

LEWIS COUNTY
Community Action Advisory Council



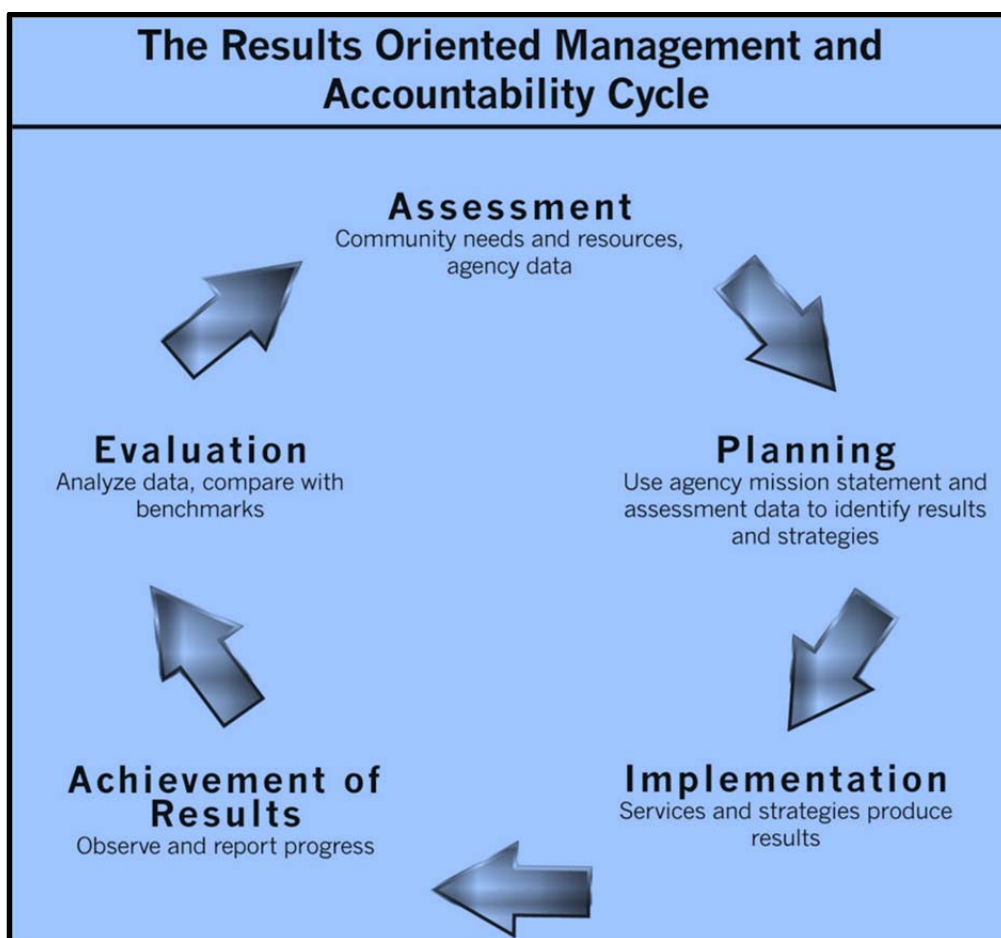
2017
Community Assessment

Approved by the LCOI Board of Directors on 3/27/17

Community Needs Assessment Methodology

In keeping with the Community Services Block Grant (CSBG), the core principles of ROMA (Results Oriented Management and Accountability) Cycle, and the organizational standards by which all Community Action Agencies are measured, Lewis County Opportunities, Inc. conducts periodic assessments of community needs. The previous community needs assessment was conducted, reviewed, and approved by the board of directors in 2011.

This assessment is available on the agency website, agency Facebook page, and can be sent upon request.



The pages that follow contain data compiled from the community needs assessments completed between July 2016 and February 2017, consumer comment forms collected for 2016, the United Way “Alice Project” report, and the US Census Bureau American Community Survey. This compilation of data provides the framework for the agency’s strategic plan and annual Community Action work plan.

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Acknowledgements

Representation for the 2017 Community Action Advisory Council (CAAG) came from agency staff (both admin and front line workers), board members, partner agencies, volunteers, faith based and local business owners. This committee updated the survey tools, encouraged participation, and analyzed the data. A special thank you goes out to all those that participated in this assessment process.

Committee Members

Scott Mathys	1. CBO* (CEO) 2. CBO representative on public sector Boards and Councils such as Lewis County Community Services Board, Youth Board, and Priorities Council. 3. Homeless Population Representative
Kevin Buckingham	CBO (CSBG Implementer)
Mary Interiano	CBO (Advocate of victims of domestic violence, sexual assault, stalking, as well as migrant population.
Bev Howlett	1. CBO (low-income advocate) 2. Private Sector (business owner)
Penny Demo	Public Sector (Lewis County Youth Board and Priorities Council
Donna Pfendler	1. CBO 2. Faith-based 3. Community Volunteer
Roxanne Putman	CBO (low-income advocate)
Jeannie Wooding	CBO Board Member - Target Sector)
Dawn Cole	CBO (ROMA certified trainer)

*CBO = Community Based organization

This assessment was approved by the Lewis County Board of Directors in March, 2017.

2017 Board of Directors

Pamela Stanley	Chairperson
Marilyn Patterson	Vice Chairperson
Julia Ielfield	Secretary
Melissa Clark	Treasurer

Target Sector

Judith Karelus
Janet Seelman
Pamela Stanley
Jeanne Wooding

Public Sector

Julia Ielfield
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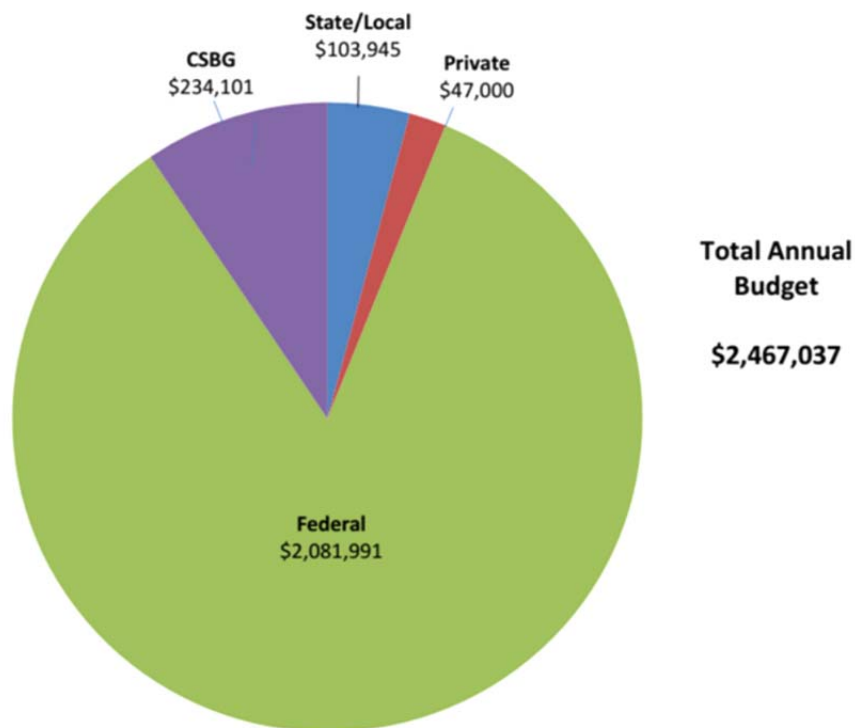
Private Sector

Melissa Clark
Patricia Dietrich
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Sheri Shultz

Agency Profile

Lewis County Opportunities, Inc., is a private 501(c)(3) not-for-profit organization. Since 1965, Opportunities has provided services and support to help economically or other disadvantaged families attain self-sufficiency. Currently, the agency has 32 full-time employees. In 2016, there were also 139 volunteers who contributed 13,974.25 hours towards services offered by the agency.

Funding



Service Area

Lewis County, NY (and Jefferson County, NY for select housing-related services)

Mission

Working with people in need to promote a higher quality of life in our community.

Vision

A community where people are empowered to live safely without economic barriers.

Summary of Services



Opportunity Knocks Thrift Store

Features new or pre-owned clothing, kitchenware, decorations, and a whole lot more at very affordable prices. Proceeds benefit LCOI services.



Food Pantry Network

Food Pantries in the LCOI network include: Copenhagen, Croghan, Harrisville, New Bremen, and Port Leyden. Monthly open hours available for consumer convenience.



Emergency Utilities

Helps families who need short-term assistance (up to 30 days) to keep their utilities on. Assistance is offered when families have exhausted all other forms of assistance.



Housing Assistance

Assists income-eligible families throughout Jefferson and Lewis Counties to obtain decent, safe, affordable housing through a variety of programs/services.



Transportation Assistance

Designed to help with unanticipated repairs that hinder a person from getting to and from work. Consumer must be working and income eligible.



Car Seats

Car seats provided to infants & toddlers of income eligible parents/legal guardians after meeting with a Certified Technician to demonstrate proper installation, fit, and usage.



Financial Management

Assist individuals with financial management either through a Representative Payee Service or Financial Empowerment (FEP) sessions. Classroom and individual sessions available.



Victim Services

Provides confidential services to crime victims, with emphasis on domestic and sexual violence. Our goal is to empower victims to move towards healing.



Weatherization Assistance

Provides a wide variety of home heating and energy saving services at no cost to income eligible home owners or renters.



Volunteerism

We could not carry out our mission without help from volunteers who contribute their time to several of our programs and service.

Service Goals

“Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.”

