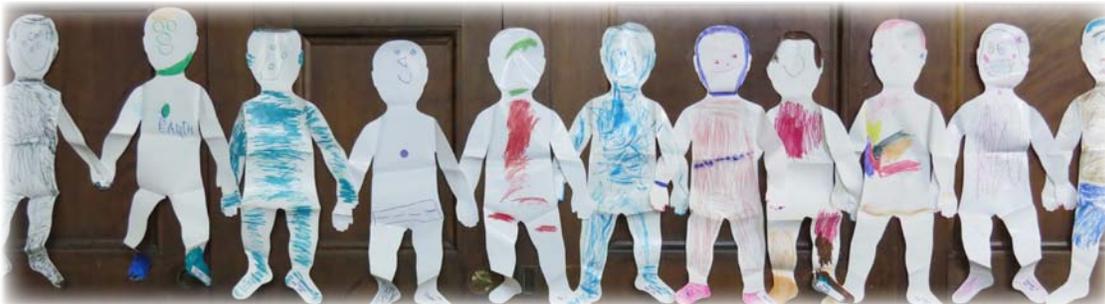


COMMUNITY ACTION PLANNING COUNCIL OF JEFFERSON COUNTY, INC.



Community Needs Assessment 2015

Approved by Board of Directors March 17, 2016; updated April 21, 2016





COMMUNITY ACTION PLANNING COUNCIL OF JEFFERSON COUNTY, INC.

518 Davidson Street Watertown, NY 13601 • 315.782.4900 www.capjc.org

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Acknowledgements

The board of directors, senior leadership, and marketing committee provided input and guidance in the assessment process by coordinating focus groups, updating survey tools, distributing surveys and encouraging participation. A Community Needs Assessment Work Group, comprised of staff and board members, analyzed the aggregated data and developed the needs statements included under Key Findings. Special thanks to all those who contributed to the assessment process:

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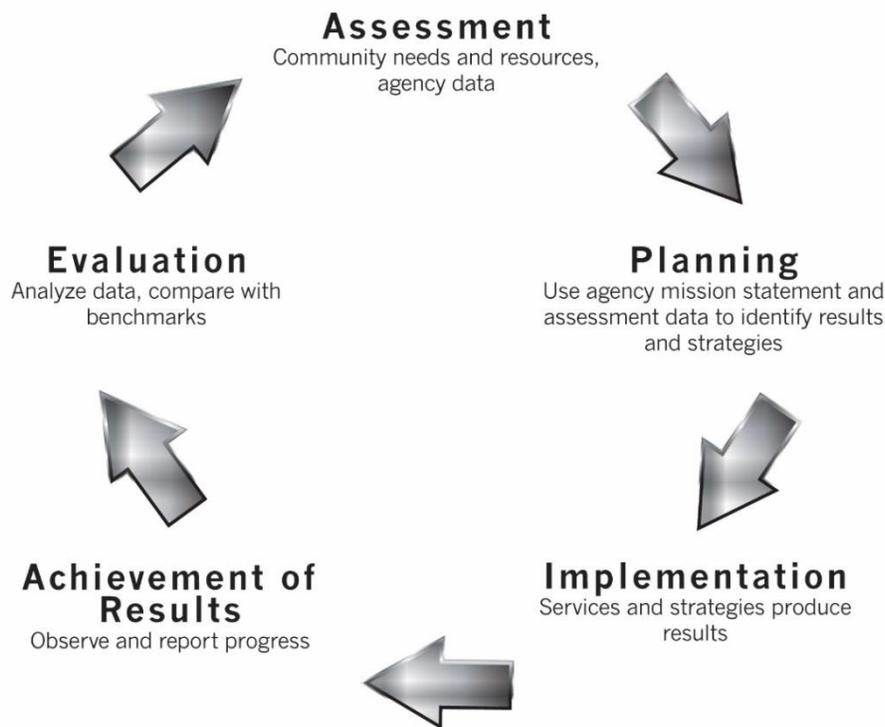
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Community Needs Assessment Methodology

In keeping with the Community Services Block Grant (CSBG), the core principles of Results Oriented Management and Accountability (ROMA), and the Organizational Standards by which all Community Action agencies are measured, Community Action Planning Council conducts periodic assessments of community needs. The previous Community Needs Assessment was conducted, reviewed and approved by the board of directors in 2011.

The Results Oriented Management and Accountability Cycle



The pages that follow contain data – both qualitative and quantitative – gleaned from multiple sources during the time period October 2014 through March 2016. This compilation of data, entitled the Community Needs Assessment, provides the framework for the agency’s strategic plan and annual Community Action work plan.

The agency’s Head Start program conducts a separate needs assessment which requires specific data as outlined in the Head Start Performance Standards. Jefferson-Lewis Childcare Project, another program of Community Action Planning Council, prepares a comprehensive child care report. Both of these documents are important components of the planning process; data points from the 2015 editions of each are included in the agency-wide Community Needs Assessment.

Qualitative Data: Focus Group Methodology

The agency hosted focus groups on October 22, 2014 and April 29, 2015. Low-income sector board members Nina Hershey and Richard Beirman facilitated the discussions, entitled Community Action Voices. Members of the low-income population were invited to attend. The events were promoted via the agency's website, press releases to local media and flyers which were distributed to the agency's customer base and made available to low-income visitors to Jefferson County Department of Social Services, Watertown Urban Mission, Salvation Army and local area food pantries. The agency's Marketing Committee contributed to the planning and coordination of Community Action Voices.

COMMUNITY ACTION VOICES

Struggling to make ends meet?

Come to our breakfast meeting and share your story.

COMMUNITY ACTION PLANNING COUNCIL wants to learn more about the challenges you face getting by on a limited income. Let's discuss the issues and share ideas on how we can work together to build a stronger community.

Call 782-4900, ext. 250 and RSVP today.

518 Davidson Street • Watertown NY 13601 • www.capcj.org

Breakfast Discussion
FREE ADMISSION

**October 22
9 - 11 AM**

**Children's Home of
Jefferson County
Dining Hall
1704 State Street
Watertown**



A total of 27 individuals participated in the October 22, 2014 discussion group, including agency customers, members of the board of directors, agency staffers and representatives from NYS Community Action Association (NYSCAA) and NYS Department of State. (See page 84 for participant list.) Discussion centered on two key points: things we would change and what is working in the agency or community.

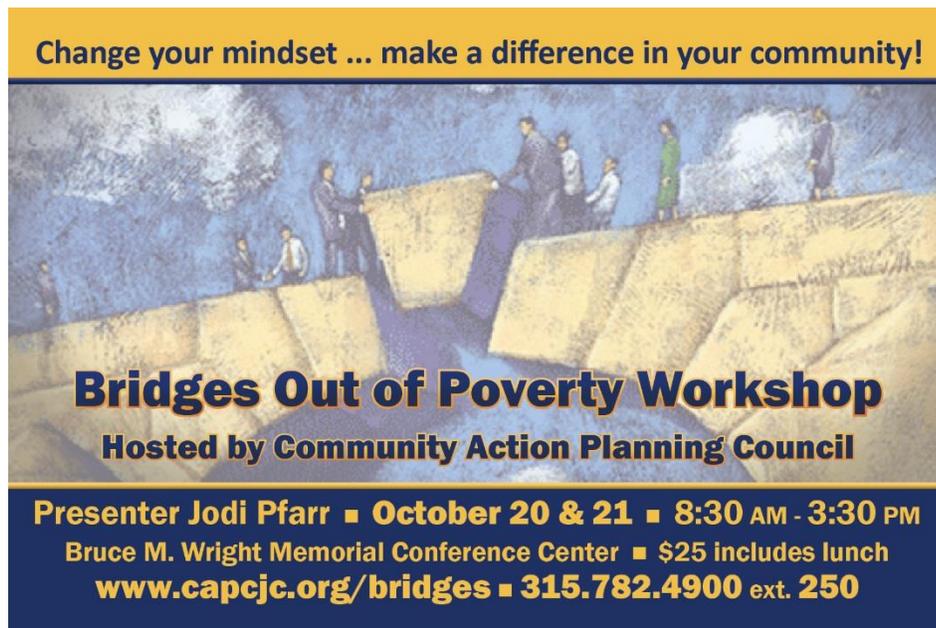
Participants of the April 29, 2015 discussion group 21, including agency customers, members of the board of directors, agency staffers and representatives from Northern Regional Center for Independent Living (NRCIL), Neighbors of Watertown, and All Souls Unitarian Universalist Church. (See page 85 for participant list.) Discussion centered on three key points: biggest challenges within our households, things we would change – individual, community or agency level – and greatest strengths in our community.

Qualitative Data: Survey Methodology

The agency conducted a total of six surveys during the time period March 2015 through January 2016. The customer survey is thought to be a vital source of information in program planning, based on its target audience and the significant number of respondents. The agency's board of directors reviewed and revised the survey tool. The survey instruments targeting community partners and staff / board were unchanged from 2011 to allow comparison between the two time periods.

Community Partner Survey – October 2014

The agency hosted a two-day Bridges Out of Poverty training on October 20 & 21, 2014, facilitated by national trainer and consultant Jodi Pfarr.



The training was well promoted – via flyers, the agency website, news, and social media. The Marketing Committee helped to plan and promote the event which was attended by 134 individuals representative of community-based organizations, faith-based entities, educational institutions and public sector. A brief survey (page 86) was provided to participants, with 56 respondents representing 26 agencies (page 87). The survey asked participants to identify trends recognized within their organizations and strategies any organizational strategies to address such trends.

Head Start Partner Survey – April 2015

Head Start hosted a breakfast on April 23, 2015 to recognize community partners and to gather information as part of the Head Start community assessment. A total of 22 representatives from local organizations (page 88) attended the event and completed a brief survey (page 89), identifying strengths and challenges in the community. The survey was also made available to partners who were unable to attend the event, with 25 surveys completed.

Customer Survey – March 2015 through May 2015

The most widely distributed survey was the customer survey of low-income households within Jefferson County. The customer survey tool was reviewed and revised by the Audit, Finance, Planning and Evaluation Committee of the Board of Directors on October 14, 2014. In February 2015, the survey tool and assessment process were reviewed by the agency's Marketing Committee, comprised of staff members from each program area. The Marketing Committee played a lead role in encouraging colleagues to distribute a letter explaining the community needs assessment process and the survey (pages 90 – 96). A total of 520 households completed the survey which was distributed in paper and electronic forms. The survey was completed by a variety of agency customers, representative of the Family Center, Head Start (delivered by family workers), Jefferson-Lewis Childcare Project (through subsidy manager at Dept. of Social Services) and Weatherization (past and present customers). Additionally, the survey was made available to individuals participating in the Job Club at the Jefferson-Lewis Workplace, the area's one-stop employment center.

Board of Directors Survey – April 2015

The board of directors was invited to complete the survey (same instrument made available to staff). The survey was distributed in both paper and electronic formats (letter of communication on page 97, survey on pages 99 – 102). A total of 15 board members participated.

Agency Staff Survey – May 2015

A survey was made available to agency staff in both electronic and paper formats (pages 99 – 102). Email announcements were sent to staff (page 98), explaining the importance of their participation in the needs assessment process. Members of the agency's leadership team and the Marketing Committee encouraged participation. In total, 75 surveys were completed.

Community Partner Survey – January 2016

The community partner survey was distributed via a link to an email list consisting of 105 representatives of community-based organizations, faith-based entities, private sector, public sector and educational institutions (pages 103 – 105). A total of 60 individuals, representing 45 different organizations (page 106) completed the survey (pages 107 – 112).

Customer Satisfaction Survey – March 2016

The Marketing Committee reviewed and revised the Customer Satisfaction Survey (page 113 – 114) tool and encouraged colleagues to distribute the survey to agency customers. Throughout the month of March 2016, the survey was made available to walk-in customers, delivered to families as part of home visits and sent home in children's backpacks. Additionally, the survey was mailed with postage-paid return envelopes to 100 Weatherization customers, (individuals whose homes were recently serviced and individuals from the waiting list) and 100 customers of Jefferson-Lewis Childcare Project customers (parents and providers). A total of 437 households, representative of all program areas, completed the survey.

Quantitative Data

Data was extrapolated from the New York State Community Action Association (NYSCAA) online needs assessment tool. Available on Community Commons, the tool collects information from a variety of state and federal sources and compiles into a single downloadable report (pages 61 – 82).

A complete list of data sources is on 115.

Agency Profile

Community Action Planning Council of Jefferson County, Inc. is a private non-profit, multi-service agency serving the residents of Jefferson County since 1966. Born out of the Equal Opportunity Act of 1964, the agency is one of more than 1,000 Community Action agencies nationwide. Community Action agencies are founded on a common purpose: to support low-income households as they strengthen their abilities to be self-supporting and develop family and community relationships that will sustain self-reliance. Community Action recognizes that needs vary by community, and agencies develop specialized services tailored to their home community.

Community Action Planning Council is governed by an 18-member tripartite board of directors, comprised of equal representation from the low-income, public and private sectors.

2015 – 2016 Board of Directors

Richard Beirman, President

Andrea Kaler, Vice-President

Nancy Brown, Treasurer

Barbara Webber, Secretary

Low-Income Sector

Richard Beirman

Adrienne Brethen

Richard Devine

Melissa Farman

Nina Hershey

Anne Thomas

Public Sector

Nancy Brown

Thomas Bruno

Anthony Doldo

Kathleen LaClair

Christina Stone

Stanley Zarembo

Private Sector

Peter Clough

Marlea Dempster

Andrea Kaler

Cheryl Mayforth

Jackie Sharpe

Barbara Webber

Leadership Team

Melinda Gault, Executive Director

Dawn Cole, Deputy Director / Comptroller

Vicki Phillips, Finance Director

Rose Battista, Human Resources Director

Marie Ambrose, Head Start / UPK Director

Cathy Brodeur, JLCP Director

Ken Flint, Energy Services / Facilities Director

Mission

Community Action Planning Council assists, supports and empowers people through diverse programs designed to alleviate poverty, promote self-sufficiency and advance community prosperity.

Vision

Community Action Planning Council envisions a prosperous community where all people are valued, supported, empowered and successful. Community Action Planning Council is a valued resource that tirelessly protects and continuously expands these characteristics, building a community where opportunities are abundant and people help themselves and each other.

Programs

The agency's primary service area is Jefferson County with limited services offered in Lewis and St. Lawrence Counties through Jefferson-Lewis Childcare Project. The agency is home to four main program areas:

Early Childhood Education – Head Start (3 and 4 year olds) and Universal Pre-K in partnership with Indian River and Watertown School Districts.

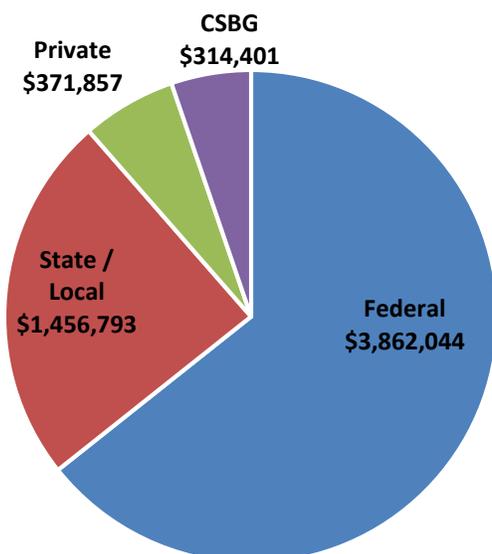
Jefferson-Lewis Childcare Project – Child care resources and referrals for families, providers and employers in Jefferson and Lewis Counties.

Weatherization Assistance/EMPOWER – Energy efficient improvements to homes.

Family Center – Community Services Block Grant (CSBG) supports staffing and the provision of a broad range of services that promote self-reliance and address emergency needs, such as workforce development, tax preparation, food pantry, Nutrition Outreach and Education Program (NOEP), homeless intervention, Fair Housing education, resources and referrals, and holiday programs.

Statistical Snapshot

Following is a snapshot of Community Action Planning Council as reported in the 2015 Annual Program Report (APR) reporting tool for Community Services Block Grant (CSBG).



108 full-time, **29** part-time Staff Members

1,159 Volunteers provided **18,538** Hour of Service

9,437 Unduplicated Individuals Served

3,893 Unduplicated Households Served

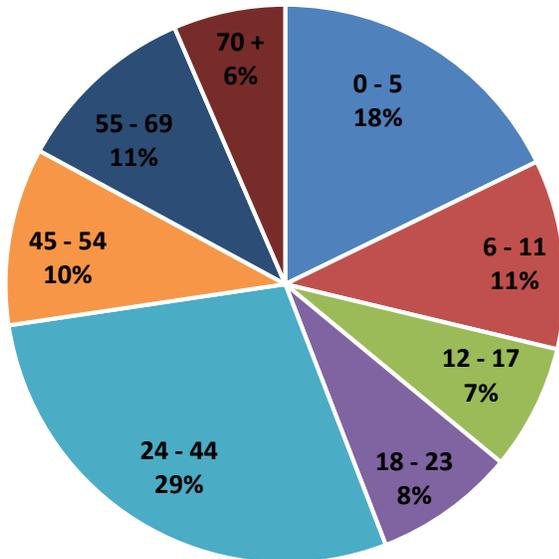
\$6,005,095 Annual Revenue



Individual Demographics

Of the 9,437 individuals served, the agency captured demographics for 8,857 individuals:

Age Breakdown



Race/Ethnicity

- 86% White
- 7% Black / African American
- 5% Multi-Racial

- 5% Hispanic or Latino
- 95% Non-Hispanic or Latino

Education (Adults 24+)

- 3% 0 – 8th Grade
- 17% 9 – 12th Non Graduates
- 51% HS Graduates/GED
- 16% Some Post-Secondary Education
- 13% 2 or 4 Year Degree

Health Insurance

- 91% report having medical coverage
- 7% report no medical coverage

Disabilities

- 13% report having some sort of disability

Household Characteristics

Of the 3,893 households served, the agency captured characteristics for 3,413 households:

Family Types

- 34% Single Person HH
- 23% Two-Parent HH
- 16% Two Adults/No Children
- 15% Single-Parent Female
- 3% Single-Parent Male
- 9% Other

Family Size

- 34% Family of 1
- 24% Family of 2
- 14% Family of 3
- 14% Family of 4
- 9% Family of 5
- 5% Family of 6 or more

Housing

- 64% Rent
- 29% Own
- 2% Homeless
- 5% Other



Income

| | |
|-----|-----------------------------|
| 20% | Up to 50% of Poverty Level |
| 16% | 51 – 75% of Poverty Level |
| 18% | 76 – 100% of Poverty Level |
| 13% | 101 – 125% of Poverty Level |
| 8% | 126 – 150% of Poverty Level |
| 6% | 151 – 175% of Poverty Level |
| 5% | 176 – 200% of Poverty Level |
| 14% | 200+% of Poverty Level |

Sources of Income

| | |
|-----|----------------------------|
| 36% | Employment |
| 18% | Employment + Other Sources |
| 7% | TANF or General Assistance |

67% of households served live at or below 125% of the 2015 federal poverty guidelines, adjusted for family size. \leq \$19,913 annually for a family of two or \leq \$30,313 for a family of four.

Military / Veteran Status

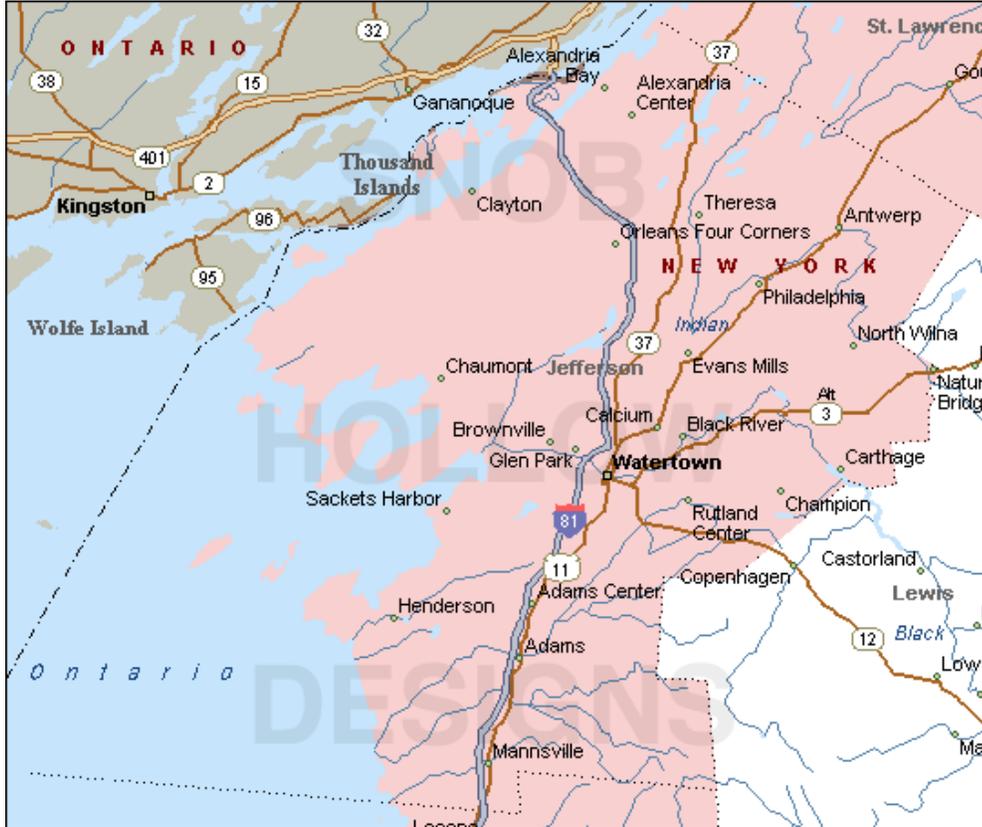
Community Action Planning Council served a total of **472** households with at least one member of the household reported as active duty military or veteran. This includes **151** active military households, comprised of **645** individuals and **321** veteran households, comprised of **824** individuals.

Combined active duty military and veteran households account for **14%** of all households served through the agency.



Jefferson County Profile

An extensive description of Jefferson County can be found in the Head Start Community Needs Assessment 2015 document, pages 5 – 9.



Located in the northern tier of New York State at the Junction of Lake Ontario and the St. Lawrence River, Jefferson County is largely rural with 22 towns and 20 villages sprawled around the county seat, the City of Watertown. The estimated population of Jefferson County is 118,885; the estimated population of the City of Watertown is 27,590 (ACS, 5-year estimates, 2010 – 2014).

Located nine miles east of Watertown is Fort Drum, a modern military installation that serves a total population of 35,000 soldiers, air-men, family members and civilians. Fort Drum is the area's largest employer with 19,000 full-time military and civilian jobs spread across the active Army and Air Force components as well as Reserve and National Guard (Fort Drum Economic Impact Report, 2016).

There are 15 independent school districts serving Jefferson County; however, two districts cross county lines and are primarily part of Lewis and St. Lawrence Counties.

Jefferson County's climate is influenced by the proximity of Lake Ontario, particularly during winter. The relatively warm lake water provides moisture to air masses moving across from the west, which often results in "lake effect" snowfalls primarily in the southern half of the county. Average annual snowfall is 93 inches in Watertown, but approaches 200 inches in the snow-belt areas in the southern section of the County.

Jefferson County Poverty Profile

15% of the population in Jefferson County lives at less than 100% of the poverty level* (ACS, 5-year estimates, 2010 – 2014). This is slightly below the poverty levels of NYS and the United States, estimated at 15.61% and 15.59% respectively. The poverty breakdown of Jefferson County is as follows:

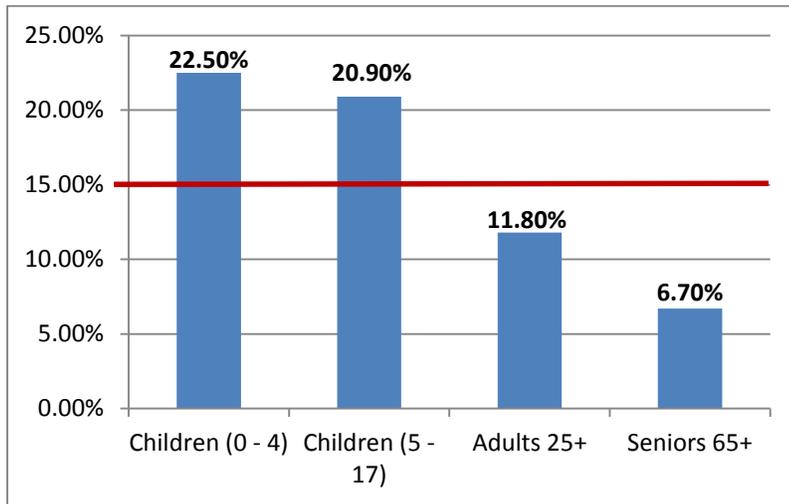
- 6.3% of the population lives in extreme poverty – below 50% of the poverty level
- 15% of the population lives in poverty – at less than 100% of the poverty level
- 19.9% of the population lives near poverty – at less than 125% of the poverty level

Poverty level refers to the **poverty thresholds that are updated each year by the Census Bureau. The thresholds are used to define and quantify poverty in America, and thereby provide a yardstick for progress or regress in antipoverty efforts. The most recent values of the poverty thresholds are provided in the table below.*

| U.S. Census Bureau Poverty Thresholds, 2014 | |
|---|-------------------|
| Size of Family Unit | Poverty Threshold |
| One person (unrelated individual) | \$12,071 |
| Under age 65 | 12,316 |
| Age 65 or older | 11,354 |
| Two people | 15,379 |
| Householder under age 65 | 15,934 |
| Householder age 65 or older | 14,326 |
| Three people | 18,850 |
| Three people with two related children | 19,073 |
| Four people | 24,230 |
| Four people with two related children | 24,008 |
| Five people | 28,695 |
| Five people with two related children | 28,960 |
| Six people | 32,473 |
| Six people with two related children | 33,303 |
| Seven people | 36,927 |
| Seven people with two related children | 38,375 |
| Eight people | 40,968 |
| Eight people with two related children | 43,179 |
| Nine people or more | 49,021 |

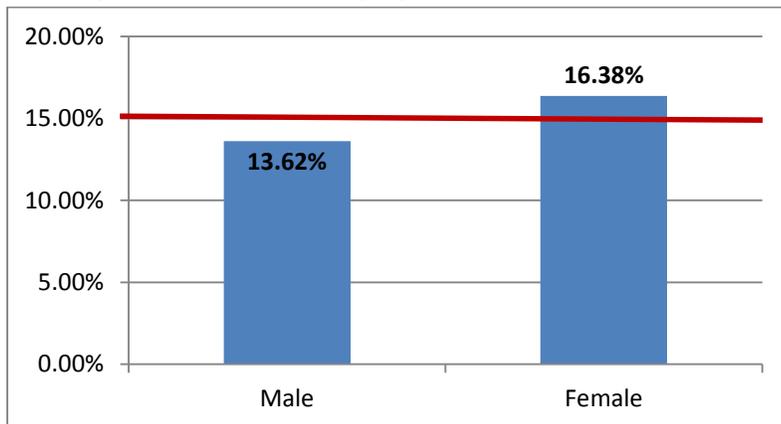
Source: U.S. Census Bureau, Poverty Thresholds for 2014 by Size of Family and Number of Related Children under 18 Years, released in September 2015.

