34%	66%	218
By race/ethnicity			
BIPOC	34%	66%	677
American Indian, Native American, or Alaska Native (alone or in combination)	52%	48%	122
Asian (alone or in combination)	26%	74%	68
Black or African American (alone or in combination)	32%	68%	303
Hispanic or Latino (alone or in combination)	31%	69%	197
White alone	42%	58%	756
By survey language			
English	39%	61%	1418
Spanish	24%	76%	76
By age groups			
18-24	19%	81%	72
25-34	28%	72%	312
35-44	36%	64%	395
45-54	44%	56%	309
55-64	49%	51%	249
65+	47%	53%	133

27. Does someone in your family have a disability or chronic medical or mental health condition? (All respondents)

	Yes	No	Number of respondents
All respondents	**38%**	**62%**	**1495**
By highest level of education completed			
Less than high school diploma or GED	40%	60%	133
High school diploma or GED	37%	63%	552
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	40%	60%	499
Post-graduate or professional degree	38%	62%	308
By disability, chronic medical, or mental health condition in family			
Yes	71%	29%	803
No	0%	100%	691
By gender identity (select all that apply)			
Male	27%	73%	282
Female	41%	59%	1164
Non-binary	43%	57%	21
By sexual orientation (select all that apply)			
Heterosexual or straight	38%	62%	1274
Gay or lesbian	26%	74%	27
Bisexual	53%	47%	58
Queer	70%	30%	20
Pansexual	38%	63%	24
By LGBTQ+ status			
LGBTQ+	45%	55%	130
Not LGBTQ+	38%	62%	1261

27B. Please specify any disabilities or chronic medical or mental health conditions members of your family have. (Of respondents with a family member who has a disability or chronic medical or mental health condition)

	All respondents (N=260)
Other	24%
Depression	18%
Anxiety (e.g., panic attacks, panic disorder, anxiety)	16%
Diabetes	15%
Mental illness (general/other)	14%
Autism	10%
ADHD/ADD	9%
Bipolar	6%
Heart issues (e.g., heart attack, stents)	6%
PTSD	5%
Disability/disabled (general, unspecified)	3%
Learning disability	3%
Arthritis (not rheumatoid)	3%
Cancer	3%
Organ diseases or issues other than heart (e.g. kidney disease, pancreatitis, fatty liver)	3%
Chronic pain (general)	2%
High blood pressure	2%
Hearing impairment	2%
Asthma	2%
Stomach or gastrointestinal disorders/issues (e.g., Celiac's, Crohn's)	1%
Bone disorders/issues (e.g., osteoporosis)	1%
Brain injuries (e.g., concussions, TBIs)	1%
Addiction/substance use/abuse	1%
Pains and injuries (e.g., back pain, shoulder pain)	1%
Thyroid diseases/issues	1%
Spine issues/diseases (e.g., degenerative discs, scoliosis, stenosis)	1%
Fibromyalgia	1%
Neurological disorders (e.g., neuropathy, narcolepsy)	1%
OCD	1%
Borderline Personality Disorder (BPD)	1%
Vision impairment	1%
Skin disorders/issues (e.g., psoriasis)	<.5%
Autoimmune disorder (e.g., rheumatoid arthritis, lupus)	<.5%
Migraines	<.5%
COPD	<.5%
Respiratory disease/issue (general/other)	<.5%

27C. Categorized disabilities or chronic medical or mental health conditions of respondent's family members (Of respondents with a family member who has a disability or chronic medical or mental health condition)

	Disability	Chronic physical health condition	Mental health condition	Other	Number of respondents
All respondents	25%	34%	48%	24%	260
By region					
Greater Minnesota	21%	36%	47%	25%	122
Twin Cities Metro (7-county)	27%	31%	48%	22%	134
By race/ethnicity					
BIPOC	21%	32%	45%	25%	117
American Indian, Native American, or Alaska Native (alone or in combination)	6%	36%	64%	19%	36
Asian (alone or in combination)	--	--	--	--	9
Black or African American (alone or in combination)	32%	39%	34%	23%	44
Hispanic or Latino (alone or in combination)	21%	26%	44%	29%	34
White alone	27%	34%	50%	22%	135
By age groups					
18-24	--	--	--	--	10
25-34	27%	36%	55%	15%	33
35-44	29%	21%	48%	27%	66
45-54	28%	35%	38%	28%	65
55-64	17%	37%	56%	20%	54
65+	25%	54%	36%	25%	28
By highest level of education completed					
Less than high school diploma or GED	20%	32%	28%	32%	25
High school diploma or GED	19%	31%	51%	23%	83
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	28%	38%	47%	24%	97
Post-graduate or professional degree	28%	31%	52%	22%	54
By gender identity (select all that apply)					
Male	16%	35%	39%	42%	31
Female	26%	33%	49%	22%	223
Non-binary	--	--	--	--	5
By LGBTQ+ status					
LGBTQ+	24%	38%	62%	26%	34
Not LGBTQ+	25%	33%	47%	22%	212

26&27. Do you or someone in your family have a disability or chronic medical or mental health condition? (All respondents)