Self Sufficiency

- **Transportation Services:**

Transportation assistance is provided to recipients who face the barrier of unreliable transportation to obtain or maintain employment. These outputs include vehicle repairs, tires, insurance premiums, gas cards, and other alternative forms of transportation assistance (recipients who don’t own a vehicle, but who face a transportation barrier to and from work.) The program also helps recipients target underlying causes leading to transportation barriers. For instance, recipients may have had difficulty with budgeting and maintaining their household finances. Consequently, the recipient cannot afford to keep their vehicle running well, or even replace it when the vehicle has reached the end of its useful life. A program worker helps the recipient develop a written plan with basic goals that can help them break out of this predicament.

Partnerships Include:

United Way of Northern NY
NYS Department of State

- **Volunteer Income Tax Assistance (VITA):**

The Volunteer Income Tax Assistance (VITA) Program offers assistance to low to moderate income people who cannot prepare their own tax returns. Tax returns are filed electronically, and volunteers can assist with claiming any eligible benefits that recipients may qualify for such as the Earned Income Tax Credit. Opportunities hosts volunteers from the VITA Program, who are available to assist Lewis County residents with income tax preparation services during the tax season. Site space and broadband internet access is also provided for electronic filing.

Partnerships Include:

Internal Revenue Service

Vita is contingent on the availability of certified volunteers.

- **Financial Empowerment Program:**

The Financial Empowerment Program offers three (3) components:



1. Outreach to area organizations or community groups to inform them of the program.
2. Education and training to consumers in group settings.
3. One-to-one training for enrolled recipients, who receive intensive training, guidance, and follow-up regarding their own budget creation and management.

Partnerships Include:

Lewis County One-Stop
NYS Department of State

Community Revitalization

- **Thrift Store:**

The Opportunity Knocks Thrift Store provides a community resource for the public to obtain daily living items that are either new or pre-owned at very affordable prices. Inventory typically includes clothing, kitchenware, books, and bedding. For low-income families who cannot afford to purchase items, the agency utilizes a vouchersing process to help these families obtain needed items at no charge. The thrift store is run mostly by volunteers. Partnerships Include: One Stop – JRT Job Skills Training.



- **Weatherization:**

Energy efficiency services (such as Weatherization and EmPower) help reduce energy costs through energy-efficient home improvements, appliance replacements, and education about energy reduction.

Partnerships Include: Snowbelt Housing
NYS Homes and Community Renewal
NYS Energy Research & Development Authority



- **Section 8 Housing:**

- Through rental assistance provided through the Section 8 program, low income families in both Jefferson and Lewis counties are able to obtain safe and affordable housing.
- Through rental assistance provided through the Veterans Affairs Subsidized Housing (VASH), homeless veterans are able to obtain safe and affordable housing.
- Through rental assistance provided through the Nursing Home Diversion Transition (NHDT) program, elderly low income residents are able to obtain safe and affordable housing without the need to reside at a nursing home. Partnerships Include:

Points North Housing Coalition
Veteran Affairs Department
NYS Homes & Community Renewal

Family Stability

- **Domestic Violence/Sexual Assault/Stalking/Other Victims of Crime:**

Opportunities' Victims Services Program empowers victims from abuse by their perpetrators, and assists victims and their children in regaining control of their lives and ultimately move



toward healing. The program is certified for residential and non-residential services, and provides: a 24 Hour crisis hotline staffed by volunteers; a Safe Dwelling; support counseling and therapy; assistance with the Crime Victims Board process; advocacy and transportation to medical and legal facilities and follow-up; community education and outreach; and primary prevention education.

Partnerships Include:

Beaver River Central School

BOCES

Copenhagen Central School

Countryside Veterinary Clinic

Human Trafficking Task Force

Legal Aid Society of Mid NY

Lewis County Department of Social Services

Lewis County District Attorney's Office

NYS Coalition Against Domestic Violence

NYS Department of Health

NYS Division of Criminal Justice Services

NYS Office of Victim Services

Child Advocacy Center (Victim's Assistance Center)

NYS Office of Family & Child Services

NYS Coalition Against Sexual Assault

NYS 5th Judicial District – Lewis County

Lewis County General Hospital

Lewis County Mental Hygiene Department

Lewis County Probation Department

Lewis County Sheriff's Department

Lowville Village Police Department

NYS Police

Rubenzahl, Knudson & Associates

North Country Transitional Living Services

▪ **Emergency Food Assistance:**

Opportunities provides technical support and 501c3 fiduciary oversight for 5 pantries within Lewis County, including its own pantry located on-site in New Bremen. The 4 other pantries within the network are located in other villages throughout the county, and are operated mostly by volunteers. Emergency food is provided to families in need, and typically involves a 3 to 5 day supply in a given month.



Partnerships Include:

Copenhagen Food Pantry

Croghan Food Pantry

Harrisville Food Pantry

Port Leyden Food Pantry

Food Bank of Central NY

Northern NY Community Foundation

NYS Department of State

▪ **Child Passenger Safety:**

The Child Passenger Safety program ensures that low-income families who cannot afford to purchase child passenger seats have access to this resource to promote the safe travel of their children. Parents/caregivers are educated about the proper installation, fit, and maintenance of the particular seat(s) received.

Partnerships Include:

Governor's Traffic Safety Committee

NYS Department of State



- **Representative Payee Service:**

Opportunities is assigned by the Social Security Administration to assist individuals with financial management who receive Social Security benefits, Supplemental Security Income, and/or Social Security Disability. The intent of the program is to help individuals who are unable to manage their social security funds maintain their independent living situation by ensuring these funds are appropriately used for allowable needs.

Partnerships Include:

Social Security Administration
NYS Department of State

- **Shelter Plus Care:**

Through rental assistance provided through the Shelter Plus Care Program, low income families who are disabled and chronically homeless are able to obtain safe and affordable housing.

Partnerships Include:

Jefferson County Department of Social Services

- **Homeless Apartment Initiative:**

The Homeless Apartment Initiative is designed to accommodate individuals or families in Lewis County with temporary housing who are homeless; who are ineligible or on a waiting list for other housing programs within the community; and who have exhausted all natural supports within the community for temporary housing. The initiative provides up to thirty (30) days of temporary housing within the Village of Lowville, where community supports exist for a variety of daily living needs, anticipating the limited transportation options of temporary residents.

Partnerships Include:

Lewis County Department of Social Services

- **Emergency Utility Assistance:**

Through emergency utility assistance, low-income families will obtain a support service that promotes safe and affordable housing.

Partnerships Include:

United Way Worldwide
Emergency Food & Shelter (FEMA)
National Grid (Care & Share)

- **Critical Needs:**

Critical Needs provides emergency support services for a variety of needs which are underwritten by community donations or self-funded by the agency.

Partnerships Include:

NYS Department of State

Service Demographics

1/1/16 – 12/31/16

Numbers include all household members:

GENDER:

Male	2535
Female	3354
Unknown	
	5889

EDUCATION:

0-8	2092	167
9-12 : Non Graduate	1031	616
High School Graduate/GED	1805	1631
12+ Some Post Secondary	262	233
2 or 4 year college graduat	478	454
Unknown	221	75

Age 24+

5889 3176

AGE:

0-5	666
6-11	784
12-17	667
18-23	443
24-44	1622
45-54	593
55-69	647
70+	314
Unknown	153
	5889

HEALTH INSURANCE

Has Health Insurance	5272
Does Not Have Health Insurance	394
Unknown	223

5889

DISABILITY:

Disabled	1408
Not Disabled	4304
Unknown	177

5889

ETHNICITY:

Hispanic or Latin	233
Not Hispanic or Latin	5498
Unknown	158
	5889

Numbers based on family:

RACE:

Black or African American	392
Asian	1
American Indian and Alaska Native	32
White	5099
Native Hawaiian Other Pacific Islander	13
Other	57
Multi-Race (2 or more of the above)	139
Unknown	156
	5889

FAMILY TYPE:

Single-Parent/Female	645
Single-Parent/Male	74
Two-Parent Household	464
Single Person	1029
Two Adults/No Children	239
Other	77
Unknown	125

2653

FAMILY SIZE:

One	1142
Two	585
Three	382
Four	289
Five	148
Six	77
Seven	14
Eight or More	16
	2653

LEVEL OF FAMILY INCOME:

Up to 50%	511
51% - 75%	362
76% - 100%	736
101% - 125%	289
126% - 150%	172
151% - 175%	82
176% - 200%	49
200% and over	58
Unknown	394
	2653

HOUSING:

Owns	233
Rents	2201
Homeless	36
Other	59
Unknown	124
	2653

SOURCE OF FAMILY INCOME:

Unduplicated # of Families Reporting One or More Sources of Income	2328
Unduplicated # Families Reporting No Income	103
TANF	207
SSI	763
Social Security (Includes Disability)	681
Pension	152
General Assistance	995
Unemployment Insurance	53
Employment + Other Source	243
Employment Only	550
Other	353
Unknown	342

Census Bureau Statistics

This section contains general demographic and statistical information at the county level obtained through the US Census Bureau, American Community Survey.

It provides a macro picture of the community.

Population

Total Population¹²

A total of 27,164 people live in the 1,274.64 square mile report area according to the U.S. Census Bureau American Community Survey 2010-14 5-year estimates. The population density for this area estimated at 21.31% per square mile.

Report Area	Total Population	Total Land Area (Square Miles)	Population Density (Per Square Mile)
Lewis County, NY	27,164	1,274.64	21.31
New York	19,594,330	47,125.54	415.79

Female Population

A total of 13,444 females resided in the report area according to the U.S. Census Bureau American Community Survey 2010-14 5-year estimates. Females represented 49.49% of the total population in the area.

Report Area	Total Population	Female Population	Percent Female Population
Lewis County, NY	27,164	13,444	49.49%
New York	19,594,330	10,098,352	51.54%

Male Population

A total of 13,720 males resided in the report area according to the U.S. Census Bureau American Community Survey 2010-14 5-year estimates. Males represented 50.51% of the total population in the area, which was greater than the national average of 49.19%.