Poverty in Jefferson County by Age



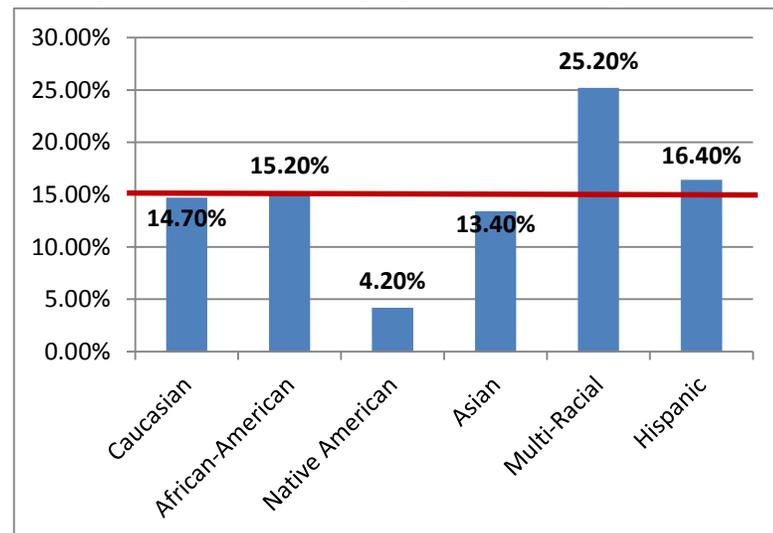
American Community Survey, 5-year estimates (2010 – 2014)

Poverty in Jefferson County by Gender



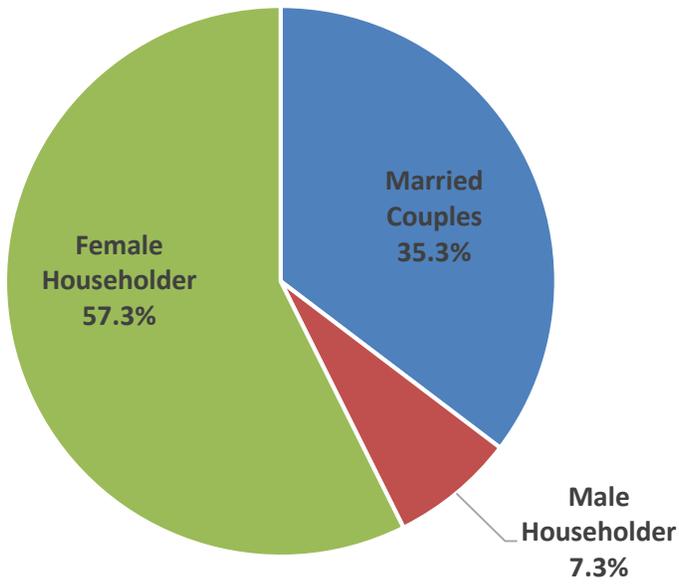
American Community Survey, 5-year estimates (2010 – 2014)

Poverty in Jefferson County by Race / Ethnicity



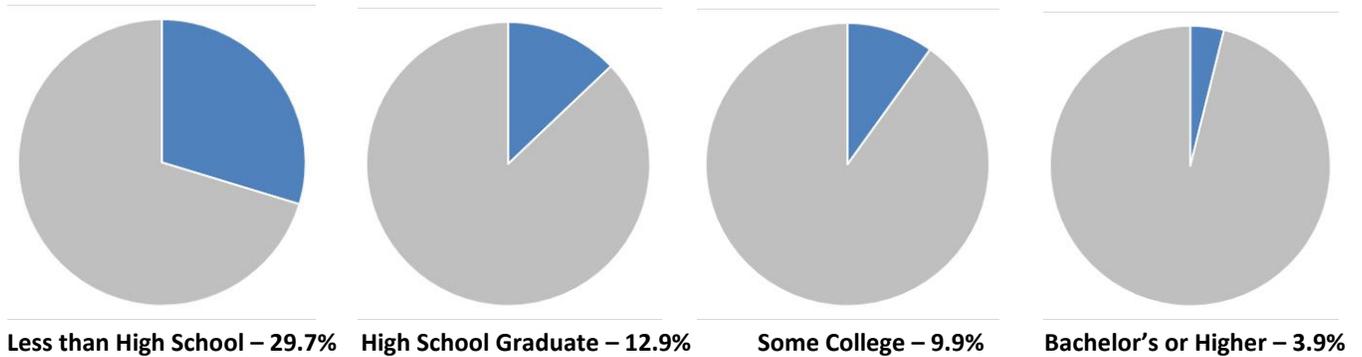
American Community Survey, 5-year estimates (2010 – 2014)

Poverty in Jefferson County by Family Type



American Community Survey, 5-year estimates (2010 – 2014)

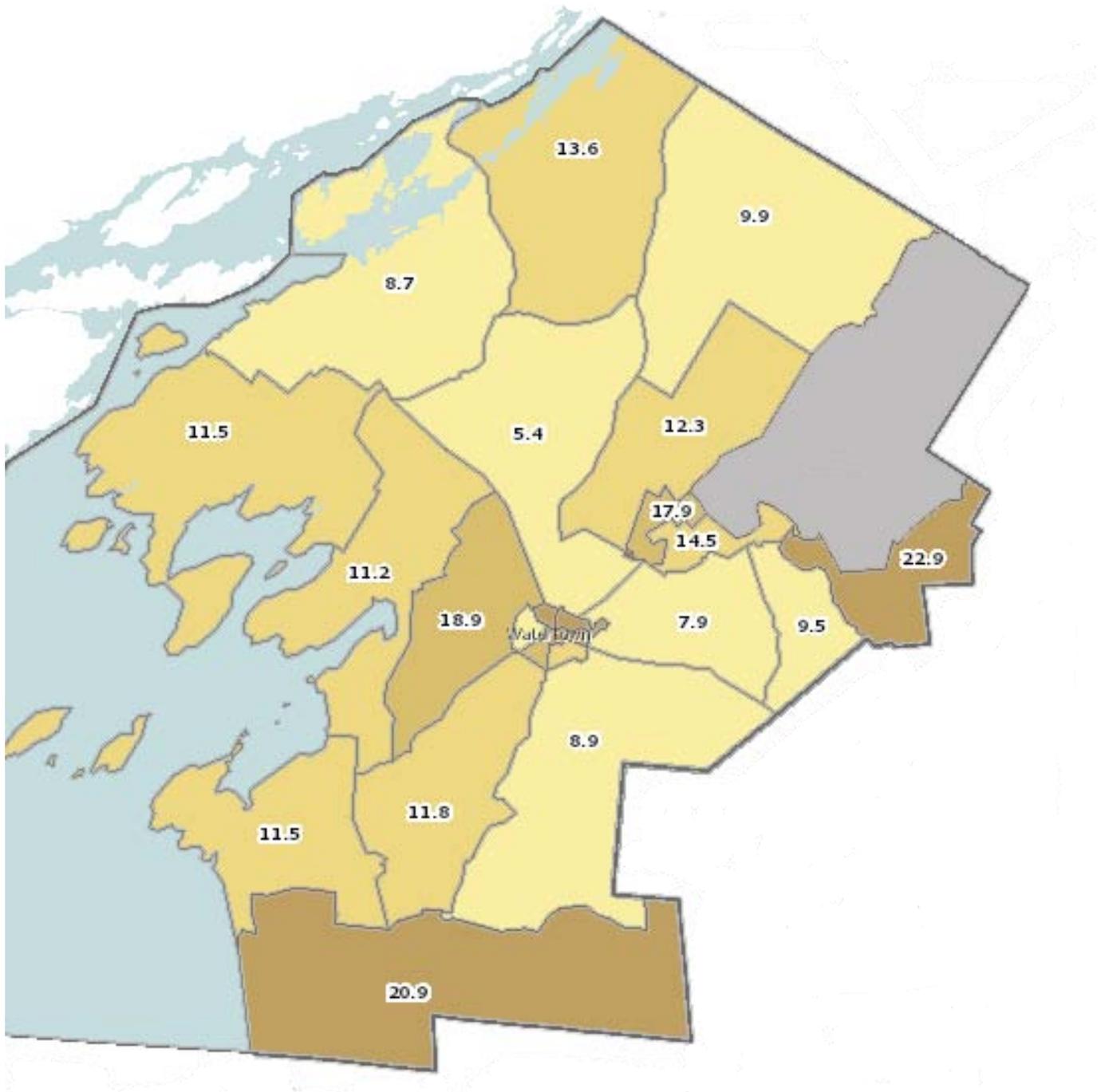
Poverty by Education Level



American Community Survey, 5-year estimates (2010 – 2014)

The deepest pockets of poverty within the county are found in eastern Jefferson County (Carthage and Wilna), the City of Watertown (northern / eastern portions and city center), and the southern part of the county (Mannsville, Ellisburg, Lorraine and Worth).

Jefferson County Poverty by Census Tract



Jefferson County Poverty Rates by Census Tract
 American Community Survey 5-Year Estimates, 2010 – 2014
 Map Courtesy of Community Commons

Gray area indicates Fort Drum; data suppressed.

City of Watertown Poverty Profile

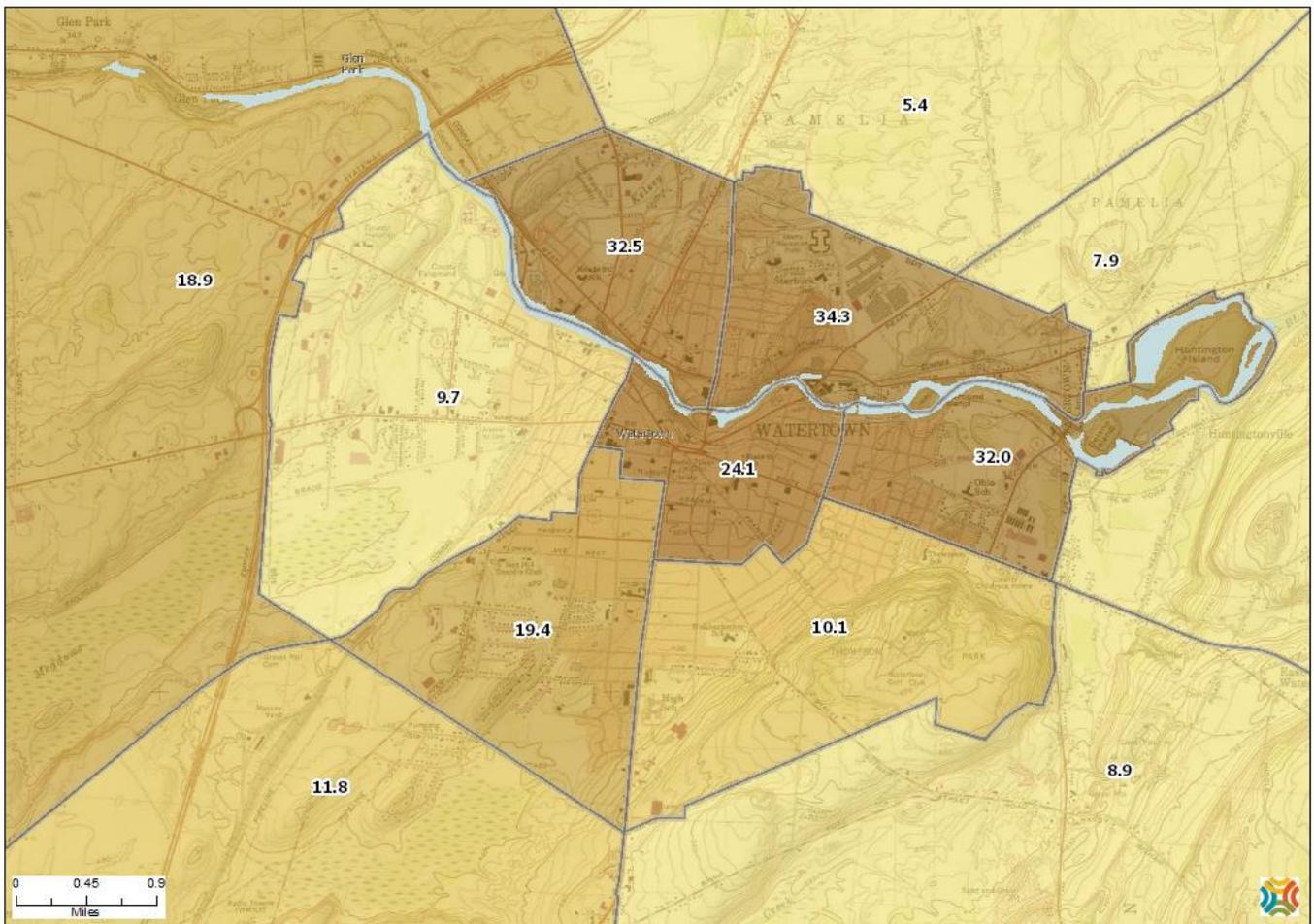
22.2% of the population of the City of Watertown lives at less than 100% of the poverty level* (ACS, 5-year estimates, 2010 – 2014). This is significantly higher than the poverty levels of NYS and the United States, estimated at 15.61% and 15.59% respectively. The poverty breakdown of Jefferson County is as follows:

- 8.7% of the population lives in extreme poverty – below 50% of the poverty level
- 22.2% of the population lives in poverty – at less than 100% of the poverty level
- 27.4% of the population lives near poverty – at less than 125% of the poverty level

33.1% of children (0 – 17) in the City live at less than 100% of the poverty level (ACS, 5-year estimates, 2010 – 2014).

The deepest pockets of poverty can be found in the portions of the City (defined by Census Tracts) to the north, northeast, city center and southwest, all well in excess of the country poverty rate of 15%.

City of Watertown Poverty by Census Tract



*City of Watertown Poverty Rates by Census Tract
American Community Survey 5-Year Estimates, 2010 – 2014
Map Courtesy of Community Commons*

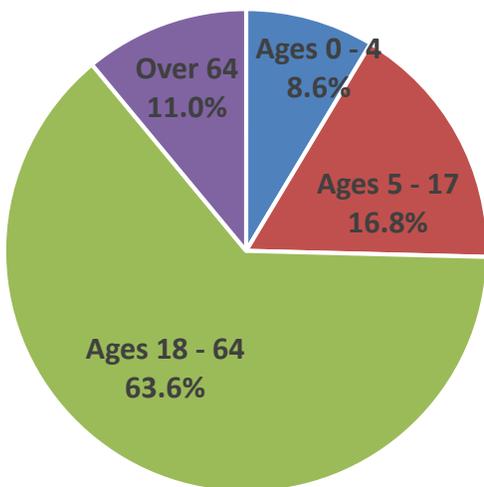
Key Findings

Jefferson County Population

According to the US Census American Community Survey, 5 year estimates, 2010 – 2014, the population of Jefferson County has grown by 6.4% during the fourteen-year period 2000 through 2014. This is nearly double the growth rate of New York State which is 3.26%.

The male population of Jefferson County outnumbers the female population at 51.5%.

Jefferson County Population by Age



The white population comprises 88.4% of Jefferson County, black population represents 5.3%, and other races combined are 6.3%. Persons identifying themselves as mixed race make up 4.04% of the population.

14.2% of the adult population in Jefferson County are veterans, which is substantially higher than the state and national averages of 5.68% and 8.65% respectively.

Poverty in Jefferson County

15% of Jefferson County residents live below the poverty threshold set annually by the US Census Bureau. Pockets of poverty in excess of the county average can be found in communities in the eastern and southern portions of the county and the City of Watertown. In Wilna and Carthage (census tract 609), 22.9% of individuals live below the poverty level. In the northern and eastern portions of the City of Watertown (census tracts 614, 613, 612), the poverty rate hovers between 32% and 34.3%. In the center of Watertown (census tract 621), the poverty rate is 24.1%. In communities in the southern portion of the county, such as Ellisburg, Mannsville, Lorraine and Worth (census tract 625), 20.9% of the population lives below the poverty threshold.

Poverty is especially prevalent among children in Jefferson County. 21.4% of children (0 – 17) live below the poverty level. Poverty is highest among children ages 0 – 4 at 22.5%. More women live in poverty

than men; this is especially true of female heads of households who make up 57.3% of the families living in poverty.

Disparity is noted in poverty rates among multi-racial individuals with 25.2% of the multi-racial population living in poverty compared to 14.7% of the white population.

There is a strong correlation between poverty and education level. Of those individuals who live in poverty, 29.7% have less than a high school education, 12.9% graduated high school, 9.9% attended college and 3.9% have bachelor's degrees or higher.

The percentage of veterans living in poverty in Jefferson County is 7.3%, slightly higher than the state and national averages of 6.8% and 7.0% respectively.

Positive Aspects of Living in Jefferson County

In the 2011 and 2015 surveys, community partners, agency staff and board members universally cited the quality of life as the most positive aspect of living in Jefferson County. Specific references were made to friendly people, small town feel, and sense of community.

The environment was listed as the second most positive aspect, with specific comments pertaining to natural beauty, change of seasons, outdoor recreation, and geography.

Community partners also noted Fort Drum and the availability of human services related resources as strengths of the area.

Negative Aspects of Living in Jefferson County

In the 2011 and 2015 surveys, lack of living wage jobs, weather (harsh winters), and the availability of drugs topped the lists of negative aspects of living in Jefferson County. Lack of public transportation and affordable housing were also frequently referenced.

Causes and Conditions of Poverty

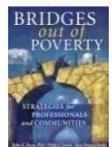
The Community Needs Assessment Work Group reviewed and analyzed the quantitative and qualitative data assembled in this document. The group recognized and discussed at length the interconnectedness between the causes and conditions of poverty. Borrowing language from Action for a Better Community (Rochester, NY), cause of poverty is defined as a "negative factor that creates or fosters barriers to self-sufficiency and/or reduces access to resources in communities in which low-income individuals live" while a condition of poverty is defined as a "negative environmental, safety, health and/or economic condition that may reduce investment or growth in communities where low-income individuals live."

The Work Group determined that the Bridges out of Poverty framework authored by Dr. Ruby Payne provides a sound basis for the causes of poverty. Dr. Payne's poverty research continuum includes the following as causes of poverty: individual behaviors and circumstances, community conditions, exploitation and political / economic structures (see chart on following page). The data contained within this document suggests that specific conditions of poverty in Jefferson County include: being unemployed or underemployed, lacking access to transportation, lacking access to affordable housing, unable to maintain homes (minor repairs), and unable to maintain financial stability.

Causes of Poverty—Research Continuum

| INDIVIDUAL BEHAVIORS AND CIRCUMSTANCES | COMMUNITY CONDITIONS | EXPLOITATION | POLITICAL/ ECONOMIC STRUCTURES |
|---|---|---|---|
| <p><i>Definition:</i> Research on the choices, behaviors, and circumstances of people in poverty</p> | <p><i>Definition:</i> Research on resources and human and social capital in the city or county</p> | <p><i>Definition:</i> Research on the impact of exploitation on individuals and communities</p> | <p><i>Definition:</i> Research on political, economic, and social policies and systems at the organizational, city/county, state, national, and international levels</p> |
| <p>Sample topics:</p> <ul style="list-style-type: none"> ~ Racism ~ Discrimination by age, gender, disability, race, sexual identity ~ Bad loans ~ Credit-card debt ~ Lack of savings ~ Skill sets ~ Dropping out ~ Lack of education ~ Alcoholism ~ Disabilities ~ Job loss ~ Teen pregnancies ~ Early language experience ~ Child-rearing strategies ~ Bankruptcy due to health problems ~ Street crime ~ White-collar crime ~ Dependency ~ Work ethic ~ Lack of organizational skills ~ Lack of amenities | <p>Sample topics:</p> <ul style="list-style-type: none"> ~ Racism ~ Discrimination by age, gender, disability, race, sexual identity ~ Layoffs ~ Middle-class flight ~ Plant closings ~ Underfunded schools ~ Weak safety net ~ Criminalizing poverty ~ Employer insurance premiums rising in order to drop companies with record of poor health ~ Charity that leads to dependency ~ High rates of illness leading to high absenteeism and low productivity ~ Brain drain* ~ City and regional planning ~ Mix of employment/wage opportunities ~ Loss of access to high-quality schools, childcare, and preschool ~ Downward pressure on wages | <p>Sample topics:</p> <ul style="list-style-type: none"> ~ Racism ~ Discrimination by age, gender, disability, race, sexual identity ~ Payday lenders ~ Lease/purchase outlets ~ Subprime mortgages ~ Sweatshops ~ Human trafficking* ~ Employment and labor law violations* ~ Wage and benefits theft ~ Some landlords ~ Sex trade ~ Internet scams ~ Drug trade ~ Poverty premium (the poor pay more for goods and services) ~ Day labor | <p>Sample topics:</p> <ul style="list-style-type: none"> ~ Racism ~ Discrimination by age, gender, disability, race, sexual identity ~ Financial oligarchy—the military, industrial, congressional complex ~ Return on political investment* (ROPI) ~ Corporate lobbyists ~ Bursting “bubbles”* ~ Free Trade Agreements ~ Recessions* ~ Lack of wealth-creating mechanisms ~ Stagnant wages* ~ Insecure pensions ~ Healthcare costs ~ Lack of insurance ~ De-industrialization ~ Globalization ~ Increased productivity ~ Minimum wage, living wage, self-sufficient wage ~ Globalization ~ Declining middle class ~ Decline in unions ~ Taxation patterns ~ Wealth-creating mechanisms |

Source: *Getting Ahead In a Just-Gettin'-By World* Revised Edition. © 2013 by Philip E. DeVol



Community Needs

The Work Group's findings are summarized under the category headings: Living Wage Jobs, Transportation, Housing, Child Care, Adult Education, Mental Health Services, Substance Abuse, Youth / Family Activities, and Public Relations. Data summaries are listed under each category heading, followed by italicized statements of need, labeled as community (C), family (F) or agency (A) level.

Recognizing the interconnectedness of the identified needs, the Work Group opted not to rank needs although it was agreed that lack of living wage job opportunities is integral to the other categories and to economic stability.

Living Wage Jobs

The unemployment rate in Jefferson County is on a downward trend, and the local economy appears to be on the upswing. However, there are limited industries in the area and few employers that offer career paths. The area is home to many service-related jobs in retail and restaurant chains and tourism-related businesses which tend to offer lower wages, non-traditional or seasonal hours, and limited opportunities for benefits and career growth. Other major employment sectors in Jefferson County include the government, schools, and hospitals. Convergys and Car-Freshner, major employers based in Watertown, offer stable employment to individuals who lack higher education. Overall, there are limited opportunities to obtain sustainable wage jobs without higher education and/or professional experience.

According to the Department of Labor, the average weekly wage in Jefferson County for the time period April through June 2015 was \$757 compared to \$1,180 statewide. It is estimated that the hourly rate that an individual must earn to support their family, if they are the sole provider and are working full time (2,080 hours per year) is \$24.58 for a family of one adult and one child (Massachusetts Institute of Technology Living Wage Calculator, 2010- 2014).

More than half of households served through the agency are employed. 36% report employment as the only source of household income; 18% report employment plus other sources of income.

The agency's major constituent groups – community partners, board and staff members – cited the lack of living wage jobs as the most negative aspect of living in Jefferson County. The same constituencies identified lack of employment opportunities as the leading cause of poverty in Jefferson County.

Nearly one-third of low-income households surveyed indicated that at least one member of the household is actively seeking employment. One in four households reported that a member of the household is having difficulty finding or keeping a job. 30% of those surveyed indicated they would be interested in improving their computer skills while nearly 19% are interested in job search skills.

Statements of Need

The community lacks living wage jobs (C)

Low-income individuals lack the skills, experience, education to be competitive in the job market (F)

Transportation

There is limited public transportation in Jefferson County. Buses are available in the City of Watertown with limited routes and hours of operation. Taxi service is available in Watertown, Carthage and Fort Drum. The Volunteer Transportation Center provides transportation to medical appointments and limited trips for groceries to income-qualifying individuals.

Transportation was a topic of discussion at two focus groups and was identified by more than half of community partners surveyed as one of the top barriers to maintaining employment. Nearly one-third of low-income households surveyed indicated that transportation was a problem in the previous 12 months. The most commonly-reported transportation issues were: no access to a car, unable to afford repairs, and unable to afford gas.

Statements of Need

The community lacks public transportation, particularly outside the city and in rural areas (C)

Low-income households lack access to a car or are unable to afford vehicle maintenance (F)

Housing

The expansion of Fort Drum created a housing shortage and significant increases in rent. As a result, many low-income families were displaced to rural communities, substandard housing or were forced to live with friends or family members. In the past five years, the housing market has improved significantly with many complexes built in and around Fort Drum and the City of Watertown. Subsidized housing units can be found in Watertown, Carthage, Clayton, Dexter and Philadelphia. According to the US Census, there were a total of 58,769 housing units in the Jefferson County in 2014, an increase of 3,399 or 6.14% since 2004 compared to a 4.07% increase statewide.

The National Low-Income Housing Coalition (2014) reports the fair market rental value for 2 bedrooms is \$1,087, \$134 more than the statewide fair market rental value. The same source reports that a household must earn \$20.19 an hour in order to afford the fair market rental for a 2 bedroom in the accepted limit of 30% of income toward housing costs.

There is a trend toward less home ownership in the county. According to the ACS, 5 year estimates, 2010 – 2014, the percentage of owner occupied homes declined from 59.66% in 2000 to 42.86% in 2014.

28.7% of low-income households surveyed indicated that they own their home, down from 53.2% in 2011. 45.2% of households indicated that they hope to buy a home one day. The most commonly identified barriers to buying a home were: cannot afford down payment, cannot afford monthly payments and do not have good credit.

21.2% of low-income households surveyed reported that they cannot afford to make needed repairs to their homes. 40.7% reported that their home needs minor repairs; another 18.4% reported that their home is safe but needs major repairs.

