



PROGRESS FOR SOME, HOPE AND HARDSHIPS FOR MANY

Storm survivors today and what's necessary to ensure their recovery

By Dana Alfred

Summary of Findings

- Only one-third of impacted residents consider themselves mostly recovered. Calcasieu and Jefferson parishes reported the highest levels of recovery, but only about 25 percent of residents in Orleans parish consider themselves mostly recovered.
- While storm impacts were felt across Louisiana, residents of Orleans parish indicate the greatest challenges and slowest progress toward recovery, followed closely by residents in Plaquemines and St. Bernard parishes.
- Although all types of households and income levels experienced storm impacts, impacts for black households were much greater than white households, even across higher income households.
- Nearly 70 percent of all affected residents were able to return to their pre-storm living situation, but the disruption in living arrangements cut deeper for black households than for white households as nearly half of black households live someplace different, compared to only 20 percent of white households.
- Half of all impacted residents are employed, most earning the same wages as before the storms. Of those not working, most are either retired or have a disability that prevents work. Orleans and Jefferson parish have the highest rates of employed residents; while Calcasieu, followed closely by Jefferson, Plaquemines and St. Bernard parishes, has the highest representation of retired residents at a level near 60 percent.
- One-third of all residents report a recent hardship in paying their rent or mortgage, and 40 percent report difficulty paying for utility bills, household items or food. Nearly all residents report more than one type of recent hardship.
- Only 20 percent of all residents feel as though there are enough services to aid in recovery. Many feel that available services are not targeted towards the specific needs of human recovery.
- Residents cite needing help with money to pay for bills and managing the stress of recovery as most helpful—even more than needing a better job, access to training or transportation.

INTRODUCTION

No one can deny that the effects of Hurricanes Katrina and Rita devastated not only infrastructure and property, but also the livelihood and quality of life across Louisiana. Nearly three years later, many impacted residents have returned to the communities they once called home. Signs of the progress in physical recovery are evident, but what about the recovery of Louisiana's people?

A fair amount of research has been conducted to determine the unique circumstances of target populations of impacted residents—such as those living in FEMA trailers—but little to no research has been conducted to determine the status of

recovery for impacted residents in more heavily affected parts of the state, including an examination of whether or not there are lingering needs or hardships. If so, what are the needs? Do they vary by location, race or income? Understanding the answers to these questions can more adequately prepare policymakers to make informed choices about further investment in human recovery.

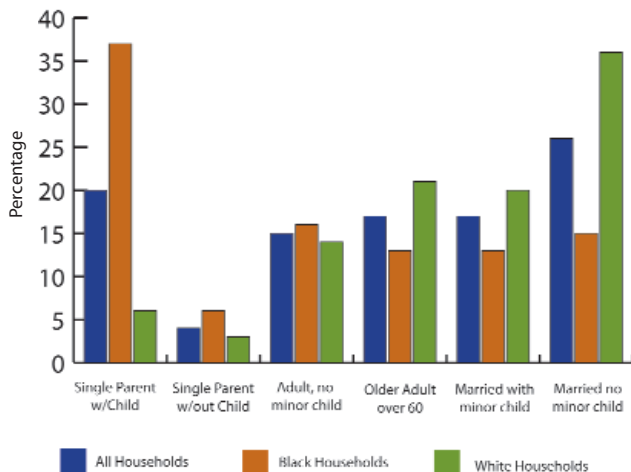
As the state's leading entity for human recovery, the Louisiana Family Recovery Corps commissioned a comprehensive assessment of the needs and circumstances of impacted residents, representative of each geographic area

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studied. This effort is unique in its approach—using a random sample that is also representative—and offers critical insight into people’s on-going challenges to recovery as well as their perceptions about the progress of recovery. More than 2,100 Louisiana residents from the parishes of Calcasieu, Orleans, Jefferson, Plaquemines and St. Bernard who also lived in one of these parishes when Hurricanes Katrina and Rita hit were randomly identified and surveyed to gain greater understanding regarding their current and pre-storm living situation, employment and income, perceptions about recovery, recent hardships, barriers to recovery, and their overall household composition. We refer to these residents as impacted residents, and while we recognize that many Louisiana residents were indeed impacted, for the purposes of description in this report, we refer to the surveyed residents as impacted residents. Findings presented here are a

- The recovery experience across affected areas was not uniform. The post-storm experience is generally different between southeast Louisiana and southwest Louisiana, and the circumstances and situations of those in Orleans parish distinctively different than its neighboring parishes to the east and west. In general, parishes differ in their perceptions about progress in recovery, recent hardships, pre-storm situations, and demographic composition. Although they share similarities in terms of their remaining needs in recovery, they indicate differences in the level of these needs.
- There is great disparity in the post-storm experience between black and white households, even after accounting for similarities in income.
- Even across those areas that indicate greater recovery, a majority of impacted residents indicate they have not reached a complete state of recovery. Many residents—even some with higher incomes—are still reporting hardships in meeting basic household necessities.

Household Composition of Impacted Residents



snapshot of the overall survey results. A complete listing of the tabulated survey responses are included in Appendix A, and greater detail about the survey methodology can be found in Appendix B.

The overall findings and their implications are discussed in the sections that follow. However, the survey responses indicate some common themes among impacted residents:

The survey findings are not intended as a commentary on the status of recovery, but rather are intended to provide a candid look into the reality of recovery, as perceived by impacted residents. As these data indicate, no group of people has faced an easy or immediate process to rebuilding their lives. For many, recovery remains a continuing journey, rather than a destination to which they have arrived.

WHO ARE THE IMPACTED RESIDENTS?

Impacted residents are largely working or retired households, they are near equally both black and white, encompass a variety of income ranges and represent all different types of households—married, single, families with children and older adults without children. There are some common characteristics shared by many residents and sometimes commonalities that are more prevalent in certain geographic areas.

Age

Overall, the largest group of impacted residents is older adults, with over one-third of residents surveyed over age

60. Residents between age 40 and 60 comprise nearly half of those surveyed and young adults between 18 and 30 represent the smallest group at less than 10 percent. Those in their 30s make up the remaining 15 percent. At the parish level, roughly 40 percent of respondents from all parishes but Orleans are over age sixty, with Orleans Parish at 30 percent. In Calcasieu and Jefferson parishes, less than 40 percent of their population was between ages 40 and 50. Orleans, Plaquemines and St. Bernard have slightly more than 40 percent of its residents between ages 40 and 50.

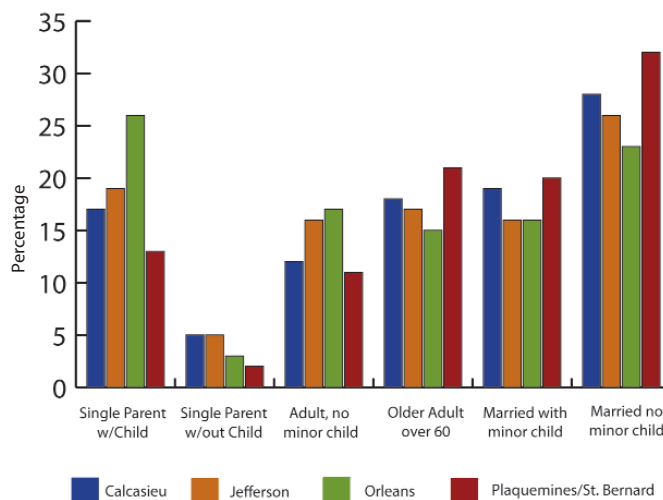
This observation may suggest some important economic implications. First, the significant numbers of residents over age 60 are more likely to live with a fixed income that may limit the available cash flow to respond to changes in the post-storm economic landscape. The greatest number of impacted residents is likely to be at their highest earning potential (those aged 40-60) in their employment life cycle. This means that those in the 40-60 year range are earning near, or at, the maximum amount of income they will generate during all the years they will be employed in their lifetime. This is good news as impacted areas need a strong tax base in order to keep the economy moving forward once the boost of immediate clean-up and rebuilding begins to dwindle. What is unknown is whether the earnings of this group are sufficient enough to cushion the loss in tax base due to those higher wage-earners – particularly for the greater New Orleans region – that have remained out of state. Given the importance of keeping this tax base, stakeholders will need to ensure that these workers are able to sustain progress.

Race and Household Composition

Overall, there is a near even split among impacted black and white households in this sample, with 51 percent white and 45 percent black. At the parish level however, all parishes with the exception of Orleans Parish have greater proportions of impacted white households than black households. In Plaquemines and St. Bernard parishes, 75 percent of impacted residents were white and in Calcasieu and Jefferson parishes, the split was near 60 percent white and 40 percent black. Orleans Parish had 67 percent black and 30 percent white impacted households.

Nearly 60 percent of impacted residents are adult households without children. Single-parent households and mar-

Household Composition by Parish



ried couples with children represent about 20 percent of impacted households. Black residents are more likely to represent single-parent households, whereas whites are more likely to live in married households without children. Even lower-income white households are more likely to be in married households than low-income black residents.

Distinctions in household composition vary at the parish level with Plaquemines and St. Bernard parishes having the highest rates of married households and households without children and Orleans parish with the greatest proportions of households headed by single-parents.

For households with children, the average number of children is 2, and more than 60 percent are school-aged children (children over age 5). Of those with young children (under age 5), about 75 percent have only one child under age five.

EMPLOYMENT AND INCOME

Employment

About half of all impacted residents are working, and of those not working, 55 percent are retired and 27 percent have a disability that prevents employment. Residents in Orleans and Jefferson Parishes report the highest levels of employment at 55 percent. Over half of impacted residents in parishes other than Orleans indicate they are retired, al-

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though this figure for Orleans parish is close at 49 percent. Calcasieu, Plaquemines and St. Bernard show the lowest levels of disability preventing work at about one-fourth, while one-third of Jefferson and Orleans residents reported the same.

White households are more than twice as likely to be retired and not working than black households, who are more than twice as likely to have a disability that prevents work. Overall, black households have higher levels of employment than do white households.

Ten percent of those not working indicated that they are not seeking employment. Only 2 percent of respondents cited a lack of transportation or child care as the reason for not working.

Most working households are employed in the same field of employment as before the storms, although this is somewhat lower for black households (69 percent) than for white households (85 percent). Nearly 60 percent of workers are employed with their pre-storm employer. Others found jobs most commonly through a friend or family member, want ads, or talking directly to an employer. Very few (2 percent) obtained employment through an employment agency or government program. However, less than half of black households, compared to over 70 percent of white households, are working for their same pre-storm employer. The disparity occurs mainly at the lowest income levels as even those white households at low-income levels (earning under \$20,000 annually) are twice as likely to be working for their same employer as black households at the same earning level. This implies that the transition back to the workforce after the storms may have been easier for white households, while some black households began their recovery not by returning to work, but by looking for work.