Report Area	Total Population	MalePopulation	Percent Male Population
Lewis County, NY	27,164	13,720	50.51%
New York	19,594,330	9,495,978	48.46%

Total Population by Race Alone

Report Area	White	Black	Asian	Native American/ Alaska Native	Native Hawaiian/Pacific Islander	Some Other Race	Multiple Race
Lewis County, NY	97.15%	1.07%	0.40%	22%	0.00%	0.42%	0.74%
New York	64.99%	15.62%	7.77%	0.38%	0.03%	8.42%	2.8%

Total Population by Ethnicity Alone

Report Area	Total Population	Hispanic or Latino Population	Percent Population Hispanic or Latino	Non-Hispanic Population	Percent Population Non-Hispanic
Lewis County, NY	27,164	424	1.56%	26,740	98.44%
New York	19,594,330	3,559,644	18.17%	16,034,686	81.83%

Population with Limited English Proficiency

This indicator reports the percentage of the population aged 5 and older who speak a language other than English at home and speak English less than “very well”. This indicator is relevant because an inability to speak English well creates barriers to healthcare access, provider communications, and health literacy/education.

Report Area	Total Population	Population Age 5 and Older	Population age 5+ with Limited English Proficiency	Percent Population Age 5+ with Limited English Proficiency
Lewis County, NY	27,164	25,487	266	1.04%
New York	19,594,330	18,424,072	2,481,513	13.7%

Families with Children

According to the most recent American Community Survey estimates, 31.01% of all occupied households in the report area are family households with one or more child(ren) under the age of 18. As defined by the US Census Bureau, a family household is any housing unit in which the householder is living with one or more individuals related to him or her by birth, marriage, or adoption. A non-family household is any household occupied by the householder alone, or by the householder and one or more unrelated individuals.

Report Area	Total Households	Total Family Households	Families with Children (Under age 18)	Families with Children (Under 18), Percent of Total Households
Lewis County, NY	10,726	7,583	3,326	31.01%
New York	7,255,528	4,636,017	2,251,251	31.03%

Population with Any Disability

This indicator reports the percentage of the total civilian non-institutionalized population with a disability. This indicator is relevant because disabled individuals comprise a vulnerable population that requires targeted services and outreach by providers.

Report Area	Total Population (for whom Disability Status is Determined)	Total Population with a Disability	Percent of Population with a Disability
Lewis County, NY	26,775	3,651	13.64%
New York	19,342,656	2,120,273	10.96%

Veteran Population

This indicator reports the *percentage* of the population age 18 and older that served (even for a short time), but is not currently serving on active duty in the US Army, Navy, Airforce, Marine Corps, or the Coast Guard, or that served in the US Merchant Marines during WWII.

Report Area	Total Population Age 18 and Older	Total Veterans	Veterans, Percent of Total Population
Lewis County, NY	20,514	2,251	10.97%
New York	15,298,282	868,764	5.68%

Income/Poverty

Unemployment Rate

Unemployment rate for Lewis County in December, 2016: 7.8%

Unemployment rate for New York in December, 2016: 4.5%

Income – Median Family Income

This indicator reports median family income based on the latest 5-year American Community Survey estimates. A family household is any housing unit in which the householder is living with one or more individuals related to him or her by birth, marriage, or adoption. Family income includes the incomes of all family members age 15 and older.

Report Area	Total Family Households	Average Family Income	Median Family Income
Lewis County, NY	7,583	\$68,065	\$55,995
New York	4,636,017	\$99,640	\$71,419

Median Family Income by Family Composition

Report Area	Married Couple Families without Children	Married Couple Families with Children	Single Males without Children	Single Males with Children	Single Females without Children	Single Females with Children
Lewis County, NY	\$58,693	\$69,693	\$41,908	\$42,031	\$34,719	\$21,538
New York	\$85,466	\$95,193	\$58,661	\$39,611	\$49,196	\$26,478

Population in Poverty by Gender

Report Area	Total Male	Total Female	Percent Male	Percent Female
Lewis County, NY	1,653	1,898	12.22%	14.30%
New York	1,313,526	1,664,995	14.25%	16.88%

Population in Poverty by Ethnicity Alone

Report Area	Total Hispanic/Latino	Total Non Hispanic/Latino	Percent Hispanic/Latino	Percent Non Hispanic/Latino
Lewis County, NY	98	3,453	23.96%	13.09%
New York	901,347	2,077,174	25.87%	13.32%

Population in Poverty by Race Alone, Total

Report Area	White	Black	Asian	Native American/Alaska Native	Native Hawaiian/Pacific Islander	Some Other Race	Multiple Race
Lewis County, NY	3,370	44	3	26	-	14	94
New York	1,401,545	692,260	274,891	19,458	1,260	474,158	114,949

Poverty – Population below 100% FPL

Poverty is considered a key driver of health status.

Within the report area, 13.25% or 3,551 individuals are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access, including health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Total Population	Population with Income at or below 100% FPL	Percent Population in Poverty
Lewis County, NY	26,796	3,551	13.25%
New York	19,082,682	2,978,521	15.61%

Poverty – Children below 100% FPL

In the report area, 17.95% or 1,128 children age 0-17 are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access, including health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Total Population	Population Under Age 18	Population Under Age 18 in Poverty	Percent Population Under Age 18 in Poverty
Lewis County, NY	26,796	6,285	1,128	17.95%
New York	19,082,682	4,203,772	929,832	22.12%

Poverty – Population below 200% FPL

In the report area, 33.74% or 9,040 individuals are living in households with income below 200% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access, including health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Total Population	Population with Income at or below 200% FPL	Percent Population with Income at or below 200% FPL
Lewis County, NY	26,796	9,040	33.74%
New York	19,082,682	6,213,949	32.56%

Poverty – Children below 200% FPL

In the report area, 43.71% or 2,747 children are living in households with income below 200% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access, including health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Total Population Under Age 18	Population Under Age 18 at or Below 200% FPL	Percent Population Age 18 at or below 200% FPL
Lewis County, NY	6,285	2,747	43.71%
New York	4,203,772	1,763,380	41.95%

Food

Food Insecurity – Food Insecure Population Ineligible for Assistance

This indicator reports the estimated percentage of the total population, and the population under age 18, that experienced food insecurity at some point during the report year, but are ineligible for State or Federal nutrition assistance. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food. Assistance eligibility is determined based on household income of the food insecure households relative to the maximum income-to-poverty ratio for assistance programs (SNAP, WIC, school meals, CSEP and TEFAP)

Report Area	Food Insecure Population Total	Percentage of Food Insecure Population Ineligible for Assistance	Food Insecure Children Total	Percent of Food Insecure Children Ineligible for Assistance
Lewis County, NY	3,560	28.99%	1,580	20%
New York	2,739,920	27%	938,610	31%

Population Receiving SNAP Benefits

This indicator reports the average percentage of the population receiving the Supplemental Nutrition Program (SNAP) benefits between the months of July 2012 and July 2013. This indicator is relevant because it assesses vulnerable populations which are more like to have multiple health access, health status, and social support needs; when combined with poverty report data, providers can use this measure to identify gaps in eligibility and enrollment.

Report Area	Total Population	Population Receiving SNAP Benefits	% Population Receiving SNAP Benefits
Lewis County, NY	26,797	3,630	13.5%
New York	19,176,438	3,142,350	16.4%

Food Access – Low Income & Low Food Access

Report Area	Total Population	Low Income Population with Low Food Access	Percent Low Income Population with Low Food Access
Lewis County, NY	27,087	1,472	5.43%
New York	19,378,102	493,320	2.55%

Children Eligible for Free/Reduced Price Lunch

Within the report area, 1,672 public school students or 41.03% are eligible for Free/Reduced Price lunch out of 4,400 total students enrolled. This indicator is relevant because it assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs. Additionally, when combined with poverty data, providers can use this measure to identify gaps in eligibility and enrollment.

Report Area	Total Students	Number Free/Reduced Price Lunch Eligible	Percent Free/Reduced Price Lunch Eligible
Lewis County, NY	4,400	1,672	41.03%
New York	2,719,824	1,292,077	50.24%

Education

Population with no High School Diploma

Within the report area, there are 2,203 persons aged 25 and older without a high school diploma (or equivalency) or higher. This represents 11.94% of the total population aged 25 and older. This indicator is relevant because educational attainment is linked to positive health outcomes (Freudenberg & Ruglis, 2007).

Report Area	Total Population Age 25	Population Age 25 with No High School Diploma	Percent Population Age 25 with No High School Diploma
Lewis County, NY	18,449	2,203	11.94%
New York	13,329,734	1,949,187	14.62%

High School Graduation Rate (EdFacts)

Within the report area, 82.8% of students are receiving their high school diploma within four years. This indicator is relevant because research indicates that education is one of the strongest predictors of health (Freudenberg & Ruglis, 2007).

Report Area	Total Student Cohort	Estimated Number of Diplomas Issued	Cohort Graduation Rate
Lewis County, NY	361	299	82.8%
New York	133,159	112,510	84.5%

Population with Associate's Level Degree or Higher

25.94% of the population aged 25 and older, or 4,736 have obtained an Associate's level degree or higher. This indicator is relevant because educational attainment has been linked to positive health outcomes.

Report Area	Total Population Age 25	Population Age 25 with Associate's Degree or Higher	% Population Age 25 with Associate's Degree or Higher
Lewis County, NY	18,449	4,786	25.94%
New York	13,329,734	5,619,445	42.16%

Housing

Housing Cost Burden (30%)

This indicator reports the percentage of the households where housing costs exceed 30% of total household income. This indicator provides information on the cost of monthly housing expenses for owners and renters. The information offers a measure of housing affordability and excessive shelter costs. The data also serves to aid in the development of housing programs to meet the needs of people at different economic levels.

