



Lewis County Opportunities, Inc.
8265 State Rte. 812
Lowville, NY 13367

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Community
Assessment](#)

2020

Community Assessment Addendum

Approved by the LCOI Board of Directors on July 27, 2020

I. Background

This Community Assessment Update is in response to the COVID-19 global health pandemic that has not only affected every community in the United States but has also led to the most significant economic disruption since the Great Depression. It is an unprecedented public health crisis. State and local health authorities responded to the outbreak by placing restrictions on businesses, travel, and recreation that have had a number of impacts on the community. An overarching Pause Order reduced employment to essential services, then very slowly authorized reopening in a 4 Phase approach that was dependent upon many factors. This has caused a surge in unemployment, employment instability, and financial fear/worry at the individual/family level. Business has been impacted by the various Pause Order and 4 Phase reopening to varying degrees. Dairy farms are a main industry in the area, coupled with a number of large manufacturing businesses. Supply-demand linkages have been strained and severed during the pandemic, resulting in both shortages of products and at times an overabundance of perishable items. The actual cases of COVID-19 identified and traced by Public Health are relatively few in Lewis County when compared to other areas within NYS. However, the pandemic measures to slow the spread of the virus have caused severe economic impact upon the community

Because of the urgent and widespread needs affecting all sectors of the community, this Community Assessment update is intended to provide some initial information to describe the scope of this crisis on our community and to support the many different responses that will be required to address evolving needs. It is likely that as needs evolve, some of those needs will not be captured in this update and therefore some necessary community responses may not connect to the needs identified in this document.

Basic Information about the Coronavirus Disease

In December 2019, the novel coronavirus disease of 2019 (COVID-19) was discovered to be the causative agent for acute respiratory and flu-like symptoms and began infecting increasing numbers of people in the Wuhan Province of China. The first case in the United States was confirmed by the *Centers for Disease Control and Prevention* on January 22nd, 2020. Despite efforts to contain the virus, by March 11th 2020 the *World Health Organization* declared COVID-19 a global pandemic. By March 17th, 2020 all fifty states of the United States had confirmed cases of the virus.

Because of the highly contagious nature of COVID-19, the alarmingly high rate of fatalities associated with it, and the lack of a vaccine or treatment, the only effective way to prevent mass illness was advised to be through

restricted travel, physical distancing, frequent hand washing, coughing in elbows, not touching the face, and staying at home. By mid-March 2020, with the virus clearly past the stage of effective isolation and contact tracing, federal, state, and local public health officials recommended extreme measures to minimize a public health catastrophe. Those measures included: mass quarantine, physical distancing, and a virtual lockdown of all public gatherings and economic activity.

While all types of people were getting sick from the disease, older adults and people of any age who experience serious underlying medical conditions, many which are more prevalent in African American communities, and, to some extent, Latinx and Native American communities, are at increased risk for severe symptoms from COVID-19. Persons of color, immigrants, and women are also disproportionately impacted by underlying health conditions linked to poverty, face discrimination in medical care, and are more likely to work jobs that require them to leave their homes. Also, persons with disabilities or chronic conditions are more vulnerable to COVID-19 due to their inability to thoroughly isolate themselves (need for hands-on care), physical impairments, environmental barriers, or interrupted services. The following additional populations experience differential exposure and extensive corresponding implications as a result of the pandemic: frontline workers, persons experiencing homelessness, gig-economy workers, low-income communities under quarantine, rural communities, and incarcerated persons.

NYS and local Public Health Response

- 3-7-2020: A Disaster Emergency in the State of New York via Executive Order No. 202 is declared by Governor Andrew Cuomo.
- 3-16-2020: A State of Emergency in Lewis County in response to the COVID-19 outbreak in New York State is declared by Chairman Lawrence Doholf.
- 3-16-2020: All Lewis County school districts are closed.
- 3-20-2020: “NYS on PAUSE” is signed by Governor Cuomo, which is an executive order that outlines that all non-essential businesses statewide must close in-office personnel functions effective at 8PM on Sunday, March 22. The order also temporarily bans all non-essential gatherings of individuals of any size for any reason. Additionally, Governor Cuomo places a 90-day moratorium on rental evictions throughout the state.
- 3-26-2020: Lewis County Board of Legislators established guide for downstate visitors to the county.
- 3-28-2020: The first two positive cases of COVID-19 is reported by the *Lewis County Health Department*.
- 3-29-2020: “NYS on PAUSE” is extended for an additional 2 weeks.
- 4-6-2020: “NYS on PAUSE” is extended for an additional 2 weeks.
- 4-15-2020: An Executive Order is issued by Governor Cuomo requiring all residents to wear masks or face coverings when out in public and in situations where social distancing cannot be maintained. The Executive Order went into effect on Friday, April 17th at 8 PM.
- 4-16-2020: “NYS on PAUSE” is extended until May 15.
- 4-26-2020: A phased plan/criteria for reopening New York State is announced by Governor Cuomo.
- 5-1-2020: Schools/colleges statewide are directed to remain closed and to provide distance learning, per an announcement by Governor Cuomo. Decisions about summer school programming not identified.
- 5-23-2020: Lewis County Public Health clarifies NYS Laws for Large Gatherings.
- 5-4-2020: For New York State FORWARD, Governor Cuomo announces additional guidelines for when regions in the state can reopen. Primary factors include, 1) Decline in New Infections, 2) Health Care Capacity, 3) Diagnostic Testing Capacity, and 4) Contact Tracing Capacity.
- 5-8-2020: An original 90-day moratorium on evictions until August 20 is extended by Governor Cuomo.
- 5-14-2020: Northern New York joins 4 other state regions (Central, Finger Lakes, Southern Tier, and Mohawk Valley) which met the 7 metrics to begin reopening.
- 5-15-2020: NYS on PAUSE is extended until May 28 for those regions that have not met the 7 metrics for reopening. Lewis County begins Phase 1 of the state’s reopening process.