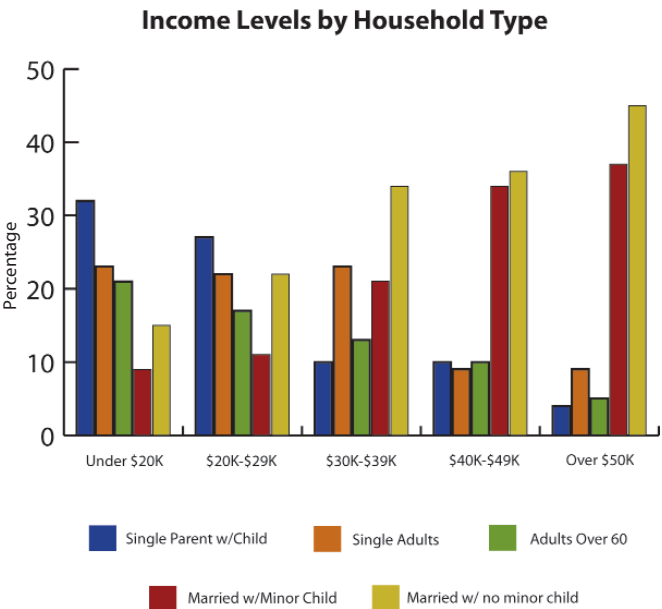
Income Levels

Nearly half of all impacted residents earn under \$20,000 per year. In some cases, these households would be considered low-income. Half of impacted residents in Orleans, Plaquemines and St. Bernard are earning less than \$20,000. Black households are twice as likely as white households to be at this income level. Only about a quarter of impacted residents earn more than \$40,000 per year. These levels are

slightly higher in Jefferson Parish, with close to one third of households earning above \$40,000. About half of households report earning the same as before the storms. A quarter of the remaining households report earning significantly more and a quarter indicate earning significantly less than their pre-storm earning level.

Resident income levels need to be viewed in conjunction with household type. While an income of under \$20,000 is certainly low for an adult without children, this income would be 200 percent above the federal poverty level. For a family of three, this income level is at the poverty line. In order to assess the impact that these incomes have on recovery, households must be examined according to their composition and income levels.

Poverty level thresholds represent the standard eligibility markers for most government assistance programs such as food stamps or Medicaid. This means that those earning above the poverty thresholds would not be considered “low-income” by traditional measures. Conversely, those with incomes under \$20,000 per year and with children would be only slightly above the base level for poverty, an indication that they can be considered “low-income” by the same traditional measures. While we did not survey households about their exact incomes, we can make some educated assumptions of which households could be considered “low-in-



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come” by standardized government thresholds and those that are significantly above poverty levels.

Consistent with well-known demographic information, those earning at higher incomes tend to be married while those earning at lower levels are more likely to be single-parent households. This holds true for our sample as well, as impacted residents earning more than \$40,000 per year are more likely to be married, and those at lower incomes tend to be over 60 (21 percent) or single-parents with children (32 percent). These findings place singles and married couples without children significantly above poverty level, and even a married couple with two children (the average number of children in our sample) at 200 percent above the poverty level. By the same logic, single-parent households earning under \$20,000 would be considered low-income.

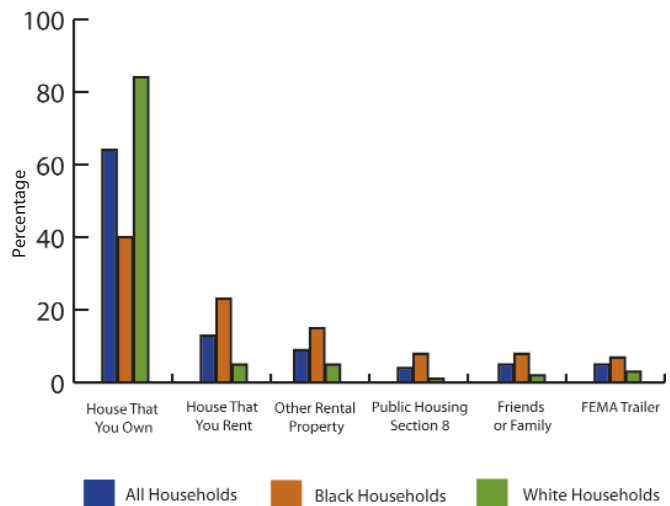
Both these factors have important implications, particularly on the parish level. First, impacted residents that are retired are likely to be living on a fixed income. Other households without children comprise yet another important group; while some of their incomes may be low, a fair proportion is above poverty level based on their household size. For these households, the absence of children suggests a fixed lifestyle—there are no minor children to support and care for, no need for daycare, and fewer household members for which to expend their available resources for needed basic living items such as food and clothing. Particularly in Calcasieu, Plaquemines and St. Bernard parishes, these households are more likely to be homeowners (discussed later), which means even fixed income or low-income households are less likely to be affected by post-storm increases in housing costs. By the same measure, these households may be limited by their ability to generate needed cash flow if the overall cost of living rises or challenged to pay for unplanned expenses, such as the costs of rebuilding that would not be covered by insurance, FEMA or Road Home. By virtue of their status as homeowners, they may have experienced a greater level of pre-storm stability which in turn may have contributed to less housing-related disruption than those impacted residents who were renting at the time of disaster.

The situation is different for low-income households that are also single-parent families. These households are challenged to meet basic living expenses of adults and children while

earning wages low enough to qualify for many government programs, despite high levels of employment. For example, in contrast to St. Bernard and Plaquemines parish, low-income households in Orleans parish are more likely to be single-parent families with children, increasing the likelihood that they have different types of needs and expenses that add to the challenge of their recovery. Because black families were more likely to be single-parent households and have lower incomes than white households with the same level of income, this may indicate that any variance in specific needs is tied to household composition rather than race. Understanding the needs of low-income families should be viewed in terms of the unique qualities of the parish—what is needed in Orleans is more heavily correlated to single-parent families; for Plaquemines and St. Bernard parishes, low-income needs should be viewed with reflection on the needs of retired households and households without children.

In consideration that the parish pre-storm poverty levels were high in some areas, households were surveyed regarding their thoughts on increasing their standard of living. In other words, what did impacted residents think would help them reach beyond their current standard of living? Almost 40 percent of households felt they had sufficient training to maintain a good standard of living, and an additional 18 percent did not believe that additional education and training

**Current Living Situation
For All Residents and By Race**



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would make a difference in their standard of living. Only about one-third of impacted residents in all parishes (except Plaquemines and St. Bernard) thought they might be able to increase their standard of living with additional training, even in areas such as Orleans with higher proportions of low-income, single-parent households.

Significantly more black households saw additional education and training as a key to increased living standard than white households. Still, less than half of black households and only 17 percent of white households believed they could have a better standard of living if they had more training.

This data suggests that while the correlation between advanced training and wage earnings over time is well documented, this linkage may not be as well-established in the minds of impacted residents. It appears that impacted residents may be ambivalent to obtaining additional training or education that may produce an improved standard of living. It may also be that as the largest proportion of workers is comprised of older workers already established in their respective fields and may not view additional training as a realistic option in this stage of their employment cycle. As policy-makers consider targeted training and employment programs for impacted residents, particularly for low-income residents, careful consideration about how to overcome these perceptions will be critical. In particular, thoughts and messages should cater to different audiences such as older or low-income workers to market the idea of training leading to better jobs or a better life. These efforts will need to demonstrate a tangible, achievable and timely benefit to targeted residents.

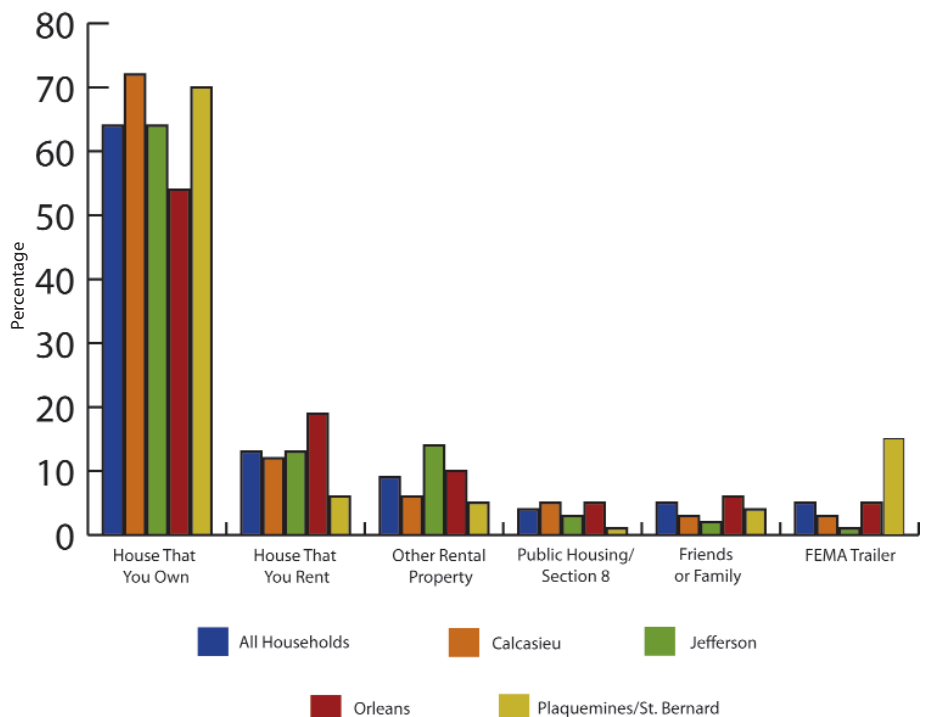
LIVING SITUATION

Many impacted residents (68 percent) were able to return to their pre-storm living situation. Most impacted resi-

dents are living in a house they own, followed by those living in a rented house, then a rented apartment. Less than 5 percent live in public housing, with friends or family, or in FEMA trailers. A majority of residents live in houses they own, with high levels in Calcasieu, Plaquemines and St. Bernard at 70 percent, followed by Jefferson at 64 percent. Still a slight majority, 54 percent of residents in Orleans live in their own houses. For renters, dependence on rental houses was highest in Orleans at 19 percent, followed by Calcasieu at 12 percent, Jefferson at 13 percent, and Plaquemines and St. Bernard at 6 percent. Residents living in other types of rental housing, such as apartments or duplexes, are represented by parish as follows: Jefferson at 10 percent, Orleans at 14 percent, and Calcasieu, Plaquemines and St. Bernard at 6 percent. Plaquemines and St. Bernard residents reported the highest proportions of living in FEMA trailers at 15 percent.

However, when examined by race, white households are more likely than black households to be living in a house they own. Low-income white residents are twice as likely as

Current Living Situation For All Residents and By Parish



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low-income black residents to be living in houses they own, indicating an economic disparity between these groups.

