Community Need Assessment 2019

Approved by the Board of Directors April 18, 2019,
Updated and approved by the Board of Directors November 21, 2019

**COMMUNITY ACTION
PLANNING COUNCIL**
OF JEFFERSON COUNTY, INC.

518 Davidson St. ● Watertown, NY 13601 ● 315.782.4900

Contents

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 2016.
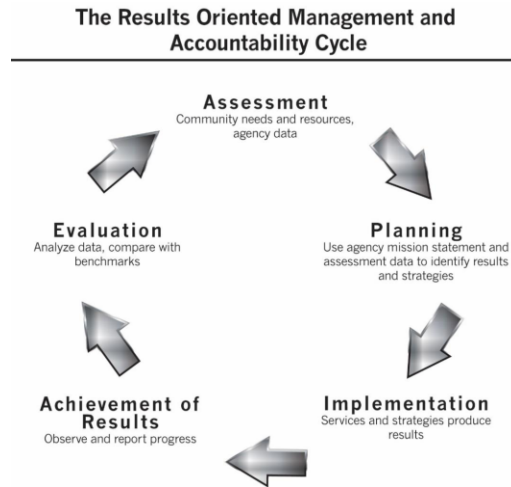
The pages that follow contain data – both qualitative and quantitative – gleaned from multiple sources during the time period December 2016 through November 2019. This compilation of data, entitled the Community Needs Assessment, provides the framework for the agency's strategic plan and annual Community 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 2018 editions of each are included in the agency-wide Community Needs Assessment.

Qualitative Data: Focus Group Methodology - Beginning December 2016, Community Action Planning Council of Jefferson County participated in the New York State Poverty Reduction Initiative Grant administered by United Way of Northern New York. The agency hosted a focus group on March 7, 2017 and participated in 8 other engagement sessions hosted by Urban Mission, Watertown Housing Authority locations, Jefferson-Lewis Workplace and Jefferson Community College. This was a community effort to develop and purpose initiatives that might be implemented with the goal of removing barriers or addressing the roots of poverty in our *community*.

Participants of the March 7, 2017 discussion group, including agency customers, members of the board of directors, agency staffers and representatives from United Way. 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 ESPRI work group contributed to the planning and coordination of Community Engagement meetings.

A total of 97 individuals participated in the nine engagement discussion groups, including agency customers, members of the board of directors and agency staffers. Discussion centered on four areas that contribute to an individual facing poverty: transportation, workforce development, education and housing.

On July 23 and 30, 2019, Getting Ahead Graduates (Staying Ahead) participated in a collaboration with Alliance for Better Communities, Community Action Planning Council, Urban Mission and United Way of NNY to identify and assist with survey needed for ESPRI Statewide Opioid Response Grant. This is an opportunity through ESPRI/Office of Alcohol and Drug Prevention. This grant will the focus on building a system to expand reach of substance abuse prevention. The graduates participated in several focus groups that met on several occasions at Watertown Urban Mission. The survey questions will be developed and presented to Center for Community Studies who will finalize content. The graduates will then focus on taking the survey to communities within Census Tracks 612, 613, 614 and 621. During the course of the first two focus groups, Getting Ahead graduates constructed mental models identifying barriers that people experiencing poverty face which may lead to drug use and other destructive behaviors. Meetings that took place during September focused on developing questions for the survey, which will be conducted during Fall/Winter 2019.

On October 30, 2019 - Ecumenical Council of Southern Jefferson County Group including clergy, church leadership and members of local civic organizations including the Rohde Center and the Ecumenical Council of Southern Jefferson County participated in a focus group on needs of individuals affected by poverty in southern Jefferson County. Discussion included community needs, suggestions for solutions to issues that individuals face and what is working in the community.

Qualitative Data: Survey Methodology The agency conducted a total of four surveys during the time period June 27, 2018 through April 11, 2019. 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.

Community Partner Survey – August 14, 2019 – The agency conducted an on-line survey through Survey Monkey. A total of 19 representatives from local organizations completed the brief survey, identifying strengths and challenges in the community.

Agency Wide Customer Satisfaction Survey - The most widely distributed survey was the customer survey of low-income households within Jefferson County. A total of 304 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 and Weatherization (past and present customers). Additionally, the survey was made available to individuals visiting the agency's Facebook page.

Agency Wide Customer Survey – Community Needs - Community Member surveys were distributed in our agency with customers as well as at the Jefferson County Department of Employment and Training Workplace and via our Facebook page. A total of 158 individuals completed the survey which was distributed in paper and electronic forms.

Board of Directors Survey – April 2019 - 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. A total of 8 board members participated.

Agency Staff Survey – April 2019 - A survey was made available to agency staff in both electronic and paper formats. Email announcements were sent to staff, explaining the importance of their participation in the needs assessment process. Members of the agency's leadership team encouraged participation. In total, 79 surveys were completed.

Faith-Based Survey – September 2019 - The Faith-Based Survey was distributed via a church delegate meeting at Watertown Urban Mission. Additionally, Pastors were called and offered to take the survey via a link by email or to sit down and have a conversation. A focus group was held in Adams Catholic Church with the South Jefferson

Ecumenical Council.   A total of 20 individuals, representing 12 different Faith-based organizations, completed surveys using the Survey Monkey link and/or participated in a discussion.

Bridges out of poverty participants Survey – September 2019 - This survey was distributed to participants of the Bridges Out Of Poverty Training that was conducted on September 11 & 12, 2019. 64 Participants completed the survey including individuals from the following sectors: Faith-based, Educational, Health related, Community Based, Public Sector and Private Sector.

Quantitative 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 (Appendix IV)

Using a combination of qualitative and quantitative methods to analyze data from a variety of sources (see Appendix III), the matrix of perceived the observed conditions (Appendix I) was developed to further analyze trends and identify key findings.

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 a 15-member tripartite board of directors, comprised of equal representation from the low-income, public and private sectors.

2019 – 2020 Board of Directors

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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.
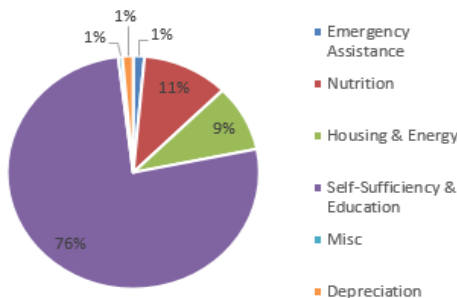
Weatherization Assistance/EMPOWER – Energy efficient improvements to homes.

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 2018 Annual Program Report (APR) reporting tool for Community Services Block Grant (CSBG).

129 full-time, **46** part-time Staff Members **951** Volunteers provided **18,026** Hour of Service **5,964** Unduplicated Individuals Served **2,083** Unduplicated Households Served.

$7,782,265 Annual Revenue

- Emergency Assistance
- Nutrition
- Housing & Energy
- Self-Sufficiency & Education
- Misc
- Depreciation

Federal/ State $6,309,058

Local $514,445

Private $504

In-Kind Revenues $927,799

CSBG $234,101

Individual Demographics: Of the 2,083 Households served, the agency captured demographics for 5,964 individuals:

Race/Ethnicity: 80% White, 8% Black / African American, 7% Multi-Racial, 5% Other / 7% Hispanic or Latino, 93% Non-Hispanic or Latino

Age Breakdown: 20% 0-5, 16% 6-13, 5% 14-18, 8% 18-24, 32% 25-44, 7% 45-54, 4% 55-59, 3% 60-64, 3% 65-74, 2% 75+

Education (Adults 25+): 5% 0 – 8th Grade, 16% 9 – 12th Non Graduates, 43% HS Graduates/GED, 20% Some Post-Secondary Education, 14% 2 or 4 Year Degree

Health Insurance Disabilities: 96% report having medical coverage, 15% report having some sort of disability 7% report no medical coverage

Household Characteristics: Of the 2,083 households served, the agency captured characteristics for 2,083 households:

Family Types Family Size: 30% Single Person HH, 33% Two-Parent HH, 11% Two Adults/No Children, 16% Single-Parent Female, 3% Single-Parent Male, 2% Multigenerational, 5% Other

Housing: 72% Rent, 20% Own, 2% Homeless, 6% Other

Income Sources of Income: 31% Up to 50% of Poverty Level, 13% 51–75% of Poverty Level, 16% 76-100% of Poverty Level, 10% 101-125% of Poverty Level, 8% 125% and above Poverty Level.

Military / Veteran Status Community Action Planning Council served a total of **458** households with at least one member of the household reported as active duty military or veteran. This includes **239** active military households and **219** veteran households.

Combined active duty military and veteran households account for **22%** of all households served through the agency

Findings on the Causes and Conditions of Poverty

As noted in the methodology section, the data compiled in this report was categorized in a matrix of observed and perceived needs (Appendix II). The observed issues were identified from a variety of sources (Appendix III) and from the FY 2018 Annual Report. The perceived issues were gleaned from surveys and focus groups (Appendix I).

Finding 1: in Jefferson County, certain conditions are barriers to create economic opportunity. These conditions are identified as causes of poverty:

1. Shortage of living wage, full time jobs. Available jobs are in the service industry (Part-time, low wage, non-traditional hours)
2. Limited access to transportation to get to work
3. Limited affordable, quality child care spaces
4. Lack of home energy efficiency impacts family budgets

Observable data shows labor participation rate is lower in Jefferson County than state rates. This is in part because of employment opportunities that are available. The highest number of jobs are in the service industry which have non-traditional hours, low wages and are usually part-time with limited benefits.

In addition to a general lack of full-time jobs that pay living wage, access to transportation is limited within the city of Watertown and even more limited in rural towns in Jefferson County. Our agency customers cite as challenges: "can't afford gas or repairs needed to keep vehicle running" as obstacles to maintain reliable transportation.

Low access to quality, affordable child care is another condition that restricts economic opportunity in Jefferson County. Currently, there are 1,320 spaces for children 6 weeks to 5 years (includes 236 infant spaces) and 1,773 school age spaces. According to the American Community Survey, 2013-2017, there are 9,259 children ages 0-4 and 1,997 of these children are in poverty (21.9%). For families who do work and need childcare, there is only space in New York State regulated care for 14% of children ages 0-4 in Jefferson County! Additionally, the cost is often prohibitive toward maintaining employment. For example, the market rate for infant care is $220 per week. An individual making minimum wage ($11.10 per hour) would have to work almost 20 hours per week just to pay for child care (for one child).

Community partners ranked home energy efficiency as the fourth highest need in our communities. Customers placed heating and utility assistance as the second highest service/resource household need. Jefferson County winters are long and cold, leading to increased dependency on heating systems. High energy costs are an excessive burden on low-income families.

Finding 2: Low-income people in Jefferson County face barriers to becoming stable and achieving economic security. Top barriers to obtaining/maintaining employment:

1. Access to affordable and quality childcare
2. Lack of reliable or available transportation
3. Low wages and little or no benefits
4. Lack of mental health services
5. High energy bills for low-income families impacts self-sufficiency

As mentioned previously, child care space is limited and the cost is often prohibitive toward getting and maintaining employment.

As noted elsewhere in the findings, transportation is a barrier to not only maintaining employment but also to have access to services, such as healthcare and support systems. Community Action Planning Council customers cited as top three issues they face in regards to transportation are: "Inability to afford gas", "Inability to afford care repairs" and "No access to a car".

The highest percent of employment opportunities are found in the service industry. These jobs often pay minimum wage, the hours are non-traditional and often unpredictable and generally are less than full-time.

Access to long-term mental health care is another condition that creates a barrier to becoming healthy individuals who can get and maintain employment. There is no inpatient facilities in our county. If an individual needs extensive mental health care, they must go as far away as Ogdensburg, Syracuse or Rochester.

As noted previously both customers and community partners identified home energy costs as a barrier toward becoming self-sufficient. Since the weather in New York is cooler than most other areas of the United States, space heating (56%) makes up a greater portion of energy use in homes compared to the U.S. average, and air conditioning makes up only 1% of energy use. The impact of this energy burden is greater on households in poverty.

Finding 3: Health behaviors impact quality of life. This is especially true for those impacted by poverty. The following findings highlight challenges regarding health:

1. Lack of quality diet is impacting health of those in poverty
2. Lack of cooking and nutrition skills
3. High rate of individuals affected by substance abuse/opiate usage

According to the Jefferson County Community Health Improvement Plan & Community Health Assessment 2016-2018: Almost one-third of Jefferson County Adults are obese, this is several percentage points higher than the state average. Obesity is a risk factor for heart disease, stroke, and many forms of cancer, diabetes and kidney disease.

Identified in both the Staff and Board of Directors survey and the Faith-based survey, interviews, and focus group, was the need to increase awareness regarding better nutrition. Cooking skills seem to be diminishing among the general population. Recognizing healthy eating habits and proper nutrition find those in poverty a vulnerable population.

Additionally, the Jefferson County Community Health Improvement Plan & Community Health Assessment 2016-2018, notes that opiate overdose hospitalizations have increased across the North Country region. The rate in Watertown has increased 50%. The Alliance for Better Communities was awarded an ESPRI Statewide Opioid Response Grant during summer 2019. They are in the process of working with Getting Ahead Graduates to facilitate survey data collection in areas impacted by poverty (specifically Census Tracks 612, 613, 614 and 621). Once results are received, they will identify prevention possibilities, build resources and address health disparities.

Profile: Jefferson County, New York

Fast Facts

- Established in 1805
- 1293 square miles
- County seat: Watertown, NY
- Population: 116,567[1]
- Median salary: $47,436[2]
- Median Age: 32[3]
- Industry: Government, Healthcare, Dairy/Agriculture

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[1] Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2013-17. Source geography: County

[2] Data Source: US Census Bureau, Small Area Income Poverty Estimates. 2017. Source geography: County

[3] Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

History of Jefferson County
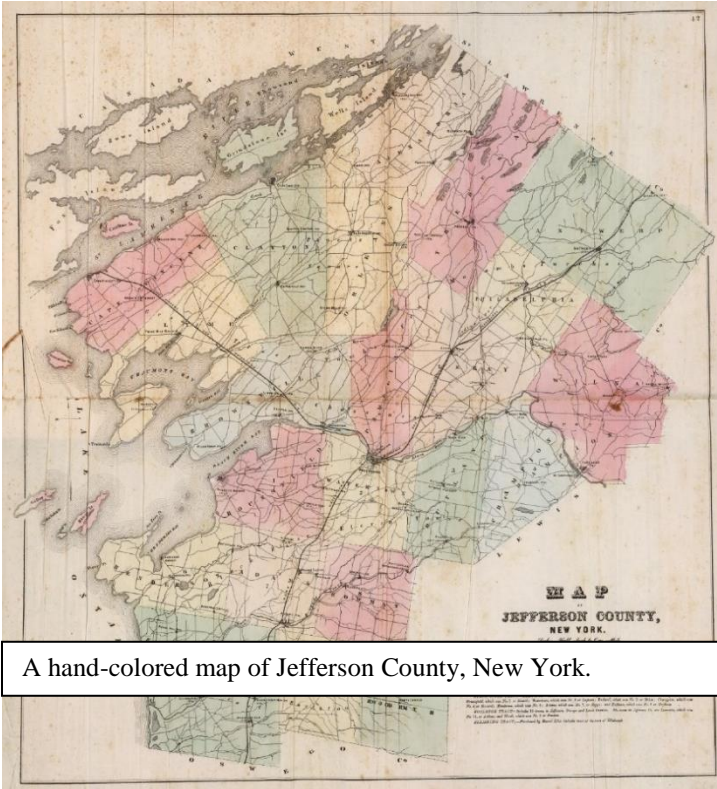
A hand-colored map of Jefferson County, New York.

The vast wilderness of Jefferson County was originally inhabited by the Oneida Indian Nation which thrived on the abundant natural resources. Though French colonial influences are evident, settlement and development in the County did not occur until after the American Revolution, when Alexander Macomb acquired title to this region from the Oneidas. "Macomb's Purchase" was soon subdivided into large tracts and other holdings which stimulated the settlement of the region.

Jefferson County, created in 1805 from Oneida County, was named in honor of President Thomas Jefferson. Settlement started as early as 1794. The economy has always been heavily supported by agriculture—particularly dairy farming—and by some of the oldest paper mills in the state.

Attracted by the abundant waterpower afforded by the Black River, industrially minded pioneers from New England settled in the center of the County and established a manufacturing and trading center. During its early history, Jefferson County was world famous for its manufacturing tradition: cotton and woolen yarns, carriages, sewing machines, water pumps, oil lamps, portable steam engines, railroad brakes, plows, emery grinders, paper machinery, cylinder printing presses, high pressure hydraulic pumps, and turbine starting systems. The City of Watertown was established as the County seat.

Today, the County features numerous historic and tourist attractions, including the Thousand Islands Region and Sackets Harbor, the site of two key naval battles during the War of 1812. There is also a strong military tradition in the region.

Fort Drum has been used as a military training site since 1908 when it was referred to as Pine Camp; the Army's presence in the North Country may be traced back to the early 1800's. On Feb. 13, 1985, the 10th Mountain Division (Light Infantry) was officially reactivated at Fort Drum, and has been one of the most deployed units in the U.S. Army. The 10th was the first division of any kind formed by the Army since 1975 and the first based in the Northeast since World War II. The 10th Mountain Division was designed to meet a wide range of worldwide infantry-intensive contingency missions.
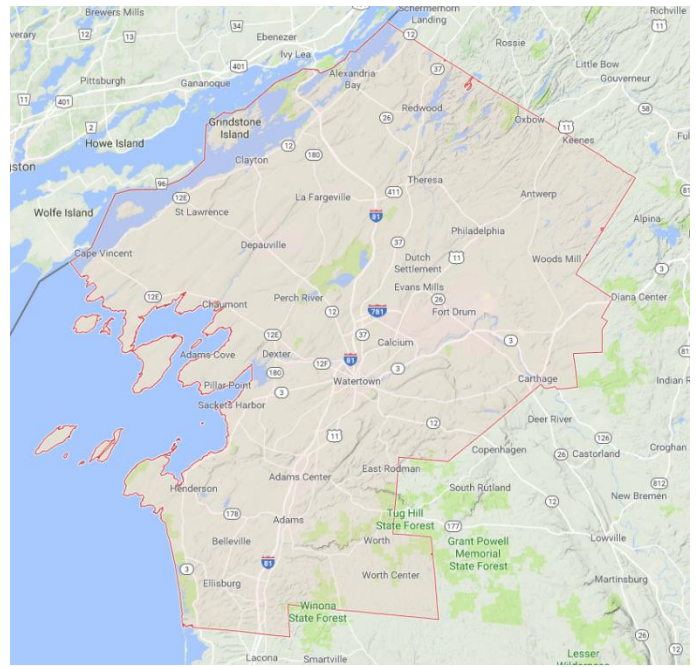
Geography

Jefferson County is located in the northern tier of New York State at the juncture of Lake Ontario and the St. Lawrence River. The County borders Lake Ontario and the St. Lawrence River on the west and north, respectively. To the northeast is St. Lawrence County; to the east is Lewis County and to the south is Oswego County. Jefferson County is also located directly south of the Province of Ontario, Canada.

Jefferson County is primarily a rural area with most of its land devoted to agricultural use. The largest nearby U.S. population center is Syracuse, 70 miles to the south. Jefferson County spans an area of roughly 1293 square miles making it the 9th largest county in the state. The county is located directly south of the Province of Ontario, Canada. Therefore it is situated along the international border with Canada and facilitates traffic between the two nations across the St. Lawrence River via the Thousand Islands Bridge.

The topography of Jefferson County is marked by abundant water features, grasslands, temperate forests, and low hills.

There are fifteen state parks in Jefferson County, many which offer scenic views of Lake Ontario or the Thousand Islands. In fact, two are only accessible by boat. There are nine state forests in Jefferson County comprising of 15,988 acres and seventeen County forest parcels totaling 5,490 acres. The County also contains ten wildlife management areas that provide an additional 17,530 acres of open land for outdoor recreation.

Jefferson County's physical geography carves the County into 5 natural regions, each with its own unique character and offerings:

- **Indian Lakes Region**: a series of small narrow lakes oriented with the St. Lawrence River Valley blanket the northeastern portion of the county.
- **Black River Valley**: cutting east to west through the county, the Black River Valley divides Jefferson County in half. The Black River guided early settlement in the region and flows through the County's most populated areas today.
- **Tug Hill Plateau**: Rising out of the valley is the Tug Hill Plateau, which is a large physiographic region that crosses sections of Lewis, Oneida and Oswego Counties.
- **Lake Ontario Lowlands**: down off the Tug Hill along the western border of the County is the Lake Ontario Lowlands Region. This region is comprised of large sand dunes, expansive backwater areas and many bays along the lakeshore with gently rolling fields inland.
- **Thousand Islands Region**: the northern border of the County is part of the Thousands Islands Region and St. Lawrence Seaway. This section along the St. Lawrence River is dotted with islands and serves as the gateway from the Great Lakes to the Atlantic Ocean for water-going vessels.
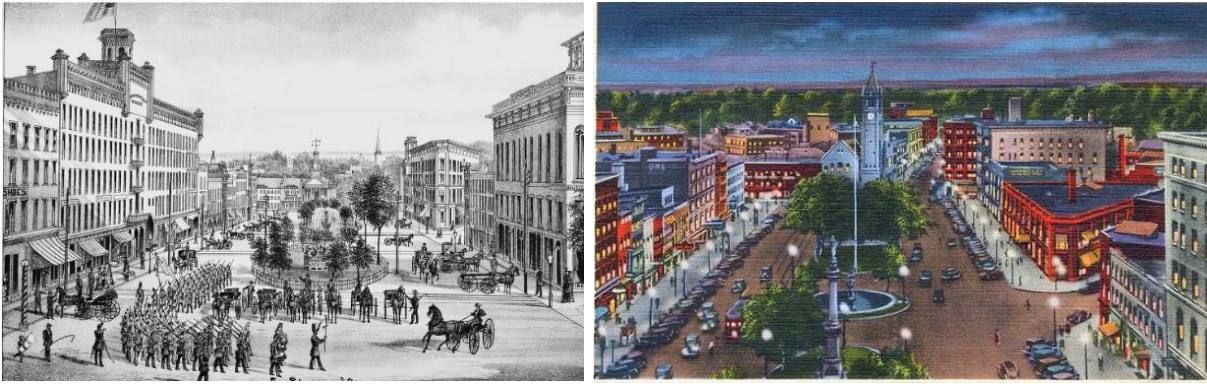
Watertown

Two views of Watertown Public Square facing East; Left: ca. 1877, Right: ca. 1960.