- 5-21-2020: Summer school can be offered remotely, but not in-person, throughout New York State, according to an announcement from Governor Cuomo.
- 5-29-2020: Lewis County and 4 other state regions (Central, Finger Lakes, Southern Tier, and Mohawk Valley) are announced by Governor Cuomo to have met the metrics to begin Phase 2.
- 6-12-2020: Lewis County and 4 other state regions (Central, Finger Lakes, Southern Tier, and Mohawk Valley) are announced by Governor Cuomo to have met the metrics to begin Phase 3.
- 6-26-2020: Lewis County and 4 other state regions (Central, Finger Lakes, Southern Tier, and Mohawk Valley) are announced by Governor Cuomo to have met the metrics to begin Phase 4.
- 6-24-2020: Quarantine restrictions on travelers arriving in NY from certain high infection areas is announced by Governor Cuomo, and modified continually per spread rates in various states.
- 6-26-2020: Lewis County and 4 other state regions (Central, Finger Lakes, Southern Tier, and Mohawk Valley) are announced by Governor Cuomo to have met the metrics to begin Phase 4.
- 7-27-2020: COVID-19 statistics reported to date by the *Lewis County Health Department*.

Total Tests – 5,630
 Negative Results – 5,575
 Pending Results – 11
 Confirmed Cases – 44
 Deaths – 0
 Individuals Recovered - 44

Agency Capacity and Consumer Potential

LCOI’s program services include a comprehensively-based Victim Services Program (domestic violence, sexual assault, stalking, and other victims of crime); Housing Assistance (Section 8 Home Choice Vouchers, Housing Advocacy, and Emergency Utility Assistance); Weatherization; and Family Services (Transportation Assistance/Car Seats, Food Security, Money Management, and Critical Needs). Given the variety of programs designed to offer supportive, wrap-around services, LCOI is able to offer a one-stop, integrated services approach to effectively serve consumers facing multiple challenges. LCOI’ policy is to provide equal opportunity to all people without discrimination due to race, creed, religion, age, gender, color, national origin, marital status, disability, genetic predisposition or carrier status, sexual orientation, veteran status, or other protections.

Lewis County has an estimated population of 26,719 and is the fourth-least populous county in New York. The population aged under 18 is 6,042 (22.6%) while the population aged over 65 is 4,482 (16.7%). The poverty rate is 14.1%, but is higher for families with children at 23.9%. Median income is \$40,145 for males and \$21,959 for females; indicating a gender-wage gap. This is evident further with female head of household with children at a staggering 53.2% living in poverty.

Programs readily available for families in poverty have been strained, and then bolstered by Federal funding via a number of stimulus actions. Students mandated to be home through school closures have added financial pressure to families above poverty levels who are also above programs levels. There is an income-vulnerable dataset for families above 100% Federal Poverty Level called ALICE (Asset Limited, Income Constrained, Employed). ALICE data is extremely important because it includes those at or below 100% Federal Poverty Level, AND additionally calculates vulnerable individuals/families up to a “survival budget”. This survival budget is broken into Single, Senior Single, and Family of 4. Each category identifies costs such as taxes, tech, health care, transportation, food, childcare, and housing. This is done to establish a break-even (survival) income for each category. The survival budget more closely reaches the 200% FPL. Whereas it is not purely based upon a % of the FPL, it contains extensive research that is more reflective of the COVID impact than what could be gathered without a full-on redesigned CNA. Initial 2020 ALICE reports and the accompanying COVID Impact subsidiary

report are being used to identify the scope of additional individuals and families experiencing financial hardship. The continued work of the United Way local ALICE discussions are part of a fluid philosophy comparable to ROMA.