	Yes	No	Number of respondents
All respondents	**54%**	**46%**	**1498**
By region			
Greater Minnesota	54%	46%	642
Twin Cities Metro (7-county)	54%	46%	828
By county group			
Central MN	60%	40%	84
Northeast MN	59%	41%	138
Northwest MN	57%	43%	86
Southern MN	49%	51%	93
Southwest MN	57%	43%	53
Olmsted County	36%	64%	106
Stearns County	69%	31%	49
Wright County	48%	52%	33
Suburban 7-county metro	55%	45%	235
Hennepin County	54%	46%	375
Ramsey County	52%	48%	218
By race/ethnicity			
BIPOC	48%	52%	676
American Indian, Native American, or Alaska Native (alone or in combination)	62%	38%	122
Asian (alone or in combination)	34%	66%	68
Black or African American (alone or in combination)	49%	51%	302
Hispanic or Latino (alone or in combination)	42%	58%	197
White alone	58%	42%	758
By survey language			
English	55%	45%	1421
Spanish	29%	71%	76
By age groups			
18-24	33%	67%	72
25-34	40%	60%	312
35-44	52%	48%	394
45-54	61%	39%	309
55-64	67%	33%	252
65+	65%	35%	133

26&27. Do you or someone in your family have a disability or chronic medical or mental health condition? (All respondents)

	Yes	No	Number of respondents
All respondents	**54%**	**46%**	**1498**
By highest level of education completed			
Less than high school diploma or GED	53%	47%	133
High school diploma or GED	54%	46%	552
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	58%	42%	500
Post-graduate or professional degree	48%	52%	309
By gender identity (select all that apply)			
Male	44%	56%	284
Female	56%	44%	1164
Non-binary	62%	38%	21
By sexual orientation (select all that apply)			
Heterosexual or straight	53%	47%	1276
Gay or lesbian	59%	41%	27
Bisexual	69%	31%	58
Queer	95%	5%	20
Pansexual	63%	38%	24
By LGBTQ+ status			
LGBTQ+	65%	35%	130
Not LGBTQ+	53%	47%	1263

26&27. Please specify any disabilities or chronic medical or mental health conditions you or a member of your family has (Of respondents who themselves have or have a family member who has a disability or chronic medical or mental health condition)

	All respondents (N=485)
Depression	30%
Anxiety (e.g., panic attacks, panic disorder, anxiety)	27%
Other	24%
Diabetes	13%
Mental illness (general/other)	13%
PTSD	11%
ADHD/ADD	9%
Pains and injuries (e.g., back pain, shoulder pain,)	7%
Bipolar	7%
Autism	6%
Arthritis (not rheumatoid)	5%
Heart issues (e.g., heart attack, stents)	5%
Brain injuries (e.g., concussions, TBIs)	4%
Asthma	4%
Autoimmune disorder (e.g., rheumatoid arthritis, lupus)	4%
Disability/disabled (general, unspecified)	3%
Fibromyalgia	3%
Cancer	3%
Learning disability	3%
Organ diseases or issues other than heart (e.g., kidney disease, pancreatitis, fatty liver)	3%
Chronic pain (general)	3%
Addiction/substance use/abuse	3%
High blood pressure	3%
Migraines	2%
Borderline Personality Disorder (BPD)	2%
Stomach or gastrointestinal disorders/issues (e.g., Celiac's, Crohn's)	2%
Neurological disorders (e.g., neuropathy, narcolepsy)	2%
Hearing impairment	2%
Multiple Sclerosis	2%
Blood disorders/issues (anemia, blood clots)	2%
OCD	2%
COPD	1%
Vision impairment	1%
Bone disorders/issues (e.g., osteoporosis)	1%
Bulging discs/degenerative discs	1%
Thyroid diseases/issues	1%
Skin disorders/issues (e.g., psoriasis)	1%
Stenosis	1%
Mobility impairment	1%
Deaf	1%
Respiratory disease/issue (general/other)	1%
Spine issues/diseases (e.g., degenerative discs, scoliosis, stenosis)	<.5%
Hernias	<.5%

26&27. Categorized disabilities or chronic medical or mental health conditions of respondent and respondent's family members (Of respondents who themselves have or have a family member who has a disability or chronic medical or mental health condition)

	Disability	Chronic physical health condition	Mental health condition	Other	Number of respondents
All respondents	24%	48%	55%	24%	485
By region					
Greater Minnesota	23%	52%	58%	23%	212
Twin Cities Metro (7-county)	24%	44%	53%	25%	266
By race/ethnicity					
BIPOC	21%	47%	53%	26%	195
American Indian, Native American, or Alaska Native (alone or in combination)	14%	55%	61%	31%	49
Asian (alone or in combination)	--	--	--	--	13
Black or African American (alone or in combination)	24%	48%	49%	24%	88
Hispanic or Latino (alone or in combination)	21%	50%	50%	25%	52
White alone	25%	48%	58%	22%	271
By age groups					
18-24	--	--	--	--	17
25-34	32%	40%	72%	17%	72
35-44	25%	40%	58%	21%	134
45-54	21%	54%	48%	26%	116
55-64	22%	53%	58%	26%	91
65+	22%	62%	24%	36%	50
By highest level of education completed					
Less than high school diploma or GED	24%	45%	55%	26%	42
High school diploma or GED	21%	45%	59%	24%	187
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	24%	52%	55%	22%	181
Post-graduate or professional degree	28%	46%	45%	30%	74
By gender identity (select all that apply)					
Male	20%	51%	47%	30%	79
Female	24%	47%	57%	23%	395
Non-binary	--	--	--	--	7
By LGBTQ+ status					
LGBTQ+	33%	53%	69%	24%	58
Not LGBTQ+	23%	48%	54%	22%	401