Watertown, NY (pop. 27,023) is a small city. It is the county seat and largest population center of Jefferson County (pop. 117,966). It is 9.3 square miles in size.

The settling of Watertown began in 1800. New England pioneers chose the area based on foresight of creating an industrial center, which would draw its power from the mighty Black River. These men have been described as men of strong feeling, vivid imagination and dauntless courage. They, along with their families, faced many obstacles when they arrived.[4]

Mayor Joseph Butler, Jr., is the head of the City Government and oversees its council. The City of Watertown has a non-partisan Council. Council members and the Mayor are elected to a four year term and serve the City at-large. All elected officials must reside within the City of Watertown. The City Council appoints the City Manager, City Clerk and City Attorney. The City Manager appoints all department heads. [5]

Watertown was once known as the Garland City. In the late 1800's and early 1900's, it was common for businesses located in Public Square to display red, white and blue decorative garlands or buntings all along the building facades. Today, The City of Watertown strives to be a business friendly community and has executed downtown revitalization efforts and public arts programs.[6]

In terms of recreation, there are 574 dedicated acres of Parks and Playgrounds which offer diverse and unique opportunities. Watertown's historic Thompson Park serves as a central gathering place for a variety of community uses, events and for visitors to the City. The Park is an Olmstead Park and rich in activity and scenic trails. The Park is home to the local zoo where one can see a collection of animals that are native to the area. [7]

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[4] "Our History," *The City of Watertown New York*, https://www.watertown-ny.gov/index.asp?NID=411

[5] "Mayor's Office," *The City of Watertown New York*, https://www.watertown-ny.gov/index.asp?nid=81

[6] "Garland City," *The City of Watertown New York*, https://www.watertown-ny.gov/index.asp?NID=412

[7] "Parks and Recreation," *The City of Watertown New York*, https://www.watertown-ny.gov/index.asp?NID=120

Fort Drum

A welcome home ceremony for the 10th Mountain Division 'Warrior Brigade' upon returning to Fort Drum after deployment in Afghanistan.

Fort Drum is located nine miles east of Watertown, and is home to more than 31,000 soldiers, family members, and civilian employees of the 10th Mountain Division (Light Infantry) and its supporting tenants. Fort Drum occupies 107,265 acres in Jefferson County and stretches across the Towns of LeRay, Philadelphia, Antwerp, and Wilna. Fort Drum is the largest Army installation in the Northeast.

Fort Drum is a major training center for reserve component forces, and units of the New York Army National Guard rank among the post's most frequent customers. These units regularly come to Fort Drum for weekend inactive duty training and annual training during the year. Fort Drum's ranges, training areas and facilities are essential to the New York Army National Guard to meet readiness objectives and federal training requirements. In total, the base sees almost 80,000 troops for training annually.

According to the 2018 Fort Drum Impact Statement, there were a total of 17,953 military (14,960) and civilian (2,993) personnel on Fort Drum. Fort Drum is the largest single-site employer in Jefferson County and in Upstate New York. During fiscal year 2018, the Fort Drum military and civilian (including tenants and contractors) payroll was $1.4 billion,

Population Trends

The estimated total population for the County, according to the 2016 American Community Survey, is 116,567 people. The population of the county is distributed among 22 towns, 20 incorporated villages, and one city. The City of Watertown has a population of 25,687. The City of Watertown is centrally located within the county, with no part over 28 miles away. Watertown is the major population, commercial, and industrial center of the county.

The largest town is the Town of LeRay with a population of 23,379 people. This relatively large population is attributed to the presence of the Army base at Fort Drum. By comparison, the town with the smallest population is the Town of Worth, with a total of 231 residents. Carthage is the only other village in the county with a dense population of 3,425 in 2017. All other villages are fairly small with fewer people per square mile

Overall, in Jefferson County, there was a population increase from 111,738 in 2000 to 116,567 (+4.32%) in 2017.[8] Between 2000 and 2010, the Town of Theresa had the greatest population increase, with a 20.3%

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[8] Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2012-17. Source geography: County

increase while the Town of Cape Vincent had the greatest population decrease, with a 17% drop in total population.

Major U.S. and Canadian cities, such as Buffalo, Albany, Scranton, Montreal, Toronto, and Ottawa are located within a 250-mile radius of Watertown.

Report Area	Total Population, 2016 ACS	Total Population, 2000 Census	Population Change from 2000-2016 Census/ACS	Percent Change from 2000-2016 Census/ACS
Jefferson County, NY	116,567	111,738	4,829	4.32%
New York	19,798,227	18,976,457	821,770	4.33%
United States	321,004,407	281,421,906	39,582,501	14.07%

Percent Change in Population

- Jefferson County, NY (4.32%)
- New York (4.33%)
- United States (14.07%)

Industry and Commerce

The largest industry in Jefferson County is government, employing almost 40% of the workforce. This is largely due to the presence of Fort Drum and the two state prisons in the County. Fort Drum's positive direct economic impact on its surrounding community exceeded $1.4 billion for Fiscal Year 2018. The military expansion brings much diversity and better education to the area along with an increase in the retail, service, and hospitality sectors of employment.

After government sector employment, Samaritan Medical Center is the second largest County employer, providing jobs for over 2,000 residents.

According to the 2012 USDA Agriculture Census, Jefferson County had 205 dairy farms. The average dairy farm in Jefferson County consists of approximately 332 acres. The average dairy farm has between 50-99 milk cows.[9] In 2012, Jefferson County's dairy farms sold 483,368 gallons of milk.[10] Jefferson County ranks 4th in New York State in milk production and 57th in the country.[11]

In addition to the three previous industries, 16 % of all employment in Jefferson County is related to retail trade. By comparison, 11 % of employment in New York State is in retail trade occupations. Major retail and manufacturing employers include the Salmon Run Mall, New York Air Brake, and the Car-Freshner Corporation.

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[9] 2012 USDA Agriculture Census, County Summary Highlights: 2007 and 2012, Table 1; 2012 USDA Agriculture Census, cattle and Calves-Inventory and Sales: 2007 and 2012, Table 11.
[10] New York State Dairy Statistics 2016 Annual Summary, pg. 3.
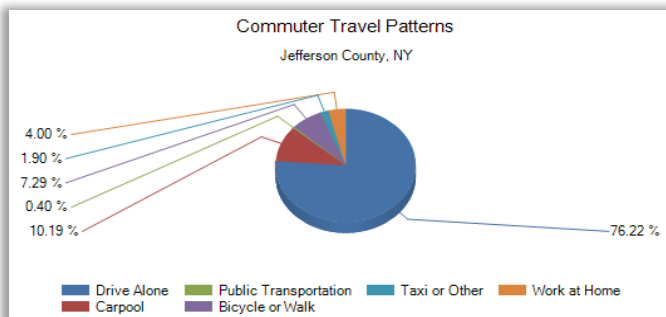[11] 2012 USDA Agriculture Census, County profile 2012, pg. 2

Transportation

Major transportation throughout the County is North-South via Interstate Route 81 and U.S. Highway 11. Route 81 is the major north-south highway of Central New York and ends at the Thousand Islands International Bridge in Jefferson County. Route 11 parallels Interstate 81 North to Watertown, and then branches in a northeasterly direction towards St. Lawrence County. State highways and secondary roads compose the rest of the transportation network that interconnects the populated areas of the county.

Passenger transportation by bus is available, but there is no access to rail passenger transportation. Jefferson County is also the home to the Watertown International Airport, which is located in the Town of Hounsfield and currently offers two round trips daily (except on Sunday) to Philadelphia, PA. The Watertown International Airport serves small private and commercial aircraft.

The median commute time for workers who travel (do not work at home), according to the American Community Survey (ACS), for the County is 25 minutes. This is 0.05% higher than the national median commute time of 24.95 minutes.[12]

Commuter Travel Patterns
Jefferson County, NY

4.00 %
1.90 %
7.29 %
0.40 %
10.19 %   76.22 %

Drive Alone   Public Transportation   Taxi or Other   Work at Home
Carpool   Bicycle or Walk

The impact of the rural nature of the county on transportation and service access cannot be overstated. The terrain and severe winter conditions that lasts four to five months per year further exacerbate transportation and service access challenges. Therefore, this is a key consideration when planning and developing agency programs to build on strengths of the community and to meet the needs where gaps exist.

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[12] US Census Bureau, American Community Survey. 2012-16. Source geography: County

Climate

Jefferson County's climate is characterized as humid-continental and is classified as a temperate forest region. Winters are long and relatively cold; spring is cool and short; summers are warm and moderate, autumn is also warm, but usually short.

Residents clear snow after a storm in Adams, NY. Jefferson County averages 123 inches of snow per year, compared to the yearly US average of 26 inches.

The 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 123 inches in Watertown, but approaches 200 inches in the snow-belt areas in the southern section of the County. The average total annual precipitation is 38 inches.

Lake Ontario has a moderating effect on near shore temperatures, reducing the extremes of cold in winter and heat in summer. On average, there are 161 sunny days per year in Jefferson County. The July high is around 80 degrees. The January low is typically around 10 degrees. The County's comfort index, which is based on humidity during the hot months, is a 58 out of 100, where higher is more comfortable. The US average on the comfort index is 44.

Jefferson County Poverty Profile

Jefferson County is 26[13]th of 62 in poverty among New York State counties.[13]According to the 2019 poverty threshold, a single individual under the age of 65 is considered to be living in poverty if their income is less than $12,490 annually. A family of four with two children under the age of 18 falls under the poverty line if the household income is less than $25,750. [14]

Report Area	All Ages No of Persons	All Ages Poverty Rate	Age 0-17 No of Persons	Age 0-17 Poverty Rate	Age 0-4 No of Persons	Age 0-4 Poverty Rate	Age 5-17 No of Persons	Age 5-17 Poverty Rate
Jefferson County, NY	16,468	15.3%	5,799	21.5%	1,938	11.7%	3,861	21.3%
New York	5,687,907	14.44%	1,707,542	20.20%	1,268,403	22.3%	1,171,400	19.17%
United States	44,268,996	13.90%	14,115,713	19.18%	9,429,296	21.3%	9,648,486	17.95%

> Poverty information above is at or below 100% of the federal poverty income guidelines.

14.8% of Jefferson County residents live below the poverty threshold set by the US Census Bureau. 2018 estimates show that there are a total of 16,236 persons living below the poverty level in the area.[15] According to the American Community Survey 5 year estimates, an average of 14.58 percent of all persons lived in a state of poverty during the 2013 - 2017 period.

Change in Poverty Rate: 2000-2018

■ Jefferson County, NY (2.2%)
■ New York (1.59%)
■ United States (2.7%)

0   50

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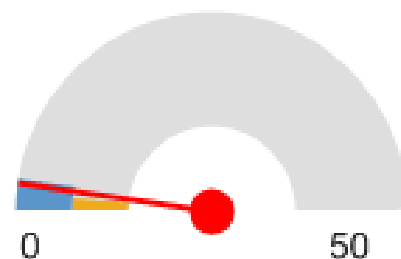
[13] New York State Community Action Association, 2018 New York State Annual Poverty Report, pg. 110

[14] US department of Health and Human Services Office Of the Assistant Secretary for Planning and Evaluation, *2019 Poverty Guidelines*, https://aspe.hhs.gov/2019-poverty-guidelines

[15] The data collected by the Census bureau and that collected by the ACS show some disparity. Both data sets have been included to account for gaps in reporting. Data Source: US Census Bureau, Small Area Income Poverty Estimates. 2016. Source geography: County; US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2012-16. Source geography: County

In terms of the composition of households/families living at or below the poverty line, it is estimated that 14.3% of all households within Jefferson County were living in poverty at the time of the survey period. The national average is 13.8%. Data collected by the ACS also shows that of this group, more wom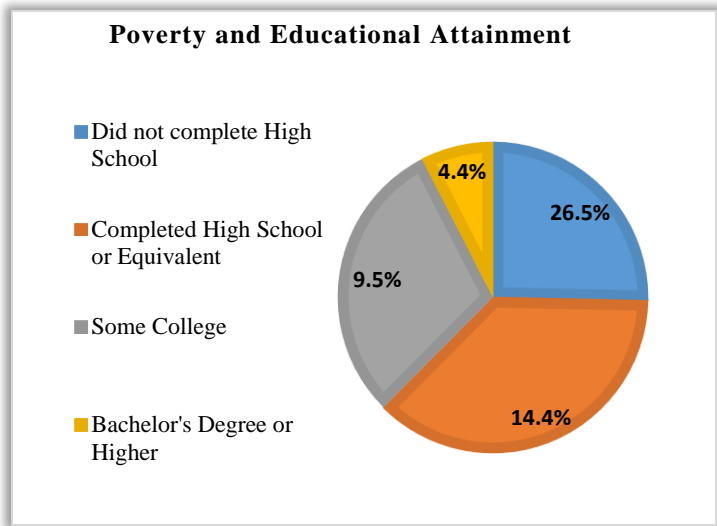en in the county live in poverty than men. This finding is especially true of female heads of households. This group makes up 52.6% of the families living in poverty, compared to 38.2% and 9.2% of households headed by males and married couples, respectively.[16]

Jefferson County:
Families in Poverty by Family Type

- Married Couples
- Male Householders
- Female Householders

38.2% 52.6% 9.2%
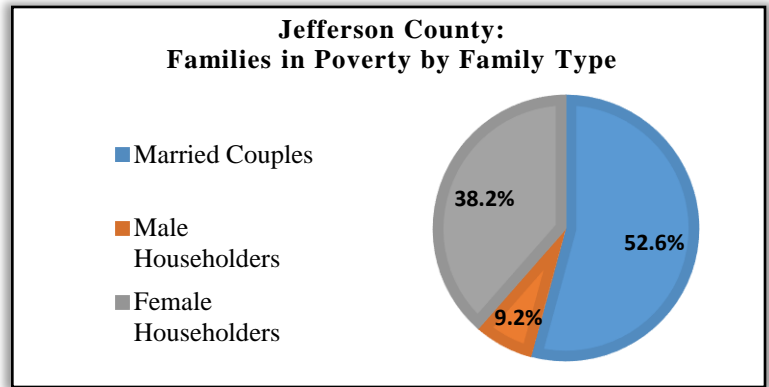
Disparity is also noted in county poverty rates drawn along demographic lines (see bar graph below). Among multi-racial individuals, poverty rates exceed 27% of the total multi-racial population of Jefferson County. Comparatively, 14.7% of the county's white population lives below the federal poverty income guidelines. Asian (21.36%) and Black Americans (16.06%) are the second and third most impoverished demographics, respectively.[17] Native Americans, native Hawaiians/pacific islanders, and other races comprise 21.97% collectively. In total, minorities groups account for 85.3% of the county's total population in poverty.

Population in Poverty Race Alone, Percent

Categories: White, Black or African American, Native American / Alaska Native, Asian, Native Hawaiian / Pacific Islander, Some Other Race, Multiple Race

Legend: Jefferson County, NY — New York — United States

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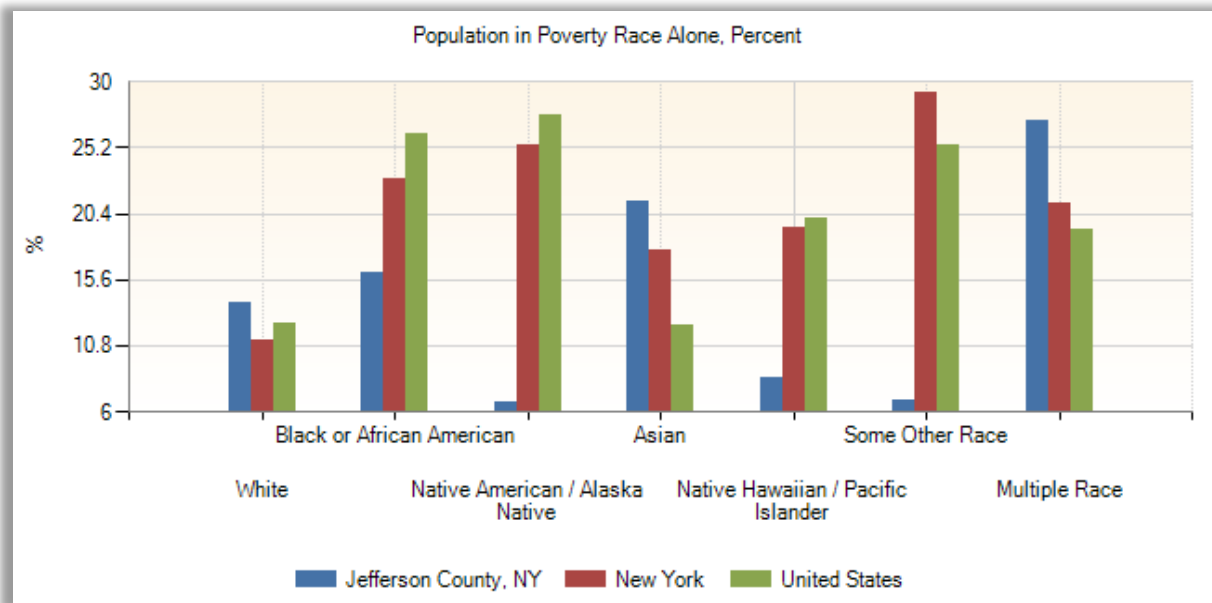
[16] Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County
[17] Ibid

Poverty and Educational Attainment

- ■ Did not complete High School
- ■ Completed High School or Equivalent
- ■ Some College
- ■ Bachelor's Degree or Higher

26.5%
14.4%
9.5%
4.4%

There is also a strong correlation between poverty and education level. In 2018, the New York State Community Action Association reported on 70,916 Jefferson county residents ages 25 and up. Of those individuals surveyed, 8,252 lived at or below the federal poverty line. Of the impoverished, 26.5% have less than a high school education, 14.4 % graduated high school, 9.5% received an Associate's degree or attended some college, and 4.4% have Bachelor's degree or higher.[18]
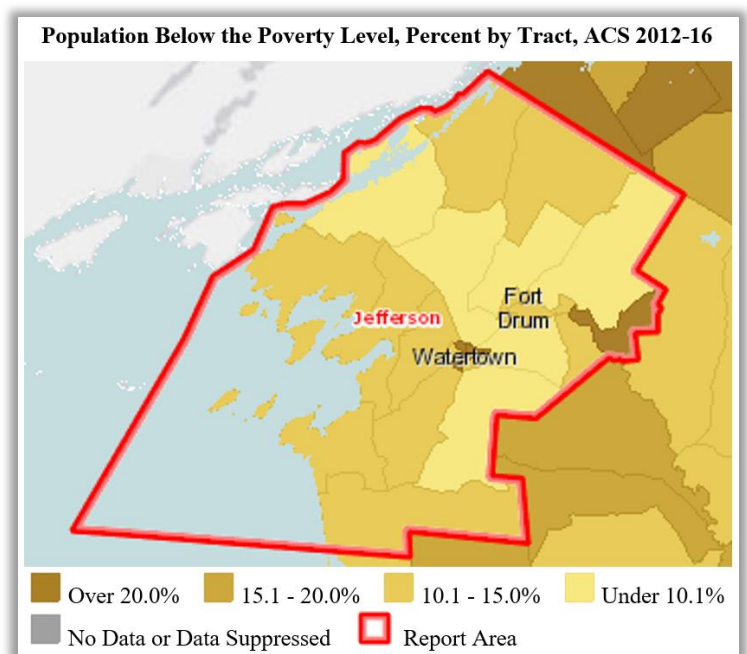
The percentage of veterans living in poverty in Jefferson County is 7.3%, slightly higher than the state and national averages of 6.8% and 7.0% respectively.

Geography of Poverty

Pockets of poverty in excess of the county average can be found in communities in the eastern portions of the county and the northern and central portions of 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%.
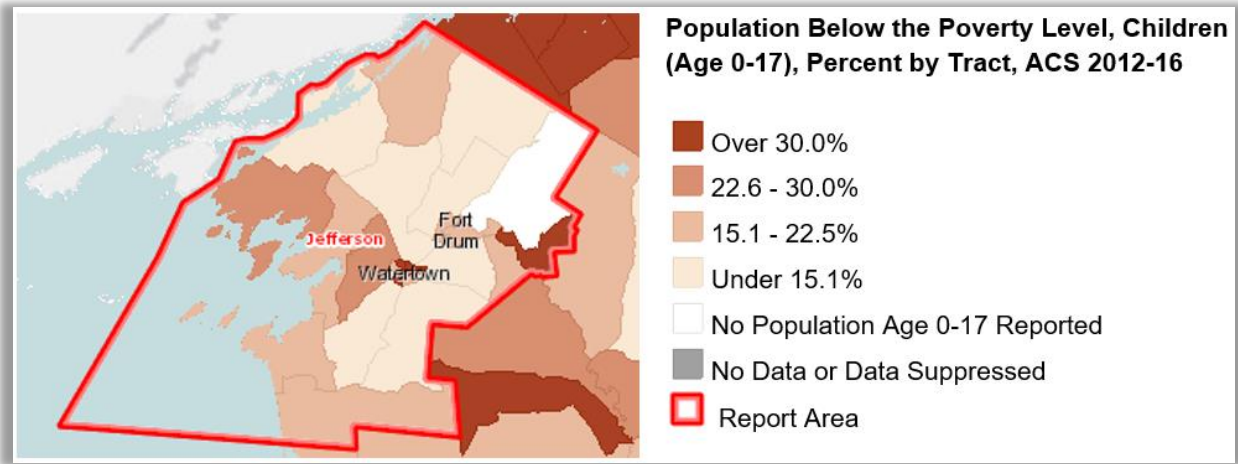
In the center of Watertown (census tract 621), the poverty rate is 24.1%. In communities in the southern portion of the county, such as Ellisburg, Mannsville, Lorraine and Worth (census tract 625), 20.9% of the population lives below the poverty threshold.

Population Below the Poverty Level, Percent by Tract, ACS 2012-16

- ■ Over 20.0%
- ■ 15.1 - 20.0%
- ■ 10.1 - 15.0%
- ■ Under 10.1%
- ■ No Data or Data Suppressed
- ▭ Report Area

Children in Poverty

Poverty is especially prevalent among children in Jefferson County. According to the American Community Survey 5 year data, an average of 21.1% percent of children age 0-17 lived in a state of poverty during the survey calendar year. The poverty rate for children living in the county area is barely less than the national average of 21.2 percent. Consistent with all-ages poverty trends, pockets of child poverty in excess of the county and national average exist in the Wilna/Carthage area, and in northern and central portions of the City of Watertown.