The focus of most assistance services/programs tends to favor families with children. ALICE data shows a statistical deviation that indicates consumers who may be underserved are those without children and seniors. Whereas families with children have overall higher rates of poverty, singles without children are more likely to be just above the ‘benefit cliff’ according to the data below. Seniors statistically are least likely to be living in poverty, but in total are impacted far greater when accounting for ALICE data.

	Single/Cohabiting with no children	Families with Children	65+ Single/Couples
Population in Service Area	ALICE 1,075 Poverty 427 Combined 32.2%	ALICE 491 Poverty 628 Combined 24%	ALICE 1,395 Poverty 210 Combined 58.4%

ALICE data relies upon an established survival budget to determine the above numbers. When focusing precisely on income at a percentage of the Federal Poverty Level, the following chart identifies the number of additional consumers who could be eligible for services due to the increase of the CSBG income eligibility from 125% FPL to 200% FPL.

	At or below 125% <i>(CSBG standard)</i>	At or below 200% <i>(updated CARES standard)</i>	Additional # eligible to be served
Population in Service Area	5,257 (19.9%)	9,113 (34.5%)	+3,856

Any further hard data on people falling into ALICE or transitioning from stable to vulnerable poverty levels is unavailable as the time limitations for state or local reporting of such changes. Anecdotally, many individuals and families live one paycheck away from financial trouble and often have barely any safety net built for emergency situations, let alone a long term crisis such as the current pandemic.

II. Immediate impacts on the community

The immediate impacts of COVID-19 have been felt across all sectors of society. In particular, some of the greatest impacts relevant to Community Action have been in the areas of healthcare, education, employment, human services provision, and community resources. In Lewis County the areas of highest vulnerability are those facing isolation through rural low population density, stay-at-home orders from the NYS Governor, school closures and learning challenges without access to reliable internet and/or compatible devices, measured enacted due to Matilda’s Law, confirmed cases and exposure quarantines, and far-reaching economic shutdown of business. Further, there is higher vulnerability for consumer who are uninsured (7.2% of employed and 25.6% of unemployed in Lewis County), who are older residents, and those who are victims of domestic violence.

Regarding vulnerability to COVID-19, early data suggest that the following groups have experienced disproportionately higher rates of infection and/or complications/death as a result the COVID-19 pandemic:

- Males
- Individuals 65+ years old
- People of color, particularly African Americans and Native Americans
- People with underlying health conditions (especially, lung disease, asthma, diabetes, cardiovascular disease, kidney disease, liver disease, severe obesity, and individuals with immunocompromised conditions)

The following outlines emerging needs to our local community or areas of critical importance:

- Health impacts:
 - Individuals over 65, especially those with underlying health conditions have been shown to be at particular risk for severe health implications from COVID-19. Those in congregate settings (i.e. nursing homes) are a particular concern in this community.
 - Community health resources were stretched thin as resources were devoted to COVID-19 preparations and the forced halting of elective surgeries for a substantial period of time by NYS. This led to limited regular care and other hospital services in this community and ultimately extensive temporary layoffs of hospital staffing not directly responding to COVID-19 precautions.
 - Behavioral health and crisis response resources will need to be available in new and increased methods to deal with the many different stressors/traumas caused by the pandemic, especially the impact over an extended time period. Issues such as domestic violence, elder abuse, child abuse, drug abuse, suicide and other indicators of behavioral health issues are a particular concern in this community.
 - Nutrition for school-aged children previously accessing free/reduced breakfast, lunch, and snacks is impacted as many are now removed from that food source due to school closures. The schools have assisted to a great degree, however the summer break from school will see these efforts dissipate.
- Employment impacts:
 - Employment impacts of the pandemic have been immediate and profound. Anecdotal information as well as early data about unemployment claims confirm a significant emerging need in the area of employment. Local indicators show that national patterns of unemployment are being seen in this community with unprecedented unemployment levels.
 - Individuals in essential service positions (especially the grocery store workers, human service workers, and health care field employees) are at high-risk of exposure to COVID-19 and are under tremendous stress due to challenging work conditions. In particular many of those workers with close, frequent contact with vulnerable individuals are lower-wage individuals.
 - Individuals in the educational field (especially teachers and assistants in Head Start and Early Head Start as well as other early childhood care settings) are working remotely due to school shutdowns. Lower-wage workers in these fields are more vulnerable to layoffs and/or may lack the technology resources in their home to work remotely.
 - Individuals in many sectors of the economy (particularly the service sector, the retail sectors, gig economy, and others most affected by quarantine policies) are currently experiencing sudden and unexpected unemployment. Some are unaware of resources available to them and their families as they are experiencing unemployment for the first time.
- Educational impacts:

- Closings of public schools in Lewis County are having an immediate impact on children’s education. Children with less access to resources (broadband internet, computers/tablets, technology expertise, language barriers, etc.) are most at-risk for suffering learning loss during a potentially protracted period of school closure.
- Caregivers of school-age children must secure day care arrangements for their children or sacrifice employment to care for their children. These same caregivers are also expected to be primary teachers for their children during the period of the closure. Parents with limited resources face numerous challenges as a result of this situation and educational outcomes for their children will be affected.
- Impacts on human services provision:
 - Services to vulnerable populations are being curtailed or drastically changed. Some service providers are not operating at full capacity, leaving gaps in services to the community. Other service providers have had to alter their service provision in significant ways, leaving some family needs unmet. Finally, for those service providers continuing to operate, the changed circumstances have required significant, immediate adaptations that will require additional resources to support over a longer period of time:
- Community resource impacts:
 - The impacts of COVID-19 on community resources are numerous and include a reduction in the availability of resources (access to group activities, commercial services), a scarcity of some resources (health care, food and emergency supplies) and/or needs for resources that have not previously been required in this community in any significant capacity.
 - The broad impacts of COVID-19 on this community have created an even more urgent need for coordination and collaboration of resources among the public sector, the public health sector, first responders, educators, the business community, the faith community and many others. LCOI plays an important role convening organizations, people and resources to support families.

III. Anticipated near- and long-term impacts

The needs above are already established through initial data and anecdotal reports from consumers, staff, board members and community stakeholders. Based on these already-observed events, it is likely that there will be near-term (1-3 months) and longer-term (greater than 3 months) impacts that that require immediate planning. A partial, but not exhaustive, list of the anticipated impacts include:

- *Prolonged service disruptions:* The disruptions in consumer access are expected to continue for a substantial time without interceptive efforts. This is likely to lead to challenges for consumers that may become long-term issues. For example, learning loss from disparate educational access, domestic violence/child abuse, and elder abuse can become larger problems due to service disruptions.
- *Exacerbated housing issues:* Due to the immediate economic impact of the COVID-19 pandemic, renters face one or more months where they may lack the funds to pay rent; homeowners with a mortgage may miss mortgage payments; and shelter costs such as utilities are at peril.
- *Prolonged employment issues:* Sudden layoffs and other employment disruptions are being addressed by emergency response measures; however, it is anticipated that long-term recovery efforts will be required

to help consumers reconnect to the workforce, particularly those for whom employment assistance has not previously been required.

- *Prolonged agency capacity issues:* Policies limiting in-person staff/consumer interactions may be in place for an extended period of time and agencies will need to maintain remote work, curbside pick-up, food package drop-off, mobile delivery, and remote consumer-interaction infrastructure to be responsive to these needs in a more sustainable capacity.
- *Prolonged community resource/coordination issues:* The short-term community coordination needs cited in this Assessment are presumed to continue into the long-term. Current conditions may persist for an extended period; recovery efforts will require coordination; ongoing community preparedness to guard against a future outbreak will also require ongoing convening and new community readiness strategies based on what is shown to be effective during the current crisis.

IV. Addressing Equity Implications

Though immediate data may not yet be easily obtained regarding the demographics of those most impacted by the COVID-19 epidemic, previous Community Assessments, as well as countless government and academic studies have established that structural racism, xenophobia, sexism, stigmatization and others persist, and are often exacerbated, in times of crisis. Community Action recognizes the obligation to ensure that the barriers of structural race, gender, and other inequities are addressed during this time of crisis and beyond. Therefore, it is with this lens that communities are invited to use the equity lens and the question, “why”, to understand the specific needs of the diverse populations served.

V. Strategies/Interventions

- Agency capacity-building is needed in order to either help prevent, prepare for, or respond to the COVID-19 crisis and economic aftermath. This includes building modification to meet various workplace density expectations of Phased reopening as well as expansion to increase consumer accessibility.
 - All agency facilities stocked with PPE and cleaning supplies sufficient to meet expectations outlines in the LCOI Reopening Business Response Plan.
 - Neighborhood Center developed and maintained in downtown Lowville, within walking distance of other critical community supports and services, to promote increased accessibility for individuals and families.
 - A Program Coordinator is hired to coordinate services from the Center;
 - A Housing Advocate is hired to address housing vulnerabilities;
 - A van is procured and equipped for a "Mobile Food Pantry" initiative, which expands reachability of emergency food assistance services throughout Lewis County.
 - Increased community awareness with a high emphasis on social media and other online mechanisms to inform individuals and families of various supports available within the community (inclusive of all available services).
- Consumer beneficiary services for individuals and families impacted by the COVID-19 crisis or economic aftermath.
 - Transportation Assistance as a workforce development support to help remove the barrier of unreliable transportation to obtain or maintain employment aftermath;
 - Skill development for increased control of personal money management