Energy costs and lack of affordable housing were identified as major challenges within low-income households during the April 2015 focus group discussion.

At present, there are 600+ households on the waiting list for the agency's Weatherization Assistance Program. Current funding levels will allow the production of approximately 70 homes per year which equates to an 8 ½ year wait for Weatherization services.

Statements of Need

The community lacks affordable housing options (C)

Low-income families lack the financial capacity to pay market rates for rent (F)

Low-income families lack the financial capacity to make needed repairs to their homes (F)

The agency lacks the capacity to meet the demand for Weatherization services (A)

Child Care

According to the 2015 Child Care Report, prepared by the Jefferson-Lewis Childcare Project, there are a total of nine licensed day care centers, 63 registered family day care centers, 26 licensed group day care centers, and 18 registered school-aged child care sites in Jefferson County, in addition to five Head Start centers. There are nine districts providing Universal Pre-K and six private preschools.

Many children are cared for in legally-exempt child care settings. There are 39 legally-exempt providers in Jefferson County.

The Child Care Report 2015 notes a significant decrease in the number of child care providers in the county over the past three years:

- 89 fewer day care center slots than 2012, and the utilization rate has increased by 5%
- 95 fewer family day care slots than 2012, and the utilization rate has decreased by 11.7%
- 70 fewer group family day care slots than 2012, and the utilization rate has decreased by 10%

Parents routinely contact JLCP to discuss their child care options. Staff provide guidance on selecting care, after which they follow up with questions regarding their specific situation. Barriers identified during the time period October 1, 2014 – September 30, 2015:

- Provider not available during days / hours needed
- Cost of child care too high
- No openings for child
- Location of care

Of the low-income households surveyed by the agency, 17.9% reported having problems getting or keeping adequate child care during the previous 12 months. The most commonly-reported barriers identified were: could not find affordable care, evening care not available or hard to find, weekend care not available or hard to find. Constituent groups surveyed – community partners, staff and board members – listed child care as one of the top three barriers in finding and maintaining employment.

Statements of Need

The community lacks the availability of quality, affordable child care (C)

Parents are unable to gain / maintain employment or education due to lack of child care (F)

Adult Education

According to the Head Start Community Needs Assessment 2015, the drop-out rate for local high schools has remained stable, but there is a trend of younger drop-out students enrolling in a GED program following the one-year wait after dropping out of school.

20% of agency customers (age 24 and above) served last year have less than a high school education. This mirrors the low-income households surveyed with 19.5% reporting less than a high school education.

13% of agency customers (age 24 and above) served last year have a college degree which is on par with the low-income households surveyed with 8.8% reporting an associate's degree and 5.3% reporting a bachelor's or graduate level degree.

According to the US Census American Community Survey, 5-year estimates, 2010 – 2014, 12.2% of Jefferson County residents over the age of 25 have an associate's degree. This is higher than the state and national averages of 8.5% and 7.9% respectively. 11.8% of Jefferson County adults over the age of 25 have a bachelor's degree which is lower than the county and national averages of 19.1% and 18.3% respectively.

Jefferson Community College (JCC), located in Watertown, offers certificate programs and associate degrees. JCC has formed partnerships with a number of other institutions to offer advanced degrees; however, program options are limited. Numerous institutions around the country offer online degrees for those who have reliable Internet service. Many low-income individuals face barriers completing the necessary enrollment paperwork, navigating the financial aid system and/or accessing the Internet. In addition, attending school can be a challenge for parents and/or full-time workers.

Low-income households surveyed by the agency indicated an interest in learning new skills. More than one-third of respondents indicated an interest in learning financial / budgeting skills. Health / nutrition and computer skills also topped the list as topics of interest.

Adult education – including budgeting/financial planning, job skills and parenting skills – was identified by community partners and staff as an agency priority over the next three to five years.

Budgeting/coupons and nutrition education were topics of discussion among focus group participants.

Anecdotally, agency staff report that customers struggle to purchase healthy food options which tend to be more costly than prepared and processed foods. The Head Start Community Needs Assessment 2015 noted an increase in the number of children in the obesity range as measured on the body mass index.

The agency is home to one of 18 food pantries in Jefferson County. Pantries are accessible and well used. Most rely on donations from the community, and while greatly appreciated, food donations often largely consist of prepackaged nonperishable items that tend to be higher in sodium, fat and preservatives.

Statements of Need

The community has limited opportunities for higher education beyond the associate's level (C)

Low-income individuals lack access to higher education (F)

Low-income individuals lack the ability to maintain good health and financial stability (F)

Mental Health Services

Head Start reports a rise in the number of challenging behaviors in the classroom. According to the Head Start Community Needs Assessment 2015, the county lacks mental health providers that serve preschool children with severe behaviors or psycho-social diagnoses. The nearest inpatient facility for children is 70 miles away in Ogdensburg. Additionally, there is a limited number of providers who accept Medicaid and who will see children with specific behaviors and diagnoses. Providers serving Medicaid-eligible children include the North Country Family Health Center, Samaritan Medical Center Behavioral Health and Carthage Behavioral Health. There is a new clinic at Jefferson-Lewis BOCES that may be able to provide services to children of low-income families in the near future.

The Mental Health Association provides services for children whose parent has a mental illness called the Agappe Program. They also host a respite care and vocational program. North Country Transitional Living Services has a residential facility for adults with mental illness. Army Behavioral Health on Fort Drum is available for adults who have a mental illness.

Adults tend to be resistant to counseling; many do not follow through with referrals and appointments. Case management services for adults with mental illness are minimal in Jefferson County, especially for parents with young children.

41.8% of low-income households surveyed reported mental / physical disability as a barrier to employment. 39.6% of community partners surveyed indicated that mental / behavioral health issues are a barrier to gaining or maintaining employment. Staff and community partners placed mental / behavioral health issues in the top three list of problems in the community not being adequately addressed.

Statements of Need

The community lacks mental health providers that accept Medicaid or Medicare (C)

The community lacks mental health services for young children (C)

Low-income individuals lack access to affordable, mental health services (F)

Substance Abuse

Substance abuse is becoming a growing area of concern in the county, particularly opioid and heroin abuse. A recent article in the Watertown Daily Times indicates that over a 10-year period beginning in 2004, there were 172 opioid related deaths in the North Country. It is estimated that 15 Jefferson County deaths last year were caused by a heroin or opioid overdose.

There are two agencies that provide services. PIVOT (formerly the Alcohol and Substance Abuse Council) provides preventative services and education, and Credo provides substance abuse treatment. PIVOT has launched a community-wide initiative called Alliance for Better Communities (ABC). Comprised of representatives from virtually all sectors, ABC is working to reduce alcohol and substance abuse, particularly among youth and young adults.

There is no detox unit in Jefferson County. The closest unit is located approximately 60 miles away at Canton-Potsdam Hospital, and the facility is unable to keep up with the demand for services. ABC is preparing to apply for a grant to develop a recovery and outreach center in the Watertown area.

Drug / alcohol use was listed as the top social problem by all agency constituent groups surveyed – community partners, staff and board members.

Staff of the agency's Family Center report a rise in the number of individuals who come to agency for service while seemingly under the influence of alcohol or drugs.

Statements of Need

There is increased prevalence of substance abuse in the community (C)

The community lacks the substance abuse services to meet the need, including inpatient (F)

Youth / Family Activities

There are few free or low-cost recreational opportunities for families. There are walking trails in and around the City of Watertown. Schools host after-school activities and sports; the YMCA offers scholarships for low-income families.

For many families and children, digital media is a primary source of entertainment and recreation. During the April focus group, there was discussion about the lack of affordable activities for low-income families with children. Staff, board members and community partners who responded to the surveys ranked activities for teens as the number one youth-related service lacking in the community.

Statement of Need

Low-income families have limited access to affordable family activities (F)

The community lacks activities for children and teens (C)

Public Relations

Community Action Planning Council appears to be relatively well known in the community. However, there is little awareness of multiple services among external constituents. Community Action is often associated with Head Start and/or the Food Pantry.

Overall, community partners, staff and board members expressed clear understanding of the agency's mission. However, when asked what the agency does well in its efforts to assist low-income households, 25% of community partners did not respond or indicated that they were unfamiliar with agency services.

All three constituencies – community partners, staff and board members – listed increased promotion / awareness as an area of improvement for the agency. Additionally, the customer satisfaction survey revealed that some confusion regarding the scope of services.

Statement of Need

The agency lacks visibility in the community (A)

Focus Group Summaries

Community Action Voices Discussion Group

October 22, 2014 9 – 11 AM

Participants totaled 27, including customers served through Community Action Planning Council (Head Start and Family Center), members of the board of directors, agency staffers and representatives from New York State Community Action Association and NYS Department of State.

Breakfast was served, after which Nina Hershey and Richard Beirman (representing the low-income sector of the Board of Directors) facilitated a group discussion. Individuals introduced themselves, and discussion ensued centered on two key points: things we would change and what's working in the agency or community.

(1) Things We Would Change (Individual, Agency or Community)

- Offer Workshops

Participants shared several ideas for adult workshop topics, such as budgeting, helping seniors to avoid fraud, how to select a home computer, nutrition, cooking demonstrations/recipes.

- Transportation

Those present agreed that transportation is an issue for many families, especially those who live in rural communities. Suggestions for addressing transportation barriers included: mileage reimbursement for Head Start self-transport families, sharing bus services with other school districts, car-pooling, expanding public transportation to outside city of Watertown limits, and providing transportation to and from parent meetings.

- Food Costs

It was agreed that food costs continue to be a challenge in many households. Some participants stated that they utilize both the Urban Mission and Community Action food pantries. The pantries were said to complement one another in terms of food offerings.

- Increase Promotion for Agency Services

It was suggested that the agency more actively promote the availability of specific services. Most of those present were unaware that the agency has a website. Suggestions included: using social media, distributing flyers, seeking free radio time, and inclusion in Watertown Daily Times, Antwerp Newsletter, Pennysaver, Jefferson County Journal, 7 News Community Calendar and Newzjunkie.

- Encourage Community Involvement

It was suggested that the agency encourage more community food drives and coat drives.

(2) What's Working in the Agency or Community

- **Quality of Head Start Program**

Parents in attendance agreed that Head Start is effective in preparing children for kindergarten. Specific strengths identified included literacy, parent involvement and Policy Council.

- **Friendly, Courteous Staff**

It was noted that Community Action staff are kind and friendly with specific references made to Head Start and Food Pantry staff. It was noted that agency staff generally have a lot of information about resources available within the community.

Community Action Voices Discussion Group

April 29, 2015 5 – 7 PM

Participants totaled 21, including customers served through Community Action Planning Council (Head Start and Family Center), members of the board of directors, agency staffers and representatives from Northern Regional Center for Independent Living (NRCIL), Neighbors of Watertown, and All Souls Unitarian Universalist Church.

Dinner was served, after which Nina Hershey and Richard Beirman (representing the low-income sector of the Board of Directors) facilitated a group discussion centered around three key points:

(1) Biggest Challenges within Our Households

- **Heating Costs**

Participants agreed that the long, brutal heating season had significant impact on their household budgets. In spite of efforts to keep thermostats low, the need to make payment arrangements and the possibility of utility shut-offs are real concerns. National Grid estimates are frequently thought to be inaccurate. The need for Weatherization services exceeds available funding.

- **Food Costs**

It was agreed that rising food costs are a significant challenge. Participants indicated that healthier options are more expensive. It was also speculated that local grocers increase their prices on the 1st and 15th of each month to coincide with military pay days and the availability of SNAP benefits.

- **Health Insurance**

Participants expressed concern regarding high-deductible plans. Everyone in the room reported that they have health coverage; more than half indicated that they have gone without health-related services due to affordability.

- **Lack of Affordable, Safe Housing**

The group discussed rents driven up by the proximity to Fort Drum. Rents for substandard properties are often on par with mortgage payments. It was noted that many landlords – particularly those out of the area – fail to maintain properties.

- **Inadequate Wages**

Of those in attendance, five individuals reported working two jobs which impacts quality of life – less time to parent, relax and unwind and care for pets.

- **Lack of Quality, Affordable Child Care**

Four participants indicated quality, affordable child care is difficult to find. (Contact information for Jefferson-Lewis Childcare Project was provided.)

- **Faulty Safety Net**

There was much discussion about falling just outside income guidelines for certain benefits, such as child care subsidy or SNAP. It was noted that often when people get jobs and make some small forward movement in their income, they lose benefits, forcing them backward on the poverty scale.

(2) Things We Would Change (Individual, Agency or Community)

- **Windmills / Solar Panels**

It was suggested that alternate sources of energy that benefit the local community be developed.

- **Community Gardens**

There was significant interest among participants in community gardens as a means to encourage healthy eating and decrease food costs.

- **Public Transportation**

It was generally agreed that the city's public transportation could be improved. Specifically suggests include changes to scheduling and routes, shelter at bus stops, and service to rural areas. The Volunteer Transportation Center was discussed; it is widely believed that VTC provides transportation to a limited customer base to and from medical appointments. However, it was noted that the agency's website indicates that they also provide transportation for food-related purposes, including visits to pantries.

- **Affordable Activities for Children**

It was noted that often family activities are often cost prohibitive.

- **Strengthen Support System for Low-Income Families**

It was suggested that people working their way of out poverty be provided with more support – even when they fall outside income guidelines.

- **Encourage Community Involvement**

It was suggested that there is a lack of interest in participating in community level change, advocacy and volunteerism, especially among the younger generation.

- **Increase Financial Literacy**

Participants expressed an interest in learning more about budgeting.

- **Update 211 Database**

The 211 directory assistance and online database was discussed, and it was suggested that agencies keep the database current in terms of services offered.

- Nutrition Education / Weight Loss

Several participants expressed an interest in learning more about nutrition. Ideas for nutrition education include: cooking demonstrations, recipe exchanges, using kitchen tools, cooking with commodities (such as kidney beans), instruction in freezing/canning foods, crock-pot cooking and preparing meals on a limited budget. Another workshop topic discussed was couponing, including the use of apps.

(3) Greatest Strengths in Our Community

- Great teachers, particularly in Head Start
- Many benefits/fundraisers to help people in need
- Four seasons
- Scenic
- Low-crime rate
- Agencies that care
- Education opportunities – including local community college that offers 2-year degrees and partners with other institutions of higher learning to offer advanced degrees
- Churches – supportive of communities
- Kids eat free at local restaurants
- Volunteer fire and ambulance squads
- Friendly, caring people
- Opportunities for home-schoolers to incorporate educational activities

Head Start Partner Survey Summary

Head Start Partner Survey – Synopsis of Aggregated Data

April 23, 2015

Head Start hosted a breakfast to recognize community partners on April 23, 2015. A total of 22 individuals attended, representing the following 12 organizations:

Army Community Services
Cerebral Palsy of the North Country
Children’s Home of Jefferson County
Cornell Cooperative Extension of Jefferson County
Fort Drum Parent to Parent
Jefferson Community College
Jefferson County Public Health
North Country Family Health Center
Northern Regional Center for Independent Living
NYS Zoo at Thompson Park
Watertown Urban Mission
WIC

Participants were asked to complete a brief survey centered. The survey was also mailed to those partner agencies unable to attend the event. In total, 25 completed surveys were collected. The data was compiled and entered into Survey Monkey, summarized as follows.

Strengths of the Community

1. Partnerships, community collaborations
2. Fort Drum
3. Availability of resources
4. Educational opportunities (including Jefferson Community College)

Challenges / Hardships in the Community

1. Health Theme: mental health, general health, lack of providers, access, cost
2. Transportation
3. Employment / low pay
4. Substance abuse

Customer Survey Summary

Customer Survey – Synopsis of Aggregated Data

March through May 2015

Between March 9 and May 15, 2015, a total of 520 households completed the survey which was distributed in paper and electronic forms. The survey was completed by a variety of agency customers, representative of all program areas. Additionally, the survey was made available to individuals participating in the Job Club at the Jefferson-Lewis Workplace, the area's one-stop employment center.

A summary of data follows with comparisons against the previous customer survey, conducted in 2011.

DEMOGRAPHIC PROFILE and HOUSEHOLD CHARACTERISTICS

Gender of Person Completing Survey

| | |
|-------|--------|
| 75.3% | Female |
| 24.7% | Male |

Age of Person Completing Survey

| | |
|-----|---------|
| 9% | 18 – 23 |
| 53% | 24 – 44 |
| 13% | 45 – 54 |
| 15% | 55 – 69 |
| 10% | 70+ |

Ethnicity of Person Completing Survey

| | |
|-------|--------------|
| 93.5% | Non-Hispanic |
| 6.5% | Hispanic |

Race of Person Completing Survey

| | |
|-------|-------------------------|
| 92.5% | Caucasian |
| 4.1% | African American |
| 1.6% | Multi-Racial |
| 1.4% | Native American/Alaskan |
| 0.6% | Asian |

Income (403 Households Reporting)

| | |
|-----|-----------------------------|
| 20% | Up to 50% of Poverty Level |
| 17% | 51 – 75% of Poverty Level |
| 18% | 76 – 100% of Poverty Level |
| 16% | 101 – 125% of Poverty Level |
| 8% | 126 – 150% of Poverty Level |
| 6% | 151 – 175% of Poverty Level |
| 7% | 176 – 200% of Poverty Level |
| 8% | 200+% of Poverty Level |

Household Size

| | |
|-------|-------------------|
| 25.3% | HH of 1 |
| 15.5% | HH of 2 |
| 13.7% | HH of 3 |
| 17.3% | HH of 4 |
| 16.7% | HH of 5 |
| 5.1% | HH of 6 |
| 3.1% | HH of 7 |
| 1.8% | HH of 8 |
| 1.4% | HH greater than 8 |

Highest Level of Education of Person Completing Survey

| | |
|-------|------------------------------------|
| 26.5% | High School Graduate |
| 21.4% | Some College (or still in College) |
| 19.5% | Less than High School Diploma |
| 11.7% | GED or High School Equivalency |
| 8.8% | Two-Year Degree |
| 7.0% | Vocational or Trade School |
| 3.9% | Four-Year Degree |
| 1.4% | Graduate Degree |

Primary Language Spoken in HH

| | |
|-------|---------|
| 98.6% | English |
| 1.4% | Spanish |

Home Community of HH

53.8% Watertown (Survey did not differentiate between City and Town of Watertown)

Other most commonly reported home communities are: Clayton – 9.2%, Carthage – 4.1%, Adams/Adams Center – 4.9% Dexter – 3.7%, Fort Drum – 2.3%, Theresa – 2.5%, and Antwerp – 2.1%

Military in HH

19.5% report that a member of the HH has served in the military

Aging Parent in HH

5.6% report having an aging parent who lives in the HH

HOUSING

Housing Status

| | 2011 | 2015 |
|--------------------------------------|-------|-------|
| Own Home | 53.2% | 28.7% |
| Rent Home | 32.2% | 62.7% |
| Homeless - Staying w/Friends, Family | 8.3% | 5.2% |
| Homeless - Staying in Shelter | 4.1% | 0.8% |
| Military Housing | 2.3% | 2.7% |

Most Common Housing Issues

| | 2011 | 2015 |
|---|-------|-------|
| Cannot make needed repairs to my home | 17.9% | 21.2% |
| Cannot find affordable housing to rent | 21.2% | 13.2% |
| Bad credit makes it hard for me to find a place to rent | 16.5% | 12.5% |
| Cannot find affordable housing to buy | 14.0% | 10.4% |
| At risk of foreclosure on home | 1.0% | 1.0% |
| At risk of eviction | 4.4% | 3.7% |
| Disability makes it hard to find place to rent* | N/A | 7.3% |

*Response new to 2015 survey.

Housing Conditions

| | 2011 | 2015 |
|--------------------------------------|-------|-------|
| Needs minor repairs | 38.0% | 40.7% |
| In good shape, needs no repairs | 36.6% | 37.8% |
| Safe but needs major repairs | 16.2% | 18.4% |
| Poor condition, unsafe | 2.0% | 2.1% |
| Needs disability access improvements | 2.0% | 2.1% |
| Don't know | 5.2% | 3.3% |

Barriers to Buying a Home

45.2% report that they hope to buy a home someday. Of those respondents who indicated that they hope to buy a home someday, the following were identified as barriers:

| | 2011 | 2015 |
|--|-------|-------|
| Cannot afford down payment | 58.6% | 57.8% |
| Cannot afford monthly payments | 50.4% | 42.9% |
| Do not have good credit | 52.6% | 51.2% |
| Home buying process is too complicated | 25.0% | 13.6% |
| Will not be in area long enough | 13.8% | 13.2% |

FOOD/NUTRITION

Food Issues (in past 12 months)

| | 2011 | 2015 |
|--|-------|-------|
| Gone hungry, unable to get enough food | 9.8% | 10.1% |
| Skipped or cut size of meal | 25.5% | 28.8% |
| Used food assistance program | 62.3% | 73.3% |

Most Used Food Assistance Programs (in past 12 months)

| | 2011 | 2015 |
|-----------------------------|-------|-------|
| SNAP (formerly Food Stamps) | 57.3% | 64.7% |
| Food Pantry | 43.0% | 54.2% |
| School Meals | 21.9% | 28.7% |
| WIC | 20.0% | 23.6% |
| Senior Meals | 2.9% | 5.7% |
| Summer Meals for Kids | 2.9% | 4.9% |
| Dollar Dinners | 13.7% | 3.5% |
| Meals on Wheels | 0.8% | 1.7% |
| Did not use any | 22.1% | 15.4% |

HEALTH

Member of HH Needed But Did Not Get Health Care / Prescriptions (past 12 months)

| | 2011 | 2015 |
|-------------------------|-------|-------|
| Medical Care | 18.4% | 10.0% |
| Dental Care | 18.5% | 16.2% |
| Prescription Medication | 16.5% | 13.5% |
| Mental Health Care | 9.0% | 5.3% |

Most Common Barriers to Care / Prescriptions (past 12 months)

| | 2011 | 2015 |
|--|-------|-------|
| Costs too much | 63.0% | 73.8% |
| No insurance | 56.4% | 40.2% |
| Nervous/fearful of experience | 8.3% | 5.6% |
| Too many days to get appointment | 12.2% | 4.7% |
| No way to get to appointment | 10.5% | 3.7% |
| Did not know where to go for help | 8.8% | 3.7% |
| Could not get child care | 5.5% | 3.7% |
| Office not open when I could get there | 7.2% | 1.9% |

Purchased Health Insurance through NYS Marketplace as Part of ACA*

7% report that they purchased health insurance through the NYS Marketplace. 6.8% were unsure if they purchased health insurance through the NYS Marketplace.

**Question new to 2015 survey.*

TRANSPORTATION

32.8% report that transportation has been a problem within their households in the past 12 months.

Most Common Transportation Issues

| | 2011 | 2015 |
|--------------------------------|-------------|-------------|
| No access to car | 28.6% | 36.5% |
| Unable to afford car repairs | 31.8% | 25.6% |
| Unable to afford gas | 34.3% | 23.3% |
| No license / license suspended | 25.1% | 16.1% |
| No car insurance | 12.4% | 9.8% |

CHILD CARE

17.9% report problems getting or keeping adequate child care during the past 12 months.

Most Common Issues in Obtaining/Maintaining Child Care (past 12 months)

| | 2011 | 2015 |
|---|-------------|-------------|
| Could not find affordable care | 50.0% | 54.6% |
| Evening care not available / hard to find | 35.0% | 48.5% |
| Weekend care not available / hard to find | 32.5% | 39.4% |
| Child care quality not good enough | 15.0% | 36.4% |
| Infant care not available / hard to find | 17.5% | 18.2% |
| Part-time care not available / hard to find | 15.0% | 15.2% |
| Child had excessive number of sick days | 7.5% | 9.1% |
| Special needs care not available / hard to find | 35.0% | 9.1% |

Most Common Challenges Parents Experience with Their Children (past 12 months)

| | 2011 | 2015 |
|-----------------------------------|-------------|-------------|
| Have had no problems | 49.1% | 55.2% |
| Learning disability | 26.4% | 23.0% |
| Emotional or behavioral problems | 27.4% | 20.2% |
| Victim of bullying | 14.2% | 11.5% |
| Weight or eating habits | 13.2% | 8.2% |
| Bullying | 6.6% | 6.6% |
| Drug use | 4.3% | 2.7% |
| Trouble with law enforcement | 5.2% | 2.7% |
| Alcohol use | 3.8% | 1.7% |
| Skipping / dropping out of school | 7.1% | 1.1% |
| Gang membership | 1.9% | 0.0% |
| Victim of gang violence | 0.9% | 0.0% |
| Teen pregnancy | 2.4% | 1.1% |

INFORMATION/LITERACY

Most Common Skills People are Interested in Improving

| | 2011 | 2015 |
|---------------------|-------------|-------------|
| Financial Budgeting | 39.0% | 35.3% |
| Health/Nutrition* | N/A | 32.1% |
| Computer Skills | 46.8% | 30.3% |
| Earning a GED | 27.6% | 20.2% |
| Math | 20.4% | 19.7% |
| Job Search Skills | 31.8% | 18.8% |
| Parenting Skills* | N/A | 16.5% |
| Writing | 18.3% | 15.6% |
| Reading | 18.0% | 13.3% |
| Learning English | 3.3% | 3.2% |
| Citizenship | 3.0% | 0.9% |

*Responses new to 2015 survey.

COMMUNITY SERVICES

Community Services Identified as Important to the HH and Easy to Find and Receive (2 questions)*

| | Important to the HH | | | Easy to Find | | |
|--|---------------------|-------|------|--------------|-------|-------|
| | Yes | No | N/A | Yes | No | N/A |
| Help with heating /electric bills | 60.8% | 38.2% | 1.0% | 51.4% | 26.4% | 22.2% |
| Help getting enough food | 55.7% | 43.5% | 0.8% | 58.9% | 20.9% | 20.1% |
| Finding affordable housing | 54.1% | 43.7% | 2.2% | 43.3% | 33.9% | 22.8% |
| Affordable dental care | 52.4% | 47.0% | 0.6% | 51.3% | 25.8% | 22.9% |
| Transportation | 48.6% | 50.4% | 1.0% | 45.6% | 28.7% | 25.7% |
| Affordable medical care | 48.4% | 50.8% | 0.8% | 54.2% | 21.1% | 24.8% |
| Affordable home repairs | 42.8% | 55.0% | 2.2% | 24.2% | 51.7% | 24.0% |
| Child care | 23.3% | 75.0% | 1.6% | 21.7% | 38.9% | 39.3% |
| Mental health services / counseling | 18.8% | 79.0% | 2.2% | 26.9% | 29.6% | 43.5% |
| Help with how to prepare / buy food | 16.0% | 83.3% | 0.8% | 29.2% | 36.9% | 33.9% |
| Budget counseling | 14.4% | 83.7% | 1.9% | 19.0% | 38.0% | 42.9% |
| Parenting education | 12.0% | 85.5% | 2.5% | 19.3% | 34.0% | 46.6% |
| Drug / alcohol abuse counseling | 4.4% | 93.4% | 2.3% | 16.7% | 31.2% | 51.1% |
| Adult day care | 4.1% | 94.0% | 1.9% | 12.5% | 32.8% | 54.7% |
| Domestic violence shelter / counseling | 2.5% | 95.5% | 2.0% | 14.1% | 33.8% | 52.1% |

*Questions reformatted for 2015 survey; unable to compare against 2011 data.