Report Area	Total Households	Cost Burdened Households (Housing Cost Exceed 30% of Income)	% of Cost Burdened Households (Over 30% of Income)
Lewis County, NY	10,726	2,891	26.95%
New York	7,255,528	2,981,961	41.1%

Substandard Housing

This indicator reports the number and percentage of owner and renter occupied housing units having at least one of the following conditions. 1) lacking complete plumbing facilities, 2) lacking complete kitchen facilities, 3) with 1.01 or more occupants per room, 4) selected monthly owner costs as a percentage of household income greater than 30 percent, and 5) gross rent as a percentage of household income greater than 30 percent. Selected conditions provide information in assessing the quality of the housing inventory and its occupants. This data is used to easily identify homes where the quality of living and housing can be considered substandard.

Report Area	Total Occupied Housing Units	Occupied Housing Units with One or More Substandard Conditions	% Occupied Housing Units with Substandard Conditions
Lewis County, NY	10,726	2,885	26.9%
New York	7,255,528	3,065,248	42.25%

Housing Unit Age

This indicator reports, for a given geographic area, the median year in which all housing units (vacant and occupied) were first constructed. The year the structure was built provides information on the age of housing units. This data helps identify new housing construction and measures the disappearance of old housing from the inventory, when used in combination with data from previous years. This data also serves to aid in the development of formulas to determine substandard housing and provide assistance in forecasting future services, such as energy consumption and fire protection.

Report Area	Total Housing Units	Median Year Structure Built
Lewis County, NY	15,201	1964
New York	8,153,309	1956

Health/Insurance

Population Receiving Medicaid

This indicator reports the percentage of the population with insurance enrolled in Medicaid (or other means-tested public health insurance). This indicator is relevant because it assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs; when combined with poverty data, providers can use this measure to identify gaps in eligibility and enrollment.

Report Area	Total Population for Whom Insurance Status is Determined	Population with Any Health Insurance	Population Receiving Medicaid	Percent of Insured Population Receiving Medicaid
Lewis County, NY	26,775	23,934	5,439	22.72%
New York	19,342,656	17,290,104	4,345,119	25.13%

Population Receiving Medicaid by Age Group, Total

Report Area	Under Age 18	18 - 64	Age 65
Lewis County, NY	2,274	2,577	588
New York	1,666,819	2,178,765	499,535

Uninsured Adults

The lack of health insurance is considered a key driver of health status.

This indicator reports the percentage of adults age 18-64 without health insurance coverage. This indicator is relevant because lack of insurance is a primary barrier to healthcare access including regular primary care, specialty care, and other health services that contribute to poor health status.

Report Area	Total Populaton Age 18-64	Population with Medical Insurance	Percent Population with Medical Insurance	Population without Medical Insurance	% Population without Medical Insurance
Lewis County, NY	16,279	2,402	85.24%	2,402	14.76%
New York	12,240,198	10,364,051	84.67%	1,876,148	15.33%

Uninsured Children

This indicator reports the percentage of children under age 19 without health insurance coverage. This indicator is relevant because lack of insurance is a primary barrier to healthcare access including regular primary care, specialty care, and other health services that contribute to poor health status.

Report Area	Total Populaton Under Age 18	Population with Medical Insurance	Percent Population with Medical Insurance	Population without Medical Insurance	% Population without Medical Insurance
Lewis County, NY	6,737	6,370	94.55%	368	5.46%
New York	4,402,703	4,221,279	95.88%	181,424	4.12%

Lack of Social or Emotional Support

This indicator reports the percentage of adults age 18 and older who self-report that they receive insufficient social and emotional support all or most of the time. This indicator is relevant because social and emotional support is critical for navigating the challenges of daily life as well as for good mental health. Social and emotional support is also linked to educational achievement and economic stability.

Report Area	Total Population Age 18 and Older	Estimated Population without Adequate Social/ Emotional Support	Crude Percentage	Age-Adjusted Percentage
Lewis County, NY	20,332	4,961	24.4%	23.1%
New York	14,954,839	3,574,207	23.9%	23.9%

Access to Mental Health Providers

This indicator reports the rate of the county population to the number of mental health providers including psychiatrists, psychologists, clinical social workers, and counselors that specialize in mental health care.

Report Area	Estimated Population	Number of Mental Health Providers	Ratio of Mental Health Providers to Population (1 Provider Per x Person)	Mental Health Care Provider Rate (Per 100,000 Population)
Lewis County, NY	27,536	51	539.9%	185.2
New York	20,154,342	38,340	525.7%	190.2

Transportation

Households with no Motor Vehicle

This indicator reports the number and percentage of households with no motor vehicle based on the latest 5-year American Community Survey estimates.

Report Area	Total Households	Households with No Motor Vehicle	Percentage Households with No Motor Vehicle
Lewis County, NY	10,726	780	7.27%
New York	7,255,528	2,128,870	29.34%

Use of Public Transport

This indicator reports the percentage of the population using public transportation as their primary means of commute to work. Public transportation includes buses or trolley buses, streetcars or trolley cars, subway or elevated rails, and ferryboats.

Report Area	Total Population Employed Age 16 and Older	Population Using Public Transit for Commute to Work	% Population Using Public Transit for Commute to Work
Lewis County, NY	11,599	16	0.14%
New York	8,950,165	2,452,313	27.4%

Safety

Violent Crime

This indicator reports the rate of violent crime offenses reported by law enforcement per 100,000 residents. Violent crime includes homicide, rape, robbery, and aggressive assault. This indicator is relevant because it assesses community safety.

Report Area	Total Population	Violent Crimes	Violent Crime Rate (Per 100,000 Population)
Lewis County, NY	27,171	25	93.2
New York	19,385,574	77,529	399.9

The United Way Alice Project

We see ALICE every day – hard workers who keep New York’s economy running, but who aren’t always sure that they can put food on their tables. Each day ALICE stands at cash registers, fixes our cars, serves us in restaurants and retail stores, and cares for our children and our elderly.

ALICE stands for
Asset Limited, Income Constrained, Employed

44 percent of all New Yorkers are ALICE or live below the Federal Poverty Level. This means they are not earning enough to “get by” based on a Household Survival Budget that uses conservative estimates of monthly expenses for housing, child care, food, transportation, health care and taxes.

The United Way ***ALICE Project*** provides a framework, language, and tools to measure and understand the struggles of the growing number of households in our communities that do not earn enough to afford basic necessities. This research initiative partners with state United Way organizations, to deliver research-based reports that can stimulate meaningful discussion, attract new partners, and ultimately inform strategies that affect positive change.

The information in this document was pulled from the United Way Alice Project and depicts the numbers for Lewis County only. The full report can be found at www.unitedwayalice.org

Economic Viability Dashboard

The financial stability of ALICE households depends on local conditions. The Economic Viability Dashboard is composed of three indices that evaluate the local economic conditions that matter most to ALICE households – the Housing Affordability Index, the Job Opportunities Index, and the Community Resources Index. The Dashboard reports how each county performs on the three dimensions; the ideal for a county is to have Good conditions in all three indices.

Lewis County

Housing Affordability:	Good
Job Opportunities:	Fair
Community Resources:	Poor

ALICE Threshold & Households by Race, Ethnicity, and Age – 2014

Alice Threshold:

Households under age 65	\$40,000
Households 65 and over	\$30,000

Total Households: 10,726

Household below Alice Threshold: 38%

Households age 65+ below Alice threshold 45%

Households below Alice Threshold by Race/Ethnicity

Asian	0%
Black	76%
Hispanic	33%
White	38%

Housing Data – Lewis County

Owner Occupied Units:

Percent of owner units that are occupied by households with income below the ALICE Threshold and the percent of all owner-occupied units that are housing burdened, meaning that housing costs are more than 30 percent of household income.

Owner Occupied Units:	8,131
% owned by households below Alice threshold	27%
% owners who pay more than 30% of household income	20%

Renter Occupied Units:

Percent of renter units occupied by households with income below the ALICE Threshold and the percent of all renter-occupied units that are housing burdened.

Renter Occupied Units:	2,595
% owned by households below Alice threshold	65%
% owners who pay more than 30% of household income	55%

Affordable Housing Gap:

Number of additional rental units needed that are affordable to households with income below the ALICE Threshold so that all of these households would pay less than one third of their income on housing.

Affordable Housing Gap	924
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Key Facts and ALICE Statistics by Municipality – 2014

Knowing the extent of local variation is an important aspect of understanding the challenges facing households earning below the ALICE Threshold in New York, key data and ALICE statistics for the county's municipalities are presented here. Because they build on American Community Survey data for populations under 65,000, data are 5-Year estimates. The Gini coefficient shows income inequality in each municipality, varying from 0 (perfect equality) to 100 percent (perfect inequality, when one person has all the income).