28. Do you or someone in your family use assistive technology? (All respondents)

	Yes	No	Number of respondents
All respondents	**9%**	**91%**	**1486**
By region			
Greater Minnesota	8%	93%	640
Twin Cities Metro (7-county)	10%	90%	820
By county group			
Central MN	11%	89%	83
Northeast MN	9%	91%	138
Northwest MN	12%	88%	86
Southern MN	2%	98%	93
Southwest MN	8%	92%	53
Olmsted County	2%	98%	105
Stearns County	16%	84%	49
Wright County	3%	97%	33
Suburban 7-county metro	12%	88%	234
Hennepin County	10%	90%	373
Ramsey County	7%	93%	213
By race/ethnicity			
BIPOC	7%	93%	674
American Indian, Native American, or Alaska Native (alone or in combination)	8%	92%	123
Asian (alone or in combination)	6%	94%	67
Black or African American (alone or in combination)	8%	92%	301
Hispanic or Latino (alone or in combination)	7%	93%	197
White alone	9%	91%	750
By survey language			
English	9%	91%	1410
Spanish	5%	95%	76
By age groups			
18-24	6%	94%	71
25-34	6%	94%	311
35-44	7%	93%	395
45-54	7%	93%	307
55-64	14%	86%	248
65+	15%	85%	131

28. Do you or someone in your family use assistive technology? (All respondents)

	Yes	No	Number of respondents
All respondents	**9%**	**91%**	**1486**
By highest level of education completed			
Less than high school diploma or GED	5%	95%	133
High school diploma or GED	8%	92%	548
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	9%	91%	495
Post-graduate or professional degree	11%	89%	307
By disability, chronic medical, or mental health condition in family			
Yes	14%	86%	794
No	2%	98%	690
By gender identity (select all that apply)			
Male	11%	89%	282
Female	8%	92%	1155
Non-binary	14%	86%	21
By sexual orientation (select all that apply)			
Heterosexual or straight	9%	91%	1268
Gay or lesbian	11%	89%	27
Bisexual	9%	91%	57
Queer	5%	95%	20
Pansexual	4%	96%	23
By LGBTQ+ status			
LGBTQ+	9%	91%	128
Not LGBTQ+	9%	91%	1255

28B. Please specify which assistive technologies you or your family members use. (Of respondents who themselves use or have a family member who uses assistive technology)

	All respondents (N=52)
Other	31%
Laptop or tablet (general, unspecified)	19%
Communication-related support (e.g., speech-to-text, captions, speech generator)	17%
Mobility assistance	17%
Hearing aids	13%
Vision-related support (e.g., vision magnifiers, Braille, screen reader)	12%

29. How do you identify your gender? Please check all that apply. (All respondents)

	Male	Female	Transgender	Non-binary	Prefer to self-describe	Number of respondents
All respondents	**19%**	**79%**	**<.5%**	**1%**	**0%**	**1491**
By region						
Greater Minnesota	17%	82%	<.5%	1%	0%	638
Twin Cities Metro (7-county)	20%	78%	1%	1%	0%	827
By county group						
Central MN	21%	79%	0%	0%	0%	84
Northeast MN	13%	85%	0%	3%	0%	135
Northwest MN	11%	90%	0%	1%	0%	86
Southern MN	19%	80%	1%	1%	0%	93
Southwest MN	21%	79%	0%	0%	0%	52
Olmsted County	26%	74%	0%	1%	0%	107
Stearns County	19%	81%	0%	2%	0%	48
Wright County	3%	97%	0%	0%	0%	33
Suburban 7-county metro	18%	81%	1%	<.5%	0%	234
Hennepin County	24%	74%	1%	2%	0%	375
Ramsey County	17%	81%	<.5%	2%	0%	218
By race/ethnicity						
BIPOC	20%	78%	1%	2%	0%	675
American Indian, Native American, or Alaska Native (alone or in combination)	13%	83%	2%	3%	0%	123
Asian (alone or in combination)	21%	79%	0%	0%	0%	67
Black or African American (alone or in combination)	22%	77%	1%	1%	0%	302
Hispanic or Latino (alone or in combination)	21%	77%	1%	3%	0%	196
White alone	18%	81%	<.5%	1%	0%	754
By survey language						
English	19%	79%	1%	2%	0%	1414
Spanish	23%	77%	0%	0%	0%	76
By age groups						
18-24	17%	78%	3%	6%	0%	72
25-34	16%	81%	<.5%	3%	0%	311
35-44	20%	79%	0%	1%	0%	394
45-54	19%	80%	1%	<.5%	0%	308
55-64	21%	78%	1%	1%	0%	248
65+	25%	74%	0%	1%	0%	133