EMPLOYMENT and INCOME

55.7% report that one or more adult in HH is employed – down from 64.2% in 2011.

30.9% report that one or more adult in HH is seeking employment – down from 41.6% in 2011.

25.5% report that a member of HH is having difficulty finding/keeping a job– down from 35.4% in 2011.

Most Common Barriers to Employment (in past 12 months)

| | 2011 | 2015 |
|---|-------------|-------------|
| Mental / Physical disability* | N/A | 41.8% |
| Not enough jobs available | 61.8% | 32.8% |
| No transportation | 33.7% | 28.7% |
| Not the right job skills | 28.1% | 19.7% |
| No child care | 8.5% | 18.9% |
| Recent layoff or hours cut | 26.4% | 10.7% |
| Criminal record | 24.0% | 10.7% |
| No tools, clothing or equipment for the job | 6.9% | 8.2% |
| Seasonal work | 13.4% | 8.2% |
| Problems with credit | 14.2% | 7.4% |
| Don't know how to search for a job | 9.8% | 5.7% |
| No regular place to sleep at night | 3.3% | 2.5% |
| No telephone | 5.3% | 2.5% |
| Language barriers | 0.4% | 0.0% |
| Mental disability | 13.4% | N/A |
| Physical disability | 15.5% | N/A |

*Response new to 2015 survey.

Most Common Household Finance Issues (in past 12 months)

| | 2011 | 2015 |
|---|-------------|-------------|
| Pressured to pay bills by bill collector | 54.1% | 56.1% |
| Borrowed money from friends/family to pay bills | 57.6% | 52.7% |
| Fell behind paying rent or mortgage | 42.0% | 32.9% |
| Pawned or sold valuables to pay bills | 20.4% | 19.4% |
| Used rent-to-own service* | N/A | 18.1% |
| Had utilities (water, heat, electric) shut off | 15.3% | 12.2% |
| Car, appliance or furniture repossessed | 7.6% | 5.9% |
| Could not pay child care bill | 3.5% | 3.3% |
| Used a check cashing service | 2.9% | 0.4% |
| Had gambling losses | 2.6% | 0.4% |
| Used a payday loan service | 1.9% | 0.0% |

*Response new to 2015 survey.

Community Partner Survey Summary (Bridges out of Poverty)

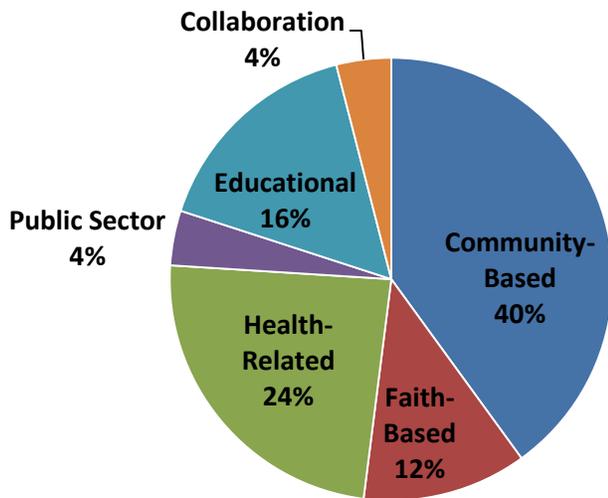
Community Partner Survey – Bridges out of Poverty Training October 20 & 21, 2014

The agency hosted a two-day Bridges out of Poverty training, facilitated by national consultant Jodi Pfarr. The training was well promoted – via flyers, the agency website, news, and social media. The Marketing Committee helped to plan and promote the event which was attended by 134 individuals.

The audience largely consisted of front line staff. Participants were asked to complete a brief survey identifying trends and any plans for their organizations to address such. The survey was completed by 56 individuals, representing 26 healthcare, faith-based, community-based, public sector, and educational institutions:

ACR Health
All Souls Unitarian Universalist Church
Alliance for Better Communities (PIVOT Community Collaboration)
Antwerp Food Pantry
Army Community Services, Fort Drum
Carthage Area Hospital Behavioral Health
Carthage Central School District
Carthage Church of the Nazarene
CASA (Court Appointed Special Advocates)
Catholic Charities of Diocese of Ogdensburg
Catholic Charities, Watertown
Children's Home of Jefferson County, Watertown
Cornell Cooperative Extension Jefferson County
Cornell Cooperative Extension of Lewis County
Fort Drum Regional Health Planning Organization
Indian River Central School
Lewis County Opportunities
Literacy of Northern
North Country Family Health Center
North Country Prenatal Perinatal Council
Neighbors of Watertown
Northern Regional Center for Independent Living
Planned Parenthood of North Country NY
Transitional Living Services of NNY
Watertown Housing Authority
YMCA

Respondents by Sector



Top Trends Identified

1. Seeing more customers with mental / behavioral health issues
2. Lack of public transportation
3. Cost of housing is cost-prohibitive for low-income families
4. Rise in drug use / addiction issues

Trends that Organizations Plan to Address

1. Seeking more funding and/or opportunities to collaborate with other agencies
2. Offer more education to customers
3. Make referrals to other resources in the community
4. Promote healthy choices to customer base

Board, Staff and Community Partner Survey Summary

Surveys – Board of Directors, Staff and Community Partner Synopsis of Aggregated Data

Board of Directors Survey

Throughout April 2015, surveys were distributed to members of the board of directors in both electronic and paper form. Of the 18 members of the board, 15 completed surveys.

Staff Survey

Between May 12 and May 29, 2015, agency staff members were encouraged to complete the same survey instrument made available to board of directors. A series of email invitations was sent out with a link to Survey Monkey. Paper copies were made available upon request. A total of 75 staff members participated.

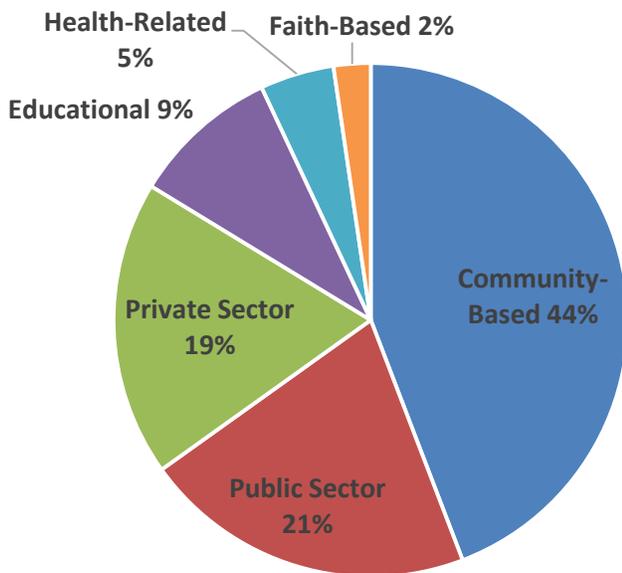
Community Partner Survey

The community partner survey was distributed via a link to an email list consisting of 105 representatives of community-based organizations, faith-based entities, health-related agencies, private sector, public sector and educational institutions. A total of 60 individuals, representing 43 different organizations, completed surveys using the Survey Monkey link:

ADHD Educational Services
Advanced Business Systems
American Red Cross - North Country Chapter
Benchmark Family Services, Inc.
Cornell Cooperative Extension of Jefferson County
Department of Veteran Affairs
Development Authority of the North Country
Disabled Persons Action Organization
Flower Memorial Library
Hannaford
Intrepid Broadcasting, Inc.
Jefferson Community College
Jefferson County Office for the Aging
Jefferson County Public Health Service
Jefferson Rehabilitation Center
Jefferson-Lewis Workforce Development Board
Jefferson-Lewis Board of Realtors
Learning Disability Association of the Mohawk Valley
Literacy of Northern New York
Neighbors of Watertown, Inc.
New Day Children's Center

North Country Family Health Center, Inc.
 North Country Prenatal Perinatal Council
 Northern Regional Center for Independent Living, Inc.
 NYS Department of State
 Old McDonald's Farm
 Price Chopper
 Rite Aid
 South Jefferson Central School District
 Stewart's Shop
 The Resolution Center
 The WorkPlace
 Transitional Living Services of NNY
 United Way of Northern New York
 Victims Assistance Center of Jefferson County, Inc.
 Village of Carthage
 Village of Philadelphia
 Volunteer Transportation Center, Inc.
 Watertown Family YMCA
 Watertown Housing Authority
 Watertown Urban Mission
 Watertown Central School District
 WPBS TV

Respondents by Sector



The same survey instrument was distributed to the board of directors and agency staff. The community partner survey was largely the same, with the addition of three introductory questions pertaining to relationship with the agency and community perception of the agency. The data for all three constituency groups is summarized as follows.

BOARD OF DIRECTORS: Number of Years on Board

| | 2011 | 2015 |
|------------------|-------|-------|
| Less than 1 year | 0 | 6.7% |
| 1 – 5 years | 45.4% | 13.3% |
| 6 – 10 years | 18.2% | 40% |
| 11 – 15 years | 18.2% | 26.7% |
| 16 – 20 years | 9.1% | 13.3% |
| 21+ years | 9.1% | 0 |

STAFF: Number of Years on Staff

| | 2011 | 2015 |
|------------------|-------|-------|
| Less than 1 year | 12.9% | 20% |
| 1 – 5 years | 41.9% | 21.3% |
| 6 – 10 years | 6.5% | 18.7% |
| 11 – 15 years | 17.2% | 13.3% |
| 16 – 20 years | 11.8% | 10.7% |
| 21+ years | 9.7% | 16% |

COMMUNITY PARTNERS: Active relationship with agency in past 12 months

| | 2011 | 2015 |
|-----|-------|------|
| Yes | 91.9% | 85% |
| No | 8.1% | 15% |

COMMUNITY PARTNERS: Experience working with agency

| | 2011 | 2015 |
|-----------|-------|-------|
| Very Good | 61.1% | 61.7% |
| Good | 27.8% | 25% |
| Adequate | 5.6% | 1.7% |
| Fair | 0 | 0 |
| Poor | 0 | 0 |
| N/A | 5.6% | 11.7% |

COMMUNITY PARTNERS: Perception of the agency in the community

| | 2011 | 2015 |
|-----------|-------|-------|
| Very Good | 59.5% | 60% |
| Good | 27.8% | 31.7% |
| Adequate | 8.1% | 3.3% |
| Fair | 0 | 3.3% |
| Poor | 0 | 0 |
| N/A | 4.6% | 1.7% |

Positive Aspects of Living in Jefferson County

BOARD OF DIRECTORS

2011

1. Quality of life – caring, helping community
2. Environment – natural beauty

2015

1. Quality of life – friendly people, small communities
2. Environment – natural beauty, change of seasons

STAFF

2011

1. Quality of life – friendly people, community
2. Environment/outdoor recreation
3. Fort Drum and economic impact
4. Quality of education

2015

1. Quality of life – friendly people, sense of community
2. Environment – natural beauty, outdoor recreation
3. Low crime rate
4. Quality of education

COMMUNITY PARTNERS

2011

1. Environment – seasons, recreation
2. Quality of life – caring, close-knit
3. High quality school systems
4. Fort Drum – positive impact

2015

1. Quality of life – caring, small town feel
2. Environment – seasons, geography
3. Fort Drum – diversity, economy
4. Availability of resources (human services)

Negative Aspects of Living in Jefferson County

BOARD OF DIRECTORS

2011

1. Weather / long winters
2. Lack of public transportation
3. Lack of employment opportunities

2015

1. Living wage jobs
2. Lack of transportation, particularly rural areas
3. Weather – winters, unpredictable patterns
4. Affordable housing

STAFF

2011

1. Economy – jobs, high unemployment
2. Weather – long winters, snow
3. High taxes
4. Lack of affordable housing

2015

1. Economy – lack of jobs, low wages
2. Weather – harsh winters
3. Limited public transportation
4. Drug abuse / availability of drugs

COMMUNITY PARTNERS

2011

1. Economy – jobs, unemployment
2. Weather – winter
3. Lack of public transportation
4. Lack of cultural activities & events

2015

1. Drug issues / availability of drugs
2. Jobs – low pay, limited industries
3. Weather - winter
4. High NYS taxes

Leading Cause of Poverty in Jefferson County (choose one)

BOARD OF DIRECTORS

| | 2011 | 2015 |
|----------------------------------|-------|-------|
| Lack of employment opportunities | 66.7% | 53.3% |
| Cost of living | 33.3% | 26.6% |
| Lack of education | 0 | 6.7% |
| People not willing to work | 0 | 6.7% |
| Alcohol / drug use | 0 | 6.7% |

STAFF

| | 2011 | 2015 |
|----------------------------------|-------|-------|
| Lack of employment opportunities | 50.6% | 42.1% |
| Lack of education | 11.4% | 18.8% |
| Cost of living | 10.1% | 18.8% |
| People not willing to work | 26.6% | 15.9% |
| Alcohol / drug use | 1.3% | 4.4% |

COMMUNITY PARTNERS*

| | 2011 | 2015 |
|----------------------------------|-------|-------|
| Lack of employment opportunities | 63.2% | 63.9% |
| Lack of education | 26.3% | 43.1% |
| People not willing to work | 18.4% | 31% |
| Cost of living | 10.5% | 24.1% |
| Alcohol / drug use | 7.9% | 20.7% |
| Domestic violence | 0 | 1.7% |

**Respondents selected more than one response.*

Assuming jobs are available, what makes it difficult for people to GET jobs? (choose one)

BOARD OF DIRECTORS

| | 2011 | 2015 |
|-------------------------------------|-------------|-------------|
| No child care | 33.3% | 38.4% |
| Lack of transportation | 33.3% | 30.8% |
| No training / lack of skills | 33.3% | 30.8% |
| Mental / behavioral health problems | 0 | 0 |
| Health problems | 0 | 0 |
| Discrimination | 0 | 0 |

STAFF

| | 2011 | 2015 |
|-------------------------------------|-------------|-------------|
| No training / lack of skills | 46.6% | 41% |
| Lack of transportation | 27.4% | 24.6% |
| No child care | 20.5% | 23% |
| Mental / behavioral health problems | 1.4% | 8.2% |
| Health problems | 1.4% | 1.6% |
| Discrimination | 2.7% | 1.6% |

COMMUNITY PARTNERS*

| | 2011 | 2015 |
|-------------------------------------|-------------|-------------|
| No training / lack of skills | 52.8% | 67.9% |
| No child care | 19.4% | 60.4% |
| Lack of transportation | 36.1% | 54.7% |
| Mental / behavioral health problems | 5.6% | 39.6% |
| Health problems | 0 | 1.9% |
| Discrimination | 0 | 0 |

**Respondents selected more than one response.*

What makes it difficult for people to MAINTAIN employment? (choose one)

BOARD OF DIRECTORS

| | 2011 | 2015 |
|--|-------------|-------------|
| Low wages and benefits | 33.3% | 33.3% |
| Child care issues | 33.3% | 26.7% |
| Lack of permanent affordable housing | 0 | 20% |
| Fear of loss of government benefit if income increases | 0 | 13.3% |
| Lack of transportation | 33.3% | 6.7% |
| Alcohol / drug use | 0 | 0 |
| Work hours | 0 | 0 |
| Lack of opportunity for advancement | 0 | 0 |
| Mental / behavioral health problems | 0 | 0 |
| Health problems | 0 | 0 |

STAFF

| | 2011 | 2015 |
|---|-------------|-------------|
| Low wages and benefits | 43% | 39% |
| Fear of loss of government benefits if income increases | 11.4% | 21.9% |
| Child care issues | 11.4% | 13.9% |
| Lack of opportunity for advancement | 11.4% | 6.3% |
| Lack of permanent affordable housing | 7.6% | 6.3% |
| Alcohol / drug use | 3.8% | 4.7% |
| Work hours | 2.5% | 3.2% |
| Lack of transportation | 5.1% | 3.1% |
| Mental / behavioral health problems | 2.5% | 1.6% |
| Health problems | 1.3% | 0.0% |

COMMUNITY PARTNERS

| | 2011 | 2015 |
|-------------------------------------|-------------|-------------|
| No training / lack of skills | 52.8% | 67.9% |
| No child care | 19.4% | 60.4% |
| Lack of transportation | 36.1% | 54.7% |
| Mental / behavioral health problems | 5.6% | 39.6% |
| Health problems | 0 | 1.9% |
| Discrimination | 0 | 0 |

**Respondents selected more than one response.*

What services are lacking or insufficient in Jefferson County? (choose three)*

BOARD OF DIRECTORS

2011

1. Transportation
2. Child care
3. Job skills training

2015

1. Job skills training
2. Transportation
3. Child care

STAFF

2011

1. Transportation
2. Educational improvement
3. Job skills training

2015

1. Transportation
2. Educational improvement
3. Job skills training & Mental/behavioral health services**

COMMUNITY PARTNERS

2011

1. Mental / behavioral health services
2. Transportation
3. Homeless shelter

2015

1. Child care
2. Mental / behavioral health services
3. Homeless shelter

What youth-related services are lacking in Jefferson County? (choose three)*

BOARD OF DIRECTORS

2011

1. Activities for teens
2. After school programs

2015

1. Activities for teens
2. After school programs, Mental / behavioral health, Child care / day**
3. Recreation

STAFF

2011

1. Activities for teens
2. Recreation
3. After-school programs

2015

1. Activities for teens
2. Recreation
3. Mental / behavioral health services

COMMUNITY PARTNERS

2011

1. Mental / behavioral health
2. Activities for teens
3. Recreation, After school programs**

2015

1. Activities for teens
2. Mental / behavioral health
3. Child care / day care

**Only the top three selections are listed.*

***Categories tied.*

What social problems in the community are not being adequately addressed? (open-ended)

BOARD OF DIRECTORS

2011

1. Affordable housing
2. Drug / alcohol abuse
3. Mental / behavioral issues
4. Domestic Violence

2015

1. Drug /alcohol abuse
2. Activities for youth
3. Lack of sustainable wage employment
4. Lack of public transportation

STAFF

2011

1. Youth issues; lack of activities for youth
2. Drug / alcohol abuse
3. Lack of transportation

2015

1. Drug /alcohol abuse
2. Mental health services
3. Lack of sustainable wage employment

COMMUNITY PARTNERS

2011

1. Poverty / homelessness
2. Drug / alcohol abuse
3. Lack of transportation
4. Mental / behavioral health services

2015

1. Drug /alcohol abuse
2. Mental / behavioral health services
3. Lack of sustainable wage employment
4. Poverty / homelessness

Most challenging issue low-income households will face in the next three years (open ended)

BOARD OF DIRECTORS

2011

1. Lack of employment opportunities
2. Affordable housing
3. Rising utility costs

2015

1. Lack of sustainable wage jobs / cost of living
2. Rising utility costs

STAFF

2011

1. Affordable housing
2. Economy / rising costs
3. Budget cuts impacting services

2015

1. Lack of jobs / cost of living
2. Affordable housing
3. Drug abuse

COMMUNITY PARTNERS

2011

1. Affordable housing
2. Economy – jobs, cost of living
3. Budget cuts impacting services

2015

1. Job availability – impact of min. wage increase
2. Cost of living
3. Affordable housing

What are the emerging trends in our community that will impact low and mid income households over the next three years? (open-ended)

BOARD OF DIRECTORS

2011

1. Budget cuts impacting services
2. Affordable housing
3. Cost of living

2015

1. Affordable health insurance
2. Sustainable wage job opportunities
3. Threat of closure of Fort Drum

STAFF

2011

1. Economic conditions (jobs, rising costs)
2. Affordable housing
3. Budget cuts impacting services

2015

1. Economy (sustainable wages, rising costs)
2. Health insurance/accessibility to health care
3. Availability of drugs

COMMUNITY PARTNERS

2011

1. Affordable housing
2. Budget cuts impacting services
3. Economy – jobs, cost of living

2015

1. Drug use / availability of drugs
2. Sustainable wage job opportunities
3. Affordable housing

What do you understand Community Action Planning Council’s mission to be? (open-ended)

BOARD OF DIRECTORS

Overall, the responses reflect clear understanding of the agency’s mission. Most responses contain key the phrase *self-sufficiency*.

STAFF

Overall, the responses reflect clear understanding of the agency’s mission. Most responses contain key words or phrases from the mission statement, such as *assist, support, and empower, alleviate poverty, self-sufficiency and community prosperity*.

COMMUNITY PARTNERS

Majority of comments contain phrases: *helping people, low-income, poverty, community, and assistance*.

What does the agency do well in its efforts to assist low-income households? (open-ended)

BOARD OF DIRECTORS

Comments reflect strong understanding of services offered; majority of comments refer to availability of multiple services.

STAFF

Comments reflect strong understanding of services offered. Majority of comments reference availability of multiple services. Programs most often mentioned include: food pantry, Head Start, weatherization and vocational education.

COMMUNITY PARTNERS

Fifteen respondents (25%) failed to complete the question or indicated that they were unfamiliar with agency services. For those respondents who completed the questions, comments reflect understanding of the nature of the services offered at Community Action Planning Council with frequent references to Head Start, early childhood, and food pantry.

What could the agency improve upon in its efforts to assist low-income households? (open-ended)

BOARD OF DIRECTORS

1. Increased promotion, communication and/or getting the word out about services

STAFF

1. Increased education opportunities for customers – budgeting, couponing mentioned most frequently
2. Training, professional development opportunities for staff
3. Transportation services
4. More promotion of agency and the services offered

COMMUNITY PARTNERS

1. More promotion and outreach to increase awareness and more education for families

List concerns that should be priorities for the agency over the next three to five years. (open-ended)

BOARD OF DIRECTORS

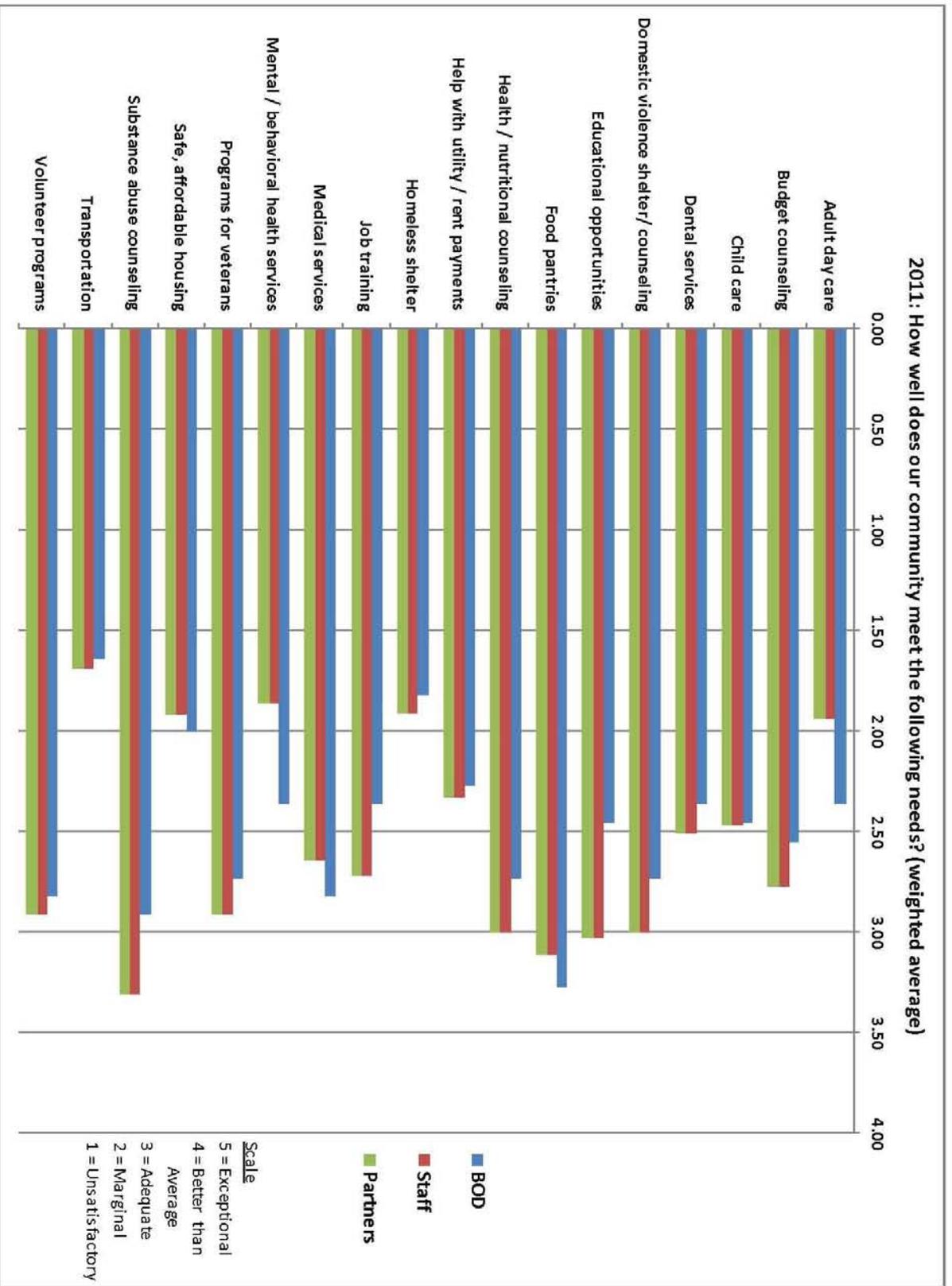
1. Build agency capacity – funding, grow existing programs, identify opportunities to collaborate.