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[18] The initial NYSCC report utilized data submitted by The Community Action Planning Council of Jefferson County, Inc.; New York State Community Action Association, 2018 New York State Annual Poverty Report, pg. 32, http://nyscommunityaction.org/PovReport/2016/Poverty%20Report_2017_Master%20Doc.pdf

Population Below the Poverty Level, Children (Age 0-17), Percent by Tract, ACS 2012-16

- Over 30.0%
- 22.6 - 30.0%
- 15.1 - 22.5%
- Under 15.1%
- No Population Age 0-17 Reported
- No Data or Data Suppressed
- Report Area

The poverty rate for children ages 0-4 is slightly higher than the county average. According to American Community Survey 5 year data, an average of 21.9% percent of children ages 0-4 lived in a state of poverty during the survey calendar year. The poverty rate for children ages 0-4 living in the county is less than the national average of 23.6 percent. Both of these statistics represent a decrease from the last survey period in 2015: 21.5

% of children ages 0 – 17, and a rate of 22.5% among children ages 0 – 4.[19]

According to the U.S. Census, the poverty rate for Jefferson County for children ages 0-17 has increased by 3.1% since 2000, this compares to a state increase of 1.7% and a national increase of 3.3%. The U.S. Census Bureau's Small Area Income and Poverty Estimates only calculate poverty rate changes for ages 0-4 on the state and national levels; which is 2.3% and 2.7 percent respectively. The poverty range change for the county since 2000 among ages 0-17 is 3.4%. Additionally, in Jefferson County, the poverty rate for children ages 0-17 by gender (left) is consistent with state and national averages and approximately 5% higher than the county average.[20]

Report Area	Total Male	Total Female	% Male	% Female
Jefferson County, NY	3,160	2,871	21.74%	20.49%
New York	461,597	449,209	21.74%	22.11%
United States	7,788,380	7,547,403	21.05%	21.29%

Unemployment

Jefferson County has a total labor force of 43, 800 individuals or 37.13% of its resident population of 117,966. The total number of unemployed residents eligible to work is currently 2,900 or 6.6% of the total labor force.

As of May 2018, the county had the 6th highest unemployment rate of all 62 counties in the state.[21] It is tied at sixth place with Lewis, Oswego, and Steuben Counties. During the same reporting period, 2,200 Jefferson County residents have collected unemployment insurance benefits (cumulative as of January 1, 2018) for a total amount of $5,440,00.00 in benefits paid.[22]

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[19] Community Action Planning Council of Jefferson County Inc., *2015 Community Needs Assessment*, pg.18
[20] Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County
[21] New York State Department of Labor, Division of Research and Statistics, *Rate of Unemployment By County of Residence New York State, February 2019* https://www.labor.ny.gov/stats/PressReleases/county_rates.pdf
[22] New York State Department of Labor, Division of Research and Statistics, *Number of Unemployment Insurance Beneficiaries and Benefit Amounts Paid Regular Unemployment Insurance* https://www.labor.ny.gov/stats/UI/Beneficiaries-and-Amounts-by-Region-and-County-February-2019.pdf

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Jefferson County, NY	43,800	40,900	2,900	6.6%
New York	9,557,600	9,379,000	419,700	4.4%
United States	162,635,301	155,857,594	6,777,707	4.2%

Unemployment Rate

0   15%

■ Jefferson County (6.6%)
■ New York (4.4%)
■ United States (4.2%)
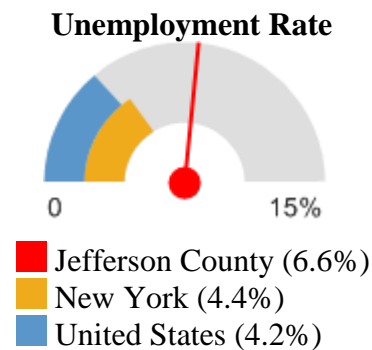
From March 2018 to February 2019, unemployment change within Jefferson County is shown in the chart below. According to the U.S. Department of Labor, unemployment for this thirteen month period grew from 7.6% percent to 8% percent. [23]

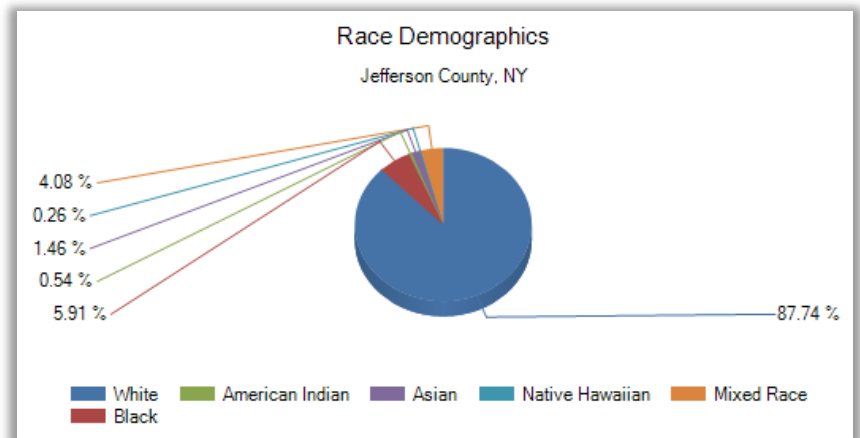| Report Area	Mar. 2018	Apr. 2018	May 2018	Jun. 2018	Jul. 2018	Aug. 2018	Sep. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019	Feb. 2019
Jefferson County, NY	7.4%	6.1%	4.8%	4.7%	4.6%	4.4%	4.1%	4.1%	4.9%	5.9%	6.7%	6.6%

According to the U.S. Department of Labor, unemployment rates for the preceding six year period fell from 10.7% percent to 6.6% percent.

Other Social & Economic Factors

Race, Ethnicity and Spoken Language

In 2016, the overwhelming majority of Jefferson County residents identified as non-Hispanic Caucasians. [24] Of the 87.74 % of respondents who selected 'white' as their race, 6% of females and 8% of males indicated Hispanic descent. The remaining 12.26% of respondents identified collectively as minorities; Native American (American Indian,) Asian, Native Hawaiian/Pacific Islander, mixed-race and Black. [25]

Since minorities groups account for 85.3% of Jefferson County's total population in poverty, many Head Start eligible infants, toddlers, preschool-age children, and expectant mothers belong to a minority group. Additionally, 96.2% of county residents are US natives, 2.6% are citizens born abroad, and 3.8% are foreign born.[26]

Race Demographics
Jefferson County, NY

4.08 %
0.26 %
1.46 %
0.54 %
5.91 %
87.74 %

■ White ■ American Indian ■ Asian ■ Native Hawaiian ■ Mixed Race
■ Black

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[23] US Department of Labor, Bureau of Labor Statistics. 2019 - February. Source geography: County
[24] Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County
[25] Literacy of Northern New York, 2012-2016 Literacy and language statistics
[26] Ibid

Head Start eligible infants, toddlers, preschool-age children, and expectant mothers in Jefferson County predominantly speak English in the home.[27] According to data obtained through Literacy of Northern New York, as of 2016, 92.7% of residents speak English only. Of the remaining 7.3%, 3.8% speak Spanish, 2.2% speak an Indo-European language, 1.0% speak an Asian or Pacific Island Language, and 0.3% speak another language. Among those speakers of foreign languages, less than 1% of individuals from each category indicated that they speak English "very well."

Opioid & Substance Abuse

Opioid use is a growing concern among Jefferson County residents.[28] According to a 2018 community assessment survey conducted by Community Action Planning Council of Jefferson County's Head Start program of local health and human services agencies, 13 out of 16 respondents (81.25%), indicated substance abuse as a community hardship; placing it third among the top hardships surveyed. Half of all those surveyed believed the problem had gotten worse. In Head Start's 2018 Community Assessment Parent Survey, 35 of 73 (47.95%) of parents surveyed across all Head Start sites and program types noticed an "increase in drug use in their community."

According to the Fort Drum Regional Health Planning Organization's (FDRHPO) 2017 Community Health Survey, adults from households personally affected by opiate abuse or addiction within past year is at 5.2%. This is an increase from 3.7% in 2016. [29] By comparison, neighboring Lewis and St. Lawrence Counties saw rates of 5.9% and 4.2% respectively.
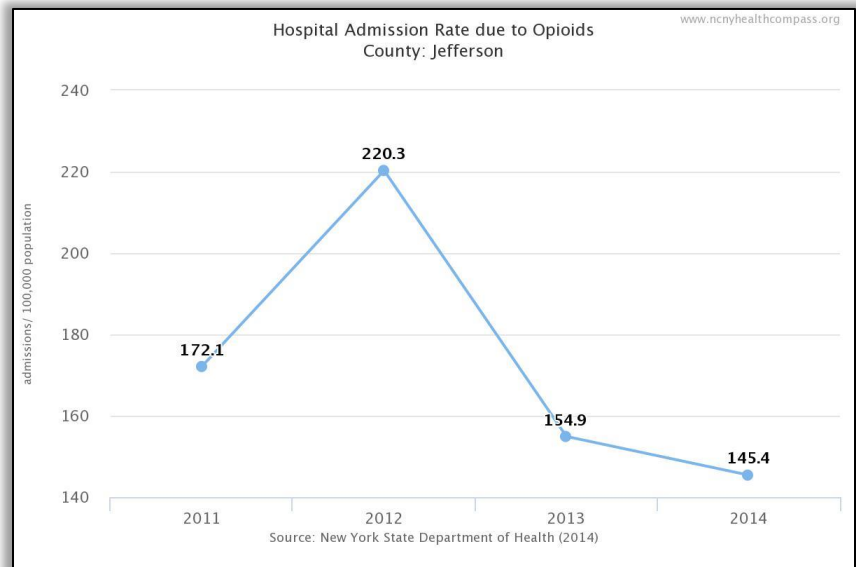
Data collected by the New York State Department of Health tracked opioid hospitalizations from 2011 to 2014 (the most recent data available.) These indicate opioid hospitalizations are down overall from previous years.[30] The New York State Department of Health data shows 145.4 total opioid-related hospitalizations per 100,000 patients seen in Jefferson County. By comparison, the rate of opioid-related hospitalizations in Jefferson County is on par with Lewis County to the east, but significantly less than St. Lawrence County to the north which saw 739.7 patients in the same year. As of 2015, the New York State Department of Health

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[27] Ibid

[28] Head start Community Assessment Survey, *Question 3: List three things you feel are challenges in the Community;* Head start Community Assessment Survey, *Question 5: Select the areas you believe have worsened in our community in the last three Years;* Head Start 2018 Community Assessment Parent Survey, *Question 6: What trends are you noticing in your community?*

[29] North Country Health Compass, *FDRHPO Community Health Survey: Adults from households personally affected by opiate abuse or addiction within past year,*
http://www.ncnyhealthcompass.org/indicators/index/view?indicatorId=6831&localeId=1902

[30] New York State Department of Health/ Conduent Healthy Communities Institute,
http://www.ncnyhealthcompass.org/indicators/index/view?indicatorId=5275&comparisonId=927&localeId=1902

recorded 3 deaths per year from heroin overdose and 7.5 deaths per year from opioid pain-killer (hydrocodone, oxycodone, and fentanyl) overdose per 100,000 people in the county.[31]

Concerning the broader spectrum of substance use, the Community Health Survey conducted by the FDRHPO also found that 14.5% of county adults usually consume 4 or more alcoholic beverages on occasions when they drink.[32] At Samaritan Medical Center, the average annual hospitalization rate due to acute or chronic alcohol abuse per 10,000 individuals 18 years and older is 13.5. This is less than the state average of 28.1 per 1000. Among those treated at Samaritan, patients are predominantly Black American males ages 45-64.[33]

The percentage of adults who smoke in Jefferson County is 15.6%. This is a decrease of 1.1% from the prior rate of 16.7% as surveyed by the FDRHPO in 2016. [34] Additionally, a 2016 survey found that among adult non-smokers in the county, 13.8% live with someone who smokes indoors.

[31] New York State Department of Health/ Conduent Healthy Communities Institute, Age-adjusted death rate per 100,000 population due to prescription opioids, http://www.ncnyhealthcompass.org/indicators/index/view?indicatorId=5157&localeId=1902; [31] New York State Department of Health/ Conduent Healthy Communities Institute, Age-adjusted death rate per 100,000 population due to heroin overdose, http://www.ncnyhealthcompass.org/indicators/index/view?indicatorId=5155&localeId=1902

[32] North Country Health Compass, *FDRHPO Community Health Survey:* Adults consuming four or more alcoholic beverages on a drinking occasion http://www.ncnyhealthcompass.org/indicators/index/view?indicatorId=6829&localeId=1902

[33] "Alcohol abuse" includes alcohol dependence syndrome, nondependent alcohol abuse, alcoholic psychoses, toxic effects of alcohol, and excessive blood level of alcohol. Diseases of the nervous system, digestive system, and circulatory system caused by alcohol are also included.; North Country Health Compass, *FDRHPO Community Health Survey: Age adjusted Hospitalization rate due to Alcohol abuse, http://www.ncnyhealthcompass.org/indicators/index/view?indicatorId=5311&localeId=132005*

[34] North Country Health Compass, *FDRHPO 2017 Community Health Survey:* percentage of adults who smoke cigarettes.:http://www.ncnyhealthcompass.org/indicators/index/view?indicatorId=6851&localeId=1902 [34] North Country Health Compass, *FDRHPO 2016 Community Health Survey:* adults who live in a home where someone smokes indoors, http://www.ncnyhealthcompass.org/indicators/index/view?indicatorId=6861&localeTypeId=2

Disability Services and Resources

In Jefferson county the percentage of the population that are limited in any activity because of physical, mental, or emotional problems is 14.2%.[35] Of that number, 4.7% are under the age of 18; approximately 1,370 children.[36] In 2016, the overall percentage (prevalence rate) of children with a visual and/or hearing disability ages 0 to 4 in the state of New York was 0.6 %.[37] Only two sensory disability questions were asked of this population and results are presented in the graph.

Prevalence of disability among non-institutionalized people ages 4 and under in New York in 2016
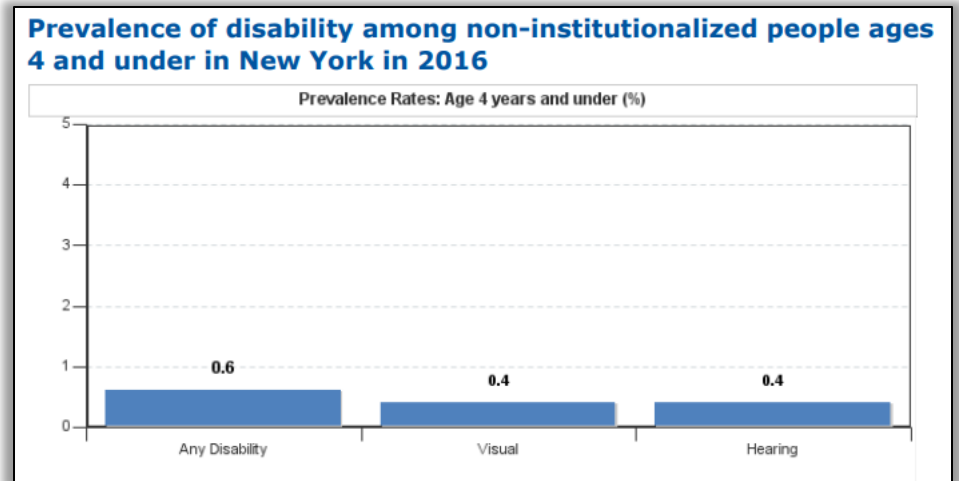
There are two preschool CPSE evaluators in the county. Benchmark Family Services and Jefferson Rehabilitation Center. Both agencies are located in Watertown. All preschool special education classroom services are located in Watertown. Children travel up to 30 miles to special education preschool each day. Related service providers travel throughout the county to provide services in the homes or in the child's home or alternate care setting including: Head Start, preschool, day care, family day care provider, etc.

0-5 Disabilities Services in Jefferson County

Agency	Preschool	Early Intervention	Preschool Related Services
JRC	X	X	X
Benchmark Family Services	X		X
Milestones/Little Luke's		X	X
Building Blocks		X	X
Rowland Center		X	

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[35]North Country Health Compass, New York Expanded Behavioral Risk Factor Surveillance System, *Persons with a Disability*, http://www.ncnyhealthcompass.org/indicators/index/view?indicatorId=355&localeId=1902

[36] Literacy of Northern New York, 2012-2016 Literacy and language statistics

[37] Erickson, W., Lee, C., & von Schrader, S. (2018). 2016 Disability Status Report: New York. Ithaca, NY: Cornell University Yang-Tan Institute on Employment and Disability (YTI). pg.11

Head Start Children Diagnosed With Special Needs, 2008 – 2018 [38]

	2008	2009	2011	2013	2014	2015	2016	2017	2018	2019
Number of Children Enrolled with Disabilities	67	72	85	58	62	58	74	73	86	85
Percent of Total Enrollment with Disabilities	19.5%	22.2%	25.4%	17.7%	21%	17.8%	22.8%	22.5%	26%	30.9%
Percent Diagnosed prior to Enrollment	59.7%	51.4%	65%	47%	75.8%	55.2%	63.5%	82.1%	66.2%	64.7%
Percent Diagnosed During Program Year	40.3%	48.6%	35%	53%	24.2%	44.8%	36.4%	17.8%	33.7%	35.3%
Number of Children with IEP or IFSP	67	72	85	58	62	58	74	73	86	85
Number of Students Eligible for Special Education Services	67	72	85	58	62	58	74	73	86	85

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[38] Source: Head Start PIR, 2000-2019

Child Care Availability

According to the 2018 Child Care Report prepared by the Jefferson-Lewis Childcare Project, there are a total of 16 licensed day care centers, 47 registered family day care centers, 21 licensed group day care centers, and 20 registered school-aged child care sites in Jefferson County, in addition to five Head Start centers.[39]   There are nine districts providing Universal Pre-K and 5 private preschools. Many children are cared for in legally-exempt child care settings. There are 58 legally-exempt providers in Jefferson County.

The Child Care Report 2018 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.

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[39] Jefferson-Lewis Childcare Project, *Report to the Community on Child Care: Trends and Status*, March 2018, pg. 6

Appendix I

Survey and Focus Group Summaries

Customer Satisfaction Survey – Synopsis of Aggregated Data
April 2019

METHODOLOGY
Between March 28 and April 15, 2019, hard copies were made available to walk-in customers, as well as during home visits and parent / teacher conferences. Additionally, the survey was available through Facebook. A total of 304 customers completed the survey. Following is a summary of survey results with comparisons of the data collected in 2016 versus 2019.

EXECUTIVE SUMMARY
The demographics of survey respondents are typical of the individual characteristics reported in the 2019 Annual Program Report (APR) for Community Services Block Grant (CSBG). For the most part, the demographics align with the 2016 customer survey with exceptions to include a 10% increase in the number of survey respondents who are retired and a decrease of 9% in the number of unemployed customers that we served.

Word of mouth and flyers (included in school backpacks and posted within other agencies) continue to be the primary ways customers hear about Community Action.   The most frequently accessed services for this particular sample population include Food Pantry, Head Start, Pre-K and personal care items. There is a significant increase in the number of individuals reporting they received tax preparation services – due to the timing of the survey.

There is a notable increase in the number of respondents reporting that they completed a comprehensive assessment that documented all needs of the household. It is likely that this is attributable to the new intake form introduced in 2017 across all programs.

The data indicates a high level of engagement of the customer base with a majority of the respondents reporting that they were asked to participate in the community needs survey, volunteer and / or serve on parent committee.

There are a total of 19 positive comments regarding the quality of service. There are 28 suggestions for improvement, the majority of which refer to early childhood education or food pantry.

Overall, the satisfaction indicators are extremely positive. The vast majority of customers reported that they were treated courteously and their privacy was respected with only two respondents indicating otherwise; 96% reported that their needs were met. Additionally, 91% believe that the agency is helping to improve the conditions in which low-income individuals live.

DEMOGRAPHIC PROFILE

Gender of Person Completing Survey

	2016	2019
Female	71%	74%
Male	29%	25%

Age of Person Completing Survey

	2016	2019
Under 18	2%	1%
18 – 23	9%	5%
29 – 44	49%	47%
45 – 54	15%	13%
55 – 65	12%	16%
66+	13%	18%

Ethnicity of Person Completing Survey

	2016	2019
Non-Hispanic	94%	93%
Hispanic	6%	7%

Race of Person Completing Survey

	2016	2019
Caucasian	87.7%	86%
African American	4%	4%
Multi-Racial	2.8%	4%
Native American	3.1%	3%
Other	1.7%	2%
Asian	0.7%	1%

Work Status

	2016	2019
Employed	44%	42%
Unemployed	40%	31%
Retired	14%	24%
Student	2%	3%

SERVICES

How did you hear about Community Action Planning Council?

	2016	2019
Family / Friend	58%	59%
Other*	19%	15%
Referred by another agency	12%	13%
Website	2%	4%
Agency Brochure	3%	2%
Social Media	2%	5%
TV / Newspaper	4%	2%

*Other includes Head Start/Pre-K, previous customer, previous employee, flyer, work, school

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

	2016	2019
First Visit	36%	38%
2 – 4 Times	24%	31%
5+ Times	29%	21%
Other (Head Start / Pre-K)	11%	10%

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

	2016	2019
Food Pantry	35%	35%
Head Start	29%	28%
Pre-K	15%	3%
Pantry – Personal Items/Diapers	8%	9%
Other**	4%	4%
Utility Assistance	2%	3%
Child Care Provider Services/Training	5%	1%
NOEP – SNAP Application	5%	2%
Weatherization	4%	7%
Income Tax Preparation	23%	44%
Rental Assistance	<1%	1%
Help Finding Child Care	1%	1%
Nutrition Workshop/Tasting Experience	3%	1%
Employment Services	2%	1%
EMPOWER	1%	7%

**Other includes Operation Warm Feet, winter coats, school supplies, help with HEAP application

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

	2016	2019
Yes	65%	70%
No	35%	30%

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

	2016	2019
Yes	24%	21%
No	76%	79%

QUALITY OF SERVICES

Did the services provided by Community Action meet your needs?

	2016	2019
Yes	98%	96%
No	2%	4%

Explanations for no answers:

It's once a month, but it should be Okay to come whenever able within that month

It doesn't offer a lot of personal items and the food is very limited and very outdated

Not enough food

Were you treated courteously?

	2016	2019
Yes	99.8%	99.3%
No	0.2%	0.7%

Was your privacy respected?

	2016	2019
Yes	98%	98%
No	2%	2%

Was the customer service area comfortable and welcoming?