- Housing advocacy to secure safe and affordable housing, with referrals to community housing programs as well as Weatherization programs;
- Shelter Assistance, including emergency utility/rent/mortgage assistance, as well as appliances, beds/bedding, or other emergency assistance related to health or safety of the home;
- Increased Lewis County Food Pantry Network capacity, which is comprised of the Copenhagen, Croghan, Harrisville, New Bremen, and Port Leyden Food Pantries, with the addition of the Mobile Food Pantry;
 - The Mobile Food Pantry distributes emergency food directly to families who are unable to access emergency food at a local food pantry.
 - Additional food and cleaning supplies are sourced (i.e. United Way regional distribution efforts, Farm to Family, etc.)
- Increase presence of victim services through online support groups, court orders through virtual means, a media campaign specific to elder abuse, and explore/build prevention education to an online platform.
- Transportation services to access daily living needs within the community apart from employment;
- Technology Assistance Initiative to bridge the digital divide among low-income families to access online school work and meetings (elementary, secondary, and collegiate), attend health/mental health appointments occurring via apps, assist victims of domestic violence who are moving from their perpetrators (with COVID-19 escalating the situation), telecommuting situations triggered by COVID, social needs access among isolated seniors, etc., who aren't seeing family members, etc. due to the COVID crisis, and other daily living needs increasingly requiring internet access, all of which are heightened during the COVID-19 crisis;
- Back to school supports;
- Additional multi-domain services are needed to address the daily living concerns of individuals and families impacted by the COVID-19 crisis or economic aftermath.
 - Continuation of all regular services provided by the agency to the extent able depending on applicable Phase of reopening;



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Approved by the LCOI Board of Directors on March 23, 2020

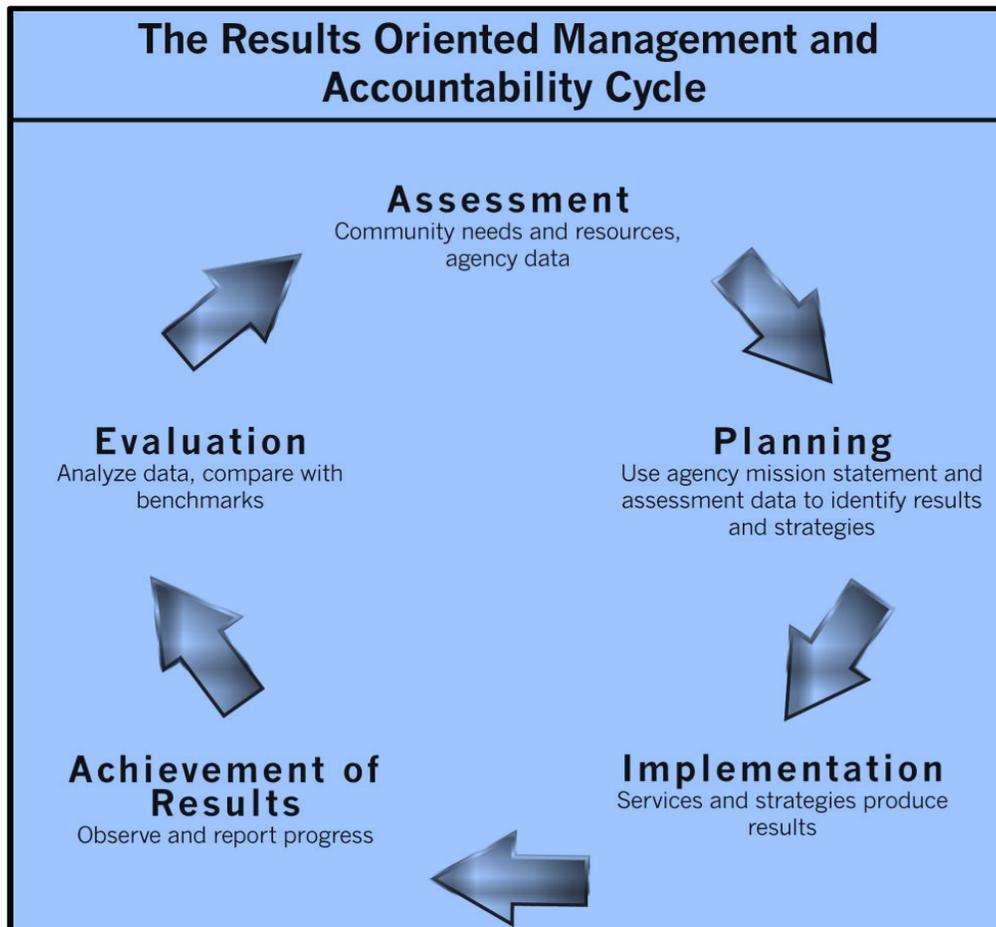


Diagram 1, which illustrates how the Community Needs Assessment relates the ROMA Accountability cycle.

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Acknowledgements: The CAAG is comprised of representatives from major sectors of the Lewis County community, including community-based organizations (CBO), private, public, and faith-based organizations, and educational consortia.