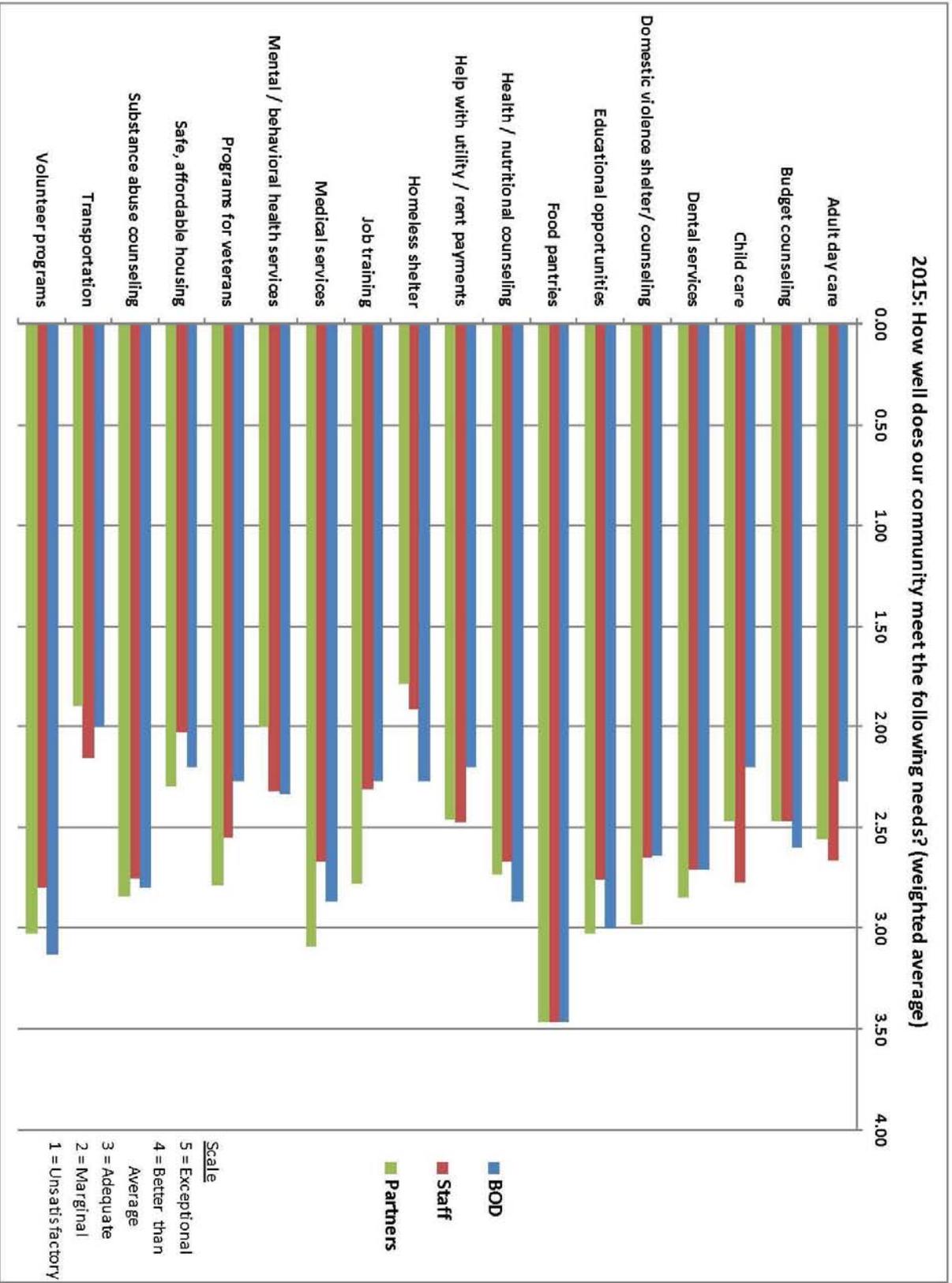
STAFF

1. Expand agency capacity – workforce development, seek grant opportunities, enhance existing programs, identify opportunities to collaborate
2. Increase staff wages
3. Offer more educational opportunities for customers – parenting, cooking, budgeting

COMMUNITY PARTNERS

1. Provide more education to customers – budgeting/financial planning, job skills, parenting
2. Continue to offer / enhance existing programs
3. Provide multiple services / long-term supports to break cycle of poverty





Customer Satisfaction Survey Summary

Customer Satisfaction Survey – Synopsis of Aggregated Data

March 2016

METHODOLOGY

Throughout the month of March 2016, surveys were made available to walk-in customers, delivered to families as part of home visits and sent home in children's backpacks. Additionally, surveys were mailed with postage-paid return envelopes to 100 Weatherization customers, (individuals whose homes were recently serviced and individuals from the waiting list) and 100 customers of Jefferson-Lewis Childcare Project customers (parents and providers). A total of 437 households, representative of all program areas, completed the survey, summarized as follows.

EXECUTIVE SUMMARY

The demographics of survey respondents are typical of the individual characteristics reported in the 2015 Annual Program Report (APR) reporting tool for Community Services Block Grant (CSBG). 36% of respondents report that this was their first visit to the agency in the past 12 months. Nearly 30% have visited the agency five or more times. More than half of respondents were referred to the agency by a friend or family member. The most commonly accessed services listed are Food Pantry, Head Start, and Income Tax Preparation.

65% of respondents indicated that they completed a comprehensive assessment that documented all needs of the household. At present the agency does not conduct a comprehensive assessment qualifying individuals for multiple programs but rather each program area has its own intake documentation and assessment process. However, program staff are thorough in their individual assessment processes and routinely refer customers to other internal programs.

One-third of respondents indicated that they were asked to participate in the community needs survey, 22% have been asked to participate in volunteer activities and 21% have been asked to participate in the Head Start self-assessment. This speaks to a high level of engagement of the customer base.

Suggestions for improvement vary widely, including increased bussing options for Head Start, issues specific to homes that have received or are awaiting weatherization services, and providing more services.

Survey responses suggest some uncertainty as to the agency's scope of services. This appears to be especially true for Weatherization customers, as two respondents appear to confuse Community Action with Neighbors of Watertown and two others are unsure of their level of contact with the agency.

Overall, the satisfaction indicators are positive, with 99.8% of respondents indicating that they were treated courteously and 98.3% indicating that their privacy was respected. 98% of respondents indicated that their needs had been met. Additionally, the majority of respondents (85%) believe that the agency is helping to improve the conditions in which low-income individuals live.

DEMOGRAPHIC PROFILE

Gender of Person Completing Survey

71% Female
29% Male

Ethnicity of Person Completing Survey

93.7% Non-Hispanic
6.3% Hispanic

Age of Person Completing Survey

2% Under 18
9% 18 – 23
49% 29 – 44
15% 45 – 54
12% 55 – 65
13% 66+

Race of Person Completing Survey

87.7% Caucasian
4% African American
3.1% Native American
2.8% Multi-Racial
1.7% Other
0.7% Asian

Work Status

43.7% Employed
39.7% Unemployed
14.5% Retired
2.1% Student

SERVICES

How did you hear about Community Action Planning Council?

58.3% Family / Friend
18.5% Other*(Head Start/Pre-K, previous customer, previous employee, flyer, work, school)
12.4% Referred by another agency
3.5% TV / Newspaper
3.3% Agency Brochure
2.1% Website
1.9% Social Media

In the past 12 months, how many times have you received services from the agency?

36.1% First Visit
23.5% 2 – 4 Times
29.3% 5+ Times
11.1% Other (Head Start / Pre-K)

In the past 12 months, what services have you/your family received from the agency? (check all that apply)

34.7% Pantry – Food
29.2% Head Start
23.2% Income Tax Preparation
14.8% Universal Pre-K
8.4% Pantry – Personal Items, Diapers, etc.

| | |
|------|---|
| 4.8% | NOEP – SNAP Application |
| 4.6% | Child Care Provider Services |
| 4.1% | Weatherization |
| 3.8% | Other (Shoe Voucher, Loved Twice Box, Starting a Day Care, Holiday Meal, Coats) |
| 2.9% | Nutrition Workshop / Tasting Experience |
| 1.9% | Employment Services |
| 1.7% | Utility Assistance |
| 1.4% | EMPOWER |
| 1.2% | Help Finding Child Care |
| 0.5% | Rental Assistance |

Did you complete a comprehensive assessment to document all needs of your household?

| | |
|-------|-----|
| 65.4% | Yes |
| 34.6% | No |

Have you received a referral to another agency for a program not offered by Community Action?

| | |
|-----|-----|
| 24% | Yes |
| 76% | No |

QUALITY OF SERVICES

Did the services provided by Community Action meet your needs?

| | |
|-----|-----|
| 98% | Yes |
| 2% | No |

Explanations for no answers:

Transportation

Haven't needed help with any other need only food but very satisfied with them

Still have wind that comes through window, not as bad when have plastic on them

Just had 1st meeting a few weeks ago

Need more done to house

Waiting my time for Neighbors of Watertown help

We have not been contacted by you until now. Are you with Neighbors of Watertown?

I do not know what Community Action is.

Were you treated courteously?

| | |
|-------|-----|
| 99.8% | Yes |
| 0.2% | No |

No explanations provided for no answers.

Was your privacy respected?

| | |
|-------|-----|
| 98.3% | Yes |
| 1.7% | No |

No explanations provided for no answers.

Was the customer service area comfortable and welcoming?

98% Yes
2% No

No explanations provided for no answers.

Do the location and hours of operation make it easy to obtain services?

98.8% Yes
1.2% No

Explanations for no answers:

Doesn't seem to be enough Saturday appointments; wait is long.

Night

Waiting room is open

Have you been asked to participate in any of the following:

| | Yes | No |
|----------------------------|-----|-----|
| Community Needs Survey | 33% | 67% |
| Volunteer Activity | 22% | 78% |
| Head Start Self-Assessment | 21% | 79% |
| Hiring Committee | 9% | 91% |
| Focus Group: CA Voices | 9% | 91% |
| Serve on BOD | 9% | 91% |

Do you believe the agency helps to improve the conditions in which low-income individuals live?

85% Yes
8% Unable to Tell
6% No Opinion
1% No

What suggestions do you have to improve the quality of services provided by Community Action Planning Council? (open-ended)

Positive Comments:

Everyone there does a great job and they are all willing to help with any day care need I have. They are all very friendly and wonderful people.

I think you are doing a great job!

No. Knows agency does great things!

Nothing. Nice place and teaches the kids good. My daughter loves it and learns a lot so far, very proud.

You all do a great job reaching out and helping. I refer anyone who may need assistance to your facility.

I love the grow with the community program

No suggestions. CAPC offers great services

I love the program I wouldn't change anything

Nothing everything is always great

I think CAPC does a very good job in the quality of service they provide. I have no extra suggestions.

I think they are doing a pretty great job so at this moment I'm impressed with the current system.

Doing a great job

You guys are very good

Great organization

Everything was wonderful thank you

We are very pleased with everything that was done on our home. Everyone was kind and pleasant.

I have all my needs met each time I come to CAPC

I don't have any suggestions. They do a wonderful job!

The services provided are great and the staff are very compassionate

Suggestions for Improvements:

Provide transportation for morning class.

Busing for full day Head Start students

Better access to school programs

Head Start classes - parents need to be told to discipline their children and some need instruction on bathing, etc.

I think our contact had to do with finding help to cover cost of our roof repair. But I think we had been put on a waiting list for energy help once the roof was repaired. I believe that was our contact.

Wx program came and could not finish the insulation due to double walls and now we find that massive air comes through closet. Also, never came back with a screen that they said they would replace due to them wrecking and window leaks.

At this point, none. I do not have enough contact yet. My experience with Dave Goodreau has been professional and very knowledgeable service. Everyone at CAPC has been very kind and extremely knowledgeable when I have called.

We are waiting to hear from you regarding eligibility for aid (Weatherization).

Please provide services to more than the low income people, and provide some services to medium income families as well.

More help with struggling parents

Help people do the YMCA income based program

More peer group

Holiday gatherings

Do what needs to be done!

Maybe keeping in touch a little better.

Better communication concerning the program

I wish they had a drop off box for papers to be dropped off outside normal hours of operation. Sometimes it is hard to get there during daily hours they are open.

Better staff attendance and consistency

Have school bus park where it is not blocking disabled parking

More Spanish speaking employees

Quantitative Data for Jefferson County



New York State Community Action Association

Report Area

Jefferson County, NY

Data Category

Population Profile | Employment | Education | Housing | Income | Nutrition | Health Care

Population Profile

Population Change

Population change within the report area from 2000-2014 is shown below. During the fourteen-year period, total population estimates for the report area grew by 6.4%, increasing from 111,738 persons in 2000 to 118,885 persons in 2014.

| Report Area | Total Population, 2014 ACS | Total Population, 2000 Census | Population Change from 2000-2014 Census/ACS | Percent Change from 2000-2014 Census/ACS |
|----------------------|----------------------------|-------------------------------|---|--|
| Jefferson County, NY | 118,885 | 111,738 | 7,147 | 6.4% |
| New York | 19,594,330 | 18,976,457 | 617,873 | 3.26% |
| United States | 314,107,083 | 281,421,906 | 32,685,177 | 11.61% |

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2010-14. Source geography: County

Age and Gender Demographics

Population by gender within the report area is shown below. According to ACS 2010-2014 5 year population estimates for the report area, the female population comprised 48.5% of the report area, while the male population represented 51.5%.

| Report Area | 0 to 4 Male | 0 to 4 Female | 5 to 17 Male | 5 to 17 Female | 18 to 64 Male | 18 to 64 Female | Over 64 Male | Over 64 Female |
|----------------------|-------------|---------------|--------------|----------------|---------------|-----------------|--------------|----------------|
| Jefferson County, NY | 5,231 | 4,988 | 9,987 | 9,817 | 40,277 | 34,910 | 5,434 | 7,655 |
| New York | 597,992 | 572,266 | 1,585,913 | 1,516,061 | 6,156,897 | 6,410,029 | 1,023,992 | 1,599,996 |
| United States | 10,205,881 | 9,767,830 | 27,510,156 | 26,293,790 | 97,973,928 | 99,177,536 | 16,888,374 | 24,352,764 |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Race Demographics

Population by race within the report area is shown below. According to ACS 2010-2014 5 year population estimates, the white population comprised 88.4% of the report area, black population represented 5.3%, and other races combined were 6.3%. Persons identifying themselves as mixed race made up 4.04% of the population.

| Report Area | White Total | Black Total | American Indian Total | Asian Total | Native Hawaiian Total | Mixed Race Total |
|----------------------|-------------|-------------|-----------------------|-------------|-----------------------|------------------|
| Jefferson County, NY | 102,932 | 6,177 | 552 | 1,744 | 331 | 4,707 |
| New York | 12,733,518 | 3,060,048 | 74,572 | 1,522,549 | 6,258 | 548,262 |
| United States | 231,849,712 | 39,564,784 | 2,565,520 | 15,710,659 | 535,761 | 9,125,751 |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Race Demographics - Male

| Report Area | White Male | Black Male | American Indian Male | Asian Total | Native Hawaiian Male | Mixed Race Male |
|----------------------|-------------|------------|----------------------|-------------|----------------------|-----------------|
| Jefferson County, NY | 52,370 | 4,020 | 311 | 772 | 129 | 2,471 |
| New York | 6,225,501 | 1,413,745 | 36,773 | 730,446 | 3,110 | 269,588 |
| United States | 114,486,928 | 18,890,320 | 1,276,077 | 7,452,023 | 268,974 | 4,540,961 |

Race Demographics - Female

| Report Area | White Female | Black Female | American Indian Female | Asian Female | Native Hawaiian Female | Mixed Race Female |
|----------------------|--------------|--------------|------------------------|--------------|------------------------|-------------------|
| Jefferson County, NY | 50,562 | 2,157 | 241 | 972 | 202 | 2,236 |
| New York | 6,508,017 | 1,646,303 | 37,799 | 792,103 | 3,148 | 278,674 |
| United States | 117,362,784 | 20,674,464 | 1,289,443 | 8,258,636 | 266,787 | 4,584,790 |

Veterans

14.20% of the adult population in Jefferson County are veterans, which is higher than the state and national averages of 5.68% and 8.65% respectively.

| Report Area | Veterans Total | Veterans Male | Veterans Female | % Pop over 18 Total |
|----------------------|----------------|---------------|-----------------|---------------------|
| Jefferson County, NY | 11,202 | 9,454 | 1,748 | 14.20% |
| New York | 868,764 | 817,507 | 51,257 | 5.68% |
| United States | 20,700,711 | 19,127,456 | 1,573,255 | 8.65% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Poverty Rate (ACS)

The following report section shows population estimates for all persons in poverty for report area. According to the American Community Survey 5 year estimates, an average of 15% of all persons lived in a state of poverty during the 2010 - 2014 period.

| Report Area | Total Population | Population in Poverty | Percent Population in Poverty |
|----------------------|------------------|-----------------------|-------------------------------|
| Jefferson County, NY | 112,769 | 16,917 | 15% |
| New York | 19,082,682 | 2,978,521 | 15.61% |
| United States | 306,226,400 | 47,755,608 | 15.59% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: Tract

Population in Poverty by Gender

| Report Area | Total Male | Total Female | Percent Male | Percent Female |
|----------------------|------------|--------------|--------------|----------------|
| Jefferson County, NY | 7,689 | 9,228 | 13.62% | 16.38% |
| New York | 1,313,526 | 1,664,995 | 14.25% | 16.88% |
| United States | 21,461,752 | 26,293,856 | 14.33% | 16.81% |

Population in Poverty by Ethnicity Alone

| Report Area | Total Hispanic / Latino | Total Not Hispanic / Latino | Percent Hispanic / Latino | Percent Not Hispanic / Latino |
|----------------------|-------------------------|-----------------------------|---------------------------|-------------------------------|
| Jefferson County, NY | 1,122 | 15,795 | 16.42% | 14.91% |
| New York | 901,347 | 2,077,174 | 25.87% | 13.32% |
| United States | 12,880,559 | 34,875,048 | 24.77% | 13.72% |

Population in Poverty Race Alone, Percent

| Report Area | White | Black or African American | Native American / Alaska Native | Asian | Native Hawaiian / Pacific Islander | Some Other Race | Multiple Race |
|----------------------|--------|---------------------------|---------------------------------|--------|------------------------------------|-----------------|---------------|
| Jefferson County, NY | 14.72% | 15.2% | 4.19% | 13.38% | 0% | 13.09% | 25.22% |
| New York | 11.29% | 23.47% | 26.78% | 18.43% | 20.72% | 29.29% | 21.71% |
| United States | 12.76% | 27.33% | 28.79% | 12.7% | 20.73% | 27.09% | 20.33% |

Population in Poverty by Race Alone, Total

| Report Area | White | Black or African American | Native American / Alaska Native | Asian | Native Hawaiian / Pacific Islander | Some Other Race | Multiple Race |
|----------------------|------------|---------------------------|---------------------------------|-----------|------------------------------------|-----------------|---------------|
| Jefferson County, NY | 14,561 | 759 | 21 | 227 | 0 | 270 | 1,079 |
| New York | 1,401,545 | 692,260 | 19,458 | 274,891 | 1,260 | 474,158 | 114,949 |
| United States | 28,912,690 | 10,351,976 | 714,053 | 1,957,794 | 107,874 | 3,914,622 | 1,796,597 |

Families in Poverty by Family Type

The number of families in poverty by type is shown in the report area. The U.S. Census Bureau estimates that there are 3,366 families living in poverty within Jefferson County.

| Report Area | Total Families | Families in Poverty Total | Families in Poverty Married Couples | Families in Poverty Male Householder | Families in Poverty Female Householder |
|----------------------|----------------|---------------------------|-------------------------------------|--------------------------------------|--|
| Jefferson County, NY | 30,290 | 3,366 | 1,189 | 247 | 1,930 |
| New York | 4,636,017 | 554,677 | 195,238 | 55,156 | 304,283 |
| United States | 76,958,064 | 8,824,660 | 3,200,772 | 948,419 | 4,675,469 |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Family Poverty Rate by Family Type

The percentage of households in poverty by household type is shown for the report area. It is estimated that 11.1% of all households were living in poverty Jefferson County, compared to the state average of 12% and national average of 11.5%. Of the households in poverty, female headed households represented 57.3% of all households in poverty, compared to 35.3% and 7.3% of households headed by males and married couples, respectively.

| Report Area | Poverty Rate All Types | Percent of Poverty Married Couples | Percent of Poverty Male Householder | Percent of Poverty Female Householder |
|----------------------|------------------------|------------------------------------|-------------------------------------|---------------------------------------|
| Jefferson County, NY | 11.1% | 35.3% | 7.3% | 57.3% |
| New York | 12% | 35.2% | 9.9% | 54.9% |
| United States | 11.5% | 36.3% | 10.7% | 53% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Child Poverty Rate (ACS) Ages 0-17

Population and poverty estimates for children age 0-17 are shown the report area. According to the American Community Survey 5 year data, an estimated average of 21.4% percent of children lived in a state of poverty in Jefferson County during the survey calendar year.

| Report Area | Ages 0-17 Total Population | Ages 0-17 In Poverty | Ages 0-17 Poverty Rate |
|-------------------------|-------------------------------|-------------------------|---------------------------|
| Jefferson County, NY | 29,408 | 6,303 | 21.4% |
| New York | 4,203,772 | 929,832 | 22.1% |
| United States | 72,637,888 | 15,907,395 | 21.9% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Child Poverty Rate (ACS) Ages 0-4

Population and poverty estimates for children age 0-4 are shown for the report area. According to the American Community Survey 5 year data, an average of 22.5% percent of children lived in a state of poverty in Jefferson County during the survey calendar year.

| Report Area | Ages 0-4 Total Population | Ages 0-4 In Poverty | Ages 0-4 Poverty Rate |
|----------------------|------------------------------|------------------------|--------------------------|
| Jefferson County, NY | 9,993 | 2,252 | 22.5% |
| New York | 1,150,112 | 278,442 | 24.2% |
| United States | 19,665,142 | 4,892,716 | 24.9% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Child Poverty Rate (ACS) Ages 5-17

Population and poverty estimates for children age 5-17 are shown for the report area. According to the American Community Survey 5 year data, an average of 20.9% percent of children lived in a state of poverty in Jefferson County during the survey calendar year.

| Report Area | Ages 5-17 Total Population | Ages 5-17 In Poverty | Ages 5-17 Poverty Rate |
|----------------------|-------------------------------|-------------------------|---------------------------|
| Jefferson County, NY | 19,415 | 4,051 | 20.9% |
| New York | 3,053,660 | 651,390 | 21.3% |
| United States | 52,972,744 | 11,014,679 | 20.8% |

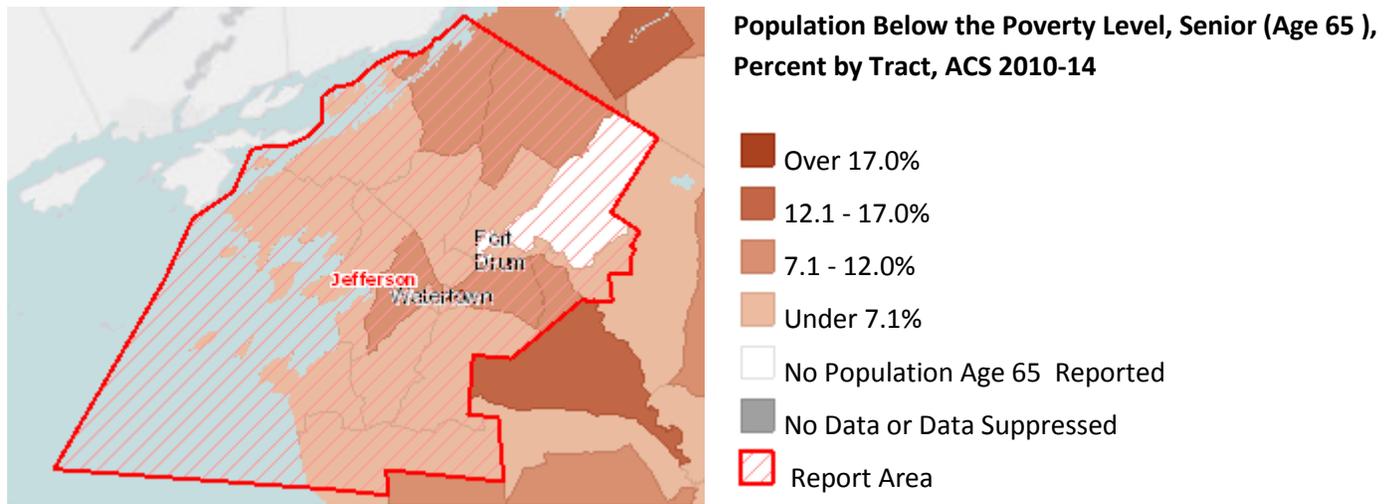
Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Seniors in Poverty

Poverty rates for seniors (persons age 65 and over) are shown below. According to American Community Survey estimates, there were 881 seniors, or 6.7%, living in poverty within Jefferson County.

| Report Area | Seniors Total | Seniors in Poverty | Senior Poverty Rate |
|----------------------|---------------|--------------------|---------------------|
| Jefferson County, NY | 13,183 | 881 | 6.7% |
| New York | 2,655,913 | 303,910 | 11.4% |
| United States | 41,871,248 | 3,926,219 | 9.4% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



Veterans in Poverty

The percentage of veterans living below the poverty line in Jefferson County is 7.3%, higher the state and national averages of 6.8% and 7.0% respectively.

| Report Area | Veteran Population for Whom Poverty is Measured | Poverty Rate |
|----------------------|---|--------------|
| Jefferson County, NY | 11,098 | 7.3% |
| New York | 848,266 | 6.8% |
| United States | 20,326,849 | 7.0% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

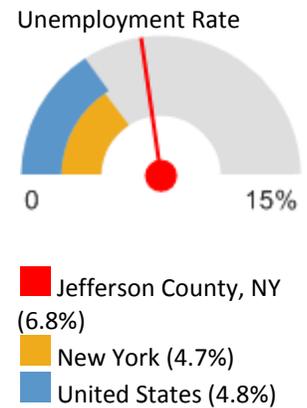
Employment

Current Unemployment

Labor force, employment, and unemployment data for the report area is provided in the table below. Overall, Jefferson County experienced an average 6.8% percent unemployment rate in December 2015.

| Report Area | Labor Force | Number Employed | Number Unemployed | Unemployment Rate |
|----------------------|-------------|-----------------|-------------------|-------------------|
| Jefferson County, NY | 45,688 | 42,599 | 3,089 | 6.8% |
| New York | 9,737,076 | 9,281,974 | 455,102 | 4.7% |
| United States | 158,402,760 | 150,740,378 | 7,662,382 | 4.8% |

Data Source: US Department of Labor, Bureau of Labor Statistics. 2015 - December.
Source geography: County