	2016	2019
Yes	98%	90%
No	2%	2%
N/A	--	8%

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

	2016	2019
Yes	99%	98%
No	1%	2

Explanations for no answers:

Times and locations are good but the days are inconvenient. It should be once a month regardless of the day cause the days keep pushing you further and down the month
I feel that the food pantry should be open at least once a week 4-6pm for people that have jobs but still need help with food
I walk and sometimes have a hard time to get there, also use public transportation
Limited hours
Not open every day

<u>Have you been asked to participate in any of the following?</u>

	2016	2019
Community Needs Survey	33%	79%
Volunteer Activity	22%	24%
Head Start Parent Committee	--	26%
Program Evaluation / Head Start Self-Assessment	21%	17%
Serve on Board or Policy Council	9%	14%
Hiring Committee	9%	10%
Focus Group: CA Voices / ESPRI	9%	9%

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

	2016	2019
Yes	85%	91%
Unable to tell	8%	4%
No opinion	6%	3%
No	1%	1%

<u>What suggestions do you have to improve the quality of services provided by Community Action? (open-ended)</u>

<u>Positive Comments:</u>

- *None, it's all great!*
- *Keep doing what you do.*
- *Keep up the great work.*
- *Good program*
- *My kid qualifies for head start because of her IEP-we're not low income & we don't need help of resources from the community action other than education. The staff is amazing but I feel like the program is only designed for low income, uneducated, struggling parents with all the home visits & frankly handouts. I really*

appreciate everything the staff/program has done for my kid & the staff is wonderful but other than volunteering & participating in my child's education i really don't need more resources.

- *Nothing I can think of, they are very helpful*
- *You're doing great.*
- *None, they are doing an awesome job.*
- *Continue doing what you are doing.*
- *All good*
- *Great job!!*
- *None that I can think of.*
- *They are respectful and get our needs done.*
- *They are great in my times of need.*
- *Everything is great.*
- *Just keep up the good work.*

Suggestions for Improvements:

- *The date that one comes (to the food pantry) should not be the same day every month, it's conflicting with scheduling.*
- *Programs that refer to Dad's or Mom's should be referred to as Family Activities. Not every child has a dad or mom so it may hurt the child's feeling when a parent isn't present in a child's life.*
- *School bus coming to Fort Drum*
- *I think Head Start should be a full day program in order to prepare the kids for full day Kindergarten*
- *Open classes for everyone, not just low income. Every child could benefit from the classes.*
- *Market the name and services offered for better public knowledge/understanding.*
- *Advocate services to help parents who have had children removed by CPS/DHS.*
- *Less favoritism*
- *It would be nice to have a little more food that lasts at least two weeks.*
- *More food*
- *Enough food for the month.*
- *Faster response to voicemails left for help and inquires.*
- *More funding to enhance performance of agency.*
- *I wish food would last for more than one week.*
- *Travel to shut in clients*
- *Longer hours*
- *Need a little more privacy when giving personal information.*
- *You need to provide confidential area, people in waiting room can hear everything, not good*
- *More fresh fruit.*
- *More privacy in the waiting area.*
- *Return phone calls quicker for kids applying for school Pre-K*
- *Do references before interviewing*

Board, Staff and Community Partner, Participants of the Bridges out of Poverty training and Faith-Based Survey (s)

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

Board of Directors Survey
Throughout September and October 2019, surveys were distributed to members of the Board of Directors in both electronic and paper form. Of the 15 members of the Board, 8 completed surveys.

Staff Survey
Throughout September and October 2019, 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 80 staff members participated.

Community Partner Survey
The community partner survey was distributed via a link to an email list consisting of 82 representatives of community-based organizations, health-related agencies, private sector, public sector and educational institutions. A total of individuals, representing 19 different organizations, completed surveys using the Survey Monkey link:

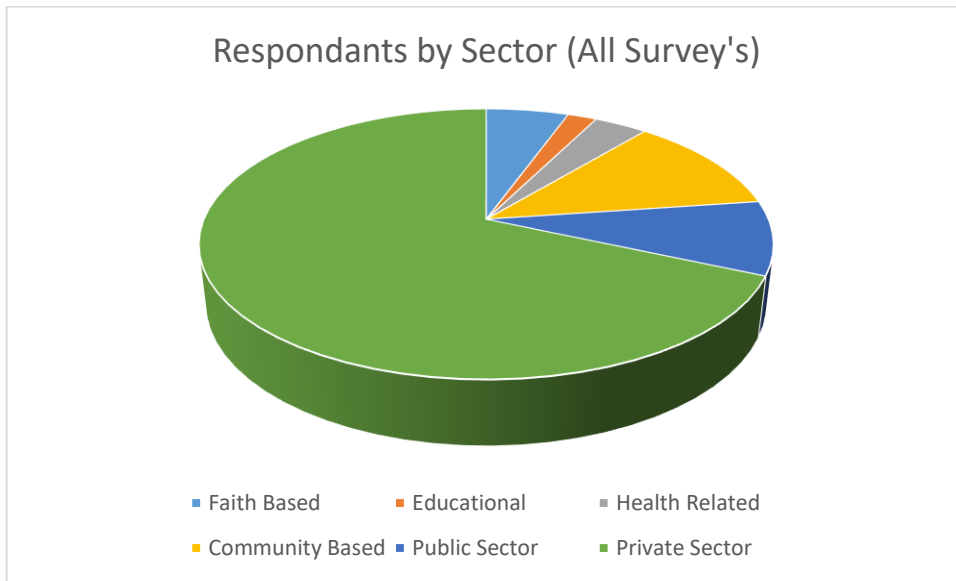|	
Bellville Henderson School District (School Principal)	Educational
Bellville Henderson School District (School Nurse)	Educational
Calcium Primary School	Educational
Cornell Cooperative Extension of Jefferson County	Community Based
Community Action Planning Council (Board Member)	Community Based
Employment and Training	Public Sector
Flower Memorial Library	Public Sector
Jefferson County Department of Employment and Training	Public Sector
Jefferson-Lewis Workforce Development	Public Sector
North Country Transitional Living Services	Community Based
NYS Department of State	Public Sector
NYS Office of the Aging	Public Sector
Pivot	Community Based
Watertown Housing Authority	Public Sector
Watertown Savings Bank	Financial Institution
Watertown Urban Mission	Faith Based
Watertown Vet Center	Health Care
The Work Place (Business Services & Classroom Training Coordinator)	Public Sector
The Work Place (Job Club Coordinator/ Employment and Training Asst)	Public Sector

Faith-Based Survey

The Faith-Based Survey was distributed via a church delegate meeting at Watertown Urban Mission. Additionally, Pastors were called and offered to take the survey via a link by email or to sit down and have a conversation. A focus group was held in Adams Catholic Church with the South Jefferson Ecumenical Council.   A total of individuals, representing 13 different Faith-based organizations, completed surveys using the Survey Monkey link and/or participated in a discussion:

A New Way Assembly of God, Watertown, NY
Faith Fellowship Church, Watertown
First Baptist Church, Watertown
First Presbyterian Church, Watertown
Life Church of the Nazarene, Watertown
Mercy Point Church, Watertown
The Rock Church, Watertown
Grace Community Church, Theresa
Baptist Church, Adams
Emmanuel Episcopal Church, Adams
Methodist Church, Lorraine
Adams Village Baptist Church
Catholic Charities

Participants of the Bridges out of Poverty Training

This survey was distributed to participants of the Bridges Out Of Poverty Training that was conducted on September 11 & 12, 2019. 64 Participants completed the survey including individuals from the following sectors:

Faith-based	4
Educational	3
Health related	10
Community Based	30
Public Sector	15
Private Sector	2

Respondants by Sector (All Survey's)

Legend: ■ Faith Based ■ Educational ■ Health Related ■ Community Based ■ Public Sector ■ Private 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. The data for all three constituency groups is summarized as follows.

BOARD OF DIRECTORS: Number of Years on Board

Less than 1 year	1
1 – 5 years	1
6 – 10 years	2
11 – 15 years	2
16 – 20 years	2
21+ years	0

STAFF: Number of Years on Staff

Less than 1 year	6
1 – 5 years	11
6 – 10 years	8
11 – 15 years	5
16 – 20 years	3
21+ years	12

COMMUNITY PARTNERS: Active relationship with agency in past 12 months

Yes   15
No   4

Greatest strengths of living in Jefferson County

BOARD OF DIRECTORS

1. Access to beautiful resources
2. Community relationship with Fort Drum/ Home to US Army's 10th Mountain Division
3. Strong school systems
4. Agencies attempting to meet various needs
5. Not much traffic
6. Access to continued development
7. Community values/Good North Country Values

STAFF

1. Sense of Community
2. Strong Family Relationships
3. Beautiful area, abundance of outdoor activities
4. Fairly safe communities/ low violent crime rate
5. Great people, People in the area are
6. A mixture of 'city' and rural
7. Access to higher education

COMMUNITY PARTNERS

1. Emerging collaborations brought about by ESPRI and other initiatives
2. Built in Social Community for Veterans & Family members of Service Members, & Veterans
3. Lower crime rate
4. Fort Drum - its economic impact and the community spirit the installation invokes
5. Strong community supports and resources
6. Recreational opportunities, beautiful geography and change of seasons
7. Small town values with great schools

FAITH-BASED COMMUNITY

1. Good schools, good place to raise a family
2. Sense of community, small town feel, willingness to help neighbors
3. Fort Drum, military pride
4. Abundant natural beauty, sporting opportunities (hunting, fishing, skiing, hiking)
5. Low crime rate
6. Centralized system for services (i.e. food assistance)

Bridges out of Poverty Participants

1. Sense of community
2. Scenic variety with natural resources
3. Low cost of living
4. Employment training
5. Recreational attractions
6. Schools are good quality
7. Services/organizations that help people

Greatest Challenges of Living in Jefferson County

BOARD OF DIRECTORS

1. Lack of sustainable jobs that provide a living wage
2. Economy
3. Lack of affordable child care
4. Lack of transportation outside the city
5. Lack of affordable housing
6. Medical Provider availability
7. Military only Services
8. Weather conditions

STAFF

1. Lack of sustainable wage jobs
2. Drug addiction
3. Mental health/Behavioral health
4. Weather conditions in the winter – Challenges driving
5. Winter condition-lead to higher energy bills
6. Lack of activities for teenagers
7. High rent costs

COMMUNITY PARTNERS

1. Lack of jobs that are full time and offer benefits, lack of quality jobs for high school graduates
2. Lack of affordable housing
3. Lack of quality, affordable child care
4. Increasing drug use/abuse, big city drug problems without big city solutions
5. Lack of robust public transportation especially in rural areas
6. Lack of homeless shelter, limited homeless prevention programming
7. Lack of summer programs for low income families

FAITH-BASED COMMUNITY

1. Lack of consistent resources to fill gap for single parents
2. Lack of activities/programs for youth
3. Lack of public transportation – between Watertown and other towns – leading to isolation
4. Drug addiction/ lack of mental health care
5. Employment opportunities that lead to sustainable work with living wage
6. Large amount of people in poverty/lack of food
7. Lack of quality/affordable childcare

Bridges out of Poverty Participants

1. Limited transportation resources (particularly outside the city)
2. Lack of quality/affordable child care
3. Limited job market
4. Drug epidemic
5. Healthcare – Mental/Behavioral
6. Long/harsh winters
7. High cost of living

How well do you feel the community meets the needs of low-income households?

Board of Directors and Community Action Staff

Community Partners

Faith-Based Community

Bridges out of Poverty Participants
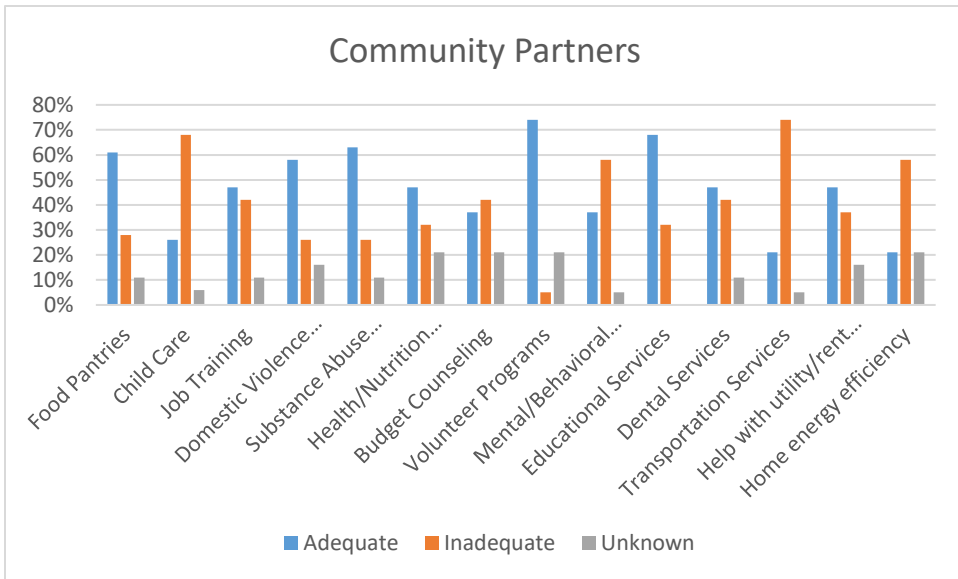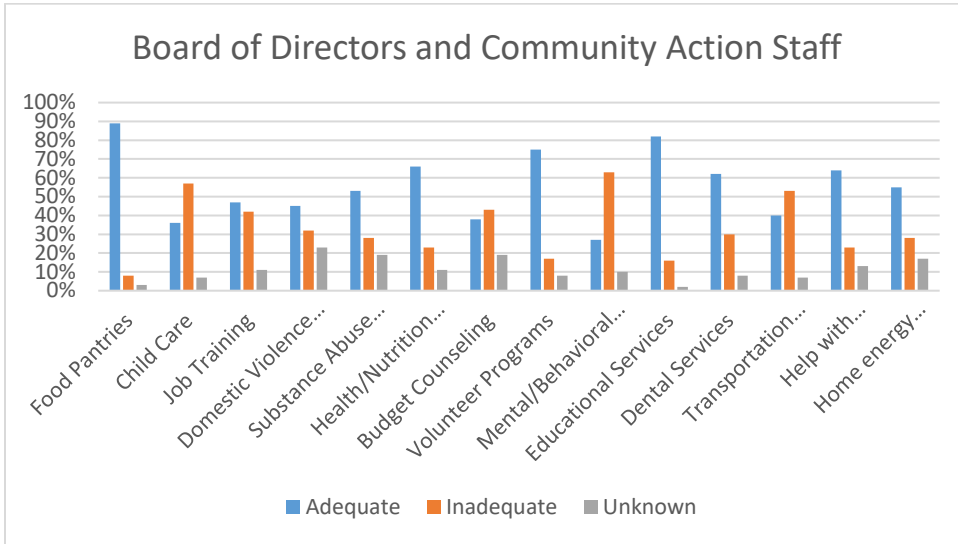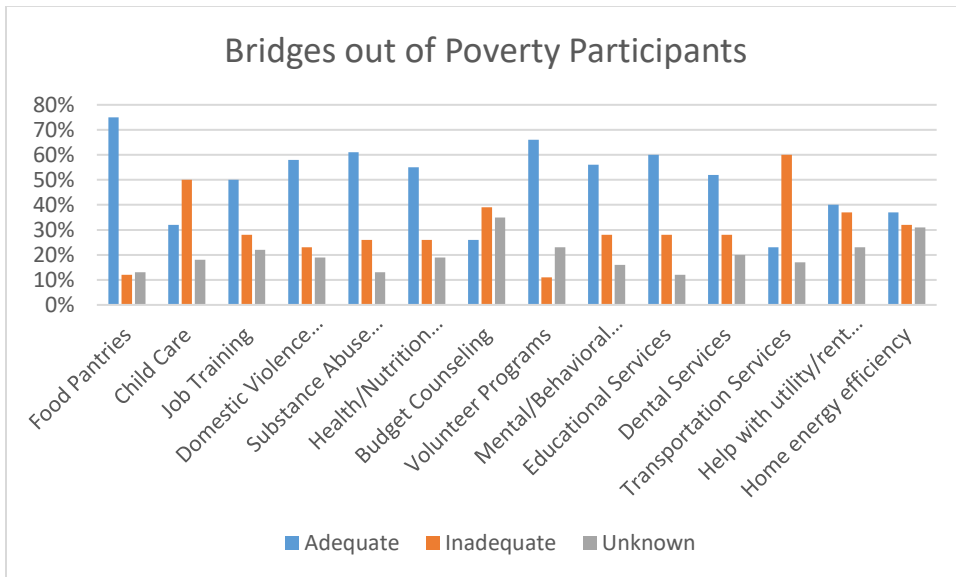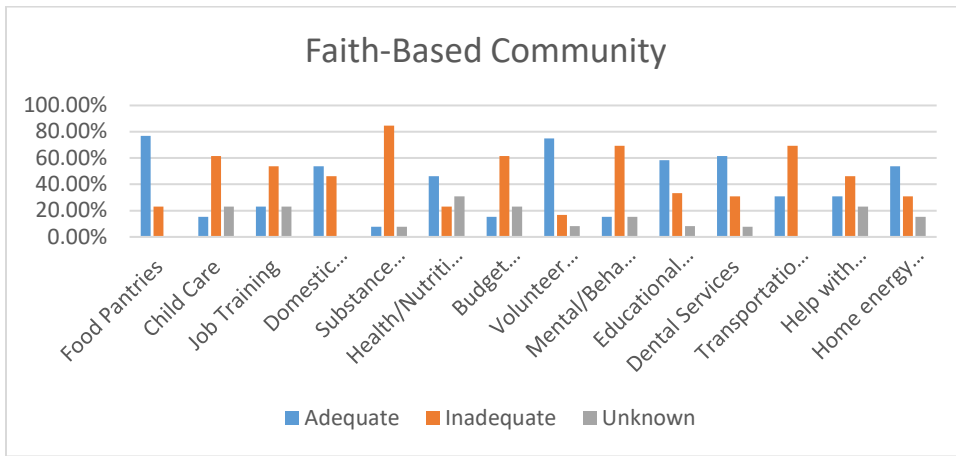
Respondents selected more than one response.

**Assuming jobs are available, what makes it difficult for people to get/maintain employment?**

Board of Directors and Staff

Community Action Partners

Bridges out of Poverty Participants

Faith Based Community
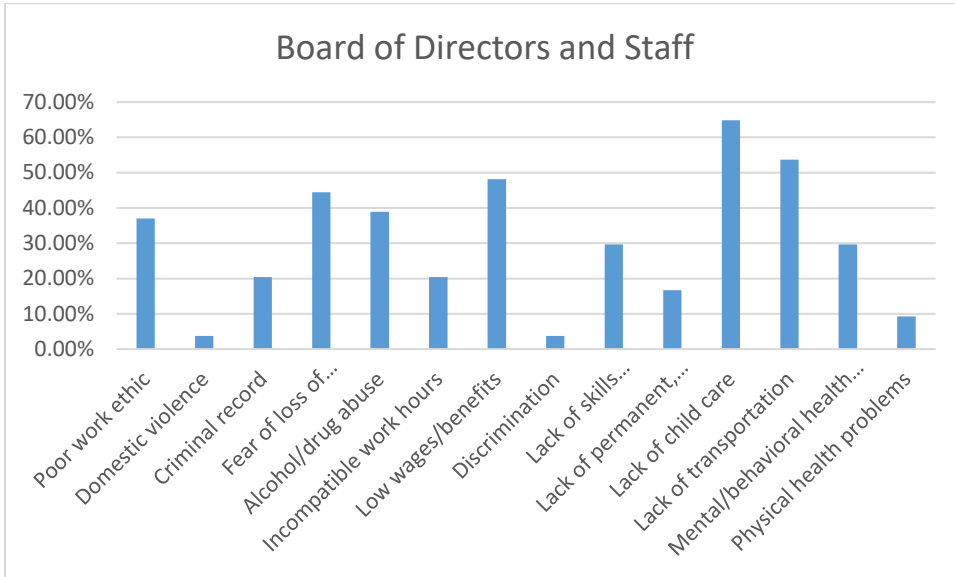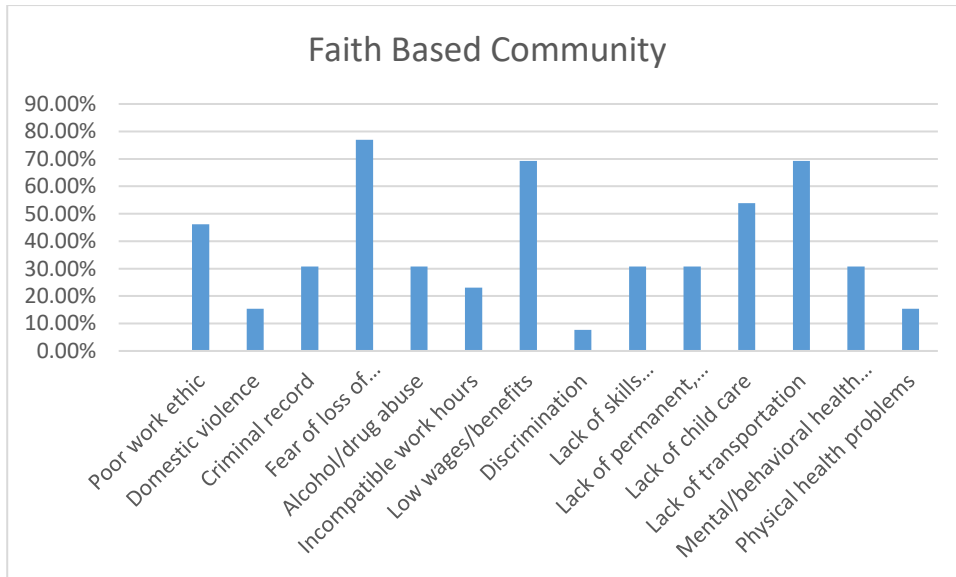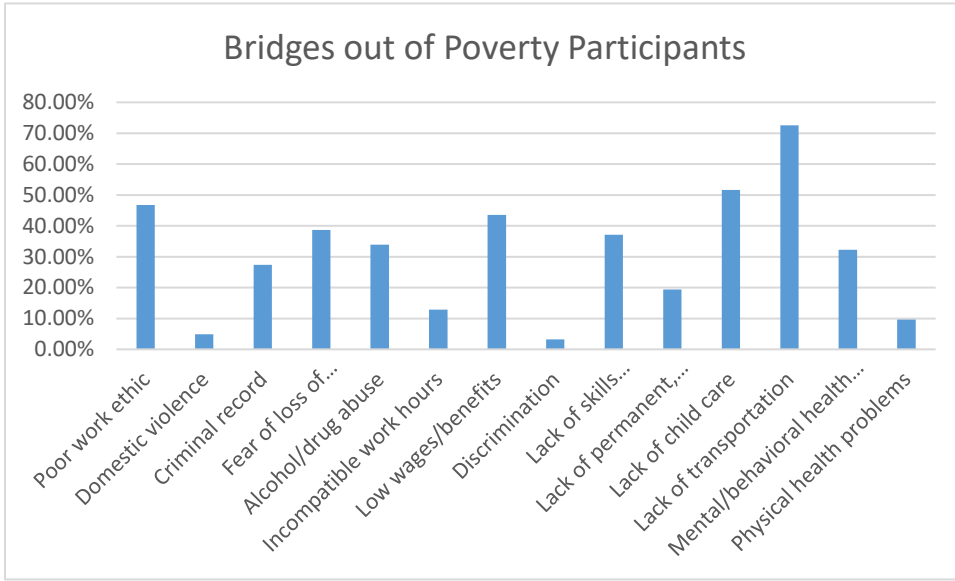
Respondents selected more than one response.