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Community Needs Assessment Methodology

In compliance with the Community Services Block Grant (CSBG), the core principles of the Results Oriented Management and Accountability (ROMA) Cycle (Diagram 1), and the Federal Organizational Standards by which all Community Action Agencies are evaluated, Lewis County Opportunities, Inc. (LCOI) conducts periodic assessments of community needs. This is accomplished through the creation of a Community Needs Assessment (CNA) developed by the Community Action Advisory Council (CAAG), an advisory group to the LCOI Board of Directors.

Since 2016, the CAAG has promoted cross-sector participation in agency planning in an effort to promote maximum feasible participation by low-income families, or advocates of low-income families. The agency believes maximum feasible participation can occur in many ways, such as low-income representation on our Board of Directors, volunteers, or even advisory groups to the Board. The CAAG fulfills an advisory group function with regard to planning, primarily with the development of the CNA and Strategic Planning process, which are two key areas of the ROMA cycle (Diagram 1).

With regard to the CNA development process, the CAAG was instrumental in the creation and distribution of surveys to low-income families, partners (private, public, faith-based, and educational sectors), and agency workforce (LCOI Board members, employees and volunteers). Data from these surveys, as well as US Census data, ALICE data, LCOI consumer comment survey data gathered over the past year, and service provision observations communicated by CAAG members were analyzed to determine key findings regarding individual/family (F), agency (A), and community (C) needs. Program priorities and Needs Statements were then identified and included in this report as the basis for a planned strategic planning process following the completion of the CNA and acceptance by the LCOI Board of Directors on March 23, 2020. The 2020 CNA is available to the public at www.lewiscountyopportunities.com or hard copy upon request.

Agency Profile

Lewis County Opportunities, Inc., is a private 501(c)(3) not-for-profit organization. Since 1965, Opportunities has provided services and supports to help economically or other disadvantaged families attain self-sufficiency. The agency employs 34 individuals, and utilizes the services of approximately 160 volunteers, 12 of which serve as LCOI Board members. More information, including agency impact can be accessed at www.lewiscountyopportunities.com

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.

Service Area

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

CSBG Domains/Summary of Services

The services LCOI provides are categorized within one or more CSBG domains that organize the work of the Community Action Network across the USA. Domains include Employment, Education and Cognitive Development, Income and Asset Building, Housing, Health and Social/Behavioral Development, and outcomes and services across Multiple Domains.

Employment:

Transportation assistance is a workforce development support provided to low-income individuals who face the barrier of unreliable transportation to obtain or maintain employment. 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, recipient 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.

Education and Cognitive Development:

The Child Passenger Safety program ensures 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.

Income and Asset Building

The Financial Empowerment Program provides financial skills training to low-income individuals to help them acquire and/or enhance skills to create and manage a household budget, in an effort to promote increased financial stability.

Representative Payee services are provided to individuals who need assistance to manage their social security funds and maintain their independent living situation by ensuring these funds are appropriately used for allowable needs as defined by the Social Security Administration.

Housing:

The Section 8 Housing Choice Voucher Program enables low-income families in both Jefferson and Lewis Counties to obtain safe and affordable housing through rental assistance subsidies. Other target populations are also served, such as homeless veterans through the Veterans Affairs Subsidized Housing (VASH) program, and elderly low income residents through the Nursing Home Diversion Transition (NHDT) program.

The Weatherization/EmPower program helps reduce energy costs through energy-efficient home improvements, appliance replacements, and education about energy reduction and conservation.

The Homeless Apartment Initiative provides up to 30 days of temporary housing to individuals in Lewis County who are homeless.

Emergency Utility/Rent/Mortgage Assistance is a temporary support service to ensure low-income families can remain in their homes for at least 30 additional days to prevent sudden homelessness.

Health and Social/Behavioral Development:

Through the New Bremen Food Pantry, emergency food is provided to families in need, and typically involves a 5 day supply in a given month. Opportunities also provides technical support and 501c3 fiduciary oversight with regard to public funding for the Copenhagen, Croghan, Harrisville, and Port Leyden food pantries, which collectively comprise the Lewis County Food Pantry Network.

The Victim Services program empowers victims of domestic violence, sexual assault, stalking and other crimes in regaining control of their lives and ultimately move toward healing. The program is certified for residential and non-residential services, and includes 24 Hour crisis hotline availability. The Victim Services program also conducts evidenced-based primary prevention education to students in area schools.

Outcomes and Services across Multiple Domains:

The Opportunity Knocks Thrift Store provides a community resource for the public to obtain daily living items that are either new or gently-used 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 vouchering process to help these families obtain needed items at no charge. The thrift store is run mostly by volunteers.

Critical Needs services provide emergency support services for a variety of short-term emergencies not funded by other resources.

Service Demographics

The following tables illustrate the composition of individuals and families who received services during Federal fiscal year 2019 (10/1/18 - 9/30/19).