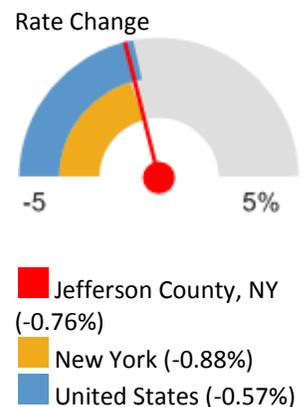


Unemployment Change

Unemployment change within the report area during the 1-year period from December 2014 to December 2015 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this one year period in Jefferson County fell from 3,384 persons to 3,089 persons, a rate change of -0.76% percent.

| Report Area | Unemployment December 2014 | Unemployment December 2015 | Unemployment Rate December 2014 | Unemployment Rate December 2015 | Rate Change |
|----------------------|----------------------------|----------------------------|---------------------------------|---------------------------------|-------------|
| Jefferson County, NY | 3,384 | 3,089 | 7.52% | 6.76% | -0.76% |
| New York | 525,915 | 455,102 | 5.55% | 4.67% | -0.88% |
| United States | 8,487,988 | 7,662,382 | 5.41% | 4.84% | -0.57% |

Data Source: US Department of Labor, Bureau of Labor Statistics. 2015 - December. Source geography: County



Thirteen Month Unemployment Rates

Unemployment change within the report area from December 2014 to December 2015 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this thirteen month period fell from 7.5% to 6.8%.

| Report Area | Dec. 2014 | Jan. 2015 | Feb. 2015 | Mar. 2015 | April 2015 | May 2015 | June 2015 | July 2015 | August 2015 | Sept. 2015 | Oct. 2015 | Nov. 2015 | Dec. 2015 |
|----------------------|-----------|-----------|-----------|-----------|------------|----------|-----------|-----------|-------------|------------|-----------|-----------|-----------|
| Jefferson County, NY | 7.5% | 8.7% | 8.6% | 8.1% | 7.2% | 6.3% | 5.9% | 6.2% | 5.7% | 5.8% | 5.7% | 6.5% | 6.8% |
| New York | 5.6% | 6.5% | 6.4% | 5.8% | 5.5% | 5.3% | 5.2% | 5.4% | 5% | 4.8% | 4.5% | 4.7% | 4.7% |
| United States | 5.4% | 6.1% | 5.9% | 5.6% | 5.1% | 5.4% | 5.5% | 5.6% | 5.2% | 4.9% | 4.9% | 4.9% | 4.8% |

Five Year Unemployment Rate

Unemployment change within the report area from December 2011 to December 2015 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this five year period fell from 10.5% to 6.76%.

| Report Area | December 2011 | December 2012 | December 2013 | December 2014 | December 2015 |
|----------------------|---------------|---------------|---------------|---------------|---------------|
| Jefferson County, NY | 10.5% | 9.99% | 8.94% | 7.52% | 6.76% |
| New York | 8.4% | 8.12% | 6.7% | 5.55% | 4.67% |
| United States | 8.32% | 7.69% | 6.53% | 5.41% | 4.84% |

Data Source: US Department of Labor, Bureau of Labor Statistics. 2015 - December. Source geography: County

Household Income

Median annual household incomes in the report area are shown below.

| Report Area | Median Household Income |
|----------------------|-------------------------|
| Jefferson County, NY | \$46,510 |
| New York | \$57,255 |
| United States | \$52,250 |

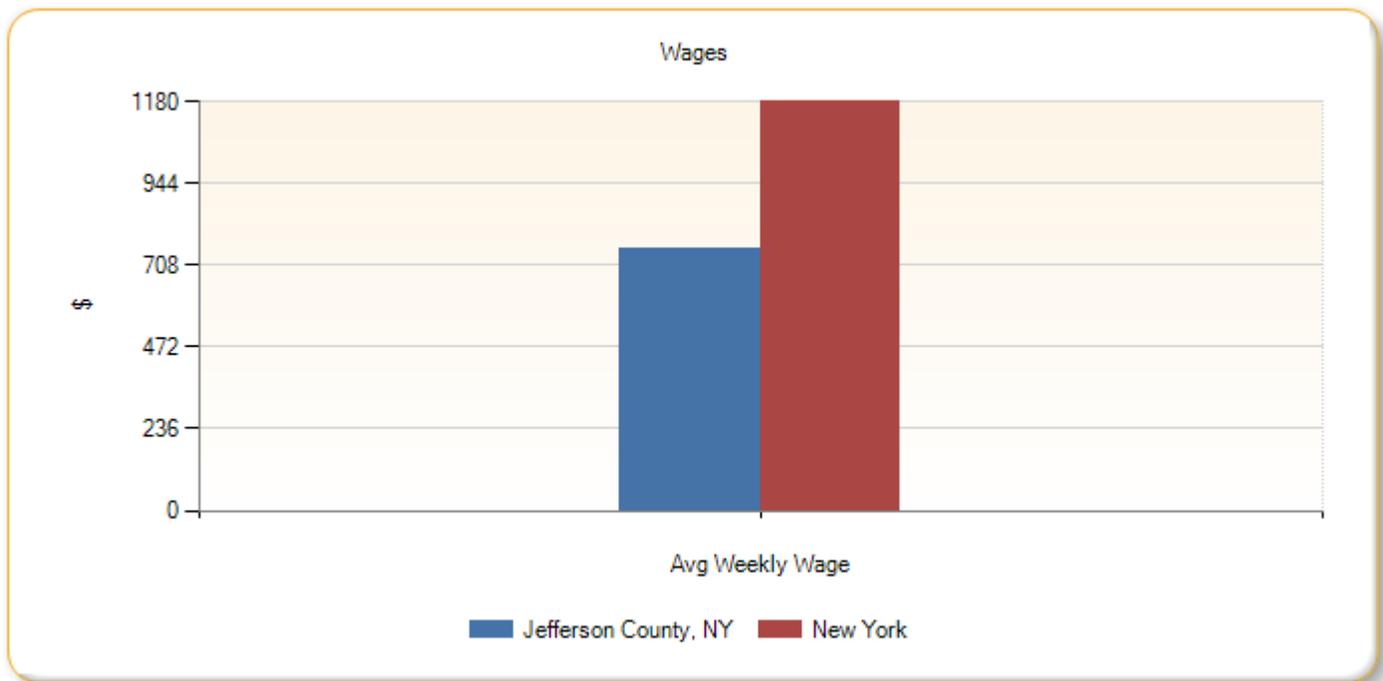
Data Source: US Census Bureau, Small Area Income Poverty Estimates. 2013. Source geography: County

Wages

Average weekly wages for the report area during the period April - June, 2015, are provided below. Wage and employment figures are shown by county of employment. The report area has an average weekly wage of \$757.

| Report Area | Total Employees | Avg Weekly Wage | Federal Employees | Avg Federal Government Weekly Wage | State/Local Employees | Avg State/Local Government Weekly Wage | Private Employees | Avg Private Weekly Wage |
|----------------------|-----------------|-----------------|-------------------|------------------------------------|-----------------------|--|-------------------|-------------------------|
| Jefferson County, NY | 43,519 | \$757 | 3,126 | \$1,088 | 8,719 | \$1,093 | 31,674 | \$665 |
| New York | 9,136,947 | \$1,180 | 114,853 | \$1,332 | 1,290,134 | \$1,170 | 7,731,960 | \$1,178 |

Data Source: US Department of Labor, Bureau of Labor Statistics. 2010-14. Source geography: county



Living Wage

The living wage shown is the hourly rate that an individual must earn to support their family, if they are the sole provider and are working full-time (2080 hours per year). The Minimum Hourly Wage for New York is \$9.00.

| Report Area | One Adult | One Adult One Child | Two Adults | Two Adults One Child | Two Adults Two Children |
|----------------------|-----------|---------------------|------------|----------------------|-------------------------|
| Jefferson County, NY | \$11.04 | \$24.58 | \$8.63 | \$13.41 | \$17.50 |
| New York | \$12.75 | \$26.19 | \$9.48 | \$14.21 | \$18.30 |

Data Source: Massachusetts Institute of Technology, Living Wage Calculator. 2010-14. Source geography: County

Commuter Travel Patterns

This table shows the method of transportation workers used to travel to work in the report area. Of the 53,347 workers in Jefferson County, 76.3% drove to work alone while 11.5% carpool. 0.4% of all workers reported that they used some form of public transportation, while others used some optional means including 5.9% walking or riding bicycles, and 1.3% used taxicabs to travel to work.

| Report Area | Workers 16 and Up | Percent Drive Alone | Percent Carpool | Percent Public Transportation | Percent Bicycle or Walk | Percent Taxi or Other | Percent Work at Home |
|----------------------|-------------------|---------------------|-----------------|-------------------------------|-------------------------|-----------------------|----------------------|
| Jefferson County, NY | 53,347 | 76.3% | 11.5% | 0.4% | 5.9% | 1.3% | 4.5% |
| New York | 8,950,165 | 53.6% | 6.8% | 27.4% | 7% | 1.3% | 3.9% |
| United States | 141,337,152 | 76.4% | 9.6% | 5.1% | 3.4% | 1.2% | 4.4% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Travel Time to Work

Travel times for workers who travel (do not work at home) to work is shown for the report area. The median commute time for Jefferson County of 17.55 minutes is shorter than the national median commute time of 24 minutes.

| Report Area | Workers 16 and Up | Travel Time in Minutes (Percent of Workers) Less than 10 | Travel Time in Minutes (Percent of Workers) 10 to 30 | Travel Time in Minutes (Percent of Workers) 30 to 60 | Travel Time in Minutes (Percent of Workers) More than 60 | Average Commute Time (mins) |
|----------------------|-------------------|--|--|--|--|-----------------------------|
| Jefferson County, NY | 53,347 | 23.87 | 57.87 | 15.46 | 2.8 | 17.55 |
| New York | 8,950,165 | 10.33 | 40.95 | 32.38 | 16.34 | 30.62 |
| United States | 141,337,152 | 13.26 | 50.57 | 27.88 | 8.29 | 24.59 |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Education

Educational Attainment

Educational attainment is calculated for persons over 25, and is an average for the period from 2010 to 2014.

| Report Area | Percent No High School Diploma | Percent High School Only | Percent Some College | Percent Associates Degree | Percent Bachelors Degree | Percent Graduate or Professional Degree |
|----------------------|--------------------------------|--------------------------|----------------------|---------------------------|--------------------------|---|
| Jefferson County, NY | 11.25% | 34.1% | 21.9% | 12.2% | 11.8% | 8.7% |
| New York | 14.62% | 26.9% | 16.3% | 8.5% | 19.1% | 14.6% |
| United States | 13.67% | 28% | 21.2% | 7.9% | 18.3% | 11% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Adult Literacy

The National Center for Education Statistics (NCES) produces estimates for adult literacy based on educational attainment, poverty, and other factors in each county.

| Report Area | Estimated Population over 16 | Percent Lacking Literacy Skills |
|----------------------|------------------------------|---------------------------------|
| Jefferson County, NY | 83,163 | 12% |
| New York | 15,058,111 | 22% |
| United States | 219,016,209 | 14.64% |

Data Source: National Center for Education Statistics, NCES - Estimates of Low Literacy. Source geography: County

Veterans - Educational Attainment

Veterans Educational Attainment contrasts the distribution of educational attainment levels between military veterans and non-veterans in the region. Educational attainment is calculated for persons over 25, and is an average for the period from 2010 to 2014.

| Report Area | Veterans % No Diploma | Veterans % High School Diploma | Veterans % Some College Diploma | Veterans % Bachelors or Higher Diploma | Non-Veterans % No Diploma | Non-Veterans % High School Diploma | Non-Veterans % Some College Diploma | Non-Veterans % Bachelors or Higher |
|----------------------|-----------------------|--------------------------------|---------------------------------|--|---------------------------|------------------------------------|-------------------------------------|------------------------------------|
| Jefferson County, NY | 5.11% | 30.34% | 45.25% | 19.3% | 13.34% | 35.55% | 31.06% | 20.05% |
| New York | 8.57% | 33.48% | 32.64% | 25.31% | 15.05% | 26.5% | 24.19% | 34.26% |
| United States | 7.41% | 29.32% | 36.62% | 26.64% | 14.4% | 27.85% | 28.21% | 29.54% |

Note: This indicator is compared with the state average.

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Housing

Housing Units

The number of housing units within the report area in July of each year from 2004-2014 is shown below. According to the U.S. Census, there were a total of 58,769 housing units in the report area in 2014, an increase of 3,399 (or 6.14%) since 2004 compared to a 4.07 % increase statewide.

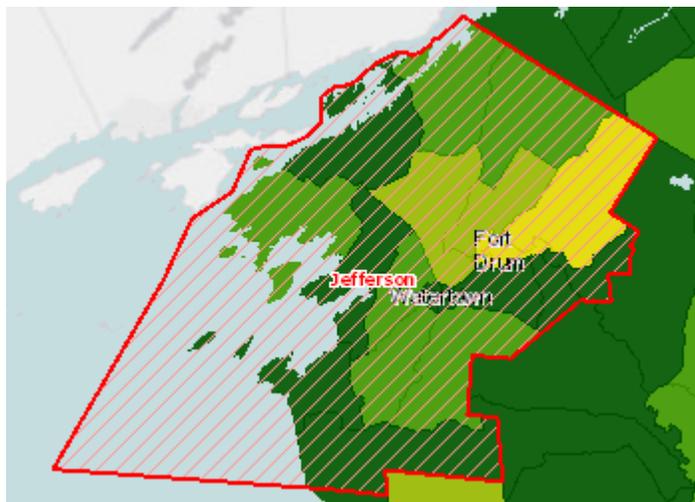
| Report Area | July 2004 | July 2005 | July 2006 | July 2007 | July 2008 | July 2009 | July 2010 | July 2011 | July 2012 | July 2013 | July 2014 |
|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Jefferson County, NY | 55,370 | 55,670 | 56,117 | 56,599 | 57,289 | 57,815 | 57,972 | 58,217 | 58,087 | 58,416 | 58,769 |
| New York | 7,870,881 | 7,916,683 | 7,970,267 | 8,015,248 | 8,059,465 | 8,101,349 | 8,113,177 | 8,153,981 | 8,133,629 | 8,170,903 | 8,191,040 |

Housing Age

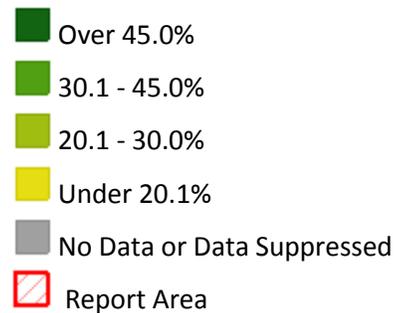
Total housing units, median year built and median age in 2013 for the report area are shown below. Housing units used in housing age include only those where the year built is known.

| Report Area | Total Housing Units | Median Year Built | Median Age (from 2013) |
|----------------------|---------------------|-------------------|------------------------|
| Jefferson County, NY | 58,042 | 1964 | 49 |
| New York | 8,113,270 | 1955 | 58 |
| United States | 132,057,808 | 1976 | 37 |

Data Source: US Census Bureau, American Community Survey. 2009-13. Source geography: County



Housing Constructed Before 1960, Percent by Tract, ACS 2009-13



Fair Market Rent

Fair market monthly rent for 0-4 bedrooms for the report area is shown below.

| Report Area | Fair Market Rent (Monthly) 0 Bedrooms | Fair Market Rent (Monthly) 1 Bedrooms | Fair Market Rent (Monthly) 2 Bedrooms | Fair Market Rent (Monthly) 3 Bedrooms | Fair Market Rent (Monthly) 4 Bedrooms |
|----------------------|--|--|--|--|--|
| Jefferson County, NY | \$672 | \$812 | \$1,087 | \$1,349 | \$1,642 |
| New York | \$687.92 | \$784.48 | \$953.21 | \$1,227.16 | \$1,374.23 |

Data Source: National Low Income Housing Coalition. 2014. Source geography: County

Housing Affordability

The National Low Income Housing Coalition reports each year on the amount of money a household must earn in order to afford a rental unit based on Fair Market Rents in the area and an accepted limit of 30% of income for housing costs.

| Report Area | Average Renter Hourly Wage | Hourly Wage 0 Bedrooms | Hourly Wage 1 Bedrooms | Hourly Wage 2 Bedrooms | Hourly Wage 3 Bedrooms | Hourly Wage 4 Bedrooms |
|----------------------|----------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Jefferson County, NY | \$12.02 | \$13.5 | \$15.54 | \$20.19 | \$25.67 | \$28.98 |
| New York | \$22.21 | \$19.83 | \$21.37 | \$25.67 | \$33.05 | \$37.05 |

Data Source: National Low Income Housing Coalition. 2014. Source geography: County

Vacancy Rates

The U.S. Postal Service provides information quarterly to the U.S. Department of Housing and Urban Development on addresses identified as vacant in the previous quarter. Residential and business vacancy rates for the report area in the first quarter of 2015 are reported. A total of 4,128 residential addresses were identified as vacant in Jefferson County with a vacancy rate of 7.8% and 489 business addresses with a vacancy rate of 13.4% .

| Report Area | Residential Addresses | Vacant Residential Addresses | Residential Vacancy Rate | Business Addresses | Vacant Business Addresses | Business Vacancy Rate |
|----------------------|-----------------------|------------------------------|--------------------------|--------------------|---------------------------|-----------------------|
| Jefferson County, NY | 52,893 | 4,128 | 7.8% | 3,651 | 489 | 13.4% |
| New York | 8,142,482 | 184,579 | 2.3% | 756,355 | 69,071 | 9.1% |
| United States | 142,865,596 | 4,520,991 | 3.2% | 13,410,665 | 1,334,421 | 10% |

Data Source: US Department of Housing and Urban Development. 2015-Q1. Source geography: County

Homeowners

The U.S. Census Bureau estimated there were 23,906 homeowners in the report area in 2000, and 59.66% owner occupied homes in the report area for the 5 year estimated period from 2010 - 2014.

| Report Area | Owner Occupied Homes 2000 | Owner Occupied Homes 2000 | Owner Occupied Homes 2014 | Owner Occupied Homes 2014 |
|----------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Jefferson County, NY | 23,906 | 59.66% | 24,989 | 42.86% |
| New York | 3,739,166 | 52.99% | 3,906,991 | 47.92% |
| United States | 69,815,753 | 66.19% | 74,787,460 | 56.34% |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Number of Unsafe, Unsanitary Homes

The number and percentage of occupied housing units without plumbing are shown for the report area. U.S. Census data shows 243 housing units in Jefferson County without plumbing in 2000 and ACS five year estimates show 119 housing units in the report area were without plumbing in 2014.

| Report Area | Occupied Housing Units 2000 | Housing Units without Plumbing 2000 | Percent without Plumbing 2000 | Occupied Housing Units 2014 | Housing Units without Plumbing 2014 | Percent without Plumbing 2014 |
|----------------------|-----------------------------|-------------------------------------|-------------------------------|-----------------------------|-------------------------------------|-------------------------------|
| Jefferson County, NY | 40,068 | 243 | 0.45% | 44,822 | 119 | 0.27% |
| New York | 7,056,860 | 58,418 | 0.76% | 7,255,528 | 35,491 | 0.49% |
| United States | 106,741,426 | 736,626 | 0.69% | 116,201,093 | 527,460 | 0.45% |

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2010-14. Source geography: County

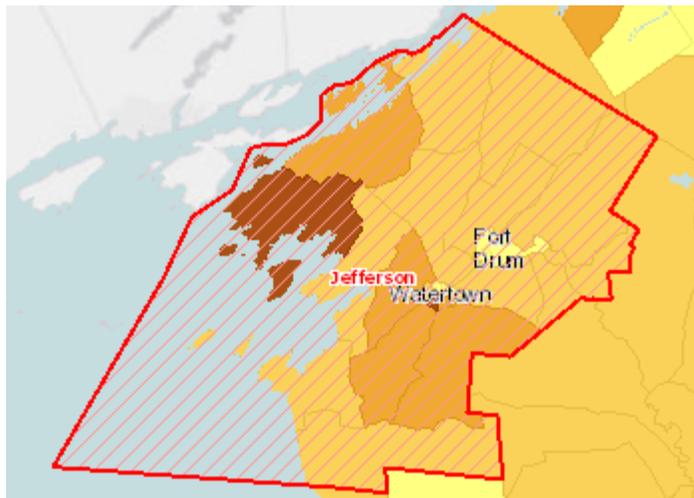
Income

Income Levels

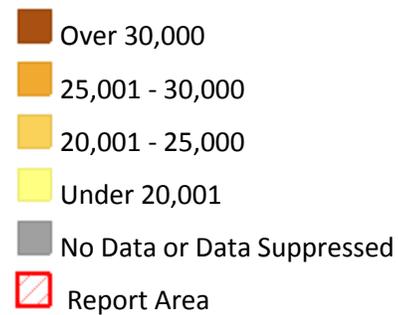
Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. Both measures are shown for the report area below. The average Per Capita income for Jefferson County is \$23,078, compared to a national average of \$28,155.

| Report Area | Median Household Income | Per Capita Income |
|----------------------|-------------------------|-------------------|
| Jefferson County, NY | \$46,484 | \$23,078 |
| New York | \$58,003 | \$32,382 |
| United States | \$53,046 | \$28,155 |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



Per Capita Income by Tract, ACS 2009-13



Household Income

Median annual household incomes in the report area are shown below.

| Report Area | Median Household Income |
|----------------------|-------------------------|
| Jefferson County, NY | \$46,510 |
| New York | \$57,255 |
| United States | \$52,250 |

Data Source: US Census Bureau, Small Area Income Poverty Estimates. 2013. Source geography: County

Nutrition

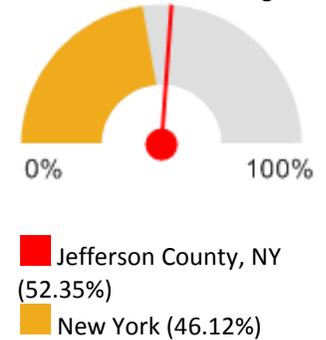
Free and Reduced Lunch Program

The table below shows the number of students eligible for the Free and Reduced Lunch Program during January, 2016. The figures below include all School Food Authority agencies. 52.35% of the students in the report area were eligible for free or reduced lunches, compared to a statewide rate of 46.12%.

| Report Area | Total Student Enrollment (January, 2016) | Students Eligible | Percent of Students Eligible |
|----------------------|--|-------------------|------------------------------|
| Jefferson County, NY | 12,748 | 6,674 | 52.35% |
| New York | 1,459,364 | 673,074 | 46.12% |

Data Source: New York State Education Department. 2013-14. Source geography: county

Percent of Students Eligible



Free and Reduced Lunch Program by School

The table below shows the number of students eligible for the Free and Reduced Lunch Program during January, 2016. The figures below include all School Food Authority agencies, including public and non-public.

| School Food Authority | Enrollment | Free Eligible | Free Eligible | Reduced Eligible | Reduced Eligible | Free and Reduced |
|--------------------------------|------------|---------------|---------------|------------------|------------------|------------------|
| Alexandria CSD | 556 | 249 | 44.8% | 44 | 7.9% | 52.7% |
| Augustinian Academy-Elementary | 113 | 21 | 18.6% | 14 | 12.4% | 31% |
| Carthage CSD | 3,199 | 1,137 | 35.5% | 438 | 13.7% | 49.2% |
| General Brown CSD | 1,509 | 539 | 35.7% | 93 | 6.2% | 41.9% |
| La Fargeville CSD | 561 | 235 | 41.9% | 48 | 8.6% | 50.4% |
| Lyme CSD | 359 | 141 | 39.3% | 38 | 10.6% | 49.9% |
| Sackets Harbor CSD | 446 | 148 | 33.2% | 18 | 4% | 37.2% |
| South Jefferson CSD | 1,978 | 750 | 37.9% | 157 | 7.9% | 45.9% |
| Watertown City SD | 4,027 | 2,330 | 57.9% | 274 | 6.8% | 64.7% |
| Jefferson County | 12,748 | 5,550 | 43.5% | 1,124 | 8.8% | 52.4% |

Data Source: New York State Education Department. Source geography: county

Hunger Prevention and Nutrition Assistance Program (HPNAP)

The number of meals provided through Hunger Prevention and Nutrition Assistance Program (HPNAP) Supported Soup Kitchens, Food Pantries and Shelters is shown below. The statewide average number of meals served per day was meals 212 meals per site.

| Report Area | HPNAP Sites | Sites per 10,000 | Average Meals Served per Site per Day | Meals per Person per Year |
|----------------------|-------------|------------------|---------------------------------------|---------------------------|
| Jefferson County, NY | 18 | 1.6 | 135 | 11 |
| New York | 2,522 | 1.3 | 212 | 6 |

Persons Served by Soup Kitchens, Food Pantries and Shelters

The number of persons being served at Hunger Prevention and Nutrition Assistance Program (HPNAP) Supported Soup Kitchens, Food Pantries and Shelters is shown in the table below. On average, the statewide number of people served per day was 82,507.

| Report Area | Persons Presenting Themselves All | Persons Presenting Themselves Age <18 | Persons Presenting Themselves Age 18-65 | Persons Presenting Themselves Age >65 | Avg Daily All | Avg Daily Age <18 | Avg Daily Age 18-65 | Avg Daily Age >65 |
|----------------------|-----------------------------------|---------------------------------------|---|---------------------------------------|---------------|-------------------|---------------------|-------------------|
| Jefferson County, NY | 79,525 | 23,550 | 48,812 | 7,163 | 218 | 65 | 134 | 20 |
| New York | 30,115,199 | 8,581,937 | 17,540,369 | 3,992,893 | 82,507 | 23,512 | 48,056 | 10,939 |

Data Source: New York State Department of Health. 2012. Source geography: county

Households Receiving SNAP by Poverty Status (ACS)

The below table shows that according to the American Community Survey (ACS), 7,424 households (or 16.56%) received SNAP payments during 2013. During this same period there were 2,651 households with income levels below the poverty level that were not receiving SNAP payments. The national average is 7.7%.

| Report Area | Households Receiving SNAP Total | Households Receiving SNAP Percent | Households Receiving SNAP Income Below Poverty | Households Receiving SNAP Income Above Poverty | Households Not Receiving SNAP Total | Households Not Receiving SNAP Percent | Households Not Receiving SNAP Income Below Poverty | Households Not Receiving SNAP Income Above Poverty |
|----------------------|---------------------------------|-----------------------------------|--|--|--|--|---|---|
| Jefferson County, NY | 7,424 | 16.56% | 3,677 | 3,747 | 37,398 | 83.44% | 2,651 | 34,747 |
| New York | 1,050,669 | 14.52% | 541,633 | 509,036 | 6,184,074 | 85.48% | 506,664 | 5,677,410 |
| United States | 15,089,358 | 12.98% | 7,818,396 | 7,270,962 | 101,121,730 | 87.02% | 8,939,760 | 92,181,974 |