Municipality	Population	Households	Poverty %	Alice %	Above Alice Threshold %	Gini Coefficient	Unemployment Rate	Health Insurance Coverage %	Housing Burden, Owner Over 30%	Housing Burden, Renter Over 30%
Castorland (village)	401	122	12%	28%	60%	0.4289	9.5%	96%	18%	42%
Constableville (village)	239	112	17%	21%	62%	0.4383	7.7%	94%	16%	74%
Copenhagen (village)	547	244	5%	33%	62%	0.3537	9.8%	94%	9%	48%
Croghan (town)	3117	1273	7%	32%	61%	0.3875	7.4%	91%	15%	43%
Croghan (village)	691	291	12%	37%	51%	0.4213	5.3%	91%	21%	46%
Denmark (town)	2873	1059	13%	21%	66%	0.4135	4.4%	94%	23%	46%
Dianna (town)	1552	616	25%	25%	50%	0.4444	10.2%	90%	26%	51%
Greig (town)	1343	562	14%	28%	58%	0.4423	15.4%	89%	24%	22%
Harrisburg (town)	415	149	5%	18%	77%	0.3753	1.3%	79%	12%	40%
Harrisville (village)	562	210	6%	34%	60%	0.3648	8.3%	94%	17%	31%
Lewis (town)	760	295	14%	29%	57%	0.4189	10.7%	89%	28%	18%
Leyden (town)	1881	745	19%	24%	57%	0.3843	8.3%	91%	20%	59%
Lowville (town)	4958	2155	18%	25%	57%	0.4409	12.0%	92%	23%	55%
Lowville (village)	3646	1679	20%	25%	55%	0.4597	13.0%	89%	24%	54%
Lyons Falls (village)	761	308	9%	35%	56%	0.3692	13.8%	89%	19%	58%
Lyonsdale (town)	1251	494	24%	22%	54%	0.3937	14.4%	84%	25%	43%
Martinsburg (town)	1358	504	13%	24%	63%	0.4173	9.9%	84%	15%	50%
New Bremen (town)	2723	904	9%	21%	70%	0.3671	11.0%	87%	16%	47%
Osceola (town)	210	105	11%	17%	72%	0.4015	10.8%	89%	21%	80%
Port Leyden (village)	774	285	29%	22%	49%	0.4525	11.3%	89%	31%	63%
Turin (town)	550	252	5%	24%	71%	0.3417	3.4%	91%	9%	25%
Watson (town)	1903	747	4%	29%	67%	0.3793	8.0%	84%	16%	42%
West Turin (town)	1924	736	10%	25%	65%	0.4406	7.1%	93%	21%	50%

Households by Income

This table presents the total number of households in 2014, 2012, 2010, and 2007, as well as the percent of households in poverty and ALICE. These numbers reflect the improvements to the Household Survival Budget and the ALICE Threshold. Missing data for 2007 is due to the fact that in that year, the American Community Survey did not report data for counties with populations of less than 20,000.

2014			2012			2010			2007		
Total Households	Poverty %	Alice %	Total Households	Poverty %	Alice %	Total Households	Poverty %	Alice %	Total Households	Poverty %	Alice %
10,726	13%	25%	10,885	13%	29%	10,601	13%	29%	11,078	14%	19%

ALICE in Lewis County

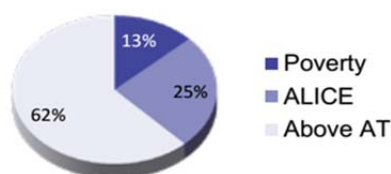
ALICE IN LEWIS COUNTY

2014 Point-in-Time Data

Population: 27,164 | **Number of Households:** 10,726
Median Household Income: \$46,990 (state average: \$58,878)
Unemployment Rate: 9.2% (state average: 7.3%)
Gini Coefficient (zero = equality; one = inequality): 0.41 (state average: 0.51)

How many households are struggling?

ALICE, an acronym for **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed, are households that earn more than the U.S. poverty level, but less than the basic cost of living for the county (the ALICE Threshold, or AT). Combined, the number of poverty and ALICE households equals the total population struggling to afford basic needs.



What are the economic conditions?

The **Economic Viability Dashboard** evaluates community conditions for ALICE in three core areas. Each is an index with a scale of 1 (worse) to 100 (better).

Housing Affordability
good (62)

Job Opportunities
fair (52)

Community Resources
poor (42)

What does it cost to afford the basic necessities?

This bare-minimum budget does not allow for any savings, leaving a household vulnerable to unexpected expenses. Affording only a very modest living in each community, this budget is still significantly more than the U.S. poverty level of \$11,670 for a single adult and \$23,850 for a family of four.

Household Survival Budget, Lewis County		
	SINGLE ADULT	2 ADULTS, 1 INFANT, 1 PRESCHOOLER
Housing	\$506	\$665
Child Care	\$—	\$1,208
Food	\$202	\$612
Transportation	\$369	\$738
Health Care	\$143	\$573
Miscellaneous	\$146	\$428
Taxes	\$240	\$482
Monthly Total	\$1,606	\$4,706
ANNUAL TOTAL	\$19,272	\$56,472
Hourly Wage	\$9.64	\$28.24

Source: American Community Survey, Bureau of Labor Statistics (BLS), Internal Revenue Service (IRS), U.S. Census, U.S. Department of Agriculture (USDA), U.S. Department of Housing and Urban Development (HUD), U.S. Election Assistance Commission, New York State Department of Taxation and Finance, and New York State Office of Children & Family Services, 2014.

Lewis County, 2014

Town	Total HH	% ALICE & Poverty
Castorland (P)	122	40%
Constableville (P)	112	38%
Copenhagen (P)	244	38%
Croghan (P)	291	49%
Croghan (SD)	1,273	39%
Denmark (SD)	1,059	34%
Diana (SD)	616	50%
Greig (SD)	562	42%
Harrisburg (SD)	149	23%
Harrisville (P)	210	40%
Lewis (SD)	295	43%
Leyden (SD)	745	43%
Lowville (P)	1,679	45%
Lowville (SD)	2,155	43%
Lyons Falls (P)	308	44%
Lyonsdale (SD)	494	46%
Martinsburg (SD)	504	37%
New Bremen (SD)	904	30%
Osceola (SD)	105	28%
Port Leyden (P)	285	51%
Turin (SD)	252	29%
Watson (SD)	747	33%
West Turin (SD)	736	35%

Note: Municipal-level data on this page is for Census Places (P) and county subdivisions (SD). Totals will not match county-level data; municipal-level data often relies on 5-year averages and is not available for the smallest towns that do not report income.

Agency Statistics

Consumer Survey Results

The Consumer survey was distributed twice – once in July of 2016, and again in January of 2017. This was done in order to capture responses based on two seasonal extremes. It was felt that consumer concerns would be different during the winter months than they were in the summer.

Surveys were available to consumers entering our main office, our thrift store, and were published on our agency website and Facebook page. They were also distributed to DSS consumers through our DSS representative on the committee. A total of 138 consumer surveys were completed.

Housing

H1 Which of the following describes your housing status?

Rent Home	87	63%
Own Home	27	20%
Homeless (staying with friends/family)	10	7%
Homeless (staying in shelter)	6	4%
Homeless (no place to live)	5	4%

H2 Below is a list of housing problems. Do any of these statements apply to you?

Bad credit makes it hard to find a place to rent	24	17%
A disability makes it hard to find a place to rent	13	9%
I cannot find affordable housing to rent	35	25%
I am at risk of eviction from the home I rent	13	9%
I cannot find affordable housing to buy	16	12%
I cannot afford to make needed repairs to my home	13	9%
Does not apply	64	46%

H3 Which statement best represents the condition of your residence?

In good shape, needs no repairs	38	28%
Needs minor repairs	65	47%
Such poor condition that it is unsafe	6	4%
Needs disability access improvements (wheelchair ramps, wider doorways, etc)	6	4%
Does not apply	19	14%

Food and Nutrition

F1 In the past 12 months, have you or anyone in your home skipped or cut out the size of a meal because there wasn't enough food?

Yes	38	28%
No	98	71%

F2 Which of the following would you like more information on? (Select all that apply)

Stretching food dollar	34	25%
Eating healthy	25	18%
Summer meals for kids	10	7%
Senior meal program	4	3%
School breakfast/lunch program	8	6%
WIC	8	6%
SNAP (Food Stamps)	20	14%
Food Pantry	22	16%

Transportation**T1 In the past 12 months, has transportation been a problem for your household?**

Yes	50	36%
No	82	59%

T2 In the past 12 months, has your household experienced any of the following?

No Car Insurance	24	17%
No drivers license or license suspended	26	19%
None of the above	89	64%

Budgeting/Financial Management**B1 How would you describe your current financial position?**

Saving on a regular basis - bills are paid and savings is growing	12	9%
Maintaining but without saving - all bills are up to date, but can't seem to get ahead	55	40%
Daily debt - behind on more than one bill/payment	62	45%

B2 How would you describe your relationship with money?

Optimistic - bills are current, building saving habits	15	11%
Tolerable - getting by	66	48%
Pessimistic - believing that lack of job, economy, financial circumstances prevent improvement	23	17%
Hopeless - overwhelmed by debt or lack of resources	27	20%

B3 Rate your current level of bill payment.

Rarely or never on time	37	27%
Usually on time	63	46%
Always on time	30	22%

Safety

V1 In the past 12 months, has there been violence or abuse in your home?

Yes	13	9%
No	117	85%

Economic Concerns

E1 Assuming jobs are available, what makes it most difficult to get one? (select one)

Poor work ethic	4	3%
Domestic violence	4	3%
Criminal record	9	7%
Fear of loss of (governmental) benefits if income increases	12	9%
Alcohol/drug abuse	3	2%
Incompatible work hours	13	9%
Low wages/benefits	32	23%
Discrimination	5	4%
Lack of skills (training/education)	17	12%
Lack of permanent, affordable housing	9	7%
Lack of affordable child care	16	12%
Lack of transportation	32	23%
Mental/behavioral health problems	18	13%
Physical health problems	39	28%

E2 What makes it most difficult to maintain employment in our community? (select one)

Poor work ethic	8	6%
Domestic violence	1	1%
Criminal record	11	8%
Fear of loss of (governmental) benefits if income increases	8	6%
Alcohol/drug abuse	5	4%
Incompatible work hours	12	9%
Low wages/benefits	32	23%
Discrimination	5	4%
Lack of skills (training/education)	15	11%
Lack of permanent, affordable housing	5	4%
Lack of affordable child care	13	9%
Lack of transportation	24	17%
Mental/behavioral health problems	17	12%
Physical health problems	32	23%

Services

S1 What adult services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

Mental/Behavioral Health Services	23	17%
Transportation	45	33%
Medical Services	16	12%
Education Improvement	24	17%
Budgeting/Money Management Workshops	19	14%
Health/Nutritional Counseling	7	5%
Substance Abuse Services	9	7%
Homeless Shelter	14	10%
Spousal Abuse Shelter/Counseling	4	3%
Job Skills Training	21	15%
Affordable Child Care	22	16%
Adult Day Care	1	1%

S2 What youth-related services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

Lack of jobs for youth	39	28%
Budgeting Skills	29	21%
Job Skills Training	36	26%
After-school Programs	43	31%
Tutoring Programs	22	16%
Summer Food Program	15	11%
Mental/Behavioral Health Services	21	15%
Recreation	40	29%

Our Role in the Community: Identify priorities for the next 3-5 years.