Analysis:

The CAAG observed:

- Nearly 60% of families served were at or below 100% of the Federal Poverty Level;
- 57% of individuals served were female; compared to the demographic composition of 49%
- 35% of individuals served were children;
- 12% of individuals served were seniors (age 60+)
- 24% of individuals served identified with a disabling condition;
- 30% of families served were single-parent families;
- 84% of families served were renters.

Individual Level Characteristics:

1. GENDER:	
Male	2682
Female	3605
Other	
Unknown	1
	6288

2. AGE:	
0-5	525
6-13	1161
14-17	525
18-24	538
25-44	1696
45-54	609
55-59	319
60-64	266
65-74	293
75+	224
Unknown (not reported)	130
	6286

3. EDUCATION:	Ages 14-24		Age 25
0-8	2193	130	141
9-12 : Non Graduate	1147	16	677
High School Graduate/GED	1886	1	1740
12+ Some Post Secondary	353	2	323
2 or 4 year college graduate	431	2	416
Graduate of other post secondary school	31	1	30
Unknown	247	1	80
	6288	153	3407

4. Disconnected Youth	Number of Individuals
a. Youth ages 14-24 who are neither working or in school	410

5. HEALTH:	Yes	No	Unknown	Total
Disabling Condition	1538	4545	205	6288
Health Insurance	3142	130	3016	6288
c1. Medicaid				2256
c2. Medicare				215
c3. State Children's Health Insurance				241
c4. State Health Insurance for Adults				223
c5. Military Health Care				43
c6. Direct Purchase				34
c7. Employment Based				130
c8. Unknown/Not Reported				3016
TOTAL:				6288

6. ETHNICITY/RACE:	
Hispanic, Latin or Spanish	305
Not Hispanic, Latin or Spanish	5815
Unknown	168
	6288

RACE:	
Black or African American	424
Asian	2
American Indian and Alaska Native	29
White	5366
Native Hawaiian/Other Pacific Islander	16
Other	81
Multi-Race (2 or more of the above)	220
Unknown	150
	6288

7. MILITARY STATUS:				
Active	Veteran	No	Unknown	Total
6	94	3757	2431	6288

8. Work Status:	
Full-Time	278
Part-Time	312
Migrant Seasonal Farm Worker	
Unemployed (Short Term (6 months-))	111
Unemployed (Long Term (6 months +))	212
Unemployed (Not in Labor Force)	1939
Retired	212
Unknown (not reported)	3224
	6288

Household Level Characteristics:

9. Household Type:	
Single-Parent/Female	756
Single-Parent/Male	75
Two-Parent Household	475
Single Person	1049
Two Adults/No Children	216
Non related adults with children	9
Multi Generational	11
Other	46
Unknown	165
	2802

10. Household Size:	
One	1216
Two	611
Three	379
Four	317
Five	150
Six or More	129
	2802

11. Housing:	
Owns	193
Rents	2354
Homeless	38
Other Permanent Housing	4
Other	48
Unknown/Not Reported	165
	2802

12. Level of Household Income:	
Up to 50%	530
51% - 75%	383
76% - 100%	733
101% - 125%	242
126% - 150%	142
151% - 175%	82
176% - 200%	33
201%-250%	34
Over 250%	21
Unknown	602

13. Sources of Household Income:	
Income from Employment Only	299
Income from Employment + Other Income Sources	97
Income from Employment, Other Income Sources, and Non Cash Benefits	996
Income from Employment and Non Cash Benefits	244
Other Income Source Only	693
No Income	81
Non Cash Benefits Only	44
Unknown/Not Reported	348

14. Other Income Source:	
TANF	188
Supplemental Security Income (SSI)	795
Social Security Disability (SSDI)	303
VA Service Connected Disability	17
VA Non Service Connected Disability Pensio	8
Private Disability Insurance	52
Worker's Compensation	17
Retirement Income from Social Security Pension	471
Child Support	98
Alimony or Other Spousal Support	181
Unemployment Insurance	6
EITC	45
Other	198

15. Non Cash Benefits:

SNAP	1265
WIC	175
HEAP	661
Housing Choice Voucher	1937
Public Housing	4
Permanent Supportive Housing	2
HUD-VASH	35
Childcare Voucher	1
Affordable Care Act Subsidy	
Other	2

Census Bureau Statistics

The following tables illustrate general demographic and statistical information for Lewis County from the US Census Bureau, 2014-2018 American Community Survey (ACS). The CAAG selected these statistics given their relevance to our mission and as it relates to diversity and community composition. An analysis appears under each major heading, with additional analysis included with certain tables discussed by the CAAG, as applicable.

Population:

Analysis: The CAAG observed population statistics pertaining to Lewis County have not substantially changed since the 2017 CNA. Nor has there been any substantial changes to gender, racial, ethnic, and age composition. Lewis County is experiencing neither substantial overall population gain or loss, which has been the case for the past several decades, with population hovering in the 26,000 to 27,000 range.