What are the most challenging community issues that low-income households in Jefferson County will face in the next three years?

Respondents selected more than one response.

Faith Based Community
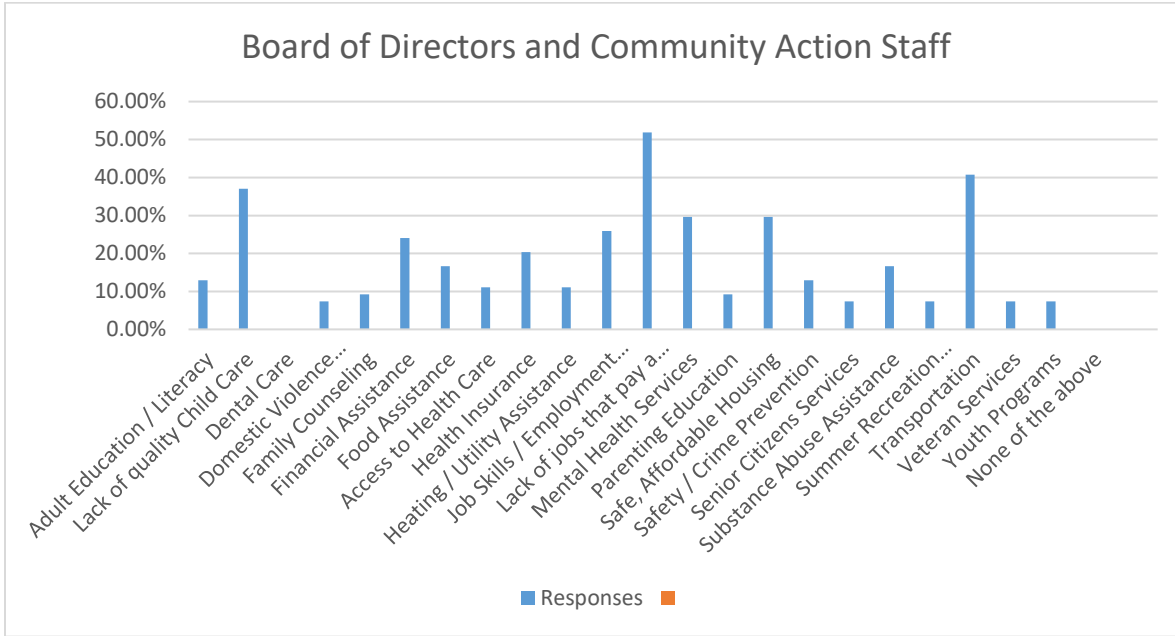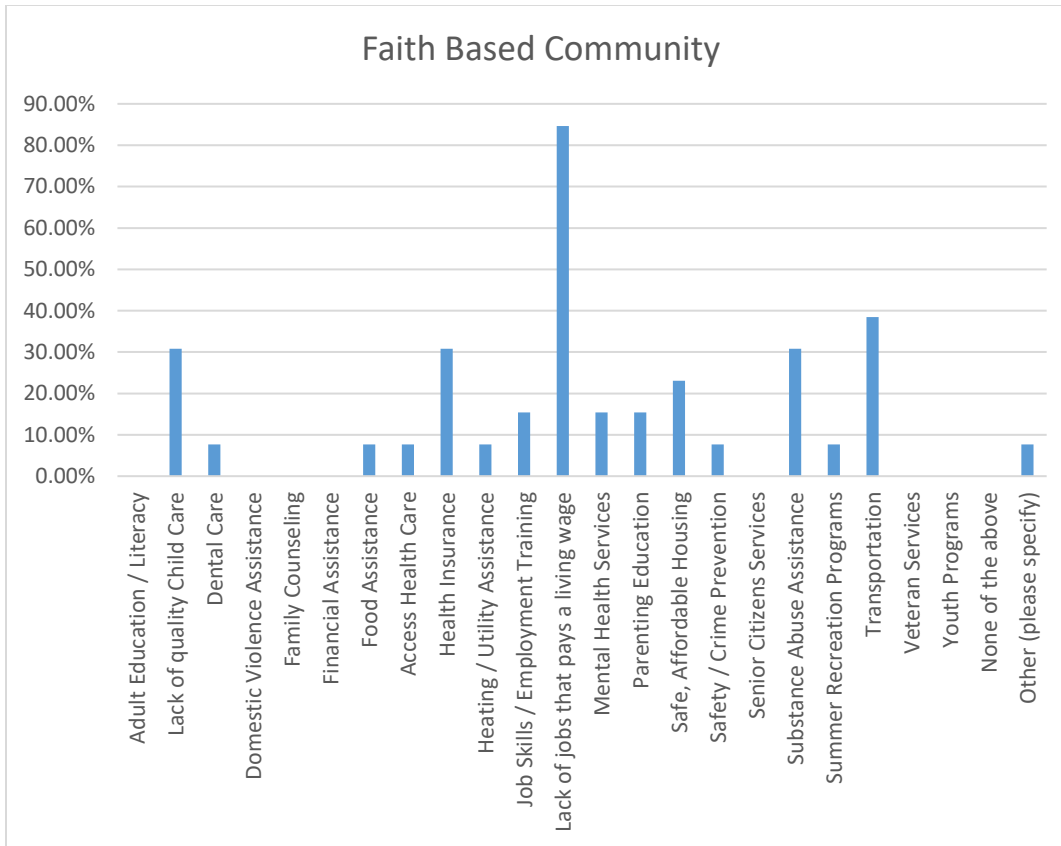
What can we do as community partners/collaborators to better address issues in the future? (open-ended)

BOARD OF DIRECTORS
1. Increase opportunities to assist with parenting skills, budgeting, eating healthy, getting more education, making and attaining goals, being involved in the community
2. Continued cooperative services to help households with gainful employment.

STAFF
1. Expand Marketing strategies
2. Even though technology has a cost, it can streamline so much and reduce mindless tasks where departments would grow, resulting in the budget taking care of itself.
3. Improve basic education of all agency programs to each new hire, no matter their position, so they know - and can pass the information on - about all of the agency's programs and services
4. Offer more educational opportunities for customers – parenting, cooking, budgeting

COMMUNITY PARTNERS

1. Ensure opportunities to share information and resources. Remain open-minded when considering collaborations.
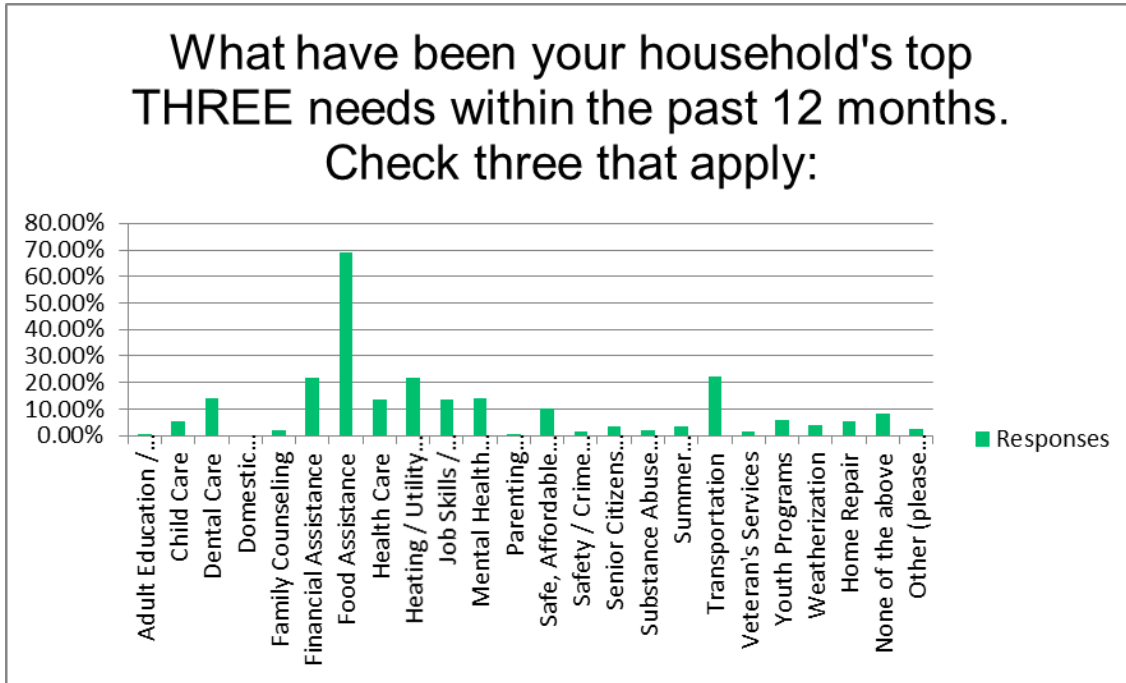2. More affordable health care/ inpatient drug-alcohol stays.

3. More tax credit to childcare providers so they can lower the cost of childcare.

4. Attract new business that doesn't rely on disposable income from Ft Drum or tourism, ie no more retail, hotel or restaurant jobs. We need permanent, full time jobs with a living wage. We need a large 24 hour daycare business.

4. Provide transportation to BOCES for GED or other training programs.

5. Training up our young people to work before they are adults. Providing the work opportunities so they don't leave the area or depend on entitlements as an alternative.

FAITH BASED COMMUNITY

1. Increase awareness of what churches offer as programs to assist with issues individuals are struggling with, for example:

   a. Our church has a gym program involving boxing training as a treatment for PTSD. The program is open Mon - Thurs 5 - 7 pm

   b. We offer "Celebrate Recovery", a time-tested, faith based 12 step recovery program. It is off until January, 2020 when it will be relaunched.

2. Increase homebound services i.e. help with meals/care taking. Challenging for individuals who have funds, but services are unknown. Also may have limited funds, but don't qualify for services because they make too much.

3. Need more resources for homeless - it seems wasteful to live in motel (placed by DSS) - need more efficient shelter even if for short term.

4. Increase opportunities to assist with parenting skills, budgeting, eating healthy and making and attaining goals.

Community Member Surveys were distributed in our agency with customers as well as at the Workplace and via our Facebook page. A total of 158 individuals completed the survey.

**The data for the Community Member survey is summarized as follows:**

What have been your household's top THREE needs within the past 12 months. Check three that apply:

What is your primary mode of transportation? Check one that applies.

In the past 12 months, has lack of transportation been a problem for your household?

In the past 12 months, has anyone in your household experienced any of the following challenges with transportation?
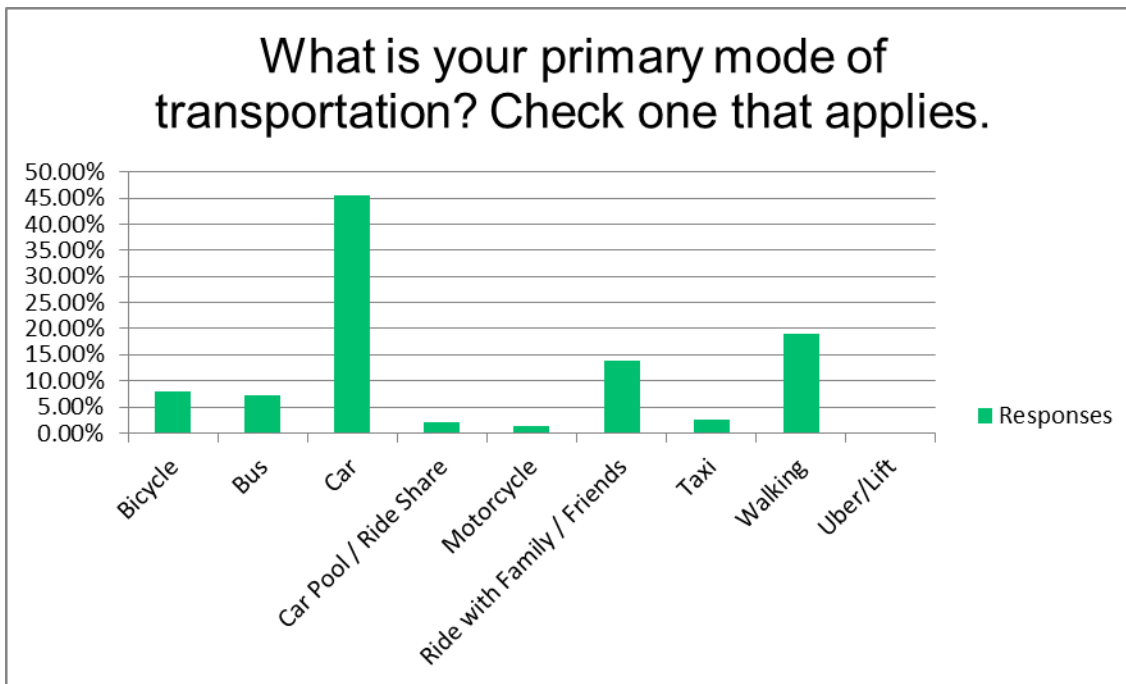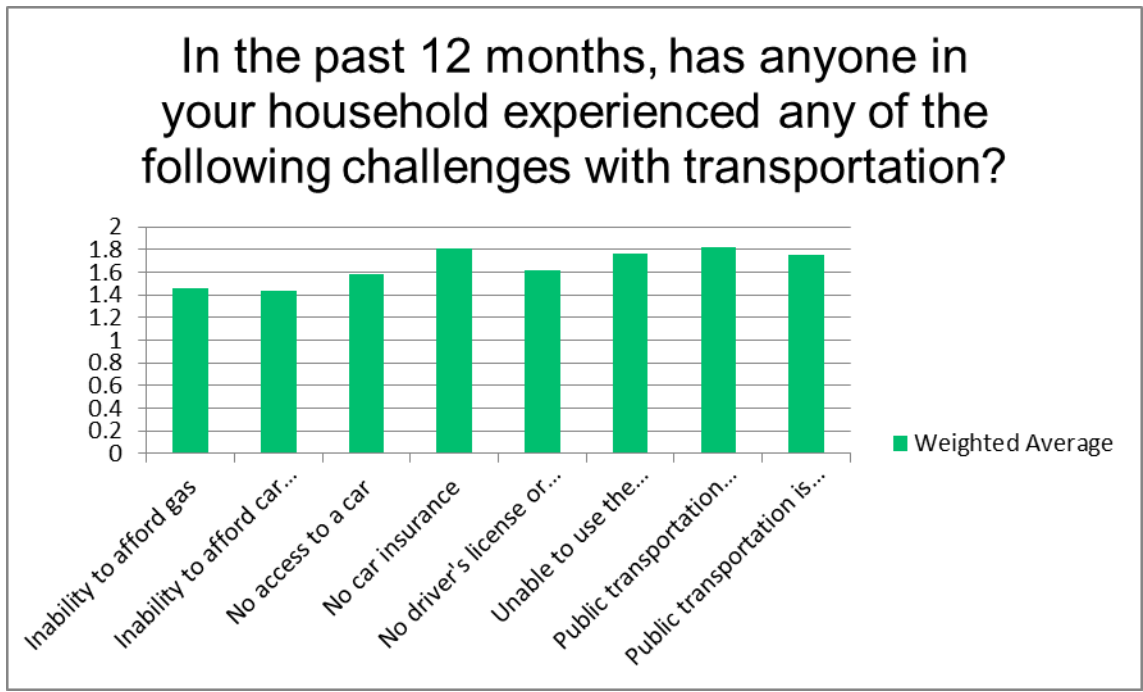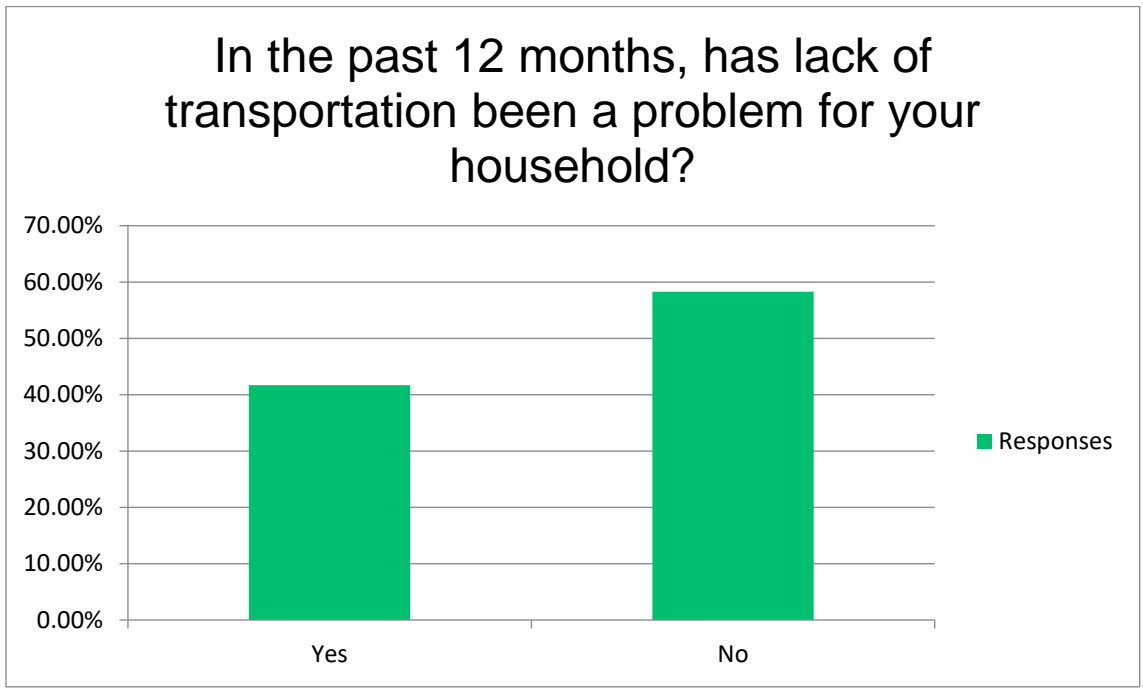
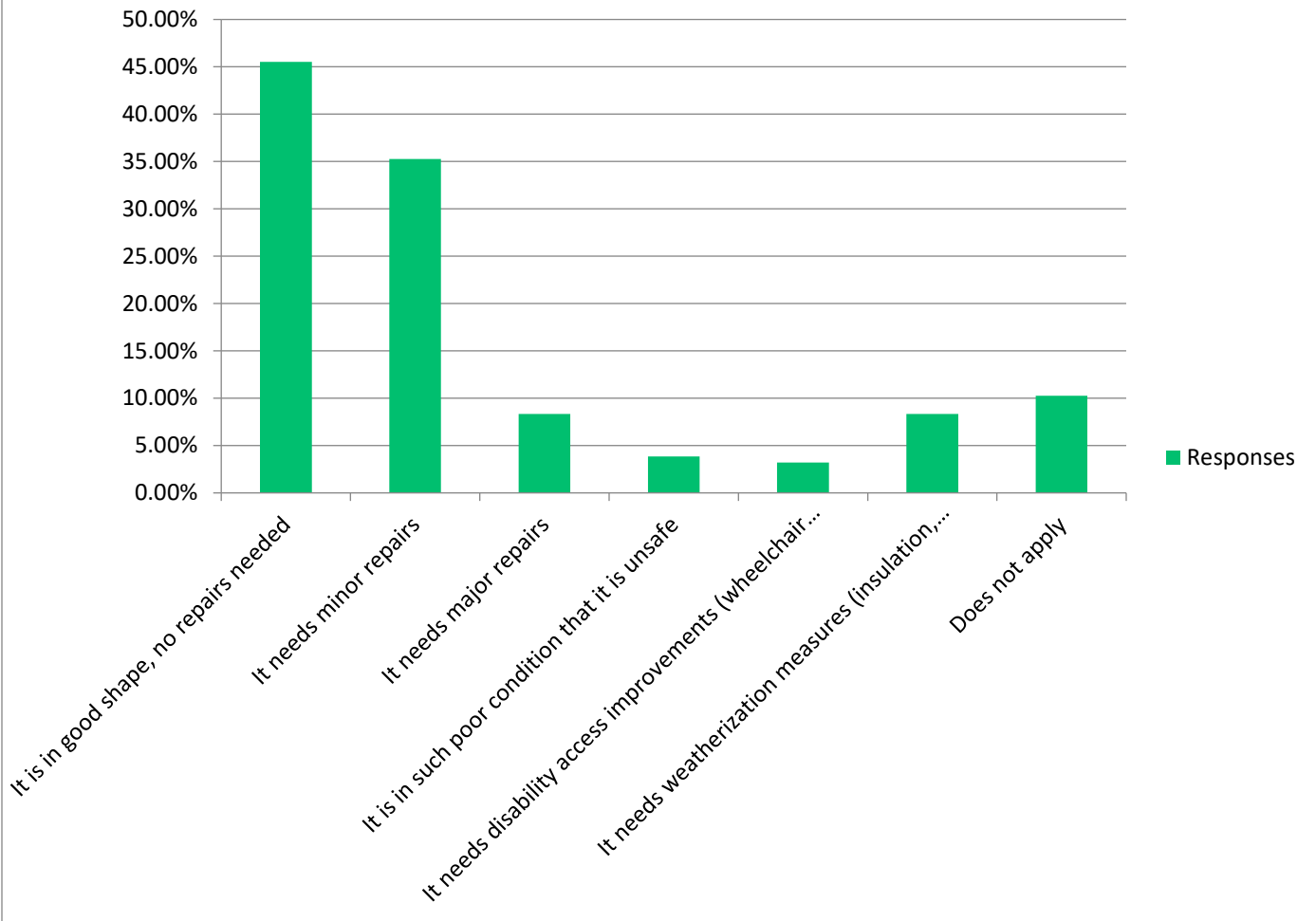## Do you or does anyone in your household need the following? Check all that apply:
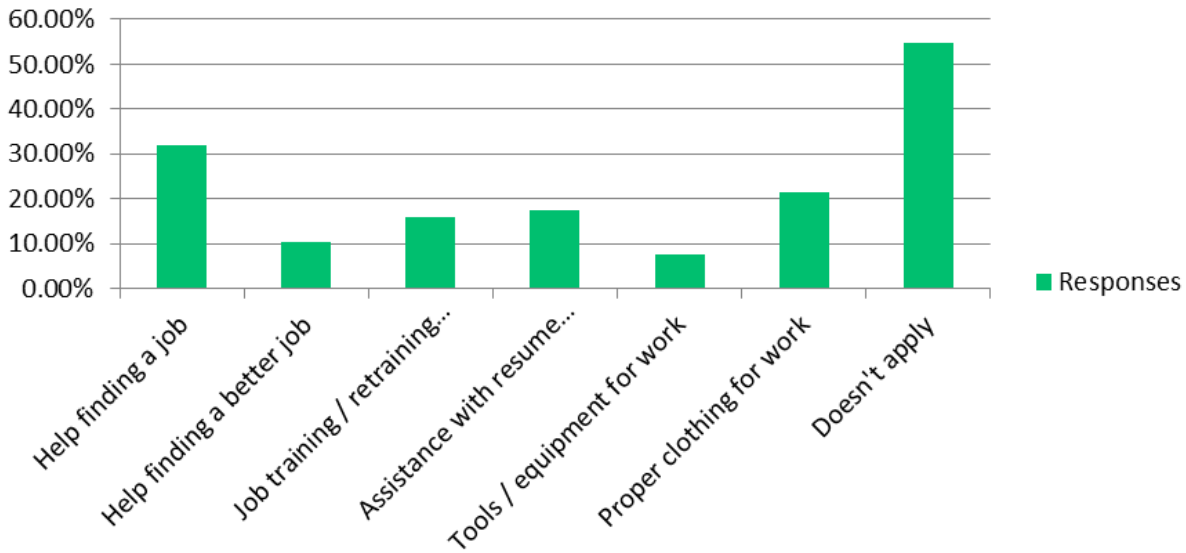
For the adults (18 years or older) in your household who are NOT working for pay, please indicate why they do not work. Check all that apply:

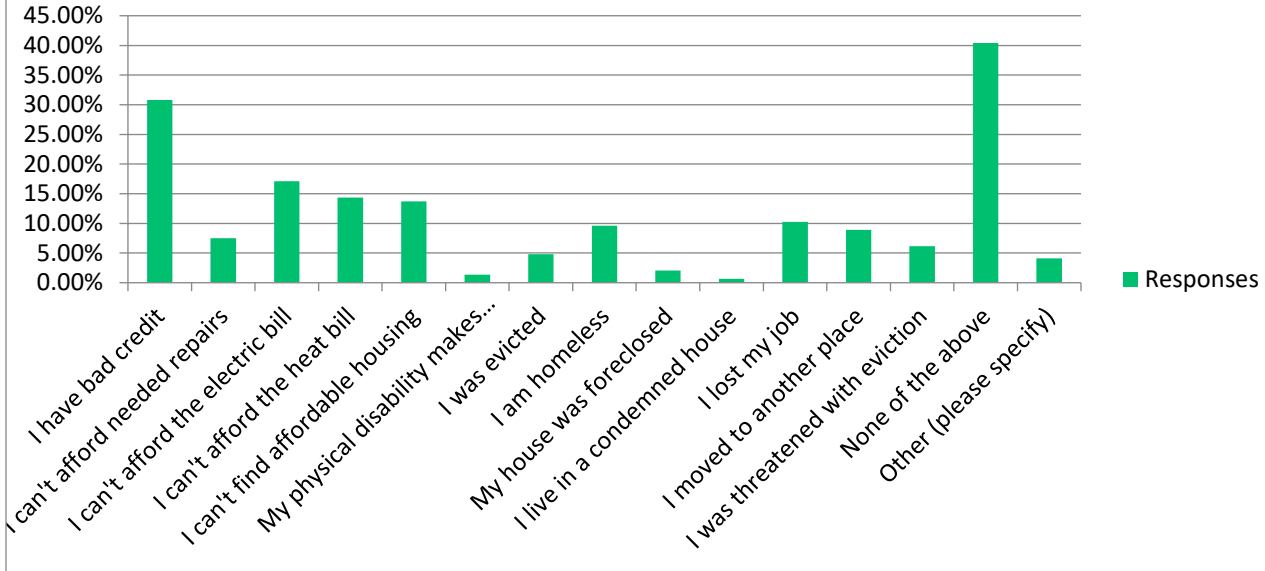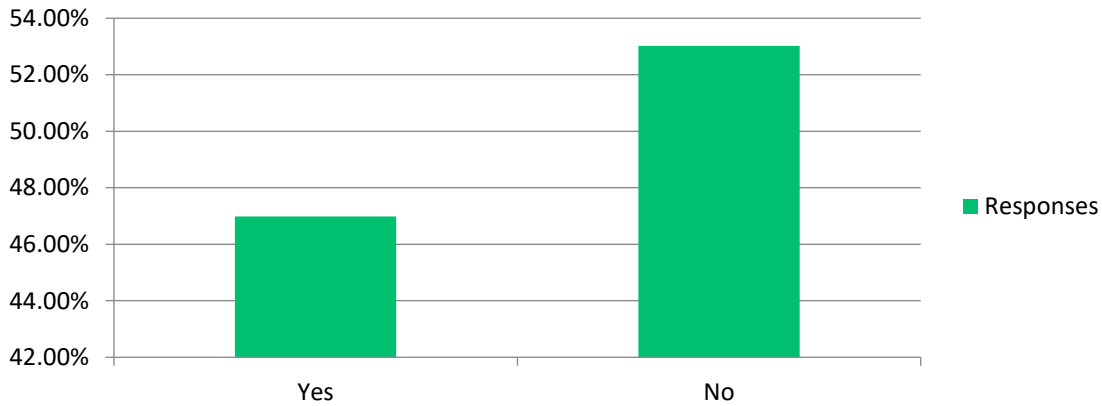## Which of the following best describes your home?
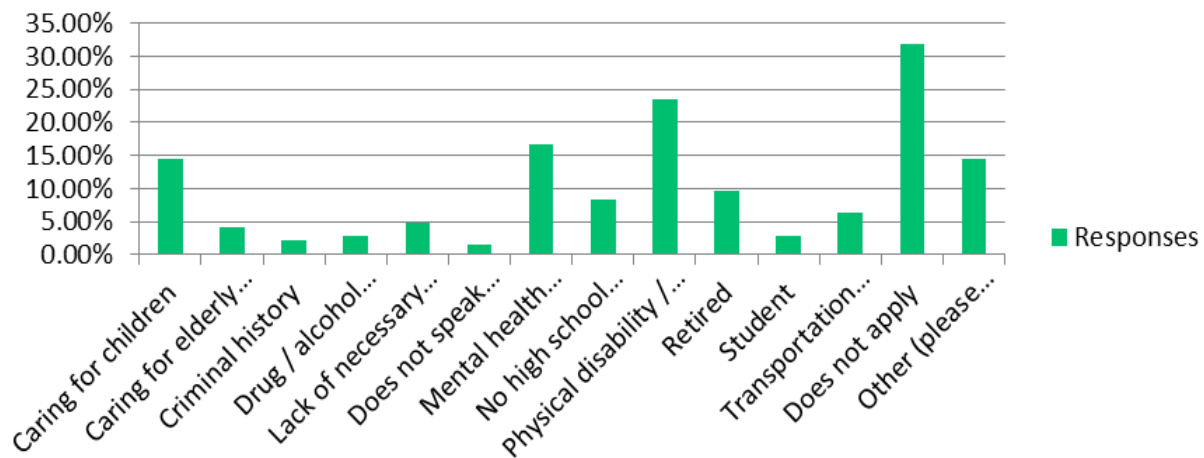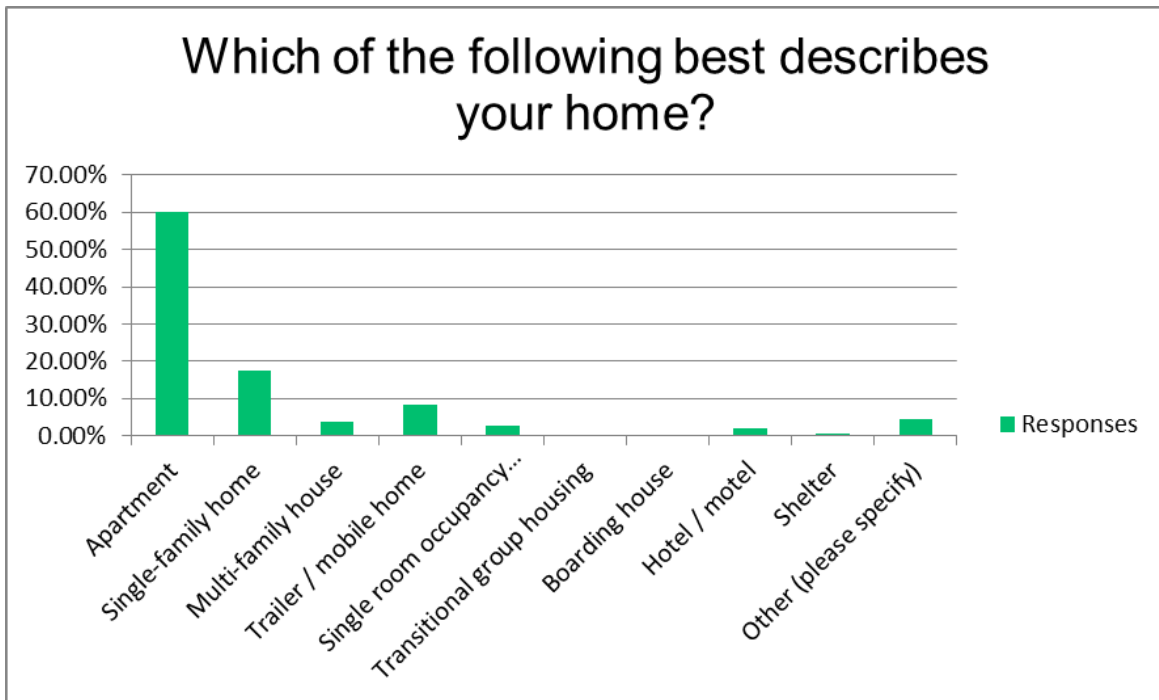
Which of the following best describes the condition of your home? Check all that apply:
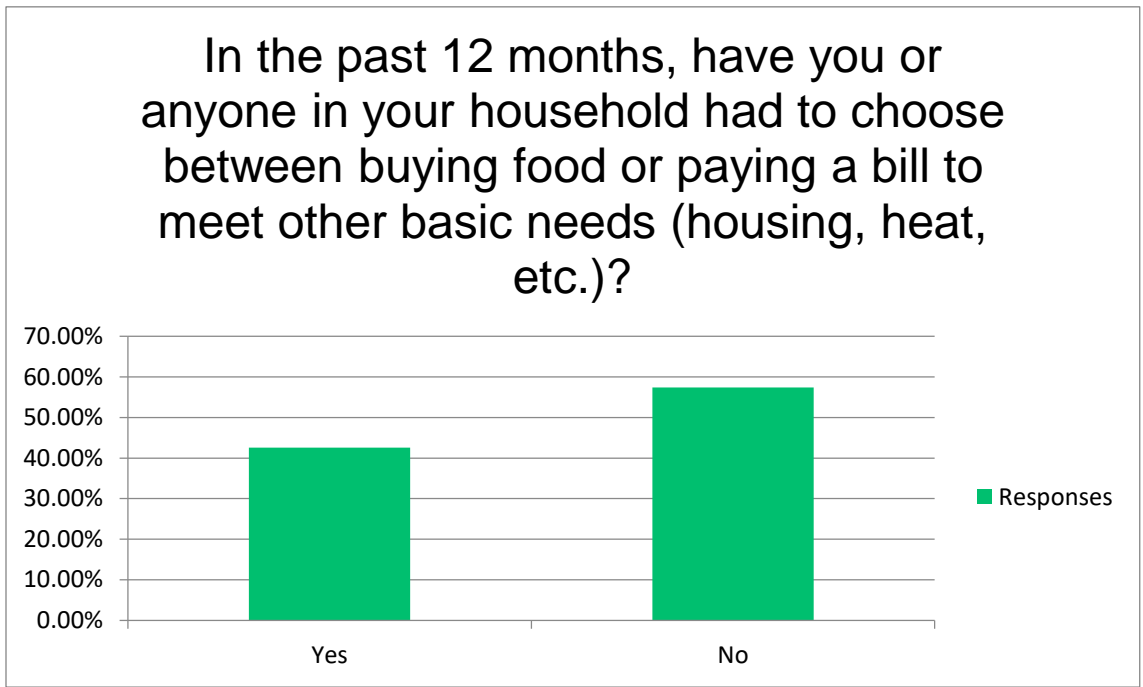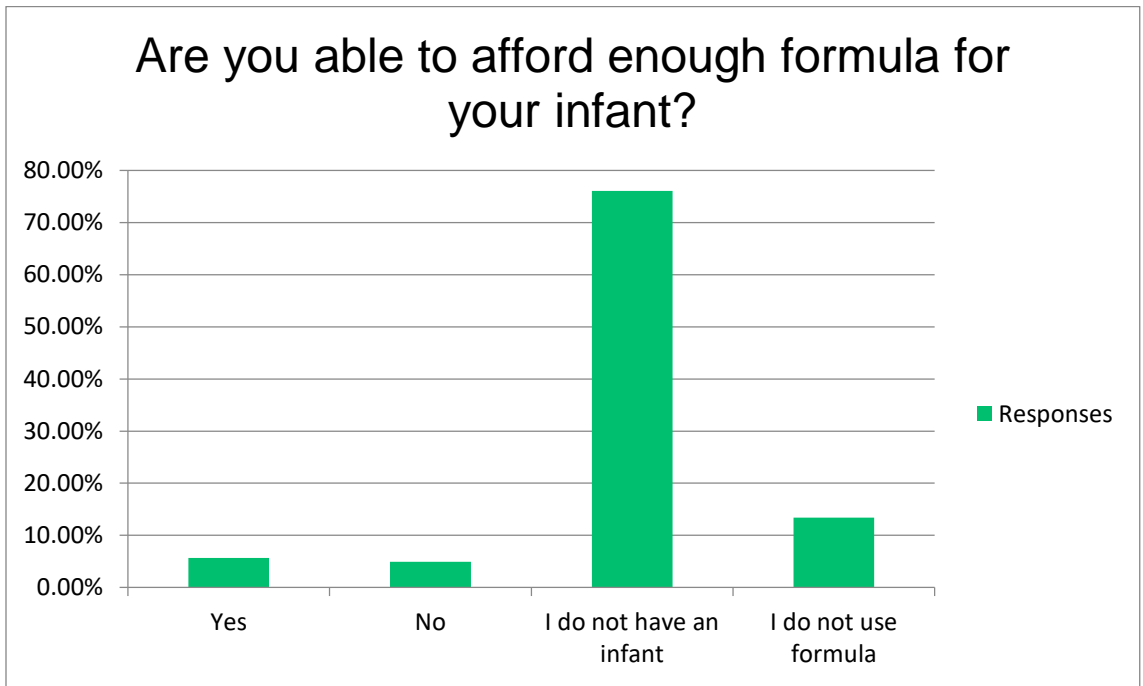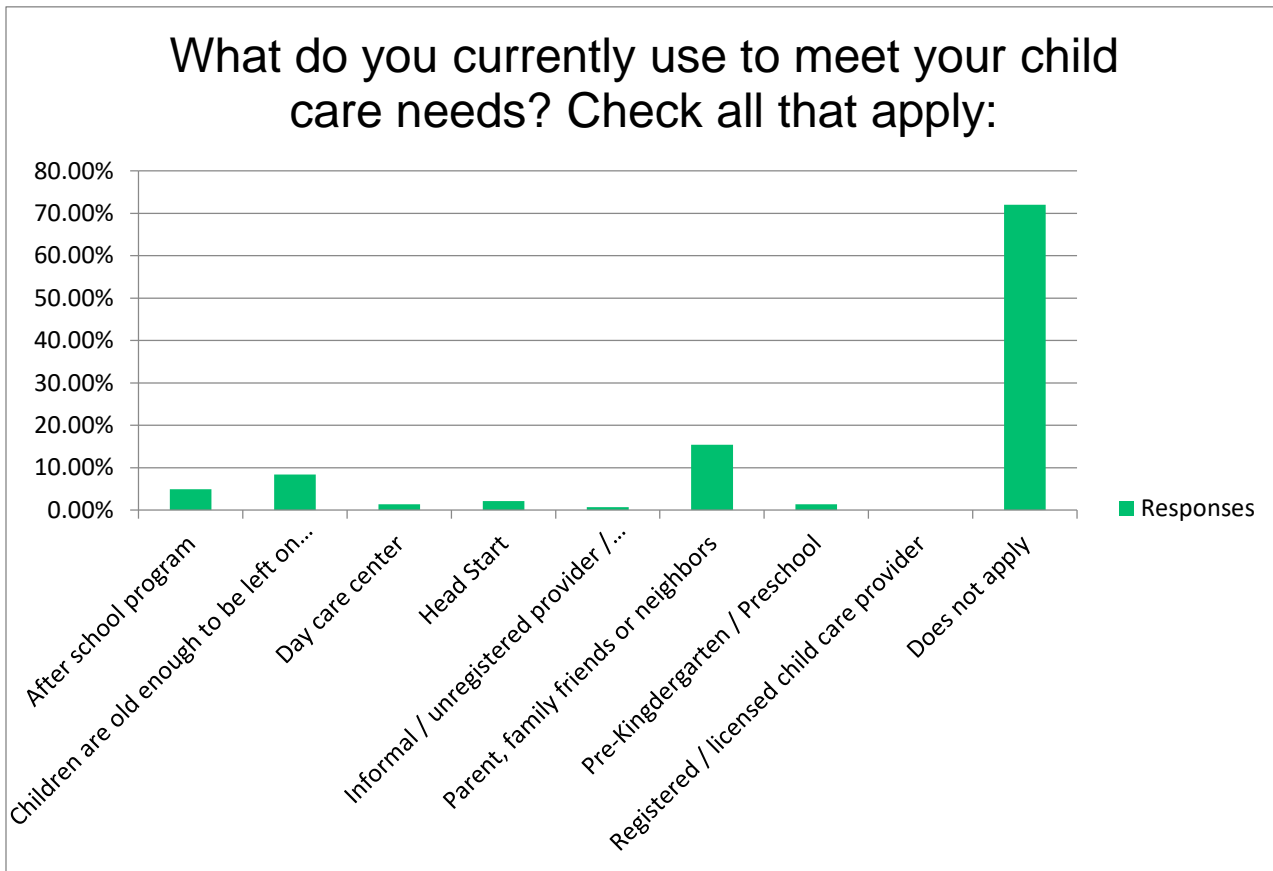
Have you experienced any of the following problems related to housing in the past 12 months? Check all that apply:

In the past 12 months, have you or has anyone in your household skipped or cut the size of a meal because there was not enough food?

Are you able to afford enough formula for your infant?

In the past 12 months, have you or anyone in your household had to choose between buying food or paying a bill to meet other basic needs (housing, heat, etc.)?

Do you feel safe in your neighborhood?
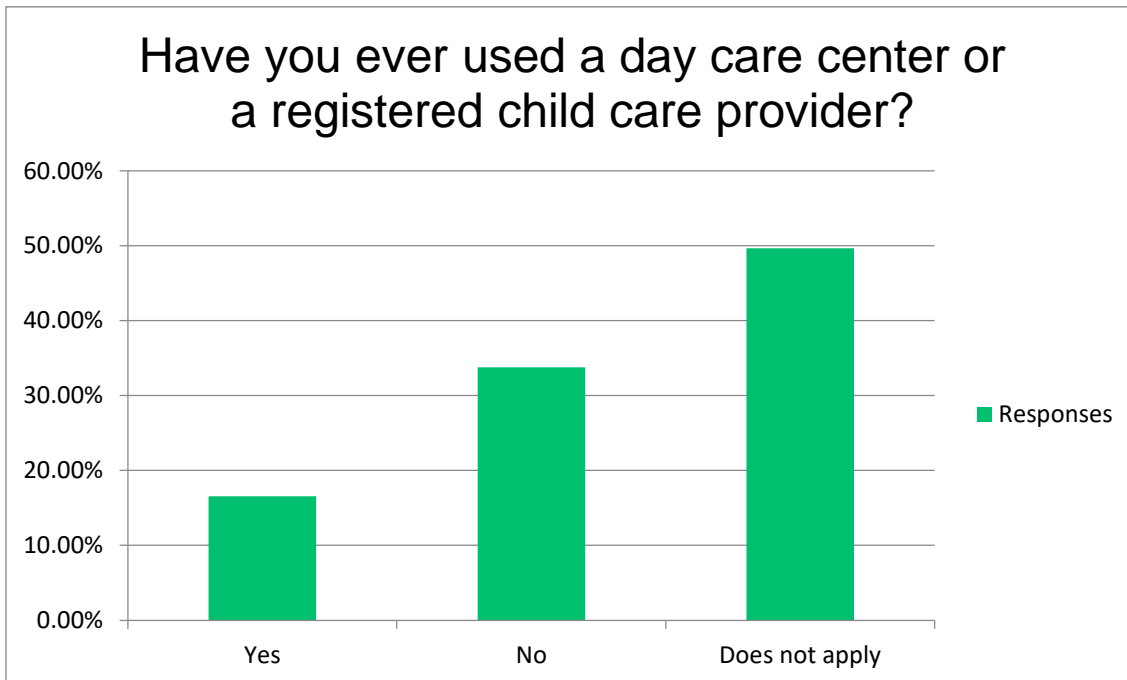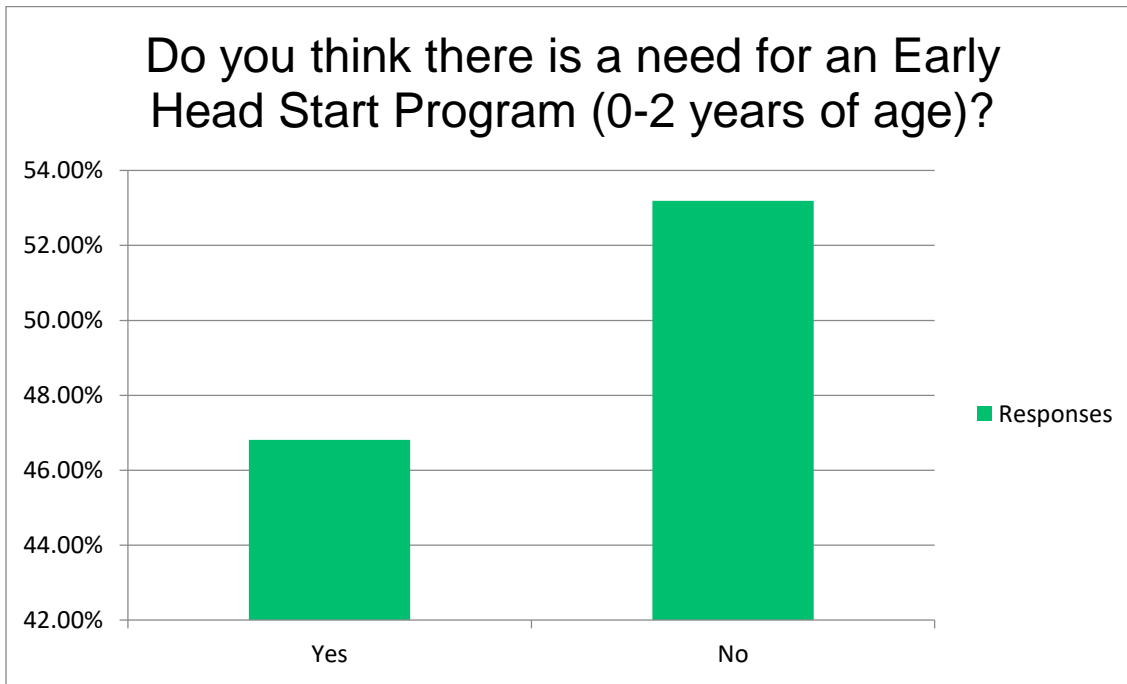

Bar chart showing responses. Yes: approximately 84%. No: approximately 15%. Legend: Responses.

