

## **Client Survey**

### Method

In order to evaluate the experience of the program in the lives of its clients, West CAP conducted a survey of all clients who had owned a JumpStart vehicle for 6 months or more. The survey was conducted by telephone during November, 2001. The JumpStart program Special Projects Analyst attempted to contact 43 clients who had owned their cars for at least six months. Thirty-four clients were interviewed – 79% of the target population. Those contacted were asked 14 questions as to their social and economic status, and their program experience. Each set of responses was recorded by the interviewer. Responses were then entered into an SPSS database for analysis.

### Findings

Of the 34 responding clients who owned JumpStart program automobiles for six months or more:

- 85% are employed, with 6% of these being self-employed. Twelve percent (12%) cannot work because of their own medical condition or that of a close family member for whom they give constant care
- Of those employed, the average wage is \$9.80 per hour, approximately \$2.00 per hour more than the average reported for employed TANF recipients in the same service area as served by the JumpStart program<sup>1</sup>
- Their average roundtrip commute is 24 miles
- Of those able to work, 53% have changed jobs since getting their JumpStart car
  - Of those, 100% report getting a better job
  - 75% report higher wages
  - 88% report that the JumpStart car helped them get their better job

---

<sup>1</sup> Wisconsin Department of Workforce Development, November 2001

- 53% report that transportation had been their biggest barrier in getting a better job, while an additional 18% shared transportation barriers equally with a second variable, such as education or lack of stable housing
- 79% report that there is no public transportation available to them
  - Of the remaining 21%, 86% report that the public transportation in their area cannot meet their needs
- 74% receive some sort of public assistance
  - Of those, 36% report that the level of assistance they receive has decreased since they received their JumpStart car
  - 50% credit the car with the reduction in other public assistance
- Of the 55% who have changed day care providers since getting their car
  - 100% report improved quality of day care
  - 50% credit their JumpStart car with their ability to access higher quality day care services
- 47% have advanced their formal education or technical training since acquiring their automobiles.
- 35% have moved since getting their car
  - Of those, 58% went from renting to home ownership
- 85% report improved credit ratings
- 68% report overall improved financial health
- 74% report more involvement with extended family, friends and community
- 100% report a better overall quality of life; 79% say it is much better
- Asked to rate the JumpStart program on a scale of one to ten with one being lousy and ten being outstanding:
  - 62% gave JumpStart a “10”
  - 23% gave it a “9”, and 15% gave it an “8”