29. How do you identify your gender? Please check all that apply. (All respondents)

	Male	Female	Transgender	Non-binary	Prefer to self-describe	Number of respondents
All respondents	**19%**	**79%**	**<.5%**	**1%**	**0%**	**1491**
By highest level of education completed						
Less than high school diploma or GED	16%	82%	1%	2%	0%	132
High school diploma or GED	20%	79%	<.5%	1%	0%	549
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	17%	82%	<.5%	1%	0%	497
Post-graduate or professional degree	23%	74%	1%	2%	0%	308
By disability, chronic medical, or mental health condition in family						
Yes	16%	83%	1%	2%	0%	798
No	23%	76%	<.5%	1%	0%	687
By gender identity						
Male	100%	1%	<.5%	1%	0%	287
Female	<.5%	100%	<.5%	<.5%	0%	1167
Non-binary	10%	14%	0%	100%	0%	21
By sexual orientation						
Heterosexual or straight	20%	80%	<.5%	<.5%	0%	1282
Gay or lesbian	33%	56%	7%	4%	0%	27
Bisexual	10%	81%	3%	10%	0%	58
Queer	20%	55%	5%	30%	0%	20
Pansexual	13%	71%	0%	21%	0%	24
By LGBTQ+ status						
LGBTQ+	16%	69%	5%	16%	0%	130
Not LGBTQ+	20%	80%	0%	0%	0%	1269

30. How do you identify your sexual orientation? Please check all that apply. (All respondents)

	Heterosexual or straight	Lesbian	Gay	Bisexual	Queer	Pansexual	Asexual	Prefer to self-describe	Number of respondents
All respondents	**92%**	**1%**	**1%**	**4%**	**1%**	**2%**	**1%**	**<.5%**	**1480**
By region									
Greater Minnesota	93%	1%	<.5%	5%	<.5%	1%	<.5%	<.5%	635
Twin Cities Metro (7-county)	91%	1%	2%	4%	2%	2%	1%	<.5%	821
By county group									
Central MN	93%	2%	0%	5%	0%	1%	0%	0%	84
Northeast MN	92%	1%	0%	6%	1%	1%	0%	0%	135
Northwest MN	86%	0%	1%	8%	1%	4%	0%	0%	86
Southern MN	97%	0%	0%	1%	0%	0%	2%	0%	92
Southwest MN	92%	0%	0%	8%	0%	0%	0%	0%	52
Olmsted County	94%	1%	0%	2%	1%	2%	0%	1%	106
Stearns County	96%	0%	0%	4%	0%	0%	0%	0%	48
Wright County	100%	0%	0%	0%	0%	0%	0%	0%	32
Suburban 7-county metro	97%	<.5%	<.5%	1%	<.5%	0%	0%	<.5%	231
Hennepin County	87%	2%	3%	6%	4%	3%	2%	0%	375
Ramsey County	91%	2%	1%	3%	2%	3%	1%	1%	215
By race/ethnicity									
BIPOC	92%	1%	1%	4%	2%	2%	1%	<.5%	669
American Indian, Native American, or Alaska Native (alone or in combination)	86%	2%	2%	8%	2%	3%	1%	1%	123
Asian (alone or in combination)	94%	0%	0%	3%	3%	2%	0%	0%	67
Black or African American (alone or in combination)	95%	1%	1%	2%	<.5%	1%	0%	0%	299
Hispanic or Latino (alone or in combination)	91%	1%	1%	4%	3%	4%	3%	1%	192
White alone	91%	1%	1%	5%	1%	2%	<.5%	<.5%	750
By survey language									
English	92%	1%	1%	4%	1%	2%	<.5%	<.5%	1405
Spanish	94%	0%	2%	2%	2%	2%	5%	0%	74
By age groups									
18-24	78%	0%	0%	16%	4%	4%	0%	0%	72
25-34	86%	2%	1%	7%	2%	3%	1%	<.5%	310
35-44	91%	1%	1%	4%	2%	2%	1%	<.5%	392
45-54	96%	1%	1%	2%	1%	<.5%	0%	0%	306
55-64	97%	1%	1%	1%	<.5%	<.5%	1%	<.5%	246
65+	95%	2%	0%	2%	0%	0%	1%	0%	133

30. How do you identify your sexual orientation? Please check all that apply. (All respondents)

	Heterosexual or straight	Lesbian	Gay	Bisexual	Queer	Pansexual	Asexual	Prefer to self-describe	Number of respondents
All respondents	**92%**	**1%**	**1%**	**4%**	**1%**	**2%**	**1%**	**<.5%**	**1480**
By highest level of education completed									
Less than high school diploma or GED	91%	0%	2%	4%	0%	0%	3%	0%	129
High school diploma or GED	92%	1%	<.5%	5%	1%	2%	<.5%	<.5%	546
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	91%	1%	1%	4%	3%	2%	<.5%	<.5%	494
Post-graduate or professional degree	91%	1%	1%	3%	1%	2%	1%	0%	307
By disability, chronic medical, or mental health condition in family									
Yes	89%	1%	1%	5%	3%	2%	1%	<.5%	794
No	94%	1%	1%	3%	<.5%	1%	1%	0%	680
By gender identity (select all that apply)									
Male	93%	0%	3%	2%	1%	1%	<.5%	0%	287
Female	92%	1%	<.5%	4%	1%	2%	1%	<.5%	1156
Non-binary	19%	0%	5%	29%	29%	24%	5%	0%	21
By sexual orientation (select all that apply)									
Heterosexual or straight	100%	0%	0%	<.5%	<.5%	0%	<.5%	<.5%	1282
Gay or lesbian	0%	56%	48%	7%	11%	7%	4%	0%	27
Bisexual	3%	3%	2%	100%	10%	7%	0%	2%	58
Queer	5%	10%	10%	30%	100%	25%	5%	0%	20
Pansexual	0%	8%	4%	17%	21%	100%	0%	0%	24
By LGBTQ+ status									
LGBTQ+	9%	12%	10%	45%	15%	18%	7%	2%	130
Not LGBTQ+	100%	0%	0%	0%	0%	0%	0%	0%	1269