Nearly 70 percent of all households have the same living situation as they did pre-storm, although the level of white households (81 percent) living in the same place is higher than for black households (53 percent). For those living in some place other than their pre-storm living situations, about 40 percent are homeowners and near 50 percent were renters. The greatest proportions of displaced homeowners are from Plaquemines and St. Bernard parishes at 72 percent, followed by Calcasieu parish at 36 percent. About one-third of home owners in both Jefferson and Orleans are displaced. The high proportions in Plaquemines and St. Bernard may also help to explain why they also have the highest proportion of those living in FEMA trailers. Given the high proportion of older and retired residents in Plaquemines and St. Bernard parishes, some of these impacted residents may not have been able to perform all the needed repairs to their homes in order to make them fully livable.

Calcasieu parish had the lowest level of post-storm displacement at 23 percent, followed by Jefferson, Plaquemines and St. Bernard at 31 percent and Orleans residents at 41 percent.

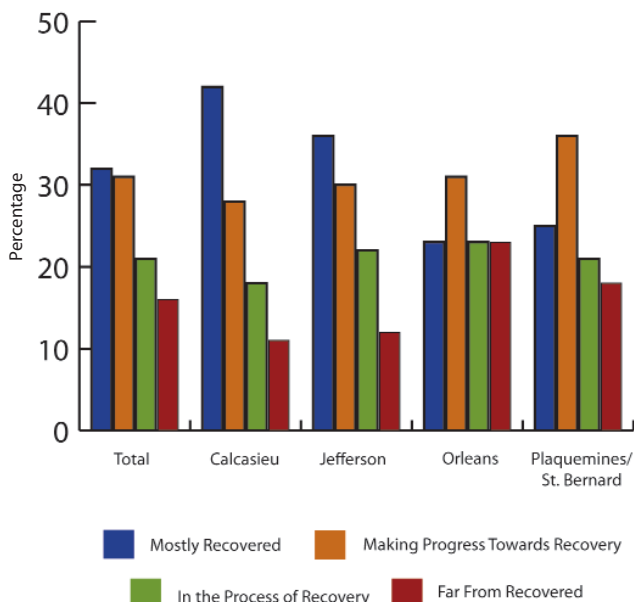
Most displaced renters were from either Jefferson or Calcasieu, followed closely by Orleans parish. In Jefferson

parish, residents relied upon near equal levels of both rented houses and apartments or duplexes before the storms. But in Calcasieu, Jefferson, and Orleans, residents relied more heavily on rented houses than apartments or duplexes.

The post-storm living situation indicates a greater level of disruption for black households and households living in Plaquemines and St. Bernard parish, than for other groups. Black households were more likely to be displaced—living somewhere other than their pre-storm arrangement—than white households. This could be related to the tendency for black households to be pre-storm renters, whereas white households were more likely to be homeowners. A majority of whites (over 70 percent) across all income levels were homeowners, but only a majority of black households tended to be homeowners if earning more than \$30,000 per year. Black households are also more likely to be single-parent families, so the post-storm disruption in living situation also suggests a high level of disruption for children of those families.

About five percent of impacted residents are reliant on public housing. This does not suggest that public housing is unimportant, but rather that the significant majority—even those at the lowest income levels—does not rely on public housing. Given the pre-storm reliance on rented houses rather than rented apartments or duplexes, the post-storm response for increasing available housing stock may wish to consider diversifying the types of available rental property. Further housing efforts—particularly in Orleans parish—may also want to expand into identifying ways to convert some pre-storm renters into post-storm homeowners. While the household income levels in Orleans are lower than for other areas, there are still many households earning above poverty level that could become homeowners.

Perceptions About Recovery by Parish

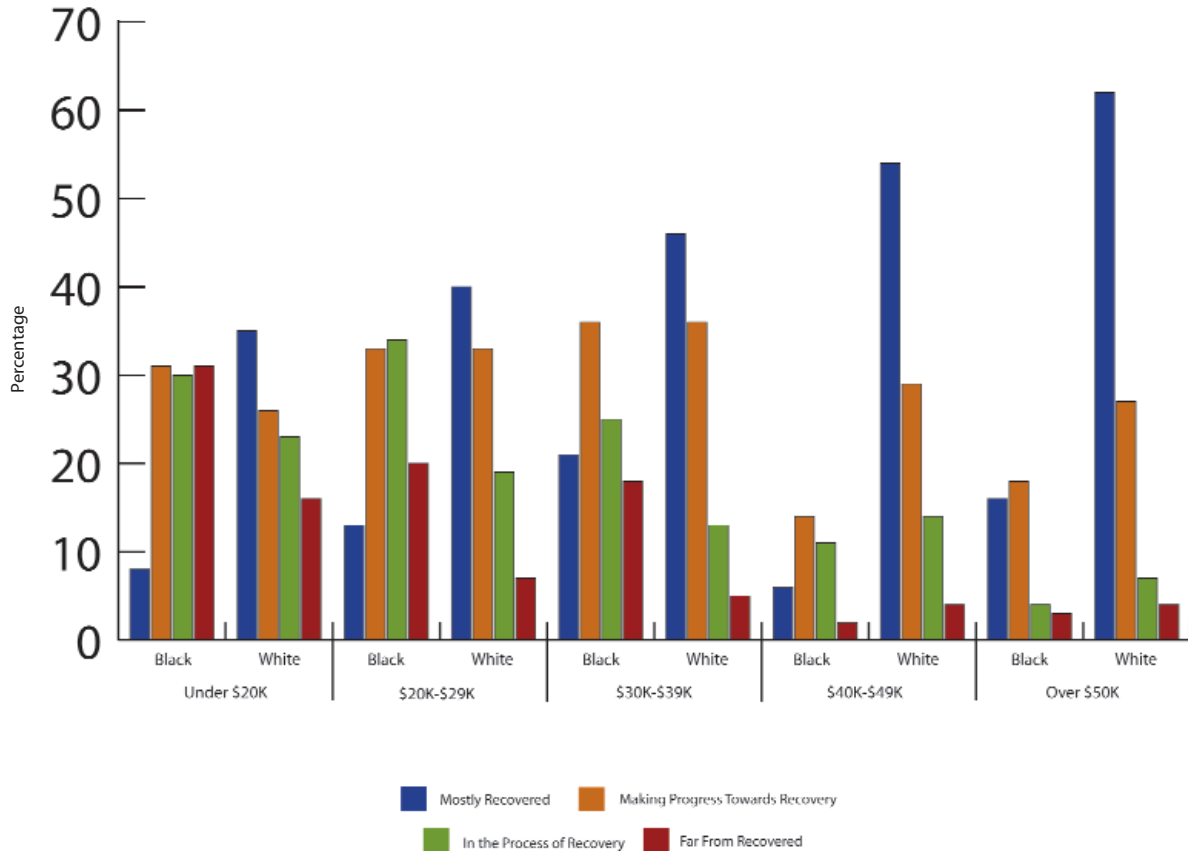


PERCEPTIONS ABOUT RECOVERY

Status of Recovery

Only one-third of all impacted residents believe they are mostly recovered. This means a large majority of impacted residents believe they are actively at some level of recovery that falls short of being near complete. Perceptions about the state of recovery vary by parish with Orleans residents indicating lower levels of recovery than those in Calcasieu and Jefferson parishes. For residents in Orleans parish,

Perceptions about Recovery by Income and Race



nearly a quarter of residents feel they are far from recovered, indicating there are many issues to address before feeling like they are mostly recovered. Important to recognize is that although even parishes such as Calcasieu, with the highest level of people who report being mostly recovered (42 percent), it is still a perception not shared by the majority of impacted residents, similarly in Jefferson parish (36 percent) as well. Orleans, Plaquemines and St. Bernard only indicate that near 25 percent are mostly recovered. All parishes show a similar level of activity towards recovery, but all are alike in believing the work of recovery is not nearing an end.

This trend is consistent when examined by race and income. Even when examined across income levels, black households still report significantly lower levels of recovery than do whites. Looking only at households in the very lowest income bracket (under \$20,000 per year), less than 10 percent

of black households believe they are mostly recovered, compared to over 30 percent of white households. Similarly, 30 percent of blacks with very low-incomes believe they are far from recovered, whereas only 7 percent of whites believe this. This disparity continues even across higher income households. The only group with a majority of residents feeling “mostly recovered” is white households with an income over \$40,000 per year, at 53 percent. Even for this group, that leaves almost half of households feeling that they still have a ways to go before feeling mostly recovered.

These findings indicate that regardless of income, significant numbers of households are still far from feeling recovered. It also suggests that there may be pronounced differences in the way that black households have experienced the road to recovery compared to white households. This is likely in part due to household composition of the two groups – white households are more likely to be older and retired,

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whereas black households are more likely to be single-parent families with children. This may also explain why the pre-storm risk factors attributed to single-parent households, who were disproportionately black families, may have positioned these households to be more at risk for withstanding and overcoming barriers during and after disaster. But, this only provides a partial explanation for those at lower income levels, as these households are more likely to be headed by single parents. It does not account for those households at higher income levels that do not fit the risk profile associated with single-parent households.

Available Support Networks

Despite perceptions about recovery, most impacted residents have rebuilt their available support networks, largely through reconnecting with family or existing friends. While some have forged new friendships or have expanded their circle of support, most rely on their traditional networks. Over 70 percent of residents in Calcasieu, Jefferson, Plaquemines and St. Bernard indicate they have close family or friends to depend on. While still a majority, fewer Orleans residents (62 percent) indicate they have this type of support network available.

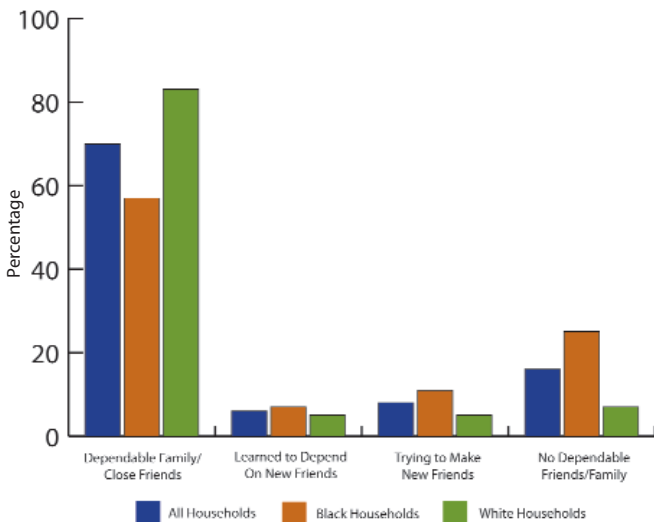
Over 40 percent of black households have not re-established their pre-storm networks, and over 20 percent indicate they have no dependable friends or family. Combined with their perceptions about the progress of recovery, these households may experience greater levels of isolation, magnifying an already challenging situation.

Other resiliency factors, such as finding a place of worship or resuming hobbies and activities, seem to be present for a majority of households, which indicates that on some level, life at least has the outward appearance of normalcy. Presence of these resiliency factors is highest in Calcasieu Parish, followed closely by Jefferson and while lowest in Orleans, Plaquemines and St. Bernard—still a majority.