Mental Health Services
Group Therapy Counseling

Community Garden

GED Class Outreach

Help with home repairs for people under 60.

Help people transition back into the work force

Find more recreation for children of all ages

Priority should be the welfare of children

The bills I pay are on time, others are severely delinquent

More jobs; more pay; more advocate services; more youth availability to work

Help with the addiction problem, it's becoming unsafe for children, adults, and neighbors.

More employment positions

Having people on the list for well over a year's time to continue to get more behind. We can hardly live here and this just adds to a long laundry list of despair. How am I supposed to get ahead, how??

To help our youth, keep them in school. Give them choices for safe recreation after school. Even sliding at Maple Ridge costs a lot, so kids that would like to go can't afford to. Everything in Lewis County is based on money. No one offers free activities.

Getting youth started with a decent living instead of starting with debt.

Better/more transportation help for people in NEED!

Helping people that have disabilities or children with disabilities get vehicles.

Homeless shelters

Spousal abuse shelters

Affordable housing - better rent assistance

Domestic violence education/support

Affordable, safe housing

Jobs

Maintain resources that focus on the realistic change and direct cost for a person coming off Public Assistance to help transition after being accommodated by housing assistance programs to be fully self sustainable. Jobs!

Transportation #1

Jobs

Training

Housing

Partner Survey Results

The Partner survey was also distributed twice. Once in September of 2016, and again in January of 2017. The survey was distributed through our Priorities Council as well as a direct mailing to the area Food Pantries and Schools. A total of 35 Partner surveys were completed. A complete list is included under the “Assessment Tools” section.

Economic Concerns

E1 Assuming jobs are available, what makes it most difficult to get one? (select one)

Poor work ethic	2	6%
Criminal record	1	3%
Fear of loss of (governmental) benefits if income increases	3	9%
Alcohol/drug abuse	2	6%
Low wages/benefits	5	14%
Lack of skills (training/education)	25	71%
Lack of permanent, affordable housing	1	3%
Lack of affordable child care	2	6%
Lack of transportation	3	9%
Mental/behavioral health problems	1	3%

E2 What makes it most difficult to maintain employment in our community? (select one)

Poor work ethic	14	40%
Fear of loss of (governmental) benefits if income increases	1	3%
Alcohol/drug abuse	1	3%
Incompatible work hours	4	11%
Low wages/benefits	3	9%
Lack of skills (training/education)	6	17%
Lack of permanent, affordable housing	1	3%
Lack of affordable child care	1	3%
Lack of transportation	8	23%
Mental/behavioral health problems	3	9%
Physical health problems	1	3%

Services

S1 What adult services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

Mental/Behavioral Health Services	9	26%
Transportation	14	40%
Education Improvement	15	43%
Budgeting/Money Management Workshops	6	17%
Health/Nutritional Counseling	3	9%
Substance Abuse Services	10	29%
Homeless Shelter	1	3%
Spousal Abuse Shelter/Counseling	1	3%
Job Skills Training	9	26%
Affordable Child Care	6	17%
Adult Day Care	2	6%

S2 What youth-related services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

Lack of jobs for youth	13	37%
Budgeting Skills	5	14%
Job Skills Training	13	37%
After-school Programs	6	17%
Tutoring Programs	6	17%
Summer Food Program	4	11%
Mental/Behavioral Health Services	9	26%
Recreation	13	37%

Our Role in the Community: Identify priorities for the next 3-5 years.

We have seen an increase in mental/behavioral health issues. Any support in this area would be welcomed.

Jobs for people (young) with special needs (example autism)

Drug/behavioral health assistance with becoming independent after out of rehab. Job support.

Going to people's homes as it is hard for them to get to you.

Let churches know your needs - often they want to help but don't know who needs help.

Finding a way to teach about jobs for younger people so they can stay in the area.

Youth and adult training on budgeting/working skills

Education about services, but also trying to get people off the system and into adequate jobs, not just any job.

To reach out with more help and support for seniors. And maybe more programs based more in southern Lewis County.

LCOI does an outstanding job! Community needs more transportation infrastructure and employment opportunities, not felt LCOI needs to do more.

Better access to public transportation

Continuing with budgeting workshops

Development of a strong community workforce and advanced education programs

Career tech education programs

I would like to see community activities in the area of business development, such as LCOI was able to do with the New Bremen store. Also return to strong volunteerism by reorganizing VITA.

We support the mission as it exists, but believe LCOI needs more support so they can expand its help to more people.

I think an emphasis on services for youth is an investment in our future and is money well spent. Whatever we can do to provide skills, education, jobs, transportation is good and shows that Lewis County cares about our kids.

Affordable housing

Transit that can be used for employment consistently

Educational opportunities - more certificate programs

Improve working skills

Child care options for families

Diversion Programs

Mentoring

Poverty, drugs, at-risk youth

Workforce Survey Results

The Workforce survey was distributed once, in September of 2016. It was presented to 32 employees, 12 Board members, and approximately 63 volunteers. A total of 64 Workforce surveys were completed.

- 32 Employees
- 7 Board members
- 25 Volunteers

Economic Concerns

E1 Assuming jobs are available, what makes it most difficult to get one? (select one)

Poor work ethic	5	8%
Domestic violence	1	2%
Criminal record	8	13%
Fear of loss of (governmental) benefits if income increases	11	17%
Alcohol/drug abuse	8	13%
Incompatible work hours	5	8%
Low wages/benefits	28	44%
Discrimination	2	3%
Lack of skills (training/education)	19	30%
Lack of permanent, affordable housing	2	3%
Lack of affordable child care	15	23%
Lack of transportation	14	22%
Mental/behavioral health problems	8	13%
Physical health problems	8	13%

E2 What makes it most difficult to maintain employment in our community? (select one)

Poor work ethic	18	28%
Domestic violence	1	2%
Criminal record	4	6%
Fear of loss of (governmental) benefits if income increases	9	14%
Alcohol/drug abuse	8	13%
Incompatible work hours	4	6%
Low wages/benefits	28	44%
Lack of skills (training/education)	15	23%
Lack of permanent, affordable housing	2	3%
Lack of affordable child care	10	16%
Lack of transportation	11	17%
Mental/behavioral health problems	6	9%
Physical health problems	5	8%

Services

S1 What adult services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

Mental/Behavioral Health Services	20	31%
Transportation	32	50%
Medical Services	4	6%
Education Improvement	17	27%
Budgeting/Money Management Workshops	14	22%
Health/Nutritional Counseling	4	6%
Substance Abuse Services	8	13%
Homeless Shelter	5	8%
Spousal Abuse Shelter/Counseling	1	2%
Job Skills Training	22	34%
Affordable Child Care	21	33%
Adult Day Care	8	13%

S2 What youth-related services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

Lack of jobs for youth	37	58%
Budgeting Skills	23	36%
Job Skills Training	30	47%
After-school Programs	17	27%
Tutoring Programs	7	11%
Summer Food Program	3	5%
Mental/Behavioral Health Services	12	19%
Recreation	24	38%

Our Role in the Community: Identify priorities for the next 3-5 years.

Real-world family budgeting
Computer Literacy (Job Readiness)
Tenant Education

Companies closing their doors

Educate the community about all services available in our agency.
Finding or researching to provide youth programs/daycare all year
Find ways to help people get job skills trainings (like working side by side with BOCES/Cornell Co-Op Extension).

Assisting youth with budgeting/real life skills so they can be better prepared when they get out of school.

Youth activities or after school programs to keep kids or teenagers active and not involved with wrong crowds.

Inexpensive child care/transportation

All current services, with an expansion of our FEP as resources permit - perhaps into the schools if the opportunity presents itself.

I think the priority is to continue to partner with other local human service agencies to provide a comprehensive array of services that are not duplicated. DV/Rape Crisis are an essential component along with financial stability programs such as Section 8, Restore, etc.

locating shelter/transitional housing and mental health services

More education in abuse - youth training programs

Continue with housing weatherization, housing improvements, continue partnerships for homeless and support domestic violence/rape crisis. Job skills training for youth might be a new area along with budgeting education - using technology in workplace - cash registers and other machines. Other areas of tool use, etc that might help in building industry. Maybe training for in home childcare business.

Continue to help people in need such as Thrift Store and Food Pantry. Maybe enlarge it as the store itself is not big enough to fulfill the need.

Broadband Internet

I would like to find a way to reach more seniors and inform them of programs to assist them (i.e. food pantries)

Better mental health services

Transportation & child care

Adult day care so spouse can work - continue job

Hold people accountable for their benefits - need follow through

More individualized follow-up, not all situations and people are alike - allow for differences.

Job placement and childcare improvements

Jobs, getting people off public assistance that are able to work. Job training - affordable.

Working with families in systemic poverty with an indepth program that includes financial literacy, public policy and to evaluate programs they are recipients of. The financial literacy program is a great step.

Helping community be better informed of services and more job opportunities

More education on meeting the developmental milestones in children along with proper nutrition and parenting for successful children.

Financial/Budget Counseling

Services for Youth

Affordable Health Care

senior citizens with disabilities

Reach out to all volunteer organizations in the area for feedback and assistance in developing a good program for community building. Once these organizations start working together well, many third order efforts will happen automatically. Economic stimuli, provide entertainment, volunteerism, professional networking and building job skills and education.