31. LGBTQIA+ identity (All respondents)

	LGBTQ+	Not LGBTQ+	Number of respondents
All respondents	**9%**	**91%**	**1399**
By region			
Greater Minnesota	7%	93%	614
Twin Cities Metro (7-county)	11%	89%	762
By county group			
Central MN	7%	93%	82
Northeast MN	8%	92%	131
Northwest MN	16%	84%	83
Southern MN	5%	95%	88
Southwest MN	8%	92%	49
Olmsted County	6%	94%	102
Stearns County	4%	96%	47
Wright County	0%	100%	32
Suburban 7-county metro	5%	95%	212
Hennepin County	14%	86%	355
Ramsey County	11%	89%	195
By race/ethnicity			
BIPOC	8%	92%	625
American Indian, Native American, or Alaska Native (alone or in combination)	16%	84%	120
Asian (alone or in combination)	6%	94%	63
Black or African American (alone or in combination)	5%	95%	285
Hispanic or Latino (alone or in combination)	11%	89%	172
White alone	10%	90%	735
By survey language			
English	9%	91%	1335
Spanish	8%	92%	63
By age groups			
18-24	23%	77%	69
25-34	15%	85%	294
35-44	9%	91%	370
45-54	5%	95%	291
55-64	4%	96%	233
65+	5%	95%	125

31. LGBTQIA+ identity (All respondents)

	LGBTQ+	Not LGBTQ+	Number of respondents
All respondents	**9%**	**91%**	**1399**
By highest level of education completed			
Less than high school diploma or GED	9%	91%	117
High school diploma or GED	9%	91%	516
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	10%	90%	471
Post-graduate or professional degree	9%	91%	291
By disability, chronic medical, or mental health condition in family			
Yes	11%	89%	752
No	7%	93%	641
By gender identity (select all that apply)			
Male	8%	92%	277
Female	8%	92%	1103
Non-binary	100%	0%	21

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- Council for Minnesotans of African Heritage
- Council on Asian Pacific Minnesotans
- Council on Developmental Disabilities
- Elder Circle
- Greater Twin Cities United Way
- Health Access MN
- Intercultural Mutual Assistance Association
- Lakes & Prairies Community Action Partnership
- Lao Assistance Center of Minnesota
- Minnesota Council on Latino Affairs
- Minnesota State Independent Living Council
- Morrison County United Way
- Nexus Kindred
- Northwest Indian Development
- Reach for Resources
- RECLAIM
- SEWA-AIFW
- Southwest Crisis Center
- Three Rivers Community Action
- United Community Action Partnership
- Upper Midwest Indian Council on Addictive Disorders
- WACOSA
- Wilder Foundation
- YMCA of St. Cloud

Appendix

A.- Translations of the social needs tool screening questions

A1. Chinese (simplified) translation of the social needs tool screening questions

English	Chinese (simplified)
Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)?	您是否需要帮助支付每个月的费用（如租金或按揭、食品、天然气、交通、电费等）？
Have you worried your food might run out within the past month?	在过去一个月内，您是否曾担心自己的食物耗尽？
Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage?	您是否担心失去您的住房，现在没有稳定的住房，或者无法支付房租或按揭？
Could you use help paying your gas, heating, electricity, or water bills?	您是否需要帮助支付燃气费、取暖费、电费或水费？
Do you want help finding or paying for childcare?	您需要帮助寻找儿童保育服务或支付相关费用吗？
Do you want help finding health insurance?	您是否需要帮助寻找健康保险？
Do you want help finding employment or building skills?	您是否需要帮助寻找就业机会或培养技能？
Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use?	您是否正在经历抑郁、焦虑、难以清晰地思考或集中注意力、有伤害自己或他人的想法或药物滥用问题？

A2. Chinese (traditional) translation of the social needs tool screening questions

English	Chinese (traditional)
Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)?	「您是否需要幫助以支付每個月的費用（如租金或按揭、食物、天然氣、交通、電費等）？
Have you worried your food might run out within the past month?	「在過去一個月內，您是否曾擔心自己的食物將耗盡？
Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage?	「您是否擔心失去您的住房，現在沒有穩定的住房，或者無法支付房租或按揭？
Could you use help paying your gas, heating, electricity, or water bills?	「您是否需要幫助以支付燃氣費、取暖費、電費或水費？」
Do you want help finding or paying for childcare?	「您需要幫助以尋找兒童保育服務或支付相關費用嗎？
Do you want help finding health insurance?	「您是否需要幫助以尋找健康保險？
Do you want help finding employment or building skills?	「您是否需要幫助以尋求就業或培養技能？
Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use?	「您是否正在經歷抑鬱、焦慮、難以清晰地思考或集中注意力、有傷害自己或他人的念頭或藥物濫用等問題？