What do you currently use to meet your child care needs? Check all that apply:

Bar chart showing responses by category:
- After school program: ~5%
- Children are old enough to be left on...: ~8%
- Day care center: ~1%
- Head Start: ~2%
- Informal / unregistered provider / ...: ~1%
- Parent, family friends or neighbors: ~15%
- Pre-Kingdergarten / Preschool: ~1%
- Registered / licensed child care provider: ~0%
- Does not apply: ~72%

Legend: Responses

Do you think there is a need for an Early Head Start Program (0-2 years of age)?

Have you ever used a day care center or a registered child care provider?
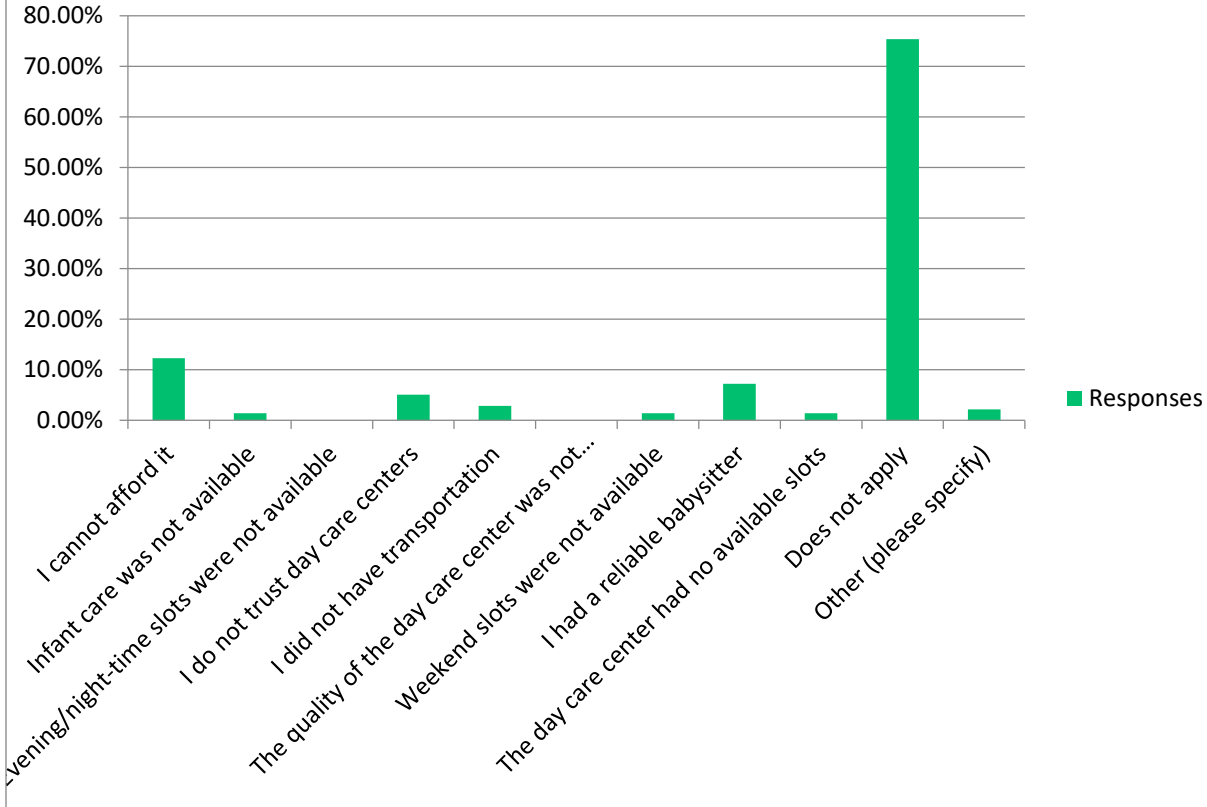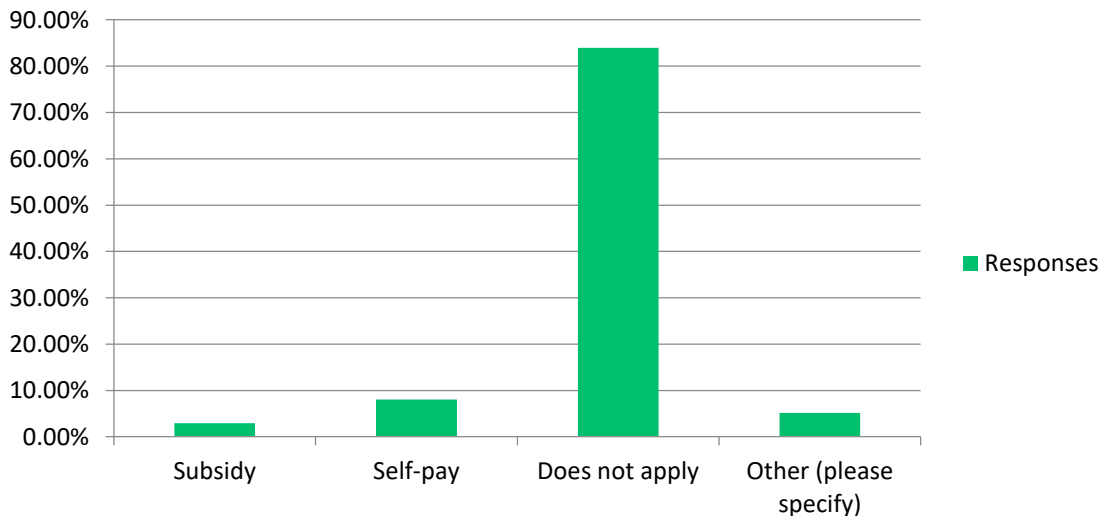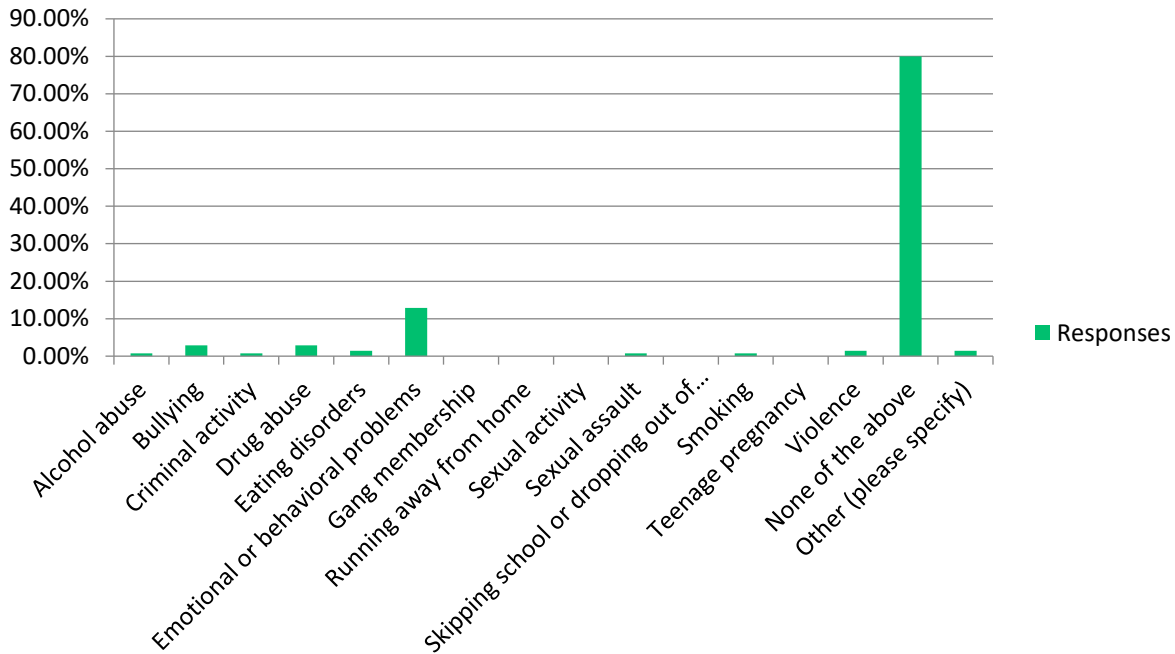
If not, why have you not used a day care center or registered child care provider? Check all that apply:
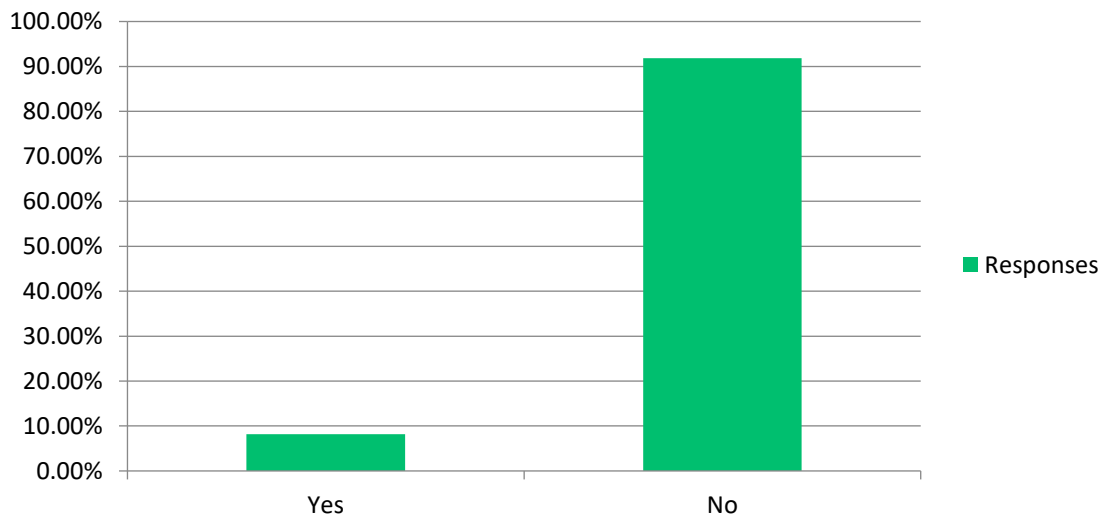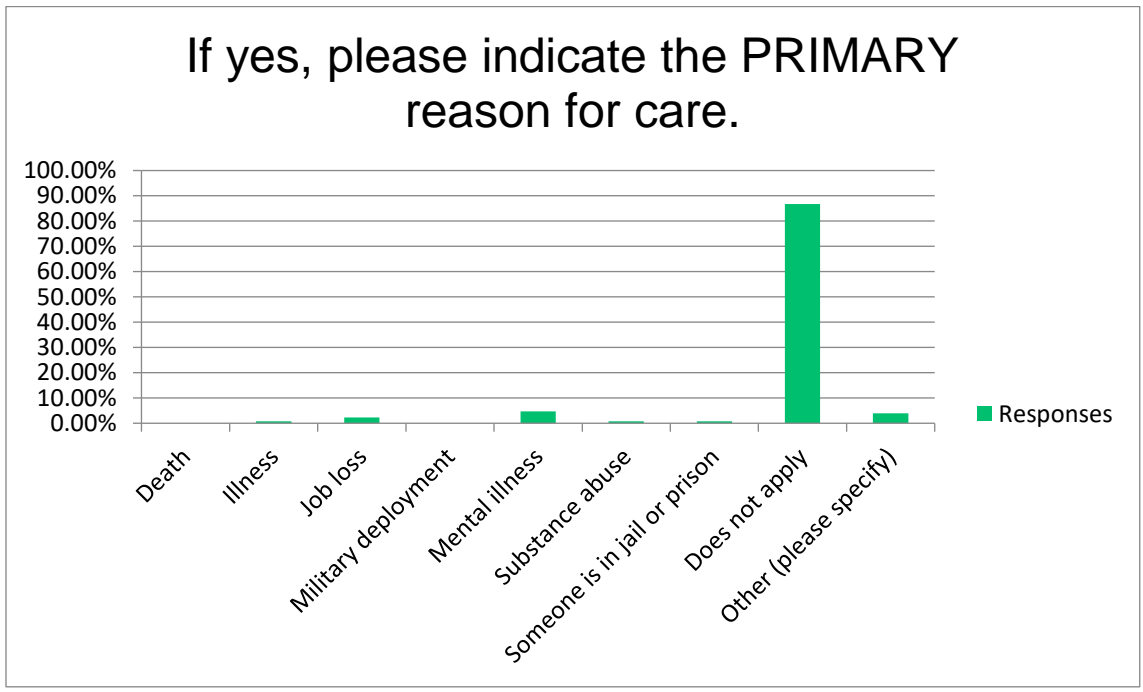

How do you meet the cost of your child care?

Have any of the following been an issue for concern for the youth (under 18) in your household in the past 12 months? Check all that apply:

Are you a grandparent or other relative raising children other than your own?

If yes, please indicate the PRIMARY reason for care.

ESPRI Statewide Opioid Response Grant Meeting #1

Staying Ahead meeting – Alliance for Better Communities, Community Action Planning Council, Urban Mission, United Way of NNY and Getting Ahead (GA) Graduates

July 23, 2019

Meeting Facilitator: Timothy Fayette

<u>Welcome and Introductions</u>

Brandy Burnett, GA Graduate

John Bonventre, GA Graduate

Zoe Munson, GA Graduate

Casandra Roberts-Session, GA Graduate

Robin Adams, GA Graduate

Karen Granger, GA Graduate

Aaron Slate, GA Graduate

Jessica Moore, GA Graduate

Amy Laning, GA Graduate

Sarah Yerdon, GA Graduate

Bonny Lee Persons, GA Graduate

Rebecca Gracey, GA Graduate

Michael Larrabee, GA Graduate

Bria Larrabee, Michael Larabee.s Daughter

Schevon Reece, GA Graduate

April Bennett, Cornell Cooperative Extension

Jamie Cox, United Way of Northern New York

Kayla Groff, Watertown Urban Mission

Dawn Cole, Watertown Urban Mission

Misty Pientka, GA Graduate

Monique Farney, GA Graduate

Robert Champion, Jr., GA Graduate

Sarah Hilyer, GA Graduate

Anita Seefried-Brown, Pivot/Alliance for Better Communities

Ann Marie Crescent, Pivot/ Alliance for Better Communities

Timothy Fayette, GA Graduate

Claudia Whitmire, Community Action Planning Council

Stephen Jennings, Jefferson County Public Health

<u>Brief overview of Getting Ahead</u>

- GA Graduates had an opportunity to speak about the GA program and the impact it has had on their lives.

<u>Discussion of ESPRI Statewide Opioid Response Grant – Anita Seefried-Brown</u>

- This is an opportunity through ESPRI/Office of Alcohol and Drug Prevention. This is a $120,000 grant with the focus of building a system to expand reach of substance abuse prevention.
- Mission of this grant:
  - Expand Prevention:
    - Reduce underage drinking and drug use
    - Studies show the average age of onset/use is now 11 years old
    - Individuals living in poverty often see selling drugs as an opportunity.
    - Individuals living neighborhoods affected by poverty are already stressed leading to looking for avenues to escape.
    - Environment is often unsafe.
    - Example given is State Street – from public Square to Walgreens- Alcohol is widely available and more expensive that is more affluent neighborhoods.
  - Build Resources – What is needed?
    - Need Survey with help from GA Graduates
    - Focus Groups
  - Address health disparities:
    - Individuals who live in high risk communities have limited access to health care.
    - Individuals often have to make the choice between health care and bring home groceries.
    - Delaying seeking health care until situation is dire – which leads to emergency room visit.
- Focus will be on four census tracks in Watertown where poverty is prevalent(14,000 live below poverty level)
  - 612 – Near East Community – State Street to Central Street
  - 613 – North East Side – Mill Street to the Black River
  - 614 – North Side - Massey Street to Superior Street
  - 621 – Public Square
- Plan is to hire a GA Graduate – Part time to facilitate/oversee the survey data collection. This individual will attend ESPRI Conference in Albany August 13-14.
- Survey administrators will also be hired (GA Graduates).
- GA Graduates will be instrumental in contributing to the questions for the survey.

Discussion:

- Sarah Y. expressed concern about going door-to-door while conducting the survey because of safety concerns.
- Sarah H. stated that individuals who are genuine and trusted will be able to gain better information. Suggested when going out into the community to use the buddy system.

- Karen G asked why a survey was needed when a great deal of information is already available through the GA Assessments. It seems like the cost is expensive and wouldn't it be better to spend the money on children in the community, for example on back to school needs?
- Tim F. explained that the grant is written in a certain way and a survey will shape the direction that the community will take by gathering data. This information will tell us how to work in a targeted way, identifies what needs are pressing, possible outcomes and the ability to build sustainable programs.
- Michael L. asked how the survey would be done. He suggested that GA graduates need to be available in the neighborhoods.
- The follow suggestions were given in regards to completing the survey:
  o Should the survey be available via social media (Facebook)?
  o Partner with Watertown Housing Authority (WHA) – distribute flyers, set up event at community rooms, offer a meal.
  o Participate at Housing Association meetings. WHA has a channel on their TV where information can be distributed.
  o Partner with Department of Social Services to have conduct the survey.
  o Salvation Army at soup kitchen and other outreach events.
  o Mercy Point has a free monthly lunch.
  o North Country Health Clinic
  o Food Pantry's during hours of operation
- Next steps:
  o Create survey
  o Incorporate Adverse Childhood Experiences (ACE) questions in survey. Ann Marie C. provided a copies of the ACEs questionnaire along with a Resilience questionnaire. She explained that the higher the score, there is a higher rate of health issues.
  o Partner with the Center for Community Studies at Jefferson Community College to build the survey, examine the results and provide a comprehensive report.
  o Anita S. requested that we have a follow-up meeting. Requested that all in attendance bring questions/suggestions for the survey. She asked the group "What questions do you wish someone had asked you?" "What are the barrier to recovery?" "What services are needed for families with children – What do parents need to be the best parents?"
  o Conduct additional Focus Groups
  o Anita is looking for "way out there solutions." One example that she gave was a mobile food truck in low income neighborhoods.
  o The goal is to have the survey completed by the end of September and report completed by the end of October.
- Next meeting is at the Watertown Urban Mission, July 30, 2019 at 5:00PM. Community Action will provide the meal.

ESPRI Statewide Opioid Response Grant Meeting #2

Staying Ahead meeting – Collaboration: Alliance for Better Communities, Community Action Planning Council, Urban Mission, United Way of NNY and Getting Ahead (GA) Graduates

July 30, 2019

Meeting Facilitator: Timothy Fayette

<u>Welcome and Introductions</u>

Brandy Burnett, GA Graduate

John Bonventre, GA Graduate

Zoe Munson, GA Graduate

Casandra Roberts-Session, GA Graduate

Karen Granger, GA Graduate

Aaron Slate, GA Graduate

Jessica Moore, GA Graduate

Amy Laning, GA Graduate

Sarah Yerdon, GA Graduate

Bonny Lee Persons, GA Graduate

Rebecca Draper, GA Graduate

Michael Larrabee, GA Graduate

Kayla Groff, Watertown Urban Mission

Dawn Cole, Watertown Urban Mission

Sarah Hilyer, GA Graduate

Ann Marie Crescent, Pivot/ Alliance for Better Communities

Stephen Jennings, Jefferson County Public Health

Timothy Fayette, GA Graduate

Claudia Whitmire, Community Action Planning Council

Susan Stanley, GA Graduate

Calvin Stanley, GA Graduate

Leslie Keefer, GA Graduate

Tim F. provided a brief review of July 23st meeting.

The goal of this meeting is to identify barriers that people experiencing poverty face that may lead to drug use and other destructive behaviors. Additionally, the participants were asked for suggestions for what might break down the barriers.

Tim F. previously set up the room so participants are at group tables. This allows for discussion and for everyone to be able to participate. He asked that each table develop a mental model of the barriers people in poverty face and what can been done to help.