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Health Care

Federally Qualified Health Centers

Federally Qualified Health Centers in this selected area.

| County | Provider Number | FQHC Name | Address | City | Phone |
|------------------|-----------------|--------------------------------|--------------------|-----------|----------------|
| Jefferson County | PN: 331072 | NORTH COUNTRY CHILDRENS CLINIC | 238 ARSENAL STREET | WATERTOWN | (315) 782-9450 |

Data Source: US Department of Health Human Services, Center for Medicare Medicaid Services, Provider of Services File. Sept. 2015. Source geography: County

Medicare and Medicaid Providers

Total institutional Medicare and Medicaid providers, including hospitals, nursing facilities, Federally-qualified health centers, rural health clinics and community mental health centers for the report area are shown. According to the U.S. Department of Health and Human Services, there were 16 active Medicare and Medicaid institutional service providers in the report area in the third quarter of 2015.

| Report Area | Total Institutional Providers | Hospitals | Nursing Facilities | Federally Qualified Health Centers | Rural Health Clinics | Community Mental Health Centers |
|----------------------|-------------------------------|-----------|--------------------|------------------------------------|----------------------|---------------------------------|
| Jefferson County, NY | 16 | 3 | 4 | 1 | 0 | 0 |
| New York | 2,395 | 249 | 627 | 268 | 9 | 0 |
| United States | 71,733 | 7,173 | 15,657 | 6,733 | 4,100 | 225 |

Data Source: US Department of Health Human Services, Center for Medicare Medicaid Services, Provider of Services File. Sept. 2015. Source geography: County

Persons Receiving Medicare

The total number of persons receiving Medicare is shown, broken down by number over 65 and number of disabled persons receiving Medicare for the report area. The U.S. Department of Health and Human Services reported that a total of 19,211 persons were receiving Medicare benefits in the report area in 2013. A large number of individuals in our society are aware that persons over 65 years of age receive Medicare; however, many of them are unaware that disabled persons also receive Medicare benefits. A total of 4,564 disabled persons in the report area received Medicare benefits in 2013.

| Report Area | Persons Over 65 Receiving Medicare | Disabled Persons Receiving Medicare | Total Persons Receiving Medicare |
|----------------------|------------------------------------|-------------------------------------|----------------------------------|
| Jefferson County, NY | 14,647 | 4,564 | 19,211 |
| New York | 2,768,866 | 626,516 | 3,395,382 |
| United States | 43,739,904 | 10,384,773 | 54,124,727 |

Data Source: Centers for Medicare and Medicaid Services. 2009-13. Source geography: County

Persons Receiving Medicaid

The average number of persons receiving Medicaid during 2014 is shown below for the report area.

| Report Area | Recipients Children | Recipients Adults | Recipients Elderly | Recipients Disabled | Recipients Family Health | Recipients Other | Total | Per 1000 |
|----------------------|---------------------|-------------------|--------------------|---------------------|--------------------------|------------------|----------------|----------|
| Jefferson County, NY | 7,696.67 | 7,271.08 | 859.50 | 3,151.25 | 714.75 | 49.33 | \$19,312.92 | 163.57 |
| New York | 1,816,194.58 | 1,679,607.67 | 292,636 | 634,979.42 | 220,514.50 | 260,806.5 | \$4,842,490.00 | 248.50 |

Data Source: New York State Department of Health. 2009-13. Source geography: county

Child Health Plus

The table below shows the total enrollment for the New York Child Health Plus program for each September 2010 - 2015. According to the New York Department of Health, there were 1,376 persons enrolled in the Child Health Plus Program during September 2015. Between September 2010 and September 2015, enrollment decreased in the report area by -1010 persons, or -42.3%.

| Report Area | Enrollment Sept 2010 | Enrollment Sept 2011 | Enrollment Sept 2012 | Enrollment Sept 2013 | Enrollment Sept 2014 | Enrollment Sept 2015 |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Jefferson County, NY | 2,386 | 2,471 | 2,014 | 1,781 | 1,543 | 1,376 |
| New York | 395,312 | 411,892 | 345,741 | 309,335 | 292,802 | 277,947 |

Data Source: New York State Department of Health. Source geography: county

Uninsured Population

The uninsured population is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons.

| Report Area | Insurance Population (2013 Estimate) | Number Insured | Number Uninsured | Percent Uninsured |
|----------------------|--------------------------------------|----------------|------------------|-------------------|
| Jefferson County, NY | 118,073 | 89,549 | 11,176 | 11.1% |
| New York | 19,487,052 | 14,333,663 | 2,073,007 | 12.6% |
| United States | 311,536,591 | 219,286,188 | 44,960,048 | 14.43% |

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Small Area Health Insurance Estimates. 2009-13. Source geography: County

Teen Births

Births to teens in the totaled 118, or 5% of all live births, in the report area.

| Report Area | Age Under 15 | Age 15 to 17 | Age 18 to 19 | Total Live Births | Births to Teens | Births to Teens |
|----------------------|--------------|--------------|--------------|-------------------|-----------------|-----------------|
| Jefferson County, NY | 1 | 18 | 99 | 2,206 | 118 | 5.35% |
| New York | 125 | 2,972 | 8,119 | 235,274 | 11,216 | 4.77% |

Data Source: New York State Department of Health. 2014. Source geography: county

Please see [Community Needs Assessment Online Tool footnotes](#) for information about the data background, analysis methodologies and other related notes.

Report prepared by [Community Commons](#), March 2, 2016.

Supporting Documents

The pages that follow contain supporting documents, such as participant lists for focus groups, survey instruments, and survey response lists.

Community Action Voices Breakfast Discussion - October 22, 2014
Attendee List

| Name | Address | Town | Phone | Email |
|------------------------|----------------------------|----------------|---------------------|------------------------------------|
| Linda Andrews | 454 Mill Street #25 | Watertown | 315-681-8690 | niny1998@yahoo.com |
| Williams Andrews | 454 Mill Street #25 | Watertown | 315-681-8690 | fireman38572002@yahoo.com |
| Barbara Pope | 113 W. Main Street 206 | Watertown | 315-244-7136 | midnitepope2@yahoo.com |
| Tina LaRocca-Marcellus | NYS DOS 317 Washington St. | Watertown | 315-785-2371 | tina.larocca@dos.ny.gov |
| Karla Digiralamo | NYSAAA, 2 Charles Blvd | Guilderland | 518-690-0491, x 30 | kdigiralamo@nyscommunityaction.org |
| Kim McMann | NYSAAA, 2 Charles Blvd | Guilderland | 518-690-0491, x 30 | kmcmann@nyscommunityaction.org |
| Joanne Rusko | 7747 Bolton Rd | Woodville | 315-938-5129 | |
| Annie P. Taylor | 600 Water St | Watertown | 315-788-5337 | |
| James E. Taylor Sr. | 600 Water St | Watertown | 315-788-5337 | |
| Amanda Arriola | 229 West Main | Watertown | 315-785-1957 | ajholden34@gmail.com |
| George Felton | 229 West Main | Watertown | 315-785-1957 | georgefelton44@gmail.com |
| Connie Bellinger | 28 North Main St | Adams | 315-401-5767 | connie.bellinger21@gmail.com |
| Gary L. Dean | 28 Mechanic St | Antwerp | 315-777-3627 | |
| Andrew Dean | 37230 Rt 11 | Antwerp | 315-741-2351 | |
| Cheyne Nicholas | 228 Dodge Ave | Sackets Harbor | 315-486-0657 | ifeelskinny@gmail.com |
| Carolyn Mantle | 411 Gotham St | Watertown | 315-489-6644 | shadow5581@yahoo.com |
| Dianna Foster | 331 South Rutland | Watertown | 315-816-7785 | |
| Donna Brow | 651 Olive, Apt 1 | Watertown | 315-408-9229 | |
| Mary-Ann Lanham | 23167 Co. Rte 59 | Dexter | 315-918-4052 | maryann778@yahoo.com |
| Patti Wetterhahn | CAPC Davidson Street | Watertown | 315-639-3600 | pwetterhahn@capjc.org |
| Dawn Cole | CAPC Davidson Street | Watertown | 315-782-4900, x 250 | dcole@capjc.org |
| Melinda Gault | CAPC Davidson Street | Watertown | 315-782-4900, x 224 | mgault@capjc.org |
| Tammy Kitto | CAPC Davidson Street | Watertown | 315-782-4900, x 257 | tkitto@capjc.org |
| Marylane Mathewson | CAPC Davidson Street | Watertown | 315-782-4900, x 233 | mjmathewson@capjc.org |
| Sharon Bouchard | CAPC Davidson Street | Watertown | 315-782-4900, x 266 | sbouch1@capjc.org |
| Rick Beirman | 35722 Route 3 | Carthage | 315-493-6348 | rbeirma1@twcny.rr.com |
| Nina Hershey | 6033 Nutting Street Road | Henderson | 315-938-7363 | ninakid@frontier.com |

Community Action Voices Dinner Discussion - April 29, 2015
Attendee List

| Name | Address | Town | Phone | Email |
|---------------------|--------------------|-------------|---------------------|-----------------------------|
| Christina Lee | 1103 Kieff Dr | Watertown | 315-408-3181 | christina_lee981@gmail.com |
| Tracy L. Robertson | 112 Franklin St | Watertown | 315-782-8497 | tracy@neighborsoftware.com |
| Cass Feely | 1330 Gotham St | Watertown | 931-278-7482 | daala2@yahoo.com |
| Andrew Dean | 37230 Rt 11 | Antwerp | 315-741-2351 | |
| Barbara Webber | 109 Pine Dr | Black River | 315-773-2270 | we2bser@aol.com |
| Annie Pearl Taylor | 600 Water St | Watertown | 315-788-5337 | |
| James E. Taylor | 600 Water St | Watertown | 315-788-5337 | |
| Melissa Dragicevich | 210 Court St | Watertown | 315-785-8703, x 203 | melissa@nrcl.net |
| Tonya Passage | | | 315-783-3720 | tpassage@griffithenergy.com |
| Shawna Burke | | | 315-729-3323 | shawnahowland@gmail.com |
| Janelle Howland | CAPC Davidson St | Watertown | 315-782-4900 | jhowland@capcjc.org |
| Cindy Dumas | CAPC Davidson St | Watertown | 315-782-4900, x 243 | cdumas1@capcjc.org |
| Nancy Penrose | CAPC Davidson St | Watertown | 315-782-4900, x 231 | npenrose@capcjc.org |
| Colleen Bennet | CAPC Davidson St | Watertown | 315-782-4900, x 282 | cbennett@capcjc.org |
| Courtney Kulzer | CAPC Davidson St | Watertown | 315-782-4900, x 292 | ckulzer@capcjc.org |
| Melinda Gault | CAPC Davidson St | Watertown | 315-782-4900, x 224 | mgault@capcjc.org |
| Dawn Cole | CAPC Davidson St | Watertown | 315-782-4900, x 250 | dcole@capcjc.org |
| Lisann Babcock | CAPC Davidson St | Watertown | 315-782-4900, x 252 | lbabcock@capcjc.org |
| MaryJane Mathewson | CAPC Davidson St | Watertown | 315-782-4900, x 233 | mjmathamewson@capcjc.org |
| Rick Beirman | 35772 NYS Rt 3 | Carthage | 315-486-2563 | rbeirman1@twcnv.rr.com |
| Nina Hersey | 6033 Nutting St Rd | Henderson | 315-938-7363 | ninakid@frontier.com |



COMMUNITY ACTION PLANNING COUNCIL OF JEFFERSON COUNTY, INC.
Celebrating our history. Building our future.

Welcome to Bridges Out of Poverty ... and thank you for sharing your time with us!

Community Action Planning Council is conducting a comprehensive community needs assessment, which will include surveys, focus groups and area statistics. Once all the data is compiled, it will be made available on our website (www.capcjc.org). We need your input to ensure that the assessment is reflective of the community as a whole. Please take a few moments to answer the questions below:

Name/Title: _____

Name/Location of Organization: _____

What trends are you seeing (needs, customer demographics, etc.)? _____

Is your organization planning to address the trend(s) identified above? If so, how: _____

For more information about Community Action or the community needs assessment process, please contact Dawn Cole at dcole@capcjc.org or 315.782.4900, ext. 250.

Head Start/Pre-K • Housing & Energy Services • Jefferson-Lewis Childcare Project • Family Center
518 Davidson Street Watertown, NY 13601 • P: 315.782.4900 F: 315.788.8251 • www.capcjc.org

Respondents to Survey Conducted as part of Bridges out of Poverty training – October 20 & 21, 2014

ACR Health

All Souls Unitarian Universalist Church

Alliance for Better Communities

Antwerp Food Pantry

Army Community Services, Fort Drum

Carthage Area Hospital Behavioral Health

Carthage Central School District

Carthage Church of the Nazarene

Catholic Charities of Diocese of Ogdensburg

Catholic Charities, Watertown

Children's Home of Jefferson County

Cornell Cooperative Extension Jefferson County

Cornell Cooperative Extension Lewis County

Court Appointed Special Advocates (CASA)

Fort Drum Regional Health Planning Organization

Indian River Central School

Lewis County Opportunities

Literacy of Northern NY

Neighbors of Watertown

North Country Family Health Center

North Country Prenatal Perinatal Council

Northern Regional Center for Independent Living

Planned Parenthood of North Country NY

Transitional Living Services of NNY

Watertown Housing Authority

YMCA

Head Start Partner Breakfast - April 23, 2015
Attendee List

| Name | Organization |
|---------------------|---|
| Doty Stevens | CP of North Country |
| Nicole Quinn | North Country Family Health Center |
| Kerstin White | North Country WIC |
| Sharleen Knauss | Community Action Planning Council |
| Vickie Brownell | Community Action Planning Council |
| Sherry Rafferty | Community Action Planning Council |
| Kathy Connor | Northern Regional Center for Independent Living |
| Susan Gonzalez | Northern Regional Center for Independent Living |
| Melissa Dragicevich | Northern Regional Center for Independent Living |
| Jenn Sibley | Northern Regional Center for Independent Living |
| Shannon Britton | Northern Regional Center for Independent Living |
| Melinda Gault | Community Action Planning Council |
| Tom Wojcikowski | Cornell Cooperative Ext. |
| Kristen Anthony | NYS Zoo at Thompson Park |
| Marie Mano | Jefferson County Public Health |
| Faith Lustik | Jefferson County Public Health |
| Stephanie McDonald | Parent to Parent Fort Drum |
| January Wiegmann | Parent to Parent Fort Drum |
| Erika Flint | Watertown Urban Mission |
| Andrea Peck | Army Community Services |
| Victoria Peck | Children's Home of Jefferson County |
| Gwen Francis-Fray | Jefferson Community College |

Head Start Community Needs Assessment - Partner Survey

1. List 3 things that you feel are strengths in our community: (Community Strengths)

1.

2.

3.

2. List 3 things that you feel are challenges or hardships in our community: (Community Needs)

1.

2.

3.



COMMUNITY ACTION PLANNING COUNCIL OF JEFFERSON COUNTY, INC.

Head Start/Pre-K • Housing & Energy Services • Jefferson-Lewis Childcare Project • Family Center

Dear Friend,

Community Action Planning Council offers a wide variety of services to the community. We are in the business of helping people, and we want to be sure that the services we offer meet your needs. Would you please help us by completing the attached survey?

Your participation is voluntary, and your answers will be kept completely confidential. The surveys do not collect personal identifiable information. Responses will be compiled into a summary document that will be used for planning and reporting purposes. The survey should be completed by an adult (18 or older) member of your household. Please be sure to answer all questions. This survey may be offered at various locations throughout the community. Each household should complete the survey only once.

If you have any questions or comments about the survey, please contact Dawn Cole at dcole@capcj.org or 315-782-4900, ext. 250

Thank you for your help!

HOUSING

1. Which of the following describes your housing status?

- Own home
- Rent home
- Military housing
- Homeless (staying with friends/family)
- Homeless (staying in shelter)
- Homeless (no place to stay)

2. Below is a list of housing problems that some people have. Do any of these statements apply to you?

| | Yes | No |
|--|--------------------------|--------------------------|
| I am at risk of foreclosure on the home I own | <input type="checkbox"/> | <input type="checkbox"/> |
| I am at risk of eviction from the home I rent | <input type="checkbox"/> | <input type="checkbox"/> |
| I cannot find affordable housing to buy | <input type="checkbox"/> | <input type="checkbox"/> |
| I cannot find affordable housing to rent | <input type="checkbox"/> | <input type="checkbox"/> |
| I cannot afford to make needed repairs to my home | <input type="checkbox"/> | <input type="checkbox"/> |
| A disability makes it hard to find a place to rent | <input type="checkbox"/> | <input type="checkbox"/> |
| Bad credit makes it hard to find a place to rent | <input type="checkbox"/> | <input type="checkbox"/> |
| Other housing problems (please specify): | | |

3. Which of the following statements best represents your opinion about the condition of your residence? (Check all that apply.)

- In good shape, needs no repairs
- Needs minor repairs
- Safe, but needs major repairs
- Such poor condition that it is unsafe
- Needs disability access improvements (wheelchair ramps, wider doorways, etc.)
- Don't know

4. Do you hope to buy a home someday? If NO or ALREADY OWN HOME, please skip to question 6.

- Yes No Already own a home Don't know

5. If YES, do any of the following prevent you from buying a home?

| | Yes | No |
|--|--------------------------|--------------------------|
| Cannot afford monthly payments | <input type="checkbox"/> | <input type="checkbox"/> |
| Cannot afford down payment | <input type="checkbox"/> | <input type="checkbox"/> |
| Do not have good credit | <input type="checkbox"/> | <input type="checkbox"/> |
| Will not be in this area very long | <input type="checkbox"/> | <input type="checkbox"/> |
| The home buying process is too complicated | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please specify): | | |

Community Action Planning Council – Customer Survey, Customer Needs Assessment 2015

FOOD and NUTRITION

6. In the past 12 months, have you or anyone in your home ...
- | | Yes | No |
|--|--------------------------|--------------------------|
| Gone hungry because you were not able to get enough food | <input type="checkbox"/> | <input type="checkbox"/> |
| Skipped or cut the size of a meal because there wasn't enough food? | <input type="checkbox"/> | <input type="checkbox"/> |
| Used any food assistance services, such as SNAP (Food Stamps), food pantries, or other program that helps with food costs? | <input type="checkbox"/> | <input type="checkbox"/> |
7. Which of the following food assistance services has your household used in the past 12 months? (Check all that apply.)
- | | |
|---|--|
| <input type="checkbox"/> Did not use any | <input type="checkbox"/> Dollar Dinners |
| <input type="checkbox"/> Food Pantry | <input type="checkbox"/> Senior Meal Programs |
| <input type="checkbox"/> SNAP (Food Stamps) | <input type="checkbox"/> Meals on Wheels |
| <input type="checkbox"/> WIC | <input type="checkbox"/> Summer Meals for Kids |
| <input type="checkbox"/> School Breakfast/Lunch Program | <input type="checkbox"/> Other (please specify): |
-

HEALTHCARE

8. In the past 12 months, has any member of your household needed medical, dental, mental health care or prescription medications but did not get it?
- | | Yes | No |
|--------------------|--------------------------|--------------------------|
| Medical care | <input type="checkbox"/> | <input type="checkbox"/> |
| Dental care | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental health care | <input type="checkbox"/> | <input type="checkbox"/> |
| Prescription drugs | <input type="checkbox"/> | <input type="checkbox"/> |
9. If YES to any of the above, please indicate the main reasons that you or your family member did not get the care or medication needed? (Check all that apply.)
- | | |
|--|---|
| <input type="checkbox"/> Costs too much | <input type="checkbox"/> No way to get to appointment |
| <input type="checkbox"/> No insurance | <input type="checkbox"/> Nervous/fearful of experience |
| <input type="checkbox"/> Office wasn't open when I could get there | <input type="checkbox"/> Didn't know where to go for help |
| <input type="checkbox"/> Too many days to get an appointment | <input type="checkbox"/> Could not get child care |
| <input type="checkbox"/> Other (please specify): | |
-
10. How many members of your household, including children and adults, DO NOT have any health coverage? (Medicaid, Medicare, Family Health Plus, Child Health Plus, private insurance)
- Children, 17 years and under _____ Adults, 18 years and above _____
11. Did you purchase health insurance through the NYS Marketplace (as part of Affordable Care Act)?
- Yes No Don't Know

Community Action Planning Council – Customer Survey, Customer Needs Assessment 2015

TRANSPORTATION

12. In the past 12 months, has transportation been a problem for your household?
- Yes No Don't know
13. In the past 12 months, has your household recently experienced any of the following?
- No access to a car
 No car insurance
 No drivers license or license suspended
 Unable to afford gas
 Unable to afford car repairs
 No car problems
 Other (please specify): _____

CHILD CARE

If the children in your household are between the ages of 14 – 17 and do not require child care services, please SKIP to question 17. If there are no children in your household, please SKIP to question 18.

14. When you work or attend school, how many hours do you usually use child care per week?
_____ hours/week
15. Have you had problems getting or keeping adequate child care service in the past 12 months?
- Yes No – SKIP to question 17 Don't know
16. If YES, what problems did you have? (Check all that apply.)
- | | |
|--|--|
| <input type="checkbox"/> Infant care not available/hard to find | <input type="checkbox"/> Couldn't find affordable care |
| <input type="checkbox"/> Evening care not available/hard to find | <input type="checkbox"/> Couldn't find care for child with special needs |
| <input type="checkbox"/> Weekend care not available/hard to find | <input type="checkbox"/> Child care service was not good enough |
| <input type="checkbox"/> Part-time care not available/hard to find | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Child had excessive number of sick days | _____ |
17. Below is a list of challenges some parents experience with their children. Please check those that you have experienced with your child(ren) during the past 12 months. (Check all that apply.)
- | | |
|--|---|
| <input type="checkbox"/> Skipping school or dropping out of school | <input type="checkbox"/> Teen Pregnancy |
| <input type="checkbox"/> Gang membership | <input type="checkbox"/> Alcohol use |
| <input type="checkbox"/> Victim of gang violence | <input type="checkbox"/> Drug use |
| <input type="checkbox"/> Bullying | <input type="checkbox"/> Trouble with law enforcement |
| <input type="checkbox"/> Victim of bullying | <input type="checkbox"/> Emotional or behavioral problems |
| <input type="checkbox"/> Learning disability | <input type="checkbox"/> Weight or eating habits |
| <input type="checkbox"/> Other (please specify): _____ | <input type="checkbox"/> Have had no problems |
| _____ | |

27. What is the primary language spoken in your household?
 English Spanish Other: _____

28. What is your age? _____

29. Have you or anyone in your household served in the military?
 Yes No

30. Does an aging parent live in your household with you?
 Yes No

31. What is the highest level of education you have completed?

| | |
|---|---|
| <input type="checkbox"/> Less than high school diploma | <input type="checkbox"/> Some college (or still in college) |
| <input type="checkbox"/> High school graduate | <input type="checkbox"/> Two-year degree |
| <input type="checkbox"/> GED or high school equivalency | <input type="checkbox"/> Four-year degree |
| <input type="checkbox"/> Vocational or trade school | <input type="checkbox"/> Graduate degree |

COMMUNITY SERVICES

32. Are the following services IMPORTANT to your household? (Please select an answer for each service.)

| | Yes | No | Don't know |
|---|--------------------------|--------------------------|--------------------------|
| Finding affordable housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Affordable home repairs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Child care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adult day care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Food (help getting enough food) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Help with how to buy and prepare food | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Affordable medical care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Affordable dental care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Help with heating & electric bills | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental health services or counseling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Domestic violence shelter and/or counseling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drug/alcohol abuse counseling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Budget counseling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parenting education | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

33. Are the following services EASY to locate and receive? (Please select an answer for each service.)

| | Yes | No | N/A |
|---|--------------------------|--------------------------|--------------------------|
| Finding affordable housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Affordable home repairs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Child care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adult day care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Food (help getting enough food) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Help with how to buy and prepare food | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Affordable medical care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Affordable dental care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Help with heating & electric bills | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental health services or counseling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Domestic violence shelter and/or counseling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drug/alcohol abuse counseling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Budget counseling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parenting education | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

EMPLOYMENT AND INCOME

The remaining questions are about employment and income. Your answers are completely confidential.

34. Including yourself, how many adults (18 and over) in your household are currently employed? _____

35. Including yourself, how many adults (18 and over) in your household are looking for work? _____

36. Below is a list of common sources of household income and benefits. Which of these are sources of income in your household? (Check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> Wages from employment | <input type="checkbox"/> WIC |
| <input type="checkbox"/> TANF (DSS assistance) | <input type="checkbox"/> Child Support |
| <input type="checkbox"/> Public Assistance (DSS Emergency or Safety Net) | <input type="checkbox"/> Workers' Compensation |
| <input type="checkbox"/> Unemployment Insurance | <input type="checkbox"/> Disability |
| <input type="checkbox"/> Social Security | <input type="checkbox"/> VA Pension |
| <input type="checkbox"/> SSI | <input type="checkbox"/> Retirement Pension |
| <input type="checkbox"/> Social Security Disability | <input type="checkbox"/> None |
| <input type="checkbox"/> Housing Subsidy | <input type="checkbox"/> Other: |
| <input type="checkbox"/> HEAP | _____ |
| <input type="checkbox"/> SNAP (Food Stamps) | |

37. What is your estimated MONTHLY household gross income (before taxes)?

Dollars per month: \$ _____

38. Is getting or keeping a job a problem for you or any member of your household?

- Yes No

39. If YES to the question above, what are the major problems in getting or keeping a job?

(Check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> Not enough jobs available | <input type="checkbox"/> Problems with credit |
| <input type="checkbox"/> Recent layoffs or hours cut | <input type="checkbox"/> Seasonal work |
| <input type="checkbox"/> Not the right job skills | <input type="checkbox"/> Criminal record |
| <input type="checkbox"/> Don't know how to search for a job | <input type="checkbox"/> No regular place to sleep at night |
| <input type="checkbox"/> No tools, clothing or equipment for the job | <input type="checkbox"/> No telephone |
| <input type="checkbox"/> No transportation | <input type="checkbox"/> Language barriers |
| <input type="checkbox"/> No child care | <input type="checkbox"/> Mental or physical disability |
| | <input type="checkbox"/> Other (please specify): _____ |

40. In the past 12 months, have any of the following things happen to you? (Check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> Fell behind in rent or mortgage | <input type="checkbox"/> Car, appliance, or furniture repossessed |
| <input type="checkbox"/> Notified by a bill collector | <input type="checkbox"/> Pawned or sold valuables to pay bills |
| <input type="checkbox"/> Used a payday loan service | <input type="checkbox"/> Borrowed money from friends/family for bills |
| <input type="checkbox"/> Used a check cashing service | <input type="checkbox"/> Had utilities (water, heat, or electric) shut off |
| <input type="checkbox"/> Could not pay child care bill | <input type="checkbox"/> Had gambling losses |
| <input type="checkbox"/> Used a Rent to Own service | |

THANK YOU!