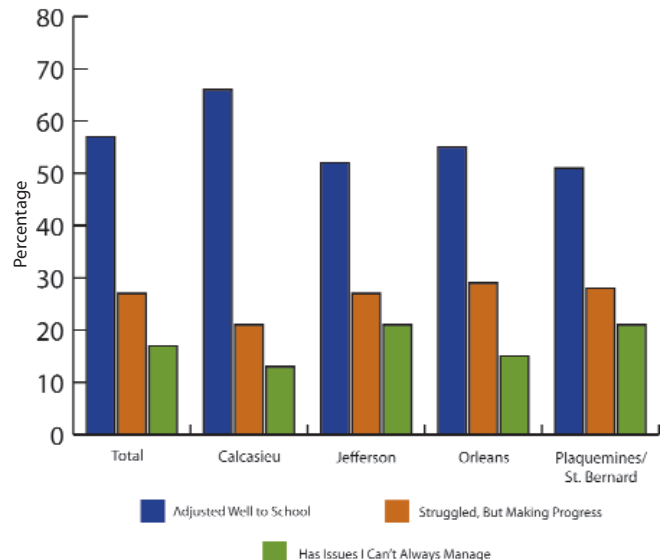
Recovery for Children

Many questions are yet unanswered regarding the long-term impact of these events on children. The true impacts will likely take years to discover. For now, impacted households believe that for the most part, their children have adjusted well since returning to school, with respondents in Calcasieu Parish showing the highest level at 66 percent. Jefferson, Plaquemines and St. Bernard parishes have higher proportions of parents that indicate their children have behavior and emotional issues they are not equipped to manage.

Available Support Networks For All Impacted Households and By Race



Impact of Storms on School-Aged Children By Parish



These findings suggest that some parents may need additional types of support to enable their children to overcome the storm-inflicted disruption to their well-being. In addition to this potential need for support, potential long-term negative impacts of the storms on children should be carefully monitored over the coming years.

Child Care Arrangements

For parents of young children, the availability and affordability of child care is a critical indicator of success in the workplace—if you don’t have it, you are less likely to get and keep a job. Only about one-third of all households with children have a child that is under age five, indicating a potential demand for child care. While we do not have comparative data to indicate what pre-storm child care arrangements were, this data indicates that about one-third of those needing child care depend on a friend or family member for care, followed by nearly one-fourth that use a child care center. Greater levels of white, low-income households rely on friends or family members to care for young children while low-income, black households are more likely to use a child care center. Near equal proportions of both low-income black and white households (about 10 percent) use a pre-K or Head Start center. Only 4 percent indicate that a lack of child care is preventing them from working. Impacted households indicate that overall this arrangement is the one they feel most comfortable with; although almost one-third indicate it is the only option they can afford.

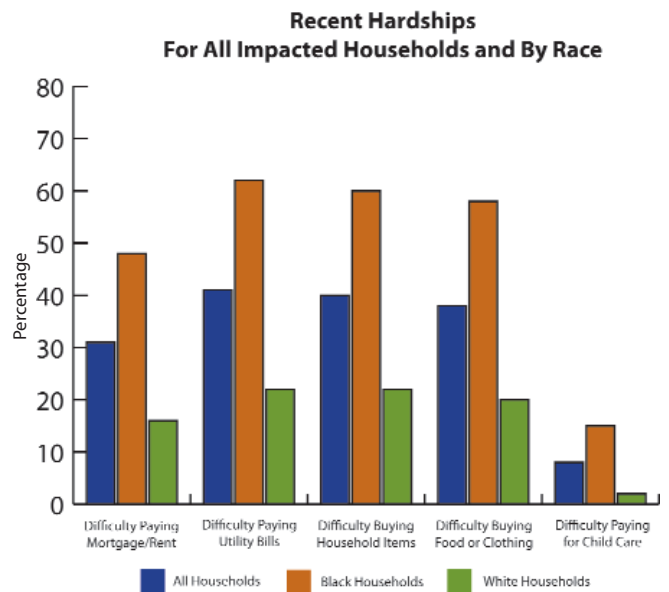
HARDSHIP AND NEED FOR SERVICES

Hardship Experienced by Impacted Households

Although many families are working and many households are above poverty levels, significant numbers of households have experienced a recent hardship in providing for basic living necessities. A majority of impacted households report difficulty in more than one area. There is also great disparity in hardship for black households when compared to white households.

This disparity is even more pronounced when examined by both income and race. Black households at all income levels are more likely to have experienced a recent hardship than

their white counterparts. In some cases, indicated hardships for black households are almost double that of whites, even within the same income levels. At some level this is likely attributed to the household composition of black households, particularly households at lower income levels. However, because reported hardship is frequent even among households with income above \$40,000 (likely more than 200% above the poverty level), this indicates that the experience in



recovery is much different for black households, even those that are considered “well-off” by other standards. Conversely, the reported hardship by white households tends to decline as income levels rise.

When examined by parish, hardship experienced by impacted households is fairly consistent across all but Orleans parish. All parishes are reporting some level of recent hardship, but impacted residents in Orleans parish indicate greater levels of hardship across multiple areas than those in other parishes. Difficulty buying household items is the largest singular hardship for all parishes—even for residents of Calcasieu parish who tended to have lower levels of hardship than residents in other parishes. Of importance when contextualizing these hardships is that despite higher levels of employment for those in Jefferson and Orleans, a majority

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of households are still indicating at least one recent hardship. The depth of these hardships seems to be deeper cutting for those in Orleans than those in other parishes.

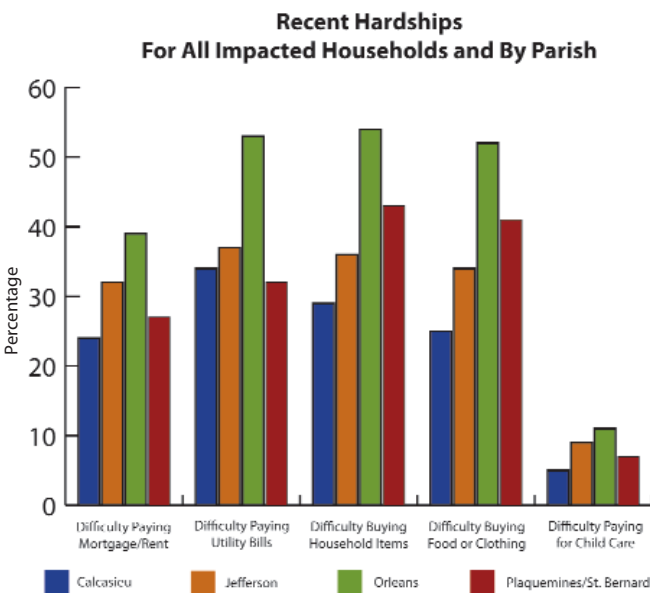
Even though the residents in Plaquemines and St. Bernard were likely to be older adults, married couples without children, or retired persons and had high proportions living in their own homes, the needed cash flow to provide for basic items proves difficult in ways that are not apparent in Calcasieu parish.

Impacted residents do indicate progress in their recovery. Even so, the persistence of needs related to available cash flow is undoubtedly interfering with the on-going ability of residents to actually realize recovery.

any type of services besides FEMA. If financial investments for services continue to be made, careful attention to crafting messaging that accurately conveys availability, criteria for participation and access points for services may help to connect more impacted residents with services they need but have not sought.

Need for Services

Along with financial needs to assist with paying bills and fixing houses, a large portion of residents report help with managing stress and depression as a needed service—even more than finding a better job or obtaining better training. Greater proportions of black households indicated a need for these services than did white households.



Perceptions About Service Availability

Despite significant financial investments for post-storm recovery from both public and private sources, nearly all impacted residents believe that there are not enough services available to help impacted residents in their recovery. Moreover, many indicate that of the services available, most are not targeted towards the true needs of impacted residents.

These perceptions about service availability may help to explain why less than half of impacted residents have accessed

Residents in Orleans parish indicated the greatest need for services, particularly money for household bills, followed by impacted residents in Plaquemines and St. Bernard parishes. Residents in Jefferson and Calcasieu parish reported lower levels of need, but still more than 40 percent of impacted residents reported a need for some type of services. For some parishes such as Orleans, the needs appear to be more intense and span across multiple types of needs. In the other parishes, all indicate that money to pay bills or to get back on their feet as the primary need, followed in most cases by help to manage the stress of recovery. If these services were available, the local church (31 percent) followed by a local service entity (22 percent) are the most likely places that residents would access services. Government entities (22 percent) were also viewed as a likely place to access services. That government entities would enjoy the same access frequency as local service entities is profound given that many services offered by government are tied to particular eligibility criteria that often exclude those making higher income. Unfortunately, the limitations of government agencies based on their federal funding streams and requirements limit their ability to meet the types of needs reported by a majority of impacted residents.

The local church is historically a foundation of community support in times of need. Because the service needs related to this disaster are rather complex, some faith-based groups may not be well-equipped either in infrastructure, financing or expertise to address these needs without support.

Impacted residents in all parishes and across all income levels indicate needing help to manage stress and overcome depression. It is not clear that a working service model of this type is currently accessible and available. These types of supports have not traditionally been aligned with publicly available mental health services. Existing mental health models are designed to treat individuals with clinical conditions, mental illness, or conditions that may put the individual or the general public at immediate risk. These tactics are not typically designed to provide the help with developing on-going skills to deal with life changing events, or to provide “venting” mechanisms needed during the rebuilding phase in recovery from traumatic events. While the overwhelming need exists, we are largely without a service model designed to address this need on a publicly available basis. Nor is their wide availability of service entities equipped to deliver such a model.

As indicated, impacted residents would benefit from a variety of available services. The overwhelming and single most critical barrier cited by impacted residents to their recovery is access to money – to fix houses, to pay for basic needs like utility bills, or even to merely obtain a level of stability in their lives. This need holds true through all income and ethnic backgrounds. Even those at higher income levels – 20 percent – still indicate a need for financial resources as a critical barrier to recovery.

Impacted residents in all parishes indicate they have need of financial resources to varying degrees – some cite greater level of need than others. Regardless of the level of financial need, impacted residents in all parishes cite a lack of financial resources as the most critical barrier to recovery. Half of impacted residents in Orleans, Plaquemines and St. Bernard indicate that either money to fix their house or money to get back on their feet is the most critical barrier. Impacted residents in Calcasieu and Jefferson report less frequency at 40 percent. However, even in Jefferson and Calcasieu parish, still less than half of impacted residents indicate that they have no barriers to recovery. Thirty-six percent of those in Plaquemines and St. Bernard indicate they have no barriers while only 25 percent of those in Orleans indicate they have no barriers. A majority of impacted residents in all parishes have some level of need, and these needs are more pronounced in some parishes than in others.

WHAT IT ALL MEANS

What do all these data findings mean in the real world of decision-making? The intent of this report is to highlight remaining challenges and provide next steps, not assign responsibility to one particular entity. We have grouped the collective findings into seven themes designed to stimulate discussion among stakeholders about the status of recovery and the potential next steps in recovery efforts.