A3. Hmong translation of the social needs tool screening questions

English	Hmong
Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)?	Koj puas tuaj yeem siv kev pab cuam them nyiaj rau cov nuj nqis txhua lub hlis (xws li nqi tsev los sis nqi yuav tsev, khoom noj, roj rauv taws, tsheb thauj mus los, hluav taws xob, thiab lwm yam)?
Have you worried your food might run out within the past month?	Koj puas tau txhawj xeeb tias koj cov zaub mov tsis txaus noj rau lub hli dhau los?
Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage?	Koj puas txhawj xeeb txog kev poob koj lub tsev, tsis nyob hauv lub tsev ruaj khov tam sim no, los sis tsis tuaj yeem them koj cov nqi tsev los sis nqi yuav tsev?
Could you use help paying your gas, heating, electricity, or water bills?	Koj puas tuaj yeem siv kev pab them koj cov roj rauv taws, cua sov, hluav taws xob, los sis nqi dej?
Do you want help finding or paying for childcare?	Koj puas xav tau kev pab nrhiav los sis them nqi zov me nyuam?
Do you want help finding health insurance?	Koj puas xav tau kev pab nrhiav is saws las tuav pov hwm kev noj qab haus huv?
Do you want help finding employment or building skills?	Koj puas xav tau kev pab nrhiav hauj lwm los sis tsim kev paub?
Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use?	Puas yog koj muaj kev nyuaj siab, ntxhov siab, muaj teeb meem kev xav kom meej meej los sis kev npaj siab ua ib yam twg, kev xav ua kom tus kheej raug mob los sis lwm tus, los sis teeb meem kev quav yeeb tshuaj?

A4. Russian translation of the social needs tool screening questions

English	Russian
Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)?	Могли бы Вы воспользоваться помощью для оплаты ежемесячных расходов (например, арендной платы или ипотеки, продуктов питания, счетов за газ, услуг по транспортировке, счетов за электричество и т. д.)?
Have you worried your food might run out within the past month?	Случалось ли Вам беспокоиться в течение прошлого месяца по поводу того, что у Вас могут закончиться продукты питания?
Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage?	Беспокоитесь ли Вы по поводу того, что можете потерять свое жилье? Являются ли Ваши жилищные условия нестабильными в настоящее время? Вы не в состоянии оплачивать аренду или ипотеку?
Could you use help paying your gas, heating, electricity, or water bills?	Могли бы Вы воспользоваться помощью для оплаты счетов за газ, отопление, электричество или воду?
Do you want help finding or paying for childcare?	Нужна ли Вам помощь в поиске или оплате услуг по уходу за детьми?
Do you want help finding health insurance?	Нужна ли Вам помощь в поиске медицинской страховки?
Do you want help finding employment or building skills?	Нужна ли Вам помощь в поиске работы или формировании навыков?
Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use?	Страдаете ли Вы от депрессии, тревожности, имеются ли у Вас проблемы с соображением или концентрацией, возникают ли у Вас мысли о том, чтобы навредить себе или другим, а также есть ли у Вас проблемы с употреблением наркотиков?

A5. Somali translation of the social needs tool screening questions

English	Somali
Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)?	Ma isticmaali lahayd kaalmada bixinta kharashaadka bil kasta (sida kirada ama deynta, cuntada, gaaska, safarka, biilasha korontada, iyo wixii lamid ah.)?
Have you worried your food might run out within the past month?	Ma ka welweshay in cuntadu kaa dhammaatay bishii la soo dhaafay?
Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage?	Ma ka welwelsan tahay in aad lumiso gurigaaga, kuma jirtid miyaa guri xasiloon, amase ma awooddid miyaa in aad bixiso kiradaada ama daymahaaga?
Could you use help paying your gas, heating, electricity, or water bills?	Ma isticmaali doontaa kaalmada bixinta kharashkaaga gaaska, kululaynta, korontada, ama biilasha biyaha?
Do you want help finding or paying for childcare?	Ma doonaysaa kaalmada helista ama bixinta daryeelka caruurta?
Do you want help finding health insurance?	Ma doonaysaa in lagaa caawiyo helista caymiska caafimaadka?
Do you want help finding employment or building skills?	Ma doonaysaa kaalmada in aad hesho shaqaalaysiin ama dhisidda xirfadaha?
Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use?	Ma la kulmaysaa niyad jab, welwel, dhibaato dhanka fikirka cad ah ama ka fiirsashada ah, ku fikiradda waxyeelaynta naftaada ama dadka kale, ama arimaha khuseeya isticmaalka maandooriyaha?

A6. Spanish translation of the social needs tool screening questions

English	Spanish
Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)?	¿Necesitaría ayuda para pagar sus gastos cada mes (como el alquiler/renta o la hipoteca/mortgage, alimentos, gasolina, transporte, facturas de electricidad, etc.)?
Have you worried your food might run out within the past month?	¿Se ha preocupado porque sus alimentos pudieran agotarse en el último mes?
Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage?	¿Le preocupa perder su vivienda, no tiene una vivienda estable en este momento o no puede pagar su alquiler/renta o hipoteca/mortgage?
Could you use help paying your gas, heating, electricity, or water bills?	¿Necesitaría ayuda para pagar sus facturas de servicios públicos (gas, calefacción, electricidad, o agua)?
Do you want help finding or paying for childcare?	¿Le gustaría recibir ayuda para encontrar o pagar su cuidado infantil?
Do you want help finding health insurance?	¿Le gustaría recibir ayuda para encontrar un seguro médico?
Do you want help finding employment or building skills?	¿Le gustaría obtener ayuda para encontrar un empleo o desarrollar habilidades?
Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use?	¿Sufre de depresión, ansiedad, tiene problemas para pensar con claridad o concentrarse, piensa en hacerse daño a sí mismo(a) o a otras personas o tiene problemas con el uso de sustancias?