The following barriers were listed:

- Fair housing issues
- Income discrimination
- Lack of safe affordable child care
- Debt
- Access to good health care
- Lack of affordable, reliable transportation
- Security
- Lack of nutritious food
- Neighborhood safety
- Fear of change
- Lack of good jobs (that pay a living wage)
- Weather and climate
- Loss of ambition
- Lack of knowledge
- Inability to relocate
- Lack of education and job skills
- Lack of support
- Mental health issues
- Family dysfunction
- Peer influence
- Influx of criminal activities in neighborhoods
- Service provider burn-out
- Negative family reputation
- Criminal history
- Dealing with old/broken appliances
- Red Tape
- Wasting time waiting at Social Service agencies
- Student loan debt
- Child support (Lack of)
- Benefit gap
- Health issues
- Family and social expectations
- Addictions
- Lack of affordable child programs
- Actual safe place for addicts (Adult)
- Lack of family support programs
- Lack of information about programs available from social service agencies
- Help with personalized strategies for families to deal with the addict
- Safe stable aftercare (not drug infested hotels/apartments)
- Lack of education (all ages)

- Lack of meaningful education
- Changes in family dynamics
- Lack of free local family oriented activities
- Lack of affordable transportation
- Negative impact of drug addiction on children

Possible solutions:

- Increase advocacy efforts
- Increase awareness of PELL and TAP grants.
- Improve and increase availability of in-patient and out-patient services
- Increased funding for programs
- Create new programs or improve existing programs (i.e.: Ready to Work)
- Increase availability of "Life Coaches"
- Bring better high quality jobs to our community
- Build a more diversified economy
- Keeping healthy relationships and pruning the unhealthy relationships
- Thinking beyond the "tyranny of the moment"
- Perseverance
- Pushing through emotions
- Interfacing with the Amish for fresh fruit and vegetables
- Increase family fun events (i.e.: movie night in the park)
- Increase community meals (do not offer take out option)
- Involve more sectors of the community (i.e.: Fire halls)
- Expand outreach to community rooms at housing areas
- Develop a community activities committee (for adults, teens and children)

Next steps:

- Work on developing draft questions.
- Next Staying Ahead meeting is August 8th, 12:00-1:30 pm. Sarah Y facilitates this meeting. She did not have a speaker or plans for this meeting, so she offered to use this time to work on questions.
- Anne Marie C. will be attending the ESPRI conference in Albany, August 13-14.
- Staying Ahead group will reconvene August 20th to finish compiling draft questions to submit to the Center for Community Studies for the survey by August 25th.

Ecumenical Council of Southern Jefferson County Focus Group
October 30, 2019   1 – 3 PM

Participants totaled 11, including clergy, church leadership and members of local civic organizations including the Rohde Center and the Ecumenical Council of Southern Jefferson County.

Sincere appreciation for those who attended including:

Nina Hershey   Community Action Board Member, Rohde Center and Ecumenical Council Member
Connie Jansen   Treasurer, Rohde Center
Dave Stone   Board member, Rohde Center, Ecumenical Council Member
Barb Green   Ecumenical Council Member
Nancy Abbott   Rohde Center Board Member, Adams Baptist Church
Howard Abbott   Pastor, Adams Baptist Church
Rev. Robert Decker   Pastor, St Cecelia's Catholic Church
Polly Matarese   Rohde Center Board Member and Food Sense organizer
Vicki Pitkin   Rohde Center Secretary
John McFadden   Emmanuel Episcopal Church Warden
Connie Elliott   Six Town Chamber of Commerce

Light snacks were served, after which board member, Nina Hershey introduced Claudia Whitmire, who facilitated a group discussion. Individuals introduced themselves, after which discussion ensued centered on the following key points:

Claudia gave an overview of the history of Community Action Agencies as well as Community Action Planning Council of Jefferson Co., Inc. programs.

(1) Community Needs (Individual, Agency or Community)

- Offer additional workshops in the Southern end of Jefferson County.

  Participants shared several ideas for adult workshop topics, such as parenting, budgeting, nutrition, cooking demonstrations/recipes and general time management and planning. There was an expressed interest to offer Getting Ahead in the Adams area. Previously, Dave Stone contacted both Dawn Cole, Watertown Urban Mission and Tammy Kitto, Community Action Planning Council regarding Getting Ahead. A trained Facilitator and Getting Ahead Graduate will be giving her testimony and information about Getting Ahead on 11/13/2019 at the Rohde Center Board of Directors meeting. Claudia gave an overview of costs for the program.

- Transportation

  Those present agreed that transportation is an issue for many families, especially those who live in rural communities. Most rely on relatives and often make the choice to go to doctor's appointments based on the nature of the illness. Often, this leads to waiting until an ambulance to the ER is necessary. Suggestions for addressing transportation barriers included: utilize Volunteer

Transportation, use Medicaid for cab to medical appointments and one trip per month to for groceries, expanding public transportation to outside city of Watertown limits, look at how other communities are solving this problem (Lowville).

- Food insecurities

It was agreed that food costs continue to be a challenge in many households. The Rohde Center serves 9 towns. Transportation can be an issue to get to a food pantry. Often individuals do not utilize this service because of the stigma attached to visiting a food pantry. The Food Sense program is an affordable option for those of limited incomes and they except SNAP benefit card. The distribution points are at the Rohde Center and the Adams VFW. This program is under-utilized even though the food is high quality and participants get a great deal for the money.

The group agreed that the backpack programs located in South Jefferson and Belleville schools are beneficial for families. This program does not extend through the summer months leaving families vulnerable without enough food.

Common skills, such as cooking homemade meals are no longer taking place in homes. Instead, individuals are using prepackaged, pre-prepared food which is more expensive and less healthy. Additional education and mentoring is needed in this area.

- Is Housing affordable?

Those present agreed that there is not enough affordable housing in the area. There is a high eviction rate in the community. The housing in the area is mostly older homes and it is a challenge to maintain and upkeep due to cost of renovations. Consequently, many options are low quality. The Ecumenical Council assists with 1st month and last month deposits after the individual has a refusal from DSS to assist.

- Employment opportunities

There are many jobs available. However, these jobs are not going to support a family. Many families are faced with working more than one job to earn a sustainable income. This is particularly challenging for families with young children because of the cost of child care. Quite often the jobs that are available are during non-traditional hours and there are limited or no options for quality childcare available during the hours needed. Often individuals choose not to work for fear of losing government benefits.

- Drug abuse – Long term treatment options

The group agreed that there was a lack of long-term treatment or facility for detox off drugs. It was mentioned that Samaritan was going to designate "Scatter beds" at the hospital for individuals experiencing drug issues. This is only for a 4/5 day stay and is good for immediate intervention but does not address long tern needs. A long term recovery center is needed, but this takes qualifies staffing, a facility and funding to support operations. Additional support is needed for families affected

by drug addiction. This is an area that could benefit from proactive training offered in schools and to parents that may help prevent drug use from starting in the first place.

- Mental Health treatment options

Two participants have family members who work in the mental health field. One has a daughter who manages a home that offers short term assistance. The other is married to a Counselor and stays very busy. There is lack of long term services and services for adolescence.

- Healthcare/Dental Care
The group agreed that having health and dental clinics located in schools is helpful, however most are located in only elementary schools, not high schools. It was unknown to the group if there are enough providers who except Medicaid.

- Child Care

The group agreed that there are limited options for quality child care. The greatest need appears to be for individual who work shift work. DSS does assist with subsidy for childcare for individuals who qualify. Often parents rely on grandparents and great-grandparent to care for their children. This is that case for one of the participants of this focus group. She is a great grandparent, she does not charge her granddaughter because she simply cannot afford to pay for child care as a single parent who is trying to support her family on a limited income.

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

- Quality of Head Start Program

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

Appendix II - Matrix of Observed and Perceived Needs

	EDUCATION			
	Observed as worse Than State Rate or Growing Problem in General Population	**Observed as worse than general public population or growing problem in Agency Customer population**	**Perceived as a Growing problem in Agency Customer Population**	**Perceived as a problem by other Agency or Community Stakeholders**
Attainment	Jefferson County has a lower rate in Bachelor's Degree or higher attainment (21% - Jefferson vs 30.9% NYS) but higher High School Diploma attainment than the rest of the state (90.3% - Jefferson vs 87.3% NYS).	Of the 3047 individuals receiving agency services over the age of 25, 478 (16%) are non-high school graduates, 1317 (43%) are high school graduates, 608 (20%) completed some college, 420 (14%) completed a 2 or 4 year degree and 57 (2%) completed a graduate degree (FY2018 APR)		• Identified need to provide transportation to BOCES for GED/vocational training
Early Care & Education	• Shortage of Infant/Toddler child care spaces in Jefferson County • Subsidy dollars helping a small fraction of those eligible • Limited child care spaces in rural areas in the county	• Referral data shows a high need for: Infant care, full-time care, after-school care, evening and weekend care (Non-traditional hours) • 58.7% of subsidy recipients using legally exempt child care (4QFY2019)	• This is no child care available in some rural areas. • 16.3% agency customers use parent, family, friends or neighbors to care for their child care needs. • 46.5% agency customers think there is a need for an Early Head Start program (0-2 years of age) • 34.3% agency customers do not use NYS regulated care. The reasons include: cannot afford it, already have reliable care, do not trust child care centers and lack transportation.	• There is an identified lack of available, affordable and quality child care option in our communities. • Community Stakeholders place child care as first highest barrier for individuals to get/maintain employment • Community Stakeholders place child care as the third greatest need in our communities.

	EMPLOYMENT, INCOME & POVERTY			
	Observed as worse Than State Rate or Growing Problem in General Population	**Observed as worse than general public population or growing problem in Agency Customer population**	**Perceived as a Growing problem in Agency Customer Population**	**Perceived as a problem by other Agency or Community Stakeholders**
Employment	• Labor Participation rates are lower in Jefferson County than NYS (53.7% vs 63.0% - population age 16 years+). • Highest number of job opportunities are in the service industry which have non-traditional work hours and low pay. • Challenges recruiting and retaining workers attributed to low ages, high cost of childcare and part time vs full time work.	• Of 3477 individuals 18 years and older receiving agency services, 776 are employed full time, 426 are employed part-time, 2,012 are unemployed and 234 are retired. (FY2018APR)	• Customers reported that the top three areas their house hold needs: 1) Help finding a job, 2) Proper clothing for work, 3) Job training/retraining services • Customers reported that the top three reasons adults (18 +) are not working: 1) Physical disability/illness 2) Mental health problems, 3) Caring for children	• Individuals lack transportation needed to obtain and retain employment. • Over all survey results identified the lack of living wage, full time jobs as a barrier to getting/maintaining employment. • Over all the lack of quality, affordable child care was identified as a barrier to getting and/or maintaining employment.
Income	• Median income for both men and women is well below living wage.	• 1473 of 2083 families receiving services reported income at or below 125% poverty (FY2018APR)).(70% compared with 14.8% in the general population) • Of the 2083 household served at CAPC; 18% were at 200% of poverty or less.	• Customers reported that the top three financial situations they experienced were: 1) Borrowed money from friends/family for bills, 2) Fell behind on rent or mortgage payments, 3) Had utilities (water, heat, telephone, cell phone or electric) shut off	• Over all the lack of jobs that pay a living wage was identified as a barrier to getting and/or maintaining employment.
Poverty	• More than 10% of families live in poverty in Jefferson County (9% are single fathers, 53% are single mothers) • Jefferson County (21.1%) has a higher than the state (20.3%) average of children ages 0-17 living in poverty • Poverty is higher among children (21.1%) than adults (13.9%)	• Of 5964 individuals receiving agency services, 1028 received SNAP benefits, 299 received WIC, 477 received LIHEAP. (FY2018APR) • Of the 2083 households served by CAPC, 70% were at 125% or less and 18% were at 200% or less (FY2018APR)		

	HEALTH, NUTRITION & DISABILITY			
Health conditions	• 17 % of Jefferson County adults are current smokers, 58% have never been smokers and 25 % are former smokers. People with multiple emergency department visits or multiple hospital admissions are about twice as likely to be current smokers compared to people with either no visits or admissions or only one visit or admission. 12% of Jefferson County adults report that someone smokes inside their home at least weekly, and an additional 2% report that someone smokes inside their home at least monthly. Preventable hospital stays (Medicare population) is higher than NYS average* • Children with recommended number of well child visits is lower than the NYS average.* • Rates of diabetes is higher in Jefferson Co. than NYS * • Adult and children obesity is higher in Jefferson County than NYS average. • Preventable Hospital stays for the Medicare population is higher than NYS (56.7 vs 47.6 discharges per 1000) • ER rate due to dehydration, dental problems, urinary tract infections, COPD is higher than NYS. *(2016 Tug Hill Seaway Region Community Health Survey)	• 3166 of 5964 agency customers with healthcare receive Medicaid (FY2018APR) • 890 of 5964 report a 'disabling condition" (FY2018APR) • Rates of overweight and obesity (BMI at or above 85th percentile) among Head Start enrollees are 42%	• Customer site health care and dental care as one of the top 5 services and/or resources needed	The lack of healthy habits, such as healthy cooking, too much screen time, lack of heathy activities for youth was a reoccurring topic of discussion during interviews and forum with faith-based organizations.

		Observed as worse Than State Rate or Growing Problem in General Population	Observed as worse than general public population or growing problem in Agency Customer population	Perceived as a Growing problem in Agency Customer Population	Perceived as a problem by other Agency or Community Stakeholders
Food Security		• Child food insecurity rate is higher than NYS average* • Overall Family food insecurity rate is higher than NYS average* *(2016 Tug Hill Seaway Region Community Health Survey)	• 1,898 families were provided with emergency food through our food pantry (FY2018APR) • HS Parents access SNAP at a low rate (49%) • 58.26 % students eligible for free/reduced lunch program. • 49% of agency customers receive SNAP benefits (FY2018APR) • 69.6% HS Parents access WIC benefit.	• Customers place food assistance as highest household service/resource need. • 46.8% customers report they (or anyone in the household) skipped or cut size of a meal because of lack of food. • 41.3% reported they had to choose between buying food or paying a bill to meet basic needs (housing, heat, etc.)	• Over all identified a need for increased awareness regarding cooking skills, education about food choices and assistance with food budgeting. • Economical options such as Food Sense is under utilized
Disability		• 12.9% residents have a disability status (33.1% are at 125% poverty)	• 14.9%(890) agency customers were had disabling condition • 20% HS children have certified IEP		

MENTAL HEALTH & SUBSTANCE ABUSE				
	Observed as worse Than State Rate or Growing Problem in General Population	**Observed as worse than general public population or growing problem in Agency Customer population**	**Perceived as a Growing problem in Agency Customer Population**	**Perceived as a problem by other Agency or Community Stakeholders**
Mental Health	• Access to mental health professionals is limited. • The quantity, geographic reach, and variety of local mental health services is insufficient to meet the needs of schools and families. • Insufficient care for children and adolescents with serious enough mental health problems to require inpatient care. • ER rate due to Mental health is higher than NYS 115.1.5 vs 108.9 per 10,000 population aged 18+) • ER rate due to Adolescent suicide and self-inflicted injury is higher than NYS (139.5 vs 48.2 per 10,000 population aged 12-17) • ER rate due to Adult suicide and self-inflicted injury is higher than NYS (20.0 vs 18.8 per 10,000 population aged 18+)		• Customers place emotional and behavior problem as highest for concern for youth in their household. • Customers place bullying as second highest for concern for youth in their household.	• The lack long term Mental Health services and services for children and youth was a reoccurring topic of discussion during interviews and forum with faith-based organizations. • The lack of mental health services was ranked in the top three community needs over all community partners, staff, Board and Faith-based.
Substance Abuse	• Hospital rate due to substance use is higher than NYS (33.2 vs 22.0 per 10,000 population 18+) • Rate of opioid overdoses have declined however rate of use of Naloxone administration by EMS or law enforcement has increased. • No long term recovery center		• Customers place drug abuse as third highest for concern for youth in their household.	The lack long term services and services for children and youth as well as detox facilities was identified as a need in interviews and forum with faith-based organizations.

	SOCIAL SERVICES			
	Observed as worse Than State Rate or Growing Problem in General Population	**Observed as worse than general public population or growing problem in Agency Customer population**	**Perceived as a Growing problem in Agency Customer Population**	**Perceived as a problem by other Agency or Community Stakeholders**
Family Well-being	• Rate of Foster Care admissions higher than NYS • Rate of indicated reports of child abuse/maltreatment higher than NYS	• 5 HS children were foster - children in SY 2018-19 • 276 agency customers where disconnected youth ages 14-24 who were neither working or in school	84% report they feel safe in their neighborhood	Over all there is a need for additional workshops and outreach that focuses on parenting, budgeting, nutrition, cooking, opportunities for youth and general time management and household budgeting
Housing/Homelessness	• Average wage not enough for affordable rent • Average wage not enough for affordable purchase home • 43.9 % of housing units built before 1960.	• 2 HS children were homeless children in SY 2018-19 • 31 agency customers (Households) identified themselves as homeless (FY2018APR) • 71.8% agency customers rent	• Customers place heating and utility assistance as second highest service/resource household need. • 45% Customers report that home is in good shape, no need of repairs, 36.5% report home needs minor repairs and 7.4% report home needs major repairs	• Community partners ranked home energy efficiency as the fourth highest need in our communities. • Current programs for homeless intervention needs to be evaluated. (seems wasteful to live in motel) – need for short-term shelter
Transportation	• 75.7% who work travel alone • 10% who work carpool • 0.4 % use public transportation • 7% bicycle or walk to work • 2% use taxi or other means of transportation	• Limited access to transportation in rural areas of Jefferson County	• Customers place transportation assistance as third highest household need. • Primary mode of transportation is car (45.1%) followed by walking (18%) • 42.7% agency customer reported lack of transportation is a problem. The top three reasons are: inability to afford gas, inability to afford car repairs and no access to car.	• Transportation was ranked third for community needs. • Over all community partners ranked transportation as the second highest barrier to getting and/or maintaining employment.
Aging Population	• 12.6% residents in Jefferson County are 65 years and older (11.5% are at 125% poverty)	• 5.5% (323) agency customers were age 65+	8.7% customers reported they are a grandparent who raising children other than their own. The primary reason for care is mental illness followed by job loss.	There is a need for assistance for homebound elderly. Specifically, for individuals who have funds but services are unknown (assistance with meals and home care)

| Customer Satisfaction | | | 99% of respondents said they were treated courteously. 96% reported that CAPC met customer needs (one reported limited food given and not enough personal care items) 98% stated that location and hours of operation make it easy to obtain services 70% agency customers said staff completed a comprehensive assessment to document all needs of the household. | |

Appendix III - References

New York State Community Action Association
https://nyscaa.engagementnetwork.org

NYS Kids's Well-being Indicators Clearinghouse
https://www.nyskwic.org

NYS Department of Health
https://webbi1.health.ny.gov

North Country Health Compass: Indicators
www,ncnyhealthcompass.org

Child Care Aware
www.usa.childcareaware.org

NYS Department of Labor
www.labor.ny.gov

NYS Department of Health
www.health.ny.gov

Census Bureau
www.census.gov

USDA
https://www.nass.usda.gov/AgCensus/

NYS Office of and Family Services
https://ocfs.ny.gov/main/

Head Start PIR, *2000-2019*

Jefferson Lewis Childcare Project, *Report to the Community on Child Care, Trends and Status, March 2018*

Appendix IV - New York State Community Action Association (NYSCAA) Jefferson County Report

New York State Community Action Association ● www.nyscommunityaction.org

Jefferson County

Community Action Planning Council of Jefferson County, Inc.

www.capcjc.org

518 Davidson Street
Watertown, NY 13601
315-782-4900

County Population:
116,567

Population for whom poverty status is determined:
Overall
109,663
Population Under 18
27,889
Population 25 & Over
70,434
Population over 65
13,851

14.8%
COUNTY POVERTY RATE

Living In Poverty

Individuals
14.8%   16,189
Children (Under 18)
21.1%   5,883
Adults 25+
11.9%   8,343
Senior Citizens 65+
6.4%   883

Race & Poverty

White	14.0% (13,452)
African American	16.8% (904)
Hispanic/Latino	22.0% (1,537)

Education & Poverty

Adult Population 25+: 70,434

Educational Attainment

No Degree	High School	Associate	Bachelors or Higher
9.1% (6,402)	33.4% (23,541)	35.4% (24,959)	22.1% (15,532)
Total*	Total*	Total*	Total*
27.5% (1,759)	14.8% (3,474)	9.9% (2,473)	4.1% (637)
Living in Poverty	Living in Poverty	Living in Poverty	Living in Poverty

*DUE TO ROUNDING, PERCENTAGES MAY NOT ADD UP PRECISELY TO 100%.

Employment & Poverty

Living Wage for 1 Adult, 1 Child Household
$26.86

Hourly Wage for FMR, 2BR Apartment
$19.40

Median Income
$33,952

Median Income w/High School Diploma
$26,301

Health & Poverty

No Health Insurance
Employed
8.2%
Unemployed
24.6%

Free/Reduced Lunch Program

58%

Gender & Poverty

High School Diploma Only

Median Earnings	Median Earnings
$32,052	$20,290

Of Those Families with Female Heads of Household and Children Present

43.7%
Live in Poverty

US Poverty Rate: 14.6% ● NYS Poverty Rate: 15.1%

New York State Community Action Association • www.nyscommunityaction.org

City of Watertown

Community Action Planning Council of Jefferson County, Inc.
www.capcjc.org

518 Davidson Street
Watertown, NY 13601
315-782-4900

City Population:
26,437

Population for whom poverty status is determined:
Overall
25,824
Population Under 18
5,931
Population 25 & Over
16,667
Population over 65
3,016

24.7%
CITY POVERTY RATE

Living In Poverty

Individuals
24.7% 6,376
Children (Under 18)
40.0% 2,372
Adults 25+
19.6% 3,266
Senior Citizens 65+
8.2% 246

Race & Poverty

White	23.7% (5,108)
African American	25.8% (483)
Hispanic/Latino	46.3% (855)

Education & Poverty

Adult Population 25+: 16,667

Educational Attainment

No Degree	High School	Associate	Bachelors or Higher
10.6% (1,762)	31.1% (5,186)	37.8% (6,295)	20.5% (3,424)
Total*	Total*	Total*	Total*
48.2% (850)	22.7% (1,177)	16.8% (1,059)	5.3% (180)
Living in Poverty	Living in Poverty	Living in Poverty	Living in Poverty

*DUE TO ROUNDING, PERCENTAGES MAY NOT ADD UP PRECISELY TO 100%.

Employment & Poverty

Median Income
$30,832

Median Income w/High School Diploma
$20,415

Health & Poverty

No Health Insurance
Employed
6.9%
Unemployed
21.5%

Gender & Poverty

High School Diploma Only

Median Earnings $25,372

Median Earnings $19,234

Of Those Families with Female Heads of Household and Children Present

57.5%
Live in Poverty

US Poverty Rate: 14.6% • NYS Poverty Rate: 15.1% • Jefferson County Poverty Rate: 14.8%