- **A majority of all impacted residents do not believe they have achieved a significant level of recovery.** Overall, most impacted households indicate they are still deep in their process of recovery. All report some level of progress; some indicate they have a very long way to go. This is particularly true for black households across all income levels.
- **Regardless of income, significant levels of impacted households are experiencing one or more hardships in providing for their basic living necessities.** Inability to pay for utilities, food and basic household items are common for many households, as is paying for mortgage or rent. Households often report more than one type of hardship in recent months. Impacted residents in all parishes – even those that are further in their recovery – report these hardships.
- **There is great disparity in the progress towards recovery, disruption from the storms and levels of hardship between black and white households, even for those with similar incomes.** On nearly every indicator, the storm impact and recovery experience for black households is significantly different than for whites, even after examining these issues by income levels. While higher probability for single-parent households can account for some disparity within black households, the disparity continues even in higher income households which do not possess the same attributes and associated risk factors as those households headed by single-parents. White households even at lower income levels report more positive experiences in recovery and fewer barriers.
- **There is no common recovery experience across parishes. Levels of recovery, hardships and barriers are different across each parish.** Impacted residents in Jefferson and Calcasieu parish report a more positive outlook on their recovery progress compared to those in

Orleans parish, which have the lowest level of recovery and the highest reported needs and barriers. Impacted residents in Plaquemines and St. Bernard fall largely between the more positive perceptions in Calcasieu and Jefferson, and the greater levels of hardship in Orleans. Significant is that all parishes have some level of hardship and need, but the intensity of these needs differs according to parish.

- **Financial supports for paying bills and maintaining housing are the most critical barriers to recovery for all residents, regardless of income.** Only white households above \$50,000 per year do not report monetary needs as the most critical barrier. All parishes indicate that financial supports are the primary barrier to recovery.
- **Help with managing the stress of recovery or feelings of depression, while not primary, are significant barriers to recovery.** Recovery-related stress and depression are common across all income-levels, all parishes and for both black and white households. Challenges regarding the behavioral and emotional well-being of school aged-children are also critical for some parishes. These collective needs are the one aspect of recovery where there are few, if any, service interventions available.
- **Nearly all impacted residents do not believe there are sufficient services available to assist in recovery.** Significant numbers also believe that services are too hard to qualify for, too hard to find, and are not targeted to the specific needs of impacted residents.

It is not likely that any one entity is positioned – either with resources or the expertise – to develop interventions that address each of these themes. However, given the wide range of stakeholder involvement at all levels of the public and private domain, there does exist the real possibility that informed approaches can be comprehensively developed. These approaches must be inclusive of the needs that impacted residents indicate are critical for their successful recovery.

REACT AND RESPOND

As both interest and investment in funding human recovery wanes, it is even more critical that policymakers are strategic and deliberate in their approach to recovery. Although significant and visible strides have been made in overall recovery

efforts, the human recovery of Louisiana's people is far from complete. The depth of people's needs differ in many cases by parish and by the characteristics of impacted residents within each affected parish. Well-intentioned interventions should be aligned with a full acknowledgement that while needs overall are similar, the differences within parishes and for specific groups may demand a variety of approaches.

The policy implications presented below are not directed toward a specific entity, nor intended as a stated position regarding existing efforts in recovery. They are intended to provoke a data-driven context for meaningful dialogue – one that stakeholders can actively seek amongst themselves.

REACT: The window of opportunity to reposition all of Louisiana's people is closing quickly. Many viewed the recovery of Louisiana as an unprecedented opportunity to reshape the lives of those impacted in ways that would help to neutralize some of the historical disparity that has existed in Louisiana. The unfolding story of post-storm recovery seems to parallel some historical patterns of disparity that have hurt Louisiana from moving beyond the legacy of its past.

RESPOND: Confront the emerging disparity that exists in the post-storm experience in terms of access and interest in training opportunities, employment opportunities, home ownership, stress management, and pre-emptive action related to ensuring a standard of well-being for children in vulnerable households.

REACT: Consider the particular needs of parishes and the composition of their impacted residents. The variance in needs among impacted residents, particularly for black households, should prompt strategies that are unique to the target and household characteristics of the area. Understanding that although all parishes have some level of need, these needs are more pressing and urgent across parish lines than are others and the types of households present within those parishes may dictate the type of approach that would be most effective.

RESPOND: Initiate interventions that are designed to be culturally competent and relevant. In addition to applying proven strategies that may differ across income levels, careful consideration for older adults, retired households, and

families with and without children should all be considered in targeted strategies. Careful messaging that resonates for these groups may demand highlighting complementary, not universal, tangible benefits.

REACT: Align needed services with appropriate service infrastructure and noticeable access points. Impacted residents need services that fall outside of conventional service offerings and traditional eligibility criteria. The need for services spans beyond those traditionally served by government programs. Impacted residents largely need access to one-time, money-based help rather than on-going financial support or supportive services. Services must be available in places that residents are most likely to access – this means expanding beyond government providers.

RESPOND: Create services to provide one-time, financial help to impacted residents and consider maximizing the availability of job training and homeownership opportunities. Utilize service providers in community-based settings to make services easy to access. Consider including eligibility for these services beyond basic levels of poverty to include those households that fall outside of government eligibility for services.

Develop an appropriate intervention model to assist impacted residents in addressing their recovery-related stress and depression, in addition to help with managing the behavioral and emotional issues of children. Sensitivity to the wide range of resident characteristics and experiences should always be considered.

PARTING REFLECTIONS

To this point, many decisions, financial investments and service offerings have been executed using anecdotal information, incomplete information and in some cases, old-fashioned hunches. The availability of a random sample that is representative across geographic areas in Louisiana provides a unique opportunity for stakeholders to make future decisions based on reliable data rather than guesses. The human voice in recovery has been often overpowered by the sound of progress in rebuilding buildings, repairing levees, or even the silence of barren neighborhoods once full of life. The collective future of Louisiana is tied to the way in which we

continue to approach recovery, particularly human recovery. The voices of people, our people, are shouting loudly to all that can hear. Are you listening? ■

About the Recovery Corps

The Recovery Corps, a non-profit 501(c)(3) corporation based in Baton Rouge, La., coordinates humanitarian services for the State of Louisiana in the aftermath of disaster, natural and manmade. Formed in the wake of Hurricanes Katrina and Rita in 2005, the Recovery Corps assists families and individuals with their comprehensive recovery needs through its human service and non-profit partners in New Orleans, Baton Rouge, Lake Charles and across Louisiana. The Recovery Corps has assisted more than 30,000 households with recovery planning, housing, children's services and emotional well-being needs since January 2006. To learn more or donate, visit www.recoverycorps.org.

For More Information

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Appendix A: Tabulated Survey Responses

HOUSEHOLD CHARACTERISTICS

Characteristics	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard
Black	45%	37%	39%	67%	23%
White	51%	60%	57%	30%	73%
Hispanic	1%	1%	1%	2%	1%
Asian	1%	0%	1%	1%	1%
Mixed Race	2%	2%	3%	2%	3%

Household Type	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Single Parent w/Child	20%	17%	19%	26%	13%	37%	6%
Single Parent w/out Child	4%	5%	5%	3%	2%	6%	3%
Adult, no minor child	15%	12%	16%	17%	11%	16%	14%
Older Adult over 60	17%	18%	17%	15%	21%	13%	21%
Married with Minor Child	17%	19%	16%	16%	20%	13%	20%
Married no Minor Child	26%	28%	26%	23%	32%	15%	36%

One Child	41%	35%	42%	48%	37%	40%	45%
Two Children	36%	38%	34%	32%	37%	33%	39%
Three Children	17%	20%	15%	14%	19%	18%	13%
Four Children	5%	4%	6%	3%	7%	6%	2%
Five or More	2%	3%	2%	3%	0%	3%	1%

Total All Children	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
One Child Under Age 5	72%	72%	63%	77%	76%	73%	68%
Two Children Under Age 5	24%	24%	30%	20%	11%	23%	29%
Three Children Under Age 5	4%	3%	5%	4%	0%	3%	2%
More than Three Under Age 5	1%	1%	2%	0%	0%	1%	1%

Ages 18-20	1%	1%	0%	0%	0%	1%	1%
Ages 21-30	8%	7%	10%	10%	7%	12%	5%
Ages 31-40	15%	15%	14%	16%	11%	19%	11%
Ages 41-50	20%	17%	14%	24%	20%	24%	17%
Ages 51-60	21%	22%	24%	20%	22%	20%	23%
Over 60	35%	39%	39%	30%	39%	24%	44%

PROGRESS FOR SOME, HOPE AND HARDSHIPS FOR MANY

LIVING SITUATION

Current Living Situation	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Live in House that You Own	64%	72%	64%	54%	70%	40%	84%
Live in House that You Rent	13%	12%	13%	19%	6%	23%	5%
Live in Other Rental Property	9%	6%	14%	10%	5%	15%	5%
Public Housing/Section 8	4%	5%	3%	5%	1%	8%	1%
Staying with Friends/Family	5%	3%	5%	6%	4%	8%	2%
Living a FEMA trailer	5%	3%	1%	5%	15%	7%	3%
Living in Same Place as Before Storm	68%	77%	69%	59%	69%	53%	81%
Living in Different Place Since the Storm	32%	23%	31%	41%	31%	47%	19%
If Living Different Place Pre-Storm							
Lived in house that you Owned	39%	36%	32%	33%	73%	27%	63%
Lived in House that you Rented	28%	33%	27%	30%	13%	33%	17%
Lived in Other Rental Property	21%	23%	29%	20%	10%	24%	15%
Public Housing/Section 8	6%	4%	4%	10%	0%	9%	0%
Stayed with Friends or Family	6%	4%	8%	7%	3%	6%	5%

PROGRESS FOR SOME, HOPE AND HARDSHIPS FOR MANY

EMPLOYMENT AND INCOME

Current Employment	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Currently Employed	50%	47%	55%	55%	41%	54%	46%
Not Currently Employed	50%	53%	45%	45%	59%	45%	54%
Employed in same field as before	77%	82%	70%	75%	87%	69%	85%
Employed in Different field	23%	18%	30%	25%	13%	31%	15%

Reason Not Employed	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Retired	55%	60%	55%	49%	57%	35%	70%
Disability Prevents Work	27%	25%	30%	28%	22%	42%	15%
Looking, Cant Find Job	6%	4%	5%	10%	4%	11%	2%
Not Looking For Job	9%	8%	7%	10%	13%	6%	11%
Lack Transportation	2%	2%	1%	2%	1%	3%	0%
Lack Child Care	2%	1%	2%	1%	2%	2%	1%

How Found Current Job	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Work for same pre-storm employer	57%	56%	56%	54%	74%	43%	72%
Friend/Family/Personal Connection	18%	19%	18%	17%	17%	20%	15%
Job Program/Employment Service	5%	6%	6%	5%	0%	7%	2%
Want Ad/Newspaper/Media	11%	8%	14%	13%	3%	16%	5%
Applied/Talked to Employer	10%	12%	7%	11%	5%	13%	5%