You have completed the Community Action Planning Council customer survey. Thank you for your input. We look forward to reviewing the information in order to better serve the residents of Jefferson County.

Completed surveys should be returned to the following address by **April 30, 2015**.

Community Action Planning Council
Attention: Dawn Cole
518 Davidson Street
Watertown, NY 13601

If you have any questions about this survey, please contact Dawn Cole at 315-782-4900, ext. 250.

Thank you for taking the time to complete this survey!

Community Action Planning Council – Customer Survey, Customer Needs Assessment 2015



COMMUNITY ACTION PLANNING COUNCIL OF JEFFERSON COUNTY, INC.

Head Start/Pre-K • Housing & Energy Services • Jefferson-Lewis Childcare Project • Family Center

April 6, 2015

Dear Board Member,

Community Action Planning Council is conducting an assessment of community needs that will serve as the framework for our upcoming strategic planning process. The community assessment will provide us with valuable information about current trends within the community, how Community Action is perceived and what services we could improve upon.

Who better to help with this vital task than those who know Community Action best? Please take a few minutes to answer the following questions – candidly and thoroughly. The goal is to achieve 100 percent participation from our Board of Directors. The more perspectives we have to draw upon, the more valuable the end results.

If you have any questions or comments regarding the community needs assessment, please contact me at dcole@capjc.org or 782-4900, extension 250.

Thank you for your help in this important Community Action endeavor!

Warm regards,

Dawn Cole
Deputy Director



Dawn Cole <dcole@capcjc.org>

Expert Assistance Needed!

1 message

Dawn Cole <dcole@capcjc.org>
To: All Staff <allstaff@capcjc.org>
Bcc: Dawn Cole <dcole@capcjc.org>

Wed, May 13, 2015 at 4:02 PM

Dear Community Action colleagues,

As you know, we are in the midst of a community needs assessment. Surveys, focus groups and data!

One of the most important components of the needs assessment process is the information gleaned from the experts – YOU! Please click on the link below and complete the survey. Put on your thinking cap, and plan on at least 15 minutes to work through the questions.

https://www.surveymonkey.com/s/2015CNA_Staff

I know ... it's one more thing to do ... but you'll be glad you did. The more staff input, the more valuable the end result.

Thanks so much,
Dawn

--

Dawn Cole
Deputy Director
Community Action Planning Council
518 Davidson Street
Watertown, NY 13601
P: (315) 782-4900, ext. 250
F: (315) 785-0892

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RESPONDENT INFORMATION

1. I am a(n):

- Employee
- Member of the Board of Directors
- Volunteer
- Intern
- Other (please specify): _____

2. I have been part of CAPC for:

- Less than 1 year
- 1 – 5 years
- 6 – 10 years
- 11 – 15 years
- 16 – 20 years
- 21+ years

COMMUNITY SATISFACTION

3. Please list three positive aspects of living in Jefferson County:

1. _____
2. _____
3. _____

4. Please list three negative aspects of living in Jefferson County:

1. _____
2. _____
3. _____

ECONOMIC CONCERNS

5. In your opinion, what is the leading cause of poverty in Jefferson County (choose one):

- Lack of education
- Lack of employment opportunities
- People not willing to work
- Cost of living
- Alcohol/drug abuse
- Domestic violence
- Other (please specify): _____

6. Assuming jobs are available, what makes it difficult for people to get jobs (choose one):
- No child care
 - Health problems
 - Mental/behavioral health problems
 - Lack of transportation
 - Discrimination
 - No training/lack of skills
 - Other (please specify): _____

7. What makes it difficult for people to maintain employment in our community (choose one):
- Lack of permanent, affordable housing
 - Lack of transportation
 - Child care issues
 - Low wages/benefits
 - Work hours
 - Physical disabilities
 - Health problems
 - Mental/behavioral health problems
 - Discrimination
 - Lack of opportunity for advancement
 - Alcohol/drug abuse
 - Fear of loss of (governmental) benefits if income increases
 - Other (please specify): _____

SERVICES

8. What services do you feel are lacking or insufficient in Jefferson County (choose top three):
- Adult day care
 - Child care
 - Job skills training
 - Spousal abuse shelter/counseling
 - Homeless shelter
 - Substance abuse services
 - Health/nutritional counseling
 - Budgeting workshops
 - Volunteer programs
 - Education improvement
 - Medical services
 - Transportation
 - Mental/behavioral health services
 - Other (please specify): _____

9. What youth-related services do you feel are lacking or insufficient in Jefferson County (choose top three):

- Child care/day care
- Recreation
- Activities for teenagers
- Mental/behavioral health services
- Summer food programs
- Tutoring programs
- After-school programs
- Other (please specify): _____

10. How well does our community meet the following needs (please rate each):

| | Unsatisfactory | Marginal | Adequate | Better than Avg. | Exceptional |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Homeless shelter | <input type="checkbox"/> |
| Food pantries | <input type="checkbox"/> |
| Adult day care | <input type="checkbox"/> |
| Child care | <input type="checkbox"/> |
| Job training | <input type="checkbox"/> |
| Domestic violence shelter/counseling | <input type="checkbox"/> |
| Substance abuse counseling | <input type="checkbox"/> |
| Health/nutritional counseling | <input type="checkbox"/> |
| Budgeting counseling | <input type="checkbox"/> |
| Volunteer programs | <input type="checkbox"/> |
| Mental/behavioral health services | <input type="checkbox"/> |
| Educational opportunities | <input type="checkbox"/> |
| Medical services | <input type="checkbox"/> |
| Dental services | <input type="checkbox"/> |
| Transportation | <input type="checkbox"/> |
| Safe, affordable housing | <input type="checkbox"/> |
| Help with utility/rent payment | <input type="checkbox"/> |
| Programs for veterans | <input type="checkbox"/> |

COMMUNITY TRENDS

11. What social problems exist within the community that are not being adequately addressed:

Problem 1: _____

Problem 2: _____

Problem 3: _____

12. What is the most challenging community issue that low-income households will face in the next three years:

Most Challenging: _____

13. What are the emerging trends in our community that will impact low and mid income households over the next three years:

Emerging Trends: _____

COMMUNITY ACTION'S ROLE IN THE COMMUNITY

14. What do you understand to be the agency's mission/purpose:

15. In your opinion, what does the agency do well in its efforts to assist low-income households:

16. In your opinion, what could the agency improve upon in its efforts to assist low-income households:

17. Please list concerns which you feel should be priorities for Community Action over the next 3 - 5 years:

Thank you for taking the time to complete this survey!

If you have any questions, please contact Dawn Cole at dcole@capcjc.org or 315-782-4900, ext. 250.

Community Partner Survey - Email List Jan 2016

| Director | Business | Email Address |
|------------------------|---|--------------------------------|
| Rebecca Beaudoin | ACR Health | rbeaudoin@acrhealth.org |
| Ed Jones | Advanced Business Systems | ejones@abscopiers.com |
| Bill Bowman | Alcohol and Substance Abuse Council of Jefferson County | bbowman@pivot2health.com |
| Jane Gendron | American Red Cross of NNY | jane.gendron@redcross.org |
| Sarah Lynch | Army Community Services | sarah.l.lynch@us.army.mil |
| Nanette Pullus | Association for the Blind & Visually Impaired | nanette@asnblindjeff.org |
| Peggy Fiestel | Benchmark Family Services | bfamilys@twcnny.rr.com |
| Patstor Jeff Nowak | Bethany United Methodist Church | rjefnowak@gmail.com |
| Ligia Hendrie | Bilingual Consultant for ECE | hendrlia@mail.uc.edu |
| Patty Cohen | BOCES: Student | PCohen@boces.com |
| Christina Perez | Catholic Charities | cperez@westelcom.com |
| Kalin Frazee | Cazenovia Equipment | Kfrazee@cazequip.com |
| Shelli Prespare-Weston | Cerebral Palsy of the North Country | shelli@cpnorthcountry.org |
| Karen Richmond | Children's Home of Jefferson County | krichmond@nychildrenshome.com |
| Michelle Kavanagh | Church of God/Soldiers of Jesus Christ, Carthage | cogsjc@gmail.com |
| Kristi Dippel | Clayton Improvement Association | kristi@clayton-improvement.com |
| Kevin Jordan | Cornell Cooperative Extension of Jefferson County | kij33@cornell.edu |
| Amanda Root | Cornell Cooperative Extension of Jefferson County | arr27@cornell.edu |
| Robert Hagemann | County Administrator | roberth@co.jefferson.ny.us |
| James Scordo | Credo Community Center for the Treatment of Addictions | jims@credocommunitycenter.com |
| Deb Baxter | Department of Veteran's Affairs | debra.baxter2@va.gov |
| Matthew Taylor | Development Authority of the North Country | mtaylor@danc.org |
| Cindy Fitzpatrick | Disabled Persons Action Organization | cfitzpatrick@dpao.net |
| Jennifer Meagher | Family Counseling Service of Jefferson County | jatkinson@westelcom.com |
| Ashley Pickett | Flower Memorial Library - Children's Programming | apickett@ncds.org |
| Sarah Bishop | Food Bank of CNV | sbishop@foodbankny.org |
| Patty Mushtare | Fort Drum Commissary | patricia.mushtare@deca.mil |
| Tracy Leonard | Fort Drum Regional Health Planning Organization | Tleonard@fdrhpo.org |
| Stan Sobolski | Froggy 97 | stanwfr@yahoo.com |
| Cammy Morrison | General Brown Central School District | cmorrison@gblions.org |

| | | |
|----------------------|--|--------------------------------------|
| Kylie Peck | Greater Watertown-North Country Chamber of Commerce | kpeck@watertownny.com |
| David Anderson | Hannaford Markets | joanderson@hannaford.com |
| Nicole Richardson | Head Start Region II Program Specialist | nicole.richardson@aclihs.gov |
| Lynn Pietroski | Heather Freeman Foundation | lynnpietroski@gmail.com |
| Pam Kaus | Human Services, Jefferson Community College | pkaus@sunyjefferson.edu |
| David Reynolds | Hunger Solutions | David.Reynolds@hungersolutionsny.org |
| Donna Kennedy | Indian River Central School District | domnakennedy@ircsd.org |
| Mary Anne Dobmeier | Indian River Central School District | mdobmeier@ircsd.org |
| Andrea Pedrick | Jefferson Community College | APedrick@sunyjefferson.edu |
| Tim Ruetten | Jefferson County Community Services | truetten@co.jefferson.ny.us |
| Teresa Gaffney | Jefferson County Department of Social Services | teresa.gaffney@dfa.state.ny.us |
| James Schell | Jefferson County Department of Social Services/Youth Bureau | james.schell@dfa.state.ny.us |
| Dave Zembiec | Jefferson County Economic Development | DZembiec@jclida.com |
| Joe Plummer | Jefferson County Emergency Management Director | josephp@co.jefferson.ny.us |
| Peter Fazio | Jefferson County Office for Aging/Veterans | peterf@co.jefferson.ny.us |
| Jennifer Voss | Jefferson County Planning Department | jenniferv@co.jefferson.ny.us |
| Stephen Jennings | Jefferson County Public Health Service/City Council | stevej@co.jefferson.ny.us |
| Lance Evans | Jefferson Lewis Board of Realtors | levans@hnymls.com |
| Howard Ganter | Jefferson Rehabilitation Center | hwganter@jeffrehabcenter.org |
| Walt Hammond | Kiwanis Club | whammond@haylor.com |
| Paula Mayo | Kohl's | paula.mayo@kohls.com |
| Michelle Wojcikowski | Learning Disability Center of Mohawk Valley - Watertown Office | mwojickowski@rcil.com |
| Lisa Hetzner | Lewis County Department of Social Services | lisa.hetzner@dfa.state.ny.us |
| Cecilia Brock | Literacy of Northern NY | cbrock7@verizon.net |
| Joseph Butler | Mayor, City of Watertown | jbutler@watertown-ny.gov |
| Matt Montroy | Mayor, Philadelphia, NY | matmontroy@hotmail.com |
| Korin Scheible | Mental Health Association of Jefferson County | kscheible@mha.jc.org |
| Delta Keeney | Miracles by the Acre | wndswpt1@hotmail.com |
| Jillian Maitland | Mountain Community Homes | jillian.maitland@fortdrumch.com |
| Martani Derooy | National Grid - Consumer Advocacy | martani.derooy@nationalgrid.com |
| Gary Beasley | Neighbors of Watertown | gary@neighborsofwatertown.com |
| Tracy Robertson | Neighbors of Watertown | tracy@neighborsofwatertown.com |
| Ms. Megan Dyer | New Day Children's Center | mdyer@newdaychildrencenter.com |
| Mr. Rande Richardson | NNY Community Foundation | rande@nnycf.org |
| Joey Horton | North Country Family Health Center | jhorton@childrens-clinic.org |
| Tina Cobb | North Country Prenatal/Perinatal Council | tcobb@ncppc.org |

| | | |
|-------------------------|---|---------------------------------------|
| Teri Brabant | Northern NY Cerebral Palsy Association | nnycpass@twcnv.rr.com |
| Aileen Martin | Northern Regional Center for Independent Living | alileenm@nrcil.net |
| Addie J. Russell | NYS Assembly | addie@addierussell.com |
| Elizabeth Brenon | NYS Department of Health | elizabeth.brenon@health.ny.gov |
| Tina LaRocca-Marcellus | NYS Department of State | Tina.LaRocca@dos.ny.gov |
| Richard Jost | NYS Housing & Community Renewal | richard.jost@nysocr.org |
| Louis Haraczka | Office for the Aging | louisesh@co.jefferson.ny.us |
| Diane Miller | Office of Children and Family Services | Diane.Miller@ocfs.state.ny.us |
| Ashley Eisenhauer | Old McDonald's Farm | aeis2010@yahoo.com |
| Kelly Grinnell | Parent Involvement - WSCD | kgrinnell_hapi@yahoo.com |
| Robert Kennedy | Price Chopper | robertkennedy@pricechopper.com |
| Jennifer Huttleman-Kall | Resolution Center of Jefferson County, Inc. | jhuttleman-kall@resolution-center.net |
| Karla Woods | Salmon Run Mall - Marketing | karlawoods@pyramidmg.com |
| Major Robin Holmes | Salvation Army | robin.holmes@use.salvationarmy.org |
| Mark Cloonan | Samaritan Medical Center | mcloonan@shsny.com |
| Rick Cross | Save-A-Lot | watertownsal@yahoo.com |
| Mary Beth Denny | South Jefferson Central School District | mbdenny@spartanpride.org |
| Casey Kanclerz | Stewart's Shops | ckanclerz@stewartshops.com |
| Ms. Maureen Cean | Transitional Living Services of Northern New York, Inc. | mcean@ttsny.com |
| Tim Sweeney | Tunes 92.5 | wblhradio@yahoo.com |
| Robert Gorman | United Way of Northern New York | bgorman@unitedway-nny.org |
| Jill Parker | Victims Assistance Center | jillp@vacjc.com |
| Wendy Oliver | Village of Carthage, Deputy Clerk | carthagedc@westelcom.com |
| Samuel Purington | Volunteer Transportation Center | samvc@westelcom.com |
| Mark Taylor | Watertown City School District | mtaylor@watertowncsd.org |
| Mary Margaret Zehr | Watertown City School District | mmzehr@watertowncsd.org |
| Craig Orvis | Watertown City School District Food Service Dept | corvis@watertowncsd.org |
| Susan Sullivan | Watertown Correctional Facility | susan.sullivan@doocs.ny.gov |
| Jill Bruce-Wiley | Watertown Elks Lodge #496 | elks496@gmail.com |
| Michael Robare | Watertown Housing Authority | mrobare@whany.org |
| Joanna Loomis | Watertown Urban Mission | exec@watertownurbanmission.org |
| Steven Waldner | Watertown Vet Center | steven.waldner@va.gov |
| Cheryl Mayforth | Workplace Investment Board | c.mayforth@co.jefferson.ny.us |
| Lynn Brown | WPBS-TV | lbrown@wpbstv.org |
| Peter Schmitt | YMCA | ymca_pschmitt@yahoo.com |
| Samantha Hamilton | YMCA Project Strong | ymca_hamilton@yahoo.com |

Respondents to Community Partner Survey – January 2016

| | |
|---|--|
| ADHD Educational Services | North Country Family Health Center |
| Advanced Business Systems | NC Prenatal Perinatal Council |
| American Red Cross | Northern Regional Center for Independent Living, Inc. |
| Benchmark Family Services, Inc. | NYS Department of State |
| Cornell Cooperative Extension | Old McDonald's Farm |
| Department of Veteran Affairs | Price Chopper |
| Development Authority of the NC | Rite Aid |
| Disabled Persons Action Organization | South Jefferson Central School District |
| Flower Memorial Library | Stewart's Shop |
| Hannaford | The Resolution Center |
| Intrepid Broadcasting, Inc. | The WorkPlace |
| Jefferson Community College | Transitional Living Services of NNY |
| Jefferson County Office for the Aging | United Way of Northern New York |
| Jefferson County Public Health Service | Victims Assistance Center |
| Jefferson Rehabilitation Center | Village of Carthage |
| Jefferson-Lewis Workforce Development Board | Village of Philadelphia |
| Jefferson-Lewis Board of Realtors | Volunteer Transportation Center, Inc. |
| Learning Disability Association of the Mohawk Valley | Watertown Family YMCA |
| Literacy of Northern New York | Watertown Housing Authority |
| Neighbors of Watertown, Inc. | Watertown Urban Mission |
| New Day Children's Center | Watertown Central School District |
| | WPBS TV |

2016 Community Partners - Community Needs Assessment

1. Name of organization:

2. Relationship to COMMUNITY ACTION PLANNING COUNCIL:

- Not affiliated
- Collaborative partner
- Contract partner
- Partnership
- Fellow human services agency
- Associated through business community
- Government connection
- Other (please specify)

3. Has your organization had an active relationship with COMMUNITY ACTION PLANNING COUNCIL in the past 12 months:

- Yes
- No

4. Please rate your experience in working with COMMUNITY ACTION PLANNING COUNCIL:

- N/A
- Poor
- Fair
- Adequate
- Good
- Very Good

Other (please specify)

5. Please rate your perception of COMMUNITY ACTION PLANNING COUNCIL's reputation in the community:

- N/A
- Poor
- Fair
- Adequate
- Good
- Very Good

Other (please specify)

6. Please list three positive aspects of living in Jefferson County:

1.
2.
3.

7. Please list three negative aspects of living in Jefferson County:

1.
2.
3.

8. In your opinion, what is the leading cause of poverty in Jefferson County:

- Lack of education
- Lack of employment opportunities
- People not willing to work
- Cost of living
- Alcohol/drug abuse
- Domestic violence

Other (please specify)

9. Assuming jobs are available, what makes it difficult for people to GET jobs:

- No child care
- Health problems
- Mental/behavioral problems
- Lack of transportation
- Discrimination
- No training/lack of skills

Other (please specify)

10. What makes it difficult for people to MAINTAIN employment in our community:

- Lack of permanent, affordable housing
- Lack of transportation
- Child care issues
- Low wages/benefits
- Work hours
- Physical disabilities
- Health problems
- Mental/behavioral health problems
- Discrimination
- Lack of opportunity for advancement
- Alcohol/drug use
- Fear of loss of (governmental) benefits if income increases

Other (please specify)

11. What services do you feel are lacking or insufficient in Jefferson County:

- Adult day care
- Child care
- Job skills training
- Spousal abuse shelter/counseling
- Homeless shelter
- Substance abuse services
- Health/nutritional counseling
- Budgeting workshops
- Volunteer programs
- Education improvement
- Medical services
- Transportation
- Mental/behavioral health services

Other (please specify)

12. What youth-related services do you feel are lacking or insufficient in Jefferson County:

- Child care/day care
- Recreation
- Activities for teenagers
- Mental/behavioral health services
- Summer food programs
- Tutoring programs
- After-school programs

Other (please specify)

13. How well does our community meet the following needs:

| | Unsatisfactory | Marginal | Adequate | Better than Average | Exceptional |
|--------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Homeless shelter | <input type="radio"/> |
| Food pantries | <input type="radio"/> |
| Adult day care | <input type="radio"/> |
| Child care | <input type="radio"/> |
| Job training | <input type="radio"/> |
| Domestic violence shelter/counseling | <input type="radio"/> |
| Substance abuse counseling | <input type="radio"/> |
| Health/nutritional counseling | <input type="radio"/> |
| Budget counseling | <input type="radio"/> |
| Volunteer programs | <input type="radio"/> |
| Mental/behavioral health services | <input type="radio"/> |
| Educational opportunities | <input type="radio"/> |
| Medical services | <input type="radio"/> |
| Dental services | <input type="radio"/> |
| Transportation | <input type="radio"/> |
| Safe, affordable housing | <input type="radio"/> |
| Help with utility/rent payments | <input type="radio"/> |
| Programs for veterans | <input type="radio"/> |

14. What social problems exist within the community that are not being adequately addressed:

1.
2.
3.

15. What is the most challenging community issue that low-income individuals will face in the next three years:

16. What are the emerging trends in our community that will impact low and mid-income households over the next three years:

17. What do you understand to be the purpose/mission of COMMUNITY ACTION PLANNING COUNCIL:

18. In your opinion, what does COMMUNITY ACTION PLANNING COUNCIL do well in its efforts to assist low-income households:

19. In your opinion, what could COMMUNITY ACTION PLANNING COUNCIL improve upon in its efforts to assist low-income households:

20. Please list concerns which you feel should be priorities for COMMUNITY ACTION PLANNING COUNCIL over the next three to five years:



COMMUNITY ACTION PLANNING COUNCIL OF JEFFERSON COUNTY, INC.

Head Start/Pre-K • Housing & Energy Services • Jefferson-Lewis Childcare Project • Family Center

The questions below are intended to help assess the quality of services provided by Community Action Planning Council. Your assistance in completing this survey is appreciated. Please answer all the questions. Your responses will be kept confidential.

Questions regarding this survey may be directed to:

Dawn Cole at dcole@capcic.org or 315.782.4900, ext. 250
Community Action Planning Council of Jefferson County, Inc.
518 Davidson Street
Watertown, NY 13601

Please check the following:

1. Gender: Male Female
2. Age Group: Under 18 18-23 24-44 45-54 55-65 66+
3. Race: Caucasian African American Asian Native American Multi Race
 Other (please specify): _____
4. Ethnicity: Hispanic Non-Hispanic
5. Work Status: Employed Unemployed Retired Student
6. How did you learn about Community Action Planning Council?
 Family / Friend Agency Brochure TV/Newspaper
 Referred by Another Agency Website Social Media
 Other (please specify): _____
7. In the past 12 months, how many times have you received services from Community Action Planning Council?
 First Visit 2-4 times 5+ times
 Other: _____
8. In the past 12 months, what types of assistance have you or your family received from Community Action Planning Council? (Check all that apply)

| | |
|---|--|
| <input type="checkbox"/> Pantry – Food | <input type="checkbox"/> Head Start |
| <input type="checkbox"/> Pantry – Personal Items, Diapers, etc. | <input type="checkbox"/> Universal Pre-K |
| <input type="checkbox"/> Utility Assistance | <input type="checkbox"/> Help Finding Child Care |
| <input type="checkbox"/> Rental Assistance | <input type="checkbox"/> Child Care Provider Services |
| <input type="checkbox"/> NOEP – SNAP Application | <input type="checkbox"/> Weatherization |
| <input type="checkbox"/> Nutrition Workshop / Tasting | <input type="checkbox"/> Empower |
| <input type="checkbox"/> Income Tax Preparation | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Employment Services | _____ |

9. When you first came to Community Action Planning Council, did you complete a comprehensive assessment to document all the needs of yourself and your household? Yes No
10. Have you received a referral to another agency for a program or service not offered by Community Action Planning Council? Yes No
11. Did the services provided by Community Action Planning Council meet your needs? Yes No

12. If no, please explain:

13. Were you treated courteously? Yes No

14. Was your privacy respected? Yes No

15. Was the customer service area comfortable and welcoming? Yes No

16. Do the locations and hours of agency operation make it easy to obtain services? Yes No

17. If no, please explain:

18. Have you been asked to participate in the following:

- Community Needs Survey Yes No
- Focus Group – Community Action Voices Yes No
- Program Evaluation / Head Start Self-Assessment Yes No
- Volunteer Activity Yes No
- Hiring Committee Yes No
- Serve on the Board of Directors or Policy Council Yes No

19. Do you believe Community Action Planning Council helps to improve the conditions in which low-income people live? Yes No Unable to tell No opinion

20. What suggestions do you have to improve the quality of services provided by Community Action Planning Council?

Thank you. Your participation is appreciated.

Data Sources

Internal Sources of Data

Annual Program Report prepared for Department of State

Head Start Community Needs Assessment 2015

Jefferson-Lewis Childcare Project Child Care Report 2015

External Sources of Data

Payne, R., DeVol, P., & Dreussi-Smith, T., Bridges out of Poverty (2014)

DeVol, P., Getting Ahead in a Just Getting' By World (2013) Aha Process: Highland, TX

Fort Drum Economic Impact Report 2016

Massachusetts Institute of Technology, Living Wage Calculator

National Center for Education Statistics, Estimates of Low Literacy

National Low-Income Housing Coalition 2014

New York State Department of Education 2013 – 2014

New York State Department of Health 2012

US Census Bureau, American Community Survey, 5-year estimates 2010 – 2014

US Census Bureau, Decennial Census 2010 - 2014

US Census Bureau, Poverty Thresholds for 2014, Released September 2015

US Census Bureau, Small Area Income Poverty Estimates 2013

US Department of Labor, Bureau of Labor Statistics, 2015 – December

US Department of Housing and Urban Development 2015 – Q1

US Department of Health Human Services, Center for Medicare Medicaid Services, September 2015