Customer Satisfaction Survey Results

Customer satisfaction surveys were available to consumers who received services from our main office in New Bremen (Lewis County) and our Housing office in Watertown (Jefferson County). Consumers have access to these forms in the waiting rooms and intake rooms. The results of these surveys are reported at the bi-monthly Board Meetings. Below are the results for 2016.

Please tell us how you heard about our service:

67 Family/Friends 33 Agency/Employer Referral 16 Media

Please rate the worker you had today:

Our worker met you in a timely manner	<u>115</u> Yes	<u>1</u> No
Our employee treated you with courtesy	<u>115</u> Yes	<u>1</u> No
Our employee showed proper attention to your need	<u>115</u> Yes	<u>1</u> No

Did your visit today meet your current needs? 108 Yes 8 No

If no, what was lacking?

Wait List too long – need help with rent now
Need help ASAP, I'm unemployed and need help now
Too long wait list, I'm being evicted now

Wasn't eligible for program
I didn't bring enough information
Over income for the program

Please add other comments you may have:

Very nice
Staff was very helpful
Awesome job
Worker was very helpful describing everything
Worker was courteous and a delight
Friendly
Worker was very helpful and informative
Staff here is amazing, very fast and friendly
Thank you so much for all your help
Great, well informed
I appreciate your help very much
My worker went above and beyond
I was treated with dignity, thank you!
The housing inspections take too long
Very nice staff – thank you!
The worker did a great job.

Workers are very nice
Thanks for all your help for my family
The worker was very polite
The worker was personable, and knowledgeable about HUD services
Amazing – I'm so grateful!
The lady at the desk is nice and made me feel comfortable.
More time needed to hand in paperwork
Worker did a very good job
This is a wonderful agency
It would be nice to not have everyone at lunch at the same time for consumers who come in during that time.
Worker was very professional
Pleasure to work with
Thank you for everything. Awesome job!

Key Findings

Key Findings:

The LCOI CAAG met on multiple occasions to analyze and discuss the responses of the surveys; acknowledging both qualitative and quantitative data. The data supported and validated all services currently provided by LCOI. The data also identified various potential need areas that LCOI could play a primary or secondary role in the implementation of efforts within our community. Below is a list of notable survey statistics that identify priority areas for the agency as we consider continuation of programs and development of new initiatives. These priority areas are set forth as response to the conditions in our community believed to be causes and results of poverty.

Housing: (Program Priority Areas: Housing Assistance Program, HAP-Family Self Sufficiency, HAP-Homeownership, Homeless Initiative, and existing legal and housing partnerships. Unmet need area: agency representation on existing community groups such as the LC Housing Task Force.)

- 15% of consumers completing the survey consider themselves homeless
- 25% state they cannot find affordable housing to rent
- 9% are at risk of eviction
- According to “Alice” 20% of homeowners, and 55% of renters in Lewis County pay more than 30% of their income for housing.
- According to the US Census, 27% of Lewis County residents have a housing cost burden which exceeds 30% of their income.

Weatherization: (Program Priority Areas: Weatherization, RESTORE, Empower, Cooling Initiative, and partnership with Loving Lewis County)

- 9% of consumers completing the survey could not afford to make needed repairs to their home
- 47% state their homes need minor repairs
- 4% state their home is in such poor condition that it is unsafe
- According to the US Census, 26.9% of occupied housing units in Lewis County have substandard conditions.
- According to the US Census, the average construction year for Lewis County homes is 1964.

Food Pantries: (Program Priority Areas: Food Pantry Network, Food Sense, and Marketing)

- 28% of consumers completing survey stated that during the past year, they had skipped or cut the size of a meal because there wasn’t enough food
- 30% stated they would like more information on SNAP and food pantries
- According to the US Census, 28.99% of Lewis County residents are “food insecure, yet ineligible for assistance”.
- According to the US Census, 41.03% of Lewis County children are eligible for free or reduced price school lunches.

Transportation: (Program Priority Area: Workforce Development<Transportation)

- 36% of consumers completing the survey stated that in the past 12 months, transportation had been a problem in their household
- 17% stated they had no car insurance
- 23% stated that lack of transportation made it difficult to find employment; with 17% of the workforce, and 9% of our partners responding the same.
- 17% stated that lack of transportation made it difficult to maintain employment; with 17% of the workforce, and 23% of our partners responding the same.
- 33% stated that transportation is lacking or insufficient in Lewis County; with 50% of the workforce, and 40% of our partners responding the same.
- According to the US Census, only 0.14% of Lewis County residents are able to use public transportation.

Budgeting/Financial Management: (Program Priority Areas: Financial Empowerment, Rep Payee, and Emergency Utility Assistance)

- 40% of consumers completing the survey state they are maintaining – without saving
- 45% state they are behind in more than one payment
- 37% state they are feeling pessimistic or hopeless about their financial situation
- 27% state they rarely or never pay their bills on time
- 17% state that bad credit makes it hard for them to find a place to rent
- 14% of consumers surveyed, 22% of the workforce surveyed, and 17% of the partners surveyed felt that budgeting/money management was lacking or insufficient in Lewis County.
- 21% of consumers surveyed, 36% of the workforce surveyed, and 14% of the partners surveyed felt that youth budgeting skills were also lacking or insufficient in Lewis County

Victim Services: (Program Priority Areas: Satellite Child Advocacy Center, Primary Prevention, 24/7 Hotline, Safe Dwelling, Advocacy, Counseling, and Criminal/Family/Hospital Accompaniment, and existing multi-disciplinary Coalitions/Partnerships)

- 9% of consumers completing the survey state there has been violence or abuse in their home during the past 12 months
- 3% state they are unable to find or maintain employment due to domestic violence
- According to the US Census, the violent crime rate in Lewis County is 93.2 (per 100,000 population).
- At a recent Community Cares forum, there was discussion with a request for more primary care prevention with the topic of abuse.

Adult Education & Job Skills Training: (Program Priority Area: unmet need area to build inter-agency partnerships for Workforce Development Examples: WLADIS Law Firm through the United Way Adult Education Initiative; Agency thrift store as job training venue)

- 32% of consumers completing the survey felt that Adult Education and Job skills training were needs in Lewis County; with 61% of the workforce and 69% of our partners responding the same.
- According to the US Census, 11.94% of the “over age 25” population in Lewis County have no high school diploma.
- According to the US Census, 25.94% of Lewis County residents have an Associate’s degree or higher, compared to 40.16% statewide.

Lack of Affordable Child Care: (Program Priority Area: unmet need area to build inter-agency partnerships for work support development)

- 16% of consumers completing the survey felt that there was a lack of affordable child care in Lewis County; with 6% of the workforce, and 17% of our partners responding the same.

Low wages/benefits: (Program Priority Area: unmet need area to include agency on existing community groups such as CEDS, Chamber of Commerce, etc.)

- 23% of consumers completing the survey felt that low wages/benefits made it difficult to gain employment in Lewis County.
- 22% of consumers completing the survey felt that low wages/benefits made it difficult to maintain employment in Lewis County.
- According to the US Census, Lewis County’s unemployment rate is 7.8% compared to 4.5% statewide.

Youth After school Programs: (Program Priority Area: Partnerships<Representation on Lewis County Youth Advisory Board)

- 31% of consumers completing the survey felt that Lewis County lacked adequate youth after school programs; with 27% of the workforce, and 17% of our partners responding the same.

Youth Recreation needed: (Program Priority Area: Partnerships<Representation on Lewis County Youth Advisory Board)

- 29% of consumers completing the survey felt that Lewis County lacked adequate youth recreation; with 35% of the workforce, and 37% of our partners responding the same.

Assessment Tools

Consumer Survey

Lewis County Opportunities is conducting an assessment of community needs. We invite you to complete the following survey to help us gather information. The survey should be completed by an adult (18 or older). This survey is being offered at multiple locations. We ask that only one survey is completed per person. Thank you for your help!

Housing

H1 Which of the following describes your housing status?

- ☐ Rent Home
- ☐ Own Home
- ☐ Homeless (staying with friends/family)
- ☐ Homeless (staying in shelter)
- ☐ Homeless (no place to live)

H2 Below is a list of housing problems. Do any of these statements apply to you?

- ☐ Bad credit makes it hard to find a place to rent
- ☐ A disability makes it hard to find a place to rent
- ☐ I cannot find affordable housing to rent
- ☐ I am at risk of eviction from the home I rent
- ☐ I cannot find affordable housing to buy
- ☐ I am at risk of foreclosure on the home I own
- ☐ I cannot afford to make needed repairs to my home
- ☐ Does not apply

H3 Which statement best represents the condition of your residence?

- ☐ In good shape, needs no repairs
- ☐ Needs minor repairs
- ☐ Such poor condition that it is unsafe
- ☐ Needs disability access improvements (wheelchair ramps, wider doorways, etc)
- ☐ Does not apply

Food and Nutrition

F1 In the past 12 months, have you or anyone in your home skipped or cut out the size of a meal because there wasn't enough food?

- ☐ Yes
- ☐ No

F2 Which of the following would you like more information on? (Select all that apply)

- ☐ Stretching food dollar
- ☐ Eating healthy
- ☐ Summer meals for kids
- ☐ Senior meal program
- ☐ School breakfast/lunch program
- ☐ WIC
- ☐ SNAP (Food Stamps)
- ☐ Food Pantry

Transportation

T1 In the past 12 months, has transportation been a problem for your household?

☐ Yes

☐ No

T2 In the past 12 months, has your household experienced any of the following?

☐ No Car Insurance

☐ No drivers license or license suspended

☐ None of the above

Budgeting/Financial Management

B1 How would you describe your current financial position?

☐ Saving on a regular basis - bills are paid and savings is growing

☐ Maintaining but without saving - all bills are up to date, but can't seem to get ahead

☐ Daily debt - behind on more than one bill/payment

B2 How would you describe your relationship with money?