Current Income Levels	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Under \$20k	48%	45%	43%	52%	50%	64%	32%
\$20k - \$29k	18%	20%	18%	17%	15%	19%	16%
\$30k - \$39k	10%	10%	11%	9%	11%	9%	11%
\$40k - \$49k	6%	6%	7%	5%	8%	4%	9%
\$50k or more	18%	19%	21%	16%	16%	5%	32%

Earning Levels	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Roughly Same as Pre-Storm	55%	63%	49%	53%	55%	48%	62%
Significantly More than Pre-Storm	22%	17%	29%	22%	18%	25%	19%
Significantly Less than Pre-Storm	23%	21%	22%	25%	26%	27%	19%

Training to Improve Standard of Living?	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Enough Training and Education	39%	37%	42%	39%	40%	31%	48%
Could do Better with More Training	29%	29%	29%	31%	24%	42%	17%
More Training Wouldn't Help	18%	18%	18%	17%	22%	14%	22%
Like More, But Satisfied	13%	17%	11%	13%	29	14%	13%

PROGRESS FOR SOME, HOPE AND HARDSHIPS FOR MANY

HARDSHIP, RECOVERY AND SERVICE NEED

Perceptions about Recovery	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Mostly Recovered	32%	42%	36%	23%	25%	13%	51%
Making Progress Toward Recovery	31%	28%	30%	31%	36%	33%	28%
In the Process of Recovery	21%	18%	22%	23%	21%	29%	14%
Far From Recovered	16%	11%	12%	23%	18%	25%	8%

Available Support Networks	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Dependable Family/Friends Close	70%	78%	72%	62%	71%	57%	83%
Learned to Depend on New Friends	6%	2%	5%	8%	9%	7%	5%
Trying to make new friends	8%	6%	8%	10%	7%	11%	5%
No Dependable Friends/Family	16%	13%	15%	20%	13%	25%	7%

Accomplish or Reestablish Post-Storm	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Reconnect with Family	92%	94%	90%	92%	89%	91%	93%
Identify Church/Place of Worship	81%	90%	81%	78%	72%	84%	81%
Reconnect or Make New Friends	81%	86%	81%	78%	81%	76%	88%
Conduct Daily Activities w/Out Storm Related Stress	71%	80%	73%	64%	64%	64%	78%
Involved in Hobbies or Activities	55%	61%	59%	50%	45%	41%	66%

Recent Hardship	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Difficulty Paying Mortgage/Rent	31%	24%	32%	39%	27%	48%	16%
Difficulty Paying Utility Bills	41%	34%	37%	53%	32%	62%	22%
Difficulty Buying Household Items	40%	29%	36%	54%	43%	60%	22%
Difficulty buying Food or Clothing	38%	25%	34%	52%	41%	58%	20%
Difficulty Paying for Child Care	8%	5%	9%	11%	7%	15%	2%

Services and Barriers	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Enough Services Available	18%	29%	17%	8%	16%	8%	29%
Enough Services, Hard to Find	22%	24%	21%	22%	15%	26%	18%
Not Enough Services for the Things Needed	31%	25%	30%	38%	29%	34%	27%
Service Available, Too Hard to Qualify	29%	22%	32%	32%	26%	32%	25%

Accessed Services Besides FEMA	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Yes	44%	42%	37%	49%	52%	54%	36%
No	56%	58%	63%	51%	48%	46%	64%

Experience in Receiving Help	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Very Helpful in Recovery	44%	54%	41%	36%	51%	35%	56%
Somewhat helpful, couldn't meet all needs	39%	35%	37%	44%	34%	45%	31%
Tried to help, but didn't work	7%	6%	8%	7%	5%	8%	5%
Didn't Try Very hard to help	10%	5%	13%	13%	10%	13%	7%

PROGRESS FOR SOME, HOPE AND HARDSHIPS FOR MANY

HARDSHIP, RECOVERY AND SERVICE NEED

Services that Would Be Helpful	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Money to Pay Bills/Get Back on Feet	54%	47%	48%	64%	52%	78%	34%
Money to Fix House	39%	40%	33%	43%	38%	48%	32%
Manage Stress of Recovery	45%	40%	42%	53%	44%	60%	33%
Overcome Depression	39%	33%	37%	46%	38%	50%	30%
Get More Training/Education	32%	30%	30%	38%	22%	50%	16%
Find a Better Job	25%	22%	25%	32%	15%	41%	12%
Transportation	24%	19%	20%	36%	16%	38%	13%

Places Most Likely to Access Help	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Local Church	31%	34%	26%	33%	30%	30%	33%
Local Service Organization	22%	23%	22%	25%	17%	25%	18%
Neighborhood or Community Group	19%	15%	20%	20%	24%	19%	20%
Government Entity	22%	21%	24%	17%	27%	21%	23%
Other	6%	7%	8%	5%	2%	6%	6%

Most Critical Barrier to Recovery	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Money to Fix House	19%	20%	15%	22%	19%	22%	16%
Money to Get back on my feet	27%	20%	25%	33%	31%	42%	14%
Access to Housing	3%	3%	3%	3%	2%	5%	1%
Help With Managing Stress	5%	3%	8%	4%	7%	3%	6%
Better Job	3%	2%	3%	5%	1%	4%	2%
More Training and Education	3%	2%	3%	3%	1%	4%	1%
Transportation	4%	3%	3%	6%	2%	7%	2%
No Major Barriers to Recovery	37%	46%	41%	25%	36%	13%	58%

PROGRESS FOR SOME, HOPE AND HARDSHIPS FOR MANY

CROSS TABULATIONS OF SELECT INDICATORS BY INCOME AND RACE

Household Characteristics

Household Composition According to Race and Income Levels

	Under \$20,000		\$20k - \$29k		\$30k - \$39k		\$40k - \$49k		Over \$50,000	
	Black	White	Black	White	Black	White	Black	White	Black	White
Single Parent w/Child	44%	9%	41%	10%	16%	5%	18%	6%	5%	4%
Single Parent w/out Child	6%	5%	8%	4%	8%	4%	0%	1%	2%	1%
Adult, no minor child	16%	19%	17%	18%	14%	21%	0%	10%	15%	7%
Older Adult over 60	16%	33%	7%	30%	9%	15%	9%	10%	2%	5%
Married with Minor Child	8%	10%	12%	30%	23%	20%	39%	34%	51%	34%
Married no Minor Child	10%	23%	14%	9%	31%	36%	33%	39%	24%	50%

Living Situation

Current Parish of Residence According to Race and Income Levels

	Under \$20,000		\$20k - \$29k		\$30k - \$39k		\$40k - \$49k		Over \$50,000	
	Black	White	Black	White	Black	White	Black	White	Black	White
Calcasieu Parish	28%	39%	31%	40%	28%	37%	21%	38%	18%	36%
Jefferson Parish	21%	24%	23%	31%	23%	29%	33%	25%	28%	28%
Orleans Parish	44%	12%	40%	13%	43%	14%	42%	15%	50%	23%
Plaquemines/St. Bernard Parish	7%	25%	6%	17%	8%	20%	3%	23%	5%	13%

Current Living Situation by Race and Income Levels

	Under \$20,000		\$20k - \$29k		\$30k - \$39k		\$40k - \$49k		Over \$50,000	
	Black	White	Black	White	Black	White	Black	White	Black	White
Live in House that You Own	28%	71%	35%	78%	69%	81%	53%	90%	90%	94%
Live in House that You Rent	27%	9%	26%	9%	15%	5%	4%	4%	2%	2%
Live in Other Rental Property	18%	8%	21%	9%	4%	7%	0%	3%	5%	1%
Public Housing/Section 8	11%	2%	5%	1%	3%	0%	0%	0%	2%	0%
Staying with Friends/Family	10%	5%	5%	1%	4%	3%	38%	0%	0%	0%
Living a FEMA trailer	7%	5%	8%	2%	6%	4%	6%	4%	0%	1%

Living Situation Because of Storm by Race and Income Levels

	Under \$20,000		\$20k - \$29k		\$30k - \$39k		\$40k - \$49k		Over \$50,000	
	Black	White	Black	White	Black	White	Black	White	Black	White
Live Same Place Before Storm	45%	77%	47%	81%	26%	71%	84%	75%	36%	82%
Live Different Place Before Storm	55%	23%	53%	19%	5%	29%	16%	25%	5%	18%

Pre-Storm Living Situation for Those Displaced by Storm by Race and Income Levels

	Under \$20,000		\$20k - \$29k		\$30k - \$39k		\$40k - \$49k		Over \$50,000	
	Black	White	Black	White	Black	White	Black	White	Black	White
Lived in house that you Owned	20%	42%	36%	61%	42%	90%	75%	80%	80%	86%
Lived in House that you Rented	34%	28%	35%	18%	33%	3%	13%	15%	20%	14%
Lived in Other Rental Property	27%	30%	18%	21%	17%	17%	13%	5%	0%	0%
Public Housing/Section 8	11%	0%	5%	0%	0%	0%	0%	0%	0%	0%
Stayed with Friends or Family	7%	0%	5%	0%	8%	0%	0%	0%	0%	0%

PROGRESS FOR SOME, HOPE AND HARDSHIPS FOR MANY

CROSS TABULATIONS OF SELECT INDICATORS BY INCOME AND RACE

Thoughts About Training to Improve Standard of Living

	Under \$20,000		\$20k - \$29k		\$30k - \$39k		\$40k - \$49k		Over \$50,000	
	Black	White	Black	White	Black	White	Black	White	Black	White
Enough Training and Education	28%	36%	31%	41%	19%	43%	44%	44%	65%	60%
Could do Better with More Training	46%	20%	39%	25%	46%	20%	41%	16%	15%	12%
More Training Wouldn't Help	15%	30%	13%	21%	13%	22%	3%	27%	3%	15%
Like More, But Satisfied	12%	14%	17%	13%	21%	16%	13%	13%	18%	13%

Hardship, Recovery and Need

Perceptions About Recovery According to Income Levels and Race

	Under \$20,000		\$20k - \$29k		\$30k - \$39k		\$40k - \$49k		Over \$50,000	
	Black	White	Black	White	Black	White	Black	White	Black	White
Mostly Recovered	8%	35%	0.13	0.4	0.21	0.46	0.06	0.54	0.16	0.62
Making Progress Toward Recovery	31%	26%	0.33	0.33	0.36	0.36	0.14	0.29	0.18	0.27
In the Process of Recovery	30%	23%	0.34	0.19	0.25	0.13	0.11	0.14	0.04	0.07
Far From Recovered	31%	16%	0.2	0.07	0.18	0.05	0.02	0.04	0.03	0.04