Total Population

Report Area	Total Population	Total Land Area (Square Miles)	Population Density (Per Square Mile)
Lewis County, NY	26,845	1,274.64	21.06
New York	19,798,228	47,125.54	420.12

Male Population

Report Area	Total Population	Male Population	Percent Male Population
Lewis County, NY	26,845	13,157	49.0%
New York	19,798,228	9,374,827	48.1%

Female Population

Report Area	Total Population	Female Population	Percent Female Population
Lewis County, NY	26,845	13,268	49.42%
New York	19,798,228	10,098,898	51.85%

Total Population by Age

Report Area	Total Population	0-4 Years Male	0-4 Years Female	5-17 Years Male	5-17 Years Female	18-64 Years Male	18-64 Years Female	Over 64 Male	Over 64 Female
Lewis County, NY	26,845	800	861	2,304	2,227	8,161	7,746	1,892	2,434
New York	19,798,228	594,981	568,625	1,521,506	1,456,521	6,093,198	6,314,933	1,165,142	1,758,819

Total Population by Race Alone

Report Area	Total Population	White	Black	Asian	Native American/Alaska Native	Native Hawaiian/Pacific Islander	Multiple Race
Lewis County, NY	26,845	25,829	206	145	55	23	275
New York	19,798,228	12,514,949	3,068,099	1,630,341	79,644	8,017	599,183

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	26,845	456	1.7%	26,389	98.3%
New York	19,798,228	3,705,588	18.7%	16,092,640	81.3%

Population with Limited English Proficiency

Analysis: This indicator reports the percentage of the population aged 5 and older in Lewis County who speak a language other than English at home and likely facing difficulty speaking English. Although the statistics are very low for Lewis County, the CAAG felt this indicator is relevant because an inability to speak English may create additional barriers to community integration or access to community services such as healthcare, health literacy/education, or other daily living needs.

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	26,845	25,184	80	0.3%
New York	19,798,228	18,634,622	2,505,867	13.4%

Families with Children

Analysis: According to the most recent American Community Survey estimates, 32.4% of all occupied households in Lewis County 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. The CAAG noted this indicator is relevant when cross-walking with the “Poverty – Children below 100% FPL” indicator later in this section, which indicates 23.9% of children ages 0-17 in Lewis County reside in families at or below 100% of the Federal Poverty level.

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	10,242	7,067	3,326	32.4%
New York	7,316,537	4,634,204	2,251,251	30.7%

Population with Any Disability

Analysis: This indicator reports the percentage of the total civilian non-institutionalized population with a disability. At 13.64% in Lewis County, the CAAG noted 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	26,845	3,651	13.64%
New York	19,798,228	2,120,273	10.96%

Veteran Population

Analysis: 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, Air Force, Marine Corps, or the Coast Guard, or that served in the US Merchant Marines during WWII. The CAAG noted this percentage is nearly double the state average. The CAAG noted there is a statistical deviation between the percentage of veterans in Lewis County compared to the percentage seeking services at LCOI.

Report Area	Total Veterans	Veterans, Percent of Total Population 18 years and older
Lewis County, NY	1,720	8.45%
New York	730,557	4.73%

Income/Poverty:

Analysis: The CAAG observed even though the unemployment rate in Lewis County has fallen dramatically since the 2008 recession, and is just slightly above the state average, this data is distorted in terms of employment providing a living wage, which is validated through ALICE data later in this CNA. ALICE data indicates regardless of lower unemployment, 46% of families residing in Lewis County are struggling to afford basic necessities and to make ends meet.

Unemployment Rate

Unemployment rate for Lewis County in November, 2019: 4.6%
 Unemployment rate for New York in November, 2019: 3.6%

Income – Median Family Income

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 Income per Earner	Median Family Income
Lewis County, NY	7,067	\$36,651	\$52,380
New York	4,634,204	\$53,001	\$65,323

Poverty – Population below 100% FPL

Analysis: Within Lewis County, 12.5% or 3,267 individuals are living in households with income below the Federal Poverty Level (FPL). The CAAG noted this indicator is relevant because poverty is considered a key driver of health status, and creates barriers to access including health services, healthy food, and other necessities that contribute to poor health.

Report Area	Population with Income at or below 100% FPL	Percent Population in Poverty
Lewis County, NY	3,267	12.5%
New York	2,735,578	14.1%

Families in Poverty by Family Type:

Report Area	Total Families in Poverty	Married Couples in Poverty	Male Householder in Poverty	Female Householder in Poverty
Lewis County, NY	730	291 [39.9%]	90 [12.3%]	349 [47.8%]
New York	507,143	186,427 [36.8%]	50,186 [9.9%]	270,530 [53.3%]

Population in Poverty by Gender

Report Area	Total Male	Total Female	Percent Male	