☐ Optimistic - bills are current, building saving habits

☐ Tolerable - getting by

☐ Pessimistic - believing that lack of job, economy, financial circumstances prevent improvement

☐ Hopeless - overwhelmed by debt or lack of resources

B3 Rate your current level of bill payment.

☐ Rarely or never on time

☐ Usually on time

☐ Always on time

Safety

V1 In the past 12 months, has there been violence or abuse in your home?

☐ Yes

☐ No

Economic Concerns

E1 Assuming jobs are available, what makes it most difficult to get one? (select one)

☐ Poor work ethic

☐ Domestic violence

☐ Criminal record

☐ Fear of loss of (governmental) benefits if income increases

☐ Alcohol/drug abuse

☐ Incompatible work hours

☐ Low wages/benefits

☐ Discrimination

☐ Lack of skills (training/education)

☐ Lack of permanent, affordable housing

☐ Lack of affordable child care

☐ Lack of transportation

☐ Mental/behavioral health problems

☐ Physical health problems

E2 **What makes it most difficult to maintain employment in our community? (select one)**

- ☐ Poor work ethic
- ☐ Domestic violence
- ☐ Criminal record
- ☐ Fear of loss of (governmental) benefits if income increases
- ☐ Alcohol/drug abuse
- ☐ Incompatible work hours
- ☐ Low wages/benefits
- ☐ Discrimination
- ☐ Lack of skills (training/education)
- ☐ Lack of permanent, affordable housing
- ☐ Lack of affordable child care
- ☐ Lack of transportation
- ☐ Mental/behavioral health problems
- ☐ Physical health problems

Services

S1 **What adult services do you feel are lacking or insufficient in Lewis County? (Select all that apply)**

- ☐ Mental/Behavioral Health Services
- ☐ Transportation
- ☐ Medical Services
- ☐ Education Improvement
- ☐ Budgeting/Money Management Workshops
- ☐ Health/Nutritional Counseling
- ☐ Substance Abuse Services
- ☐ Homeless Shelter
- ☐ Spousal Abuse Shelter/Counseling
- ☐ Job Skills Training
- ☐ Affordable Child Care
- ☐ Adult Day Care

S2 **What youth-related services do you feel are lacking or insufficient in Lewis County? (Select all that apply)**

- ☐ Lack of jobs for youth
- ☐ Budgeting Skills
- ☐ Job Skills Training
- ☐ After-school Programs
- ☐ Tutoring Programs
- ☐ Summer Food Program
- ☐ Mental/Behavioral Health Services
- ☐ Recreation

Our Role in the Community:

Identify what you feel should be priorities for Lewis County Opportunities over the next 3-5 years.

Thank you for taking the time to complete this survey.

If you have any questions, please contact us at smathys@lcopps.org or (315) 376-8202 Ext 247.

Please return survey by 9/1/2016 to:

Lewis County Opportunities

8265 State Route 812

Lowville NY 13367

Partner Survey

Lewis County Opportunities is conducting an assessment of community needs. We invite you to complete the following brief survey to help us gather information. Your input will help us prepare for our Strategic Planning process. Thank you for your help!

Respondent Information:

Name of Organization: _____

☐ Faith Based

☐ Private Sector

☐ Education

☐ Community Based

☐ Public Sector

Economic Concerns

E1 Assuming jobs are available, what makes it most difficult to get one? (select one)

- ☐ Poor work ethic
- ☐ Domestic violence
- ☐ Criminal record
- ☐ Fear of loss of (governmental) benefits if income increases
- ☐ Alcohol/drug abuse
- ☐ Incompatible work hours
- ☐ Low wages/benefits
- ☐ Discrimination
- ☐ Lack of skills (training/education)
- ☐ Lack of permanent, affordable housing
- ☐ Lack of affordable child care
- ☐ Lack of transportation
- ☐ Mental/behavioral health problems
- ☐ Physical health problems

E2 What makes it most difficult to maintain employment in our community? (select one)

- ☐ Poor work ethic
- ☐ Domestic violence
- ☐ Criminal record
- ☐ Fear of loss of (governmental) benefits if income increases
- ☐ Alcohol/drug abuse
- ☐ Incompatible work hours
- ☐ Low wages/benefits
- ☐ Discrimination
- ☐ Lack of skills (training/education)
- ☐ Lack of permanent, affordable housing
- ☐ Lack of affordable child care
- ☐ Lack of transportation
- ☐ Mental/behavioral health problems
- ☐ Physical health problems

Services

S1 What adult services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

- ☐ Mental/Behavioral Health Services
- ☐ Transportation
- ☐ Medical Services
- ☐ Education Improvement
- ☐ Budgeting/Money Management Workshops
- ☐ Health/Nutritional Counseling
- ☐ Substance Abuse Services
- ☐ Homeless Shelter
- ☐ Spousal Abuse Shelter/Counseling
- ☐ Job Skills Training
- ☐ Affordable Child Care
- ☐ Adult Day Care

S2 What youth-related services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

- ☐ Lack of jobs for youth
- ☐ Budgeting Skills
- ☐ Job Skills Training
- ☐ After-school Programs
- ☐ Tutoring Programs
- ☐ Summer Food Program
- ☐ Mental/Behavioral Health Services
- ☐ Recreation

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Lowville NY 13367

Partner's Participating in Survey

Community Based

Croghan Food Pantry
ARC Oneida/Lewis NYSARC
New Bremen Food Pantry
Lewis County Youth Bureau - Student
North Country Transitional Services
North Country Family Health Center
Pratt Northam
Lewis County Youth Bureau - Student
United Way If NNY Inc
Lewis County Head Start
Mountain View Prevention Services
Harrisville Food Pantry
Credo Community Center
Resolution Center for Jefferson & Lewis Counties

Education

Beaver River
Copenhagen School District
South Lewis School
Lowville Academy

Faith Based

Port Leyden Food Pantry
First Presbyterian Church - Lowville
St Peter's Church - Lowville

Private Sector

Rubenzahl, Knudsen & Associates
Countryside Veterinary Clinic
New Bremen General Store
Yost EAP

Public Sector

Central NY DDSO
Lewis County Emergency Operations Center
Lewis County Youth Advisory Board
Lewis County Public Health
Lewis County Probation
Lewis County General Hospital
Lewis County Dept of Planning & Community Development
Lewis County DSS
Lewis County Community Services
Lewis County One-Stop

Workforce Survey

Lewis County Opportunities is conducting an assessment of community needs. We invite you to complete the following brief survey to help us gather information. Your input will help us prepare for our Strategic Planning process. Thank you for your help!

Respondent Information:

I am a(n): ☐ Employee ☐ Board Member ☐ Volunteer

Economic Concerns

E1 Assuming jobs are available, what makes it most difficult to get one? (select one)

- ☐ Poor work ethic
- ☐ Domestic violence
- ☐ Criminal record
- ☐ Fear of loss of (governmental) benefits if income increases
- ☐ Alcohol/drug abuse
- ☐ Incompatible work hours
- ☐ Low wages/benefits
- ☐ Discrimination
- ☐ Lack of skills (training/education)
- ☐ Lack of permanent, affordable housing
- ☐ Lack of affordable child care
- ☐ Lack of transportation
- ☐ Mental/behavioral health problems
- ☐ Physical health problems

E2 What makes it most difficult to maintain employment in our community? (select one)

- ☐ Poor work ethic
- ☐ Domestic violence
- ☐ Criminal record
- ☐ Fear of loss of (governmental) benefits if income increases
- ☐ Alcohol/drug abuse
- ☐ Incompatible work hours
- ☐ Low wages/benefits
- ☐ Discrimination
- ☐ Lack of skills (training/education)
- ☐ Lack of permanent, affordable housing
- ☐ Lack of affordable child care
- ☐ Lack of transportation
- ☐ Mental/behavioral health problems
- ☐ Physical health problems

Services

S1 What adult services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

- ☐ Mental/Behavioral Health Services
- ☐ Transportation
- ☐ Medical Services
- ☐ Education Improvement
- ☐ Budgeting/Money Management Workshops
- ☐ Health/Nutritional Counseling
- ☐ Substance Abuse Services
- ☐ Homeless Shelter
- ☐ Spousal Abuse Shelter/Counseling
- ☐ Job Skills Training
- ☐ Affordable Child Care
- ☐ Adult Day Care

S2 What youth-related services do you feel are lacking or insufficient in Lewis County? (Select all that apply)

- ☐ Lack of jobs for youth
- ☐ Budgeting Skills
- ☐ Job Skills Training
- ☐ After-school Programs
- ☐ Tutoring Programs
- ☐ Summer Food Program
- ☐ Mental/Behavioral Health Services
- ☐ Recreation

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Please return survey by 9/1/2016 to:

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8265 State Route 812
Lowville NY 13367

Customer Satisfaction Survey



How Well Did We Meet Your Needs?

Your input will help us provide quality services.

Please tell us how you heard about our services:

- ☐ Friends, Family ☐ Agency, Employer Referral ☐ Facebook, newspaper, TV, radio, website, phone book
[Circle all that apply]

What did you seek help with today?

- ☐ Family Services (food, car seats, transportation, thrift store, furniture, money management) ☐ Housing
☐ Weatherization, EmPower, RESTORE ☐ Victim Services (domestic violence, sexual assault, other crime)
☐ Other: _____

Please rate our worker that assisted you today:

- | | | |
|--|------------------------------|-----------------------------|
| Our employee met you in a timely manner. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Our employee treated you with courtesy. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Our employee showed proper attention to your need. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Did your visit today meet your current needs?

- ☐ Yes ☐ No (If no, what was lacking?) _____

Are there other needs you have that are unable to be met with our current services?

Please add other comments you may have.

Revised 5/2016