Perceptions About Recovery According to Income Levels and Race

	Under \$20,000		\$20k - \$29k		\$30k - \$39k		\$40k - \$49k		Over \$50,000	
	Black	White	Black	White	Black	White	Black	White	Black	White
Difficulty Paying Mortgage/Rent	53%	20%	56%	24%	33%	23%	38%	16%	20%	11%
Difficulty Paying Utility Bills	74%	35%	55%	31%	39%	27%	50%	14%	17%	10%
Difficulty Buying Household Items	70%	35%	53%	21%	45%	23%	47%	23%	27%	13%
Difficulty buying Food or Clothing	69%	32%	54%	21%	38%	26%	35%	16%	20%	11%
Difficulty Paying for Child Care	18%	5%	15%	1%	10%	2%	6%	1%	5%	1%

Most Critical Barrier to Recovery According to Income Levels and Race

	Under \$20,000		\$20k - \$29k		\$30k - \$39k		\$40k - \$49k		Over \$50,000	
	Black	White	Black	White	Black	White	Black	White	Black	White
Money to Fix House	19%	18%	25%	24%	35%	24%	24%	22%	30%	11%
Money to Get back on my feet	50%	24%	41%	19%	21%	14%	21%	13%	13%	800%
Access to Housing	5%	3%	7%	1%	4%	1%	6%	1%	0%	1%
Help With Managing Stress	3%	5%	3%	4%	4%	1%	3%	8%	0%	8%
Better Job	4%	2%	4%	4%	3%	3%	15%	0%	5%	2%
More Training and Education	4%	3%	3%	1%	8%	1%	3%	0%	5%	1%
Transportation	9%	3%	3%	2%	5%	0%	0%	1%	5%	1%
No Major Barriers to Recovery	7%	42%	13%	44%	22%	56%	27%	56%	53%	69%

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SCHOOLS AND CHILD CARE

School Situation	Total	Calcasieu	Jefferson	Orleans	Plaquemines/St. Bernard	Black	White
Adjusted well to school since	57%	66%	52%	55%	51%	51%	68%
Struggled, But Making Progress	27%	21%	27%	29%	28%	31%	20%
Has Issues I cant Always Manage	17%	13%	21%	15%	21%	18%	13%
Out of School Time Activities							
School Activities	43%	46%	41%	44%	42%	41%	49%
After School/Youth Programs	18%	18%	15%	22%	13%	19%	16%
Job or Training Activity	3%	5%	3%	2%	1%	3%	2%
Care for Younger Siblings	3%	2%	2%	4%	4%	4%	3%
Unstructured Free Time	32%	30%	39%	28%	39%	33%	31%
Child Care Arrangement							
Family or Friends Provide Care	37%	30%	27%	35%	61%	35%	40%
Home based Childcare	8%	11%	7%	10%	3%	9%	9%
Child Care Center	24%	20%	39%	26%	6%	28%	15%
Pre-K/Head Start	15%	19%	10%	17%	15%	13%	17%
No Child Care, Not Working	12%	11%	17%	9%	9%	11%	16%
Lack of Child Care Prevents Work	4%	9%	0%	4%	6%	5%	4%
Reason for Choosing Child Care Arrangement							
Most Comfortable	47%	60%	41%	42%	41%	38%	63%
Only Option I Could Afford	29%	22%	31%	32%	31%	37%	15%
Only Option Available to Me	24%	18%	29%	26%	28%	25%	22%

Appendix B: Survey Methodology

PURPOSE

The Louisiana Family Recovery Corps commissioned an assessment of need to obtain information about the circumstance and state of recovery for a random, representative sample of Louisiana residents from the selected parishes of Calcasieu, Jefferson, Orleans, Plaquemines and St. Bernard. The following sections describe our survey design, survey instrument, and survey execution.

SURVEY DESIGN

To make certain the needs assessment survey would yield a random and representative sample of impacted residents, the Recovery Corps survey design called for a sufficient number of impacted residents to be surveyed through the use of outbound telephone calling in each target geographic area. Within each geographic area, the design called for obtaining a working survey sample inclusive of both random digit dialing [RDD] and a non-RDD sample.

The RDD survey method uses a purchased listing of phone numbers within a geographic area and allows researchers to select a representative sample of households with telephones in a random and unbiased manner. Since both listed and unlisted numbers have an equal probability of being selected into the sampling frame, all households with telephones are represented in the final sample. It is a generally accepted approach to conducting surveys, and its replication is similar in design to that utilized by the National Survey of American Families, a census-based research effort conducted by the Urban Institute. The RDD sample is a random sample of only land-line phones and does not include cellular phones.

To account for the likelihood that low-income households may be under-represented in the RDD sample [some low-income households do not have land-line telephones], and because low-income households tend to be under represented in survey responses, a non-RDD sample of residents was used to compliment the RDD working sample. This also helps to account for any post-storm technology issues that may have prevented some households from having working

land-line telephones. The non-RDD sample was obtained from known databases of low-income individuals and is expected to yield the same equal probability of selection for survey.

To ensure that survey results could be considered representative for each geographic region, sufficient numbers of completed surveys are needed so that cross-tabulation analysis would yield a statistically valid sample.

The original RDD and non-RDD design called for 2200 completed surveys in each of the designated regions in the following assigned ranges:

- 800 RDD and 300 non-RDD completed surveys for Jefferson and Orleans Parishes
- 500 RDD and 200 non-RDD completed surveys for Calcasieu Parish
- 300 RDD and 100 non-RDD completed surveys in Plaquemines and St. Bernard Parishes
- Yielding a total of 1600 RDD completed surveys and 600 non-RDD completed surveys, for a total of 2200 completed surveys.

It was anticipated that a 20 to 1 outbound call ratio would yield completion of the targeted number of surveys. In other words, it was estimated that for each completed survey, 20 outbound calls would need to be made.

We recognize that there were a number of Louisiana parishes impacted by the 2005 Hurricanes. However, in an effort to produce survey results that were focused on those regions that had sufficient levels of post-storm population to be included in a random sample within the feasible cost and time constraints, the Recovery Corps chose to concentrate on the above-named parishes. Further, we believe that this approach provides an opportunity for a concentrated look at particular regions of the state where we might expect the storm experience to be similar.

The combined approach yielded a pure sample that allows for an unbiased picture of impacted residents in the identified geographic areas.

The Recovery Corps utilized the services of Survey Communications, Inc. (SCI), a Baton Rouge-based company with both experience in conducting RDD surveys and surveying Louisiana residents from all socio-economic distinctions. SCI communications was asked to execute the purchase of the RDD sample, obtain a non-RDD sample of low-income households, perform the execution of outbound calls to identify residents who agree to complete the survey, capture and store respondent information, and generate a final data file inclusive of cross tabulations. The Recovery Corps analyzed and presented the findings in the Recovery Brief Progress for Some, Hope and Hardships for Many.

SURVEY INSTRUMENT

In conjunction with SCI, the Recovery Corps developed a survey instrument to be utilized in the telephone survey. The instrument is a 30-question survey designed to provide insight across a variety of indicators:

- Household Characteristics
- Employment and income
- Living situation
- Perceptions about recovery
- Hardship and need for services

SCI has a 70-station, fully equipped CATI (Computer Assisted Telephone Interviewing) facility in Baton Rouge, Louisiana. This project's quotas and coding were controlled by SCI's main computer. Proprietary interviewing software controlled all skip patterns and list rotations in such a manner that any possible interviewer error was virtually eliminated. All interviewers were silently monitored on a continual basis for training purposes as well as to ensure performance standards were being met or exceeded. In addition, SCI's supervisors were able to visually monitor on their terminals the precise keystrokes of all interviewers on a continual basis.

Potential respondents are screened to determine their eligibility to complete the survey. To be considered eligible, respondents must have been over age 18 and have lived in one of the targeted parishes [Calcasieu, Jefferson, Orleans, Plaquemines and St. Bernard] prior to either Hurricanes Katrina or Rita in 2005. **The survey instrument questions are included at the end of Appendix B.**

SURVEY EXECUTION

Upon obtaining the RDD sample and non-RDD sample, SCI worked to eliminate business numbers from the working sample and cross-matched both RDD and non-RDD numbers to eliminate any duplicated numbers. The remaining numbers comprised the core working sample from which outbound calls were initiated. SCI staff conducted up to three attempts per number within the working sample before eliminating the number for further use. A total pool of 31,476 RDD and non-RDD numbers comprised the working sample.

Survey efforts were executed during February 2008, and completed March 2008. Although the most sophisticated survey research procedures have been used to collect the information presented here, it must be remembered that surveys are not predictions. They are designed to measure opinion within identifiable statistical limits of accuracy at specific points in time.

A total of 65,433 outbound calls were attempted in order to reach the final completed survey sample of 2,167. The final surveyed sample was less than the anticipated 2200 completed surveys, in large part attributed to difficulty with obtaining survey respondents in less populated areas of our sample—Plaquemines and St. Bernard Parish. However, we do believe even with these reduced numbers, our sample remains sufficient enough to produce representative results for the target geographic areas.

Outbound phone calls were attempted seven days per week. On Monday through Friday, calls were attempted from the hours of 5 p.m. to 9 p.m. with occasional daytime calls from 10 a.m. to 3 p.m. On Saturdays, calls were made from 10 a.m. to 6:30 p.m. and on Sundays from 12:30 p.m. until 9 p.m. This helped to make certain the random probability of reaching all types of households—i.e. those that work during the day or on shift work, those in school, etc. The average length of a completed interview was exactly 11 minutes 30 seconds. Obtaining the desired numbers of surveys proved more difficult than anticipated as the final call ratio was 30:1, rather than 20:1 as originally projected. This means it took approximately 30 phone calls to achieve one completed survey. Through this process, SCI was able to achieve a response rate of 49 percent.

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A total of 2,167 surveys were completed in the following designations:

RDD and Non-RDD Samples

Calcasieu: 690

Jefferson: 526

Orleans: 611

Plaquemines/St Bernard: 291

Overall, our efforts achieved levels close to the initial targets established for each parish. The post-storm population density particularly for Plaquemines and St. Bernard parish made it extremely difficult to reach the desired numbers of impacted residents. For this reason, we have chosen to combine the survey results from these parishes to maintain the statistical significance for the region of the state and achieve our intended result of being statistically significant to the point our information would be representative for the geographic area. Moreover, the attributed cost and time duration needed to complete additional surveys proved unrealistic.

RESPONSE RATE

The survey response rate is calculated by dividing the total number of completed surveys by the number of individuals determined eligible to complete the survey [those that are age 18 or over and had lived on one of the designated pre-storm parishes]. This formula is depicted in the following representation:

$$\frac{\text{Number of Completed Surveys}}{\text{Individuals Determined Eligible to Complete Survey}} = \text{Response Rate}$$

The computation of the denominator – those determined eligible to complete the survey – was derived by first subtracting the non-assigned calls from the total number of calls [65,433]. For purposes of description only, non-assigned calls are the sum of all calls where: the number was disconnected, there was no answer, a busy signal was reached, or a wrong number. This yielded 10,626 as a remaining potential pool of eligible residents. Then, non-responsive calls were subtracted from the potential pool, leaving 4,664 potentially eligible residents. A call was considered non-responsive if

the individual answering the call: refused the request to participate, did not have a household member age 18 or older, or had a language/hearing barrier that prevented their participation. Remaining residents were then those that agreed to participate in the survey and were over the age of 18. From there, those that agreed to participate were screened to determine if they were eligible based on their pre-storm residence from one of the target parishes. Of these, 203 were eliminated because they did not live in a target parish. The remaining pool of eligible individuals was 4461, which was then used as the denominator to calculate the response rate. Of these, 2167 were able to complete the survey, 2012 were eliminated from completing the survey because they lived in a parish where the target number of surveys for that parish had been achieved; another 283 began the survey, but not complete the survey.

The table below provides a breakdown of the response rate computation described above.

Total Calls	65,433
less Non-Assigned Pool	54,807
less Non-Responsive Pool	5,962
less Non-Eligible Pool	203
Total Pool of Eligible Participants	4,461
Total Completed Surveys	2,167
Survey Response Rate	49%

Completed survey responses were tabulated and results were examined to identify overall findings for all respondents, and cross tabulated across all indicators. The total sample (n=2,167) has a ±2.1% margin of error at the 95% confidence level. This is to say that, if the same survey was conducted among similar respondents, the results would fall within ±2.1% in 19 out of 20 cases. Particular attention was given to determine survey responses based on the current parish of residence, by race, household composition and by income. Analysis of these findings, key themes and corresponding implications are provided in the body of the report *Progress for Some, Hope and Hardships for Many*.

SURVEY INSTRUMENT

Screening Questions:

Outbound call

Greeting "Hello, my name is _____. I am calling on behalf of the Louisiana Family Recovery Corps. First, I am not a tele-marketer and I'm not trying to sell you anything. We're trying to speak with survivors of hurricanes Katrina and Rita, to better understand the impact of the storm on the lives of people. I'd like to ask you a few questions on a confidential basis. Are you at least 18 years old?"

If YES, continue with screening questions.

If NO:

"Is there someone at home who is over 18 that I could speak with?"

IF NO:

"Thank you, I will not be able to continue this call."

IF YES, continue with screening questions.

"In which Louisiana parish were you living when hurricanes Katrina or Rita hit in 2005?"

IF Calcasieu, Cameron, Jefferson, Plaquemines or St. Bernard parish, continue.

Document answer _____

"Do you remember your zip code?" Document answer.

If NO:

"I'm sorry, I won't be able to continue with the survey. We are trying to understand more about the impact of the storms on the lives of people in specific impact areas at the time of the storms. Thank you for your time."

IF Calcasieu, Cameron, Jefferson, Orleans, Plaquemines or St. Bernard Parish continue with survey questions.

IF NOT above parishes, then:

"I'm sorry, but since we are trying to understand more about the impact of the storms on the lives of people in specific parishes, we are interested in talking with those that were living in one of the Parishes we mentioned at the time of the storms. Thank you for your time." Personalize call end.

Living Accommodations

Q1. Which of the following best describes your current living situation? Are you currently:

Pick only one:

- [a]. Living in house that you own
- [b]. Living in house that you rent
- [c]. Living in apartment/duplex/or room that you rent
- [d]. Living in public housing/Section 8 provided housing
- [e]. Staying with friends or family
- [f]. Living in a FEMA trailer

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Q2. Is this the same place you were living prior to the hurricane?

- [a]. Yes
- [b]. No

IF Q2b:

Q3b1. What was your living situation immediately before Katrina/Rita hit Louisiana? Were you:

[Pick only one]

- [a]. Living in house that you owned
- [b]. Living in house that you rented
- [c]. Living in an apartment/duplex/ or room that you rented
- [d]. Lived in public housing/Section 8 provided housing
- [e]. Staying with friends or family

Household Characteristics

Q4. Which of the following best describes the make-up of your household? Are you a:

[pick only one]

- [a]. Single parent living with your child[ren]
- [b]. Single parent, but your child[ren] doesn't/don't live with you
- [c]. Adult, no minor children
- [d]. Older adult, over age 60, with no minor children
- [e]. Married with minor children living with you
- [f]. Married, with no minor children

IF Q4a or Q4e:

Q5. How many children under the age of 18 do you have living in your home? _____

Q6. Number of children under the age of 5 do you have living in your home? _____

Q7. Next, I'd like to get a realistic idea about any recent or current difficulties that you attribute to the impact of the Hurricane. Within the past three months, has the impact of the storms caused you to experience difficulty in any of the following areas? Pick all that apply:

- [a]. Paying mortgage or rent.
- [b]. Paying utilities [i.e. gas, electric, water, sewer].
- [c]. Buying household related items [furnishings, dishes].
- [d]. Buying food or clothing for your family.
- [e]. Paying for child care.
- [f]. I do not have difficulties that I would attribute to the storms

Employment and Income

Q8. Are you currently employed?

- [a]. Yes
- [b]. No.

Q9. What would you estimate your yearly income, before taxes, is:

- [a]. Under \$20,000
- [b]. \$20,000 but less than \$30,000

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- [c]. \$30,000 but less than \$40,000
- [d]. \$40,000 but less than \$50,000
- [e]. Over \$50,000

IF Q8a:

Q10b1: Are you employed in the same field or doing the same type of work that you were doing before the storm?

- [a]. Yes
- [b]. No
- [c]. Did not work previous to the storm

Q11a2: Would you say you are getting paid::

Pick only one:

- [a]. Roughly the same as they were before the storm
- [b]. Significantly more than before the storm
- [c]. Significantly less than before the storm

Q14a3: How did you find your current job:

Pick only one:

- [a]. Working for the same pre-storm employer
- [b]. Through friends or family or personal connection
- [c]. With the help of an employment service or job program[i.e. local one-stop, job fair]
- [d]. Want ads, newspaper, website, TV or other media
- [e]. Talking to employers/filling out applications

IF Q8b:

Q15b: Which one of these reasons best describes why you are not working:

Pick only one:

- [a]. Cannot find a job right now even though you're looking
- [b]. Not actively looking for a job
- [c]. Lack of transportation
- [d]. Lack of child care
- [e]. Retired
- [f]. Disability that prevents work

Q16: Considering your current level of job skills, training, an education as they relate to your standard of living, which of these statements is closest to describing you? Would you say:

Pick only one:

- [a]. You have enough training/education to maintain a good standard of living
- [b]. You could do better if you had more training or education
- [c]. You don't think more training/education would make a difference
- [d]. You would like more training/education, but you're satisfied with your standard of living

Perceptions About Recovery

Q17. How would you best describe your recovery at this point in time? Would you say:

Pick only one:

- [a]. Mostly recovered – I feel like my life is back on track
- [b]. Making progress toward recovery – I’ve come a long way, but there are still a few things I need to sort out.
- [c]. In the process of recovery – A few things are better, but I’ve still got a lot of things to work out.
- [d]. Far from recovered – there are too many things I’m dealing with to feel like I’m back on track with anything.

Q18 Do you feel that there are adequate services available to assist people trying to recover? Would you say:

Pick only one:

- [a]. There are enough services available
- [b]. There are enough services, but its hard to know where to go to sign up.
- [c]. There are some services available, but not enough types of things to help with what people need.
- [d]. The services that are available are too hard to qualify for.

Q19: I’m going to read a short list of services. For each, please tell me whether you feel that service could be helpful in your recovery.

Indicate Yes or No:

- [a]. Help to manage the stress of recovery
- [b]. Help to overcome feelings of depression
- [c]. Help me pay bills and get on my feet
- [d]. Help to fix my house
- [e]. Help finding a better job
- [f]. Help with getting training or education
- [g]. Help with transportation

Q20: If those services were available, where would you most like to access them?

- [a]. My local church
- [b]. Local services organization [like a United Way, volunteers of America, Catholic Charities]
- [c]. Neighborhood or Community Group
- [d]. Government entity [like a local Department of Labor, Department of Social Services, local health clinic]
- [e]. Other _____

Q21: Excluding FEMA, since the storm, have you ever accessed services that helped you in recovery?

- [a]. Yes
- [b]. No

If Q21a: Which statement best describes your experience in receiving these services? Would you say:

Pick only one:

- [a]. They were very helpful in my recovery
- [b]. They were somewhat helpful, but they couldn’t help me with everything I needed.
- [c]. They tried to be helpful, but the services didn’t work for me.
- [d]. They didn’t try very hard to help me.

Schools and Child Care

If Q5 = /> 1 and Q6 = 0:

Q22: Which of the following best describes the school situation of your children age 5 and up? Would you say:

Pick all that apply:

- [a]. My child has adjusted fairly well to school since returning.
- [b]. My child has struggled to adjust to things since the storm, but is making progress.
- [c]. My child has behavior/emotional issues since the storm that I can't always manage.

Q23. Which one of the following types of activities do your children age 5 and older most often engage in after school? Would you say:

Pick only one:

- [a]. School activities like sports, band, choir, drama, etc.
- [b]. After-school program/youth program
- [c]. Job or training activity
- [d]. Taking care of younger siblings
- [e]. Unstructured free time [like playing with friends or video games]

If Q5 and Q6 < age 5

Q24: Which best describes your child care arrangement:

Pick only one:

- [a]. Family or friends provide child care
- [b]. Child goes to a home-based child care [i.e. a person that operates child care from their home].
- [c]. Child goes to a child care center
- [d]. My child goes to pre-k or a Head Start Center
- [e]. I don't have child care because I am not working
- [f]. I am not working because I don't have child care

Q25: Which best describes the reason for choosing your child care arrangement:

Pick only one:

- [a]. It is the one I feel most comfortable with.
- [b]. It is the only option I could afford.
- [c]. It is the only available option to me.

Personal Support Networks

Q26: Which best describes your personal situation at this time:

Pick only one:

- [a]. I have family or friends that I can depend on close by
- [b]. My old family or friends have moved, so I have new friends that I have learned to depend on.
- [c]. I am still trying to make new friends and learn who I can depend on.
- [d]. I don't feel like I have family or friends that I can depend on.

Q27: Which of the following have you been able to accomplish or re-establish since the storm:

Pick all that apply

- [a]. Identifying a church or place of worship
- [b]. Participate in hobbies or activities on a routine basis

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- [c]. Reconnect with friends or make new friends
- [d]. Reconnect with family members
- [e]. Daily activities without storm-related stress

Remaining Needs

Q28: Please tell me which one of these you consider to be the most critical barrier to your recovery right now:

Pick only one

- [a]. Money to fix my house
- [b]. Money to get back on my feet
- [c]. Access to housing
- [d]. Help with managing my stress
- [e]. Better job
- [f]. More training/education
- [g]. Transportation
- [h]. I don't have any major barriers to recovery

Demographic Information

Q29 Gender [by observation]

- [a]. Female
- [b]. Male

Q30. May I have your age?

- [a]. Under 20
- [b]. 21-30
- [c]. 31-40
- [d]. 41-50
- [e]. 51-60
- [f]. Over 60
- [g]. Refused

Q31. What is your main ethnic or racial heritage?

- [a]. Black
- [b]. White
- [c]. Asian
- [d]. Hispanic
- [e]. Mixed Race
- [f]. Refused

END