A7. Vietnamese translation of the social needs tool screening questions

English	Vietnamese
Could you use help paying for expenses each month (like rent or mortgage, food, gas, transportation, electric bills, etc.)?	Quý vị có thể sử dụng nguồn trợ giúp để thanh toán chi phí hàng tháng (như thuê nhà hoặc thế chấp, thực phẩm, gas, phương tiện di chuyển, điện, v.v.) không?
Have you worried your food might run out within the past month?	Trong tháng trước, quý vị có lo rằng thực phẩm của mình có thể đã cạn kiệt không?
Are you worried about losing your housing, not in stable housing now, or unable to pay your rent or mortgage?	Quý vị có lo lắng về việc mất nhà ở, không có nhà ở ổn định lúc này hoặc không thể trả tiền thuê nhà hoặc tiền vay mua nhà không?
Could you use help paying your gas, heating, electricity, or water bills?	Quý vị có thể sử dụng nguồn trợ giúp để thanh toán hóa đơn gas, sưởi, điện nước của mình không?
Do you want help finding or paying for childcare?	Quý vị có muốn được trợ giúp tìm nơi giữ trẻ hoặc trả tiền giữ trẻ không?
Do you want help finding health insurance?	Quý vị có muốn được trợ giúp tìm bảo hiểm y tế không?
Do you want help finding employment or building skills?	Quý vị có muốn được trợ giúp tìm việc làm hoặc học nghề không?
Are you experiencing depression, anxiety, trouble thinking clearly or concentrating, thoughts of harming yourself or others, or issues with substance use?	Quý vị có đang bị trầm cảm, lo lắng, khó suy nghĩ sáng suốt hoặc khó tập trung, có ý định làm hại bản thân hoặc người khác hoặc có các vấn đề về sử dụng chất kích thích không?

B.- Device type and operating system used by survey respondents

Wilder's web survey software also collected information about the type of device (e.g., desktop, smartphone) and operating system (OS; e.g., iOS, Windows) respondents used to access the web survey. The following tables present these data. However, it is important to note that some respondents may have completed the survey using a device they do not own and may not have regular or consistent access to, such as a computer at a public library or at another community organization.

Additionally, due to a technical issue with Wilder's web survey software (Acuity), the OS data for smartphones may be inaccurate and thus unreliable. The number of responses submitted using Linux as the OS is very high and the number of responses submitted using Android as the OS is very low, despite the fact that Android is more commonly used in smartphones. Similarly, the number of responses submitted using iOS is also very low, and the number of responses submitted using Mac OS X is very high, even though Apple iPhones generally use iOS.

Device type (All respondents)

	Desktop	Smartphone	Tablet	Unknown	Number of respondents
All respondents	**32%**	**68%**	**1%**	**<.5%**	**2065**
By region					
Greater Minnesota	47%	52%	1%	0%	653
Twin Cities Metro (7-county)	24%	76%	<.5%	<.5%	851
By county group					
Central MN	41%	59%	0%	0%	86
Northeast MN	51%	47%	2%	0%	140
Northwest MN	36%	62%	2%	0%	86
Southern MN	40%	57%	3%	0%	95
Southwest MN	47%	53%	0%	0%	53
Olmsted County	61%	39%	0%	0%	109
Stearns County	39%	61%	0%	0%	51
Wright County	61%	39%	0%	0%	33
Suburban 7-county metro	27%	73%	0%	0%	242
Hennepin County	22%	77%	<.5%	<.5%	385
Ramsey County	25%	75%	<.5%	0%	224
By race/ethnicity					
BIPOC	25%	74%	1%	<.5%	697
American Indian, Native American, or Alaska Native (alone or in combination)	20%	78%	1%	1%	125
Asian (alone or in combination)	57%	43%	0%	0%	69
Black or African American (alone or in combination)	14%	86%	0%	0%	314
Hispanic or Latino (alone or in combination)	36%	64%	1%	0%	200
White alone	42%	57%	1%	0%	765
By survey language					
English	32%	67%	1%	<.5%	1949
Spanish	22%	76%	2%	0%	110
By age groups					
18-24	27%	72%	1%	0%	75
25-34	36%	64%	<.5%	<.5%	323
35-44	29%	71%	<.5%	0%	398
45-54	32%	68%	0%	0%	316
55-64	38%	61%	1%	0%	258
65+	44%	53%	4%	0%	135

Device type (All respondents)

	Desktop	Smartphone	Tablet	Unknown	Number of respondents
All respondents	**32%**	**68%**	**1%**	**<.5%**	**2065**
By highest level of education completed					
Less than high school diploma or GED	15%	85%	1%	0%	137
High school diploma or GED	18%	82%	<.5%	0%	573
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	39%	59%	2%	<.5%	505
Post-graduate or professional degree	62%	38%	0%	0%	314
By disability, chronic medical, or mental health condition in family					
Yes	28%	71%	1%	0%	807
No	41%	58%	1%	<.5%	691
By gender identity (select all that apply)					
Male	37%	62%	<.5%	<.5%	287
Female	34%	66%	1%	0%	1167
Non-binary	29%	71%	0%	0%	21
By sexual orientation (select all that apply)					
Heterosexual or straight	35%	64%	1%	<.5%	1282
Gay or lesbian	26%	70%	4%	0%	27
Bisexual	28%	71%	2%	0%	58
Queer	35%	65%	0%	0%	20
Pansexual	38%	63%	0%	0%	24
By LGBTQ+ status					
LGBTQ+	29%	69%	2%	0%	130
Not LGBTQ+	36%	64%	1%	<.5%	1269

Device OS (All respondents)

	Android	Chrome OS	iOS	Linux	Mac OS X	Windows	Number of respondents
All respondents	**2%**	**<.5%**	**1%**	**32%**	**37%**	**28%**	**2065**
By region							
Greater Minnesota	1%	1%	1%	24%	31%	42%	653
Twin Cities Metro (7-county)	2%	<.5%	<.5%	36%	41%	20%	851
By county group							
Central MN	2%	0%	0%	30%	28%	40%	86
Northeast MN	1%	1%	2%	22%	31%	43%	140
Northwest MN	2%	1%	0%	22%	42%	33%	86
Southern MN	2%	3%	2%	31%	27%	35%	95
Southwest MN	0%	0%	0%	30%	30%	40%	53
Olmsted County	1%	2%	0%	17%	23%	57%	109
Stearns County	0%	0%	2%	27%	39%	31%	51
Wright County	0%	0%	3%	6%	36%	55%	33
Suburban 7-county metro	2%	0%	<.5%	36%	37%	24%	242
Hennepin County	2%	0%	<.5%	38%	43%	17%	385
Ramsey County	2%	<.5%	0%	33%	43%	21%	224
By race/ethnicity							
BIPOC	1%	<.5%	<.5%	35%	40%	22%	697
American Indian, Native American, or Alaska Native (alone or in combination)	6%	1%	0%	43%	31%	19%	125
Asian (alone or in combination)	0%	0%	0%	20%	29%	51%	69
Black or African American (alone or in combination)	1%	<.5%	<.5%	40%	46%	12%	314
Hispanic or Latino (alone or in combination)	1%	0%	1%	28%	40%	30%	200
White alone	2%	1%	1%	27%	33%	36%	765
By survey language							
English	2%	1%	1%	32%	37%	28%	1949
Spanish	2%	0%	0%	33%	47%	18%	110
By age groups							
18-24	0%	0%	1%	15%	65%	19%	75
25-34	2%	1%	0%	22%	45%	31%	323
35-44	2%	0%	1%	40%	31%	27%	398
45-54	2%	1%	1%	38%	30%	28%	316
55-64	3%	<.5%	1%	34%	28%	33%	258
65+	1%	1%	1%	16%	48%	32%	135

Device OS (All respondents)

	Android	Chrome OS	iOS	Linux	Mac OS X	Windows	Number of respondents
All respondents	**2%**	**<.5%**	**1%**	**32%**	**37%**	**28%**	**2065**
By highest level of education completed							
Less than high school diploma or GED	1%	1%	0%	42%	44%	12%	137
High school diploma or GED	3%	<.5%	1%	43%	39%	15%	573
Two-year degree (associate or vocational-technical) or four-year degree (bachelor's degree)	1%	1%	1%	26%	36%	35%	505
Post-graduate or professional degree	1%	1%	1%	13%	31%	54%	314
By disability, chronic medical, or mental health condition in family							
Yes	2%	<.5%	1%	36%	36%	25%	807
No	2%	1%	1%	24%	38%	35%	691
By gender identity (select all that apply)							
Male	2%	1%	1%	35%	29%	32%	287
Female	2%	1%	1%	29%	38%	29%	1167
Non-binary	0%	0%	0%	38%	43%	19%	21
By sexual orientation (select all that apply)							
Heterosexual or straight	2%	1%	1%	30%	36%	31%	1282
Gay or lesbian	0%	0%	4%	26%	44%	26%	27
Bisexual	2%	0%	0%	33%	48%	17%	58
Queer	0%	0%	0%	10%	65%	25%	20
Pansexual	0%	0%	0%	21%	54%	25%	24
By LGBTQ+ status							
LGBTQ+	2%	0%	1%	33%	42%	22%	130
Not LGBTQ+	2%	1%	1%	29%	36%	31%	1269

Device type by device OS

	Desktop	Smartphone	Tablet	Unknown	Total
Android	0.0%	2.9%	0.0%	0.0%	1.9%
Chrome OS	1.5%	0.0%	0.0%	0.0%	0.5%
IOS	0.0%	0.7%	33.3%	0.0%	0.7%
Linux	0.5%	47.0%	0.0%	0.0%	32.0%
Mac OS X	11.3%	49.4%	66.7%	0.0%	37.4%
Windows	86.7%	0.0%	0.0%	100.0%	27.6%

Wilder Research, a division of Amherst H. Wilder Foundation, is a nationally respected nonprofit research and evaluation group. For more than 100 years, Wilder Research has gathered and interpreted facts and trends to help families and communities thrive, get at the core of community concerns, and uncover issues that are overlooked or poorly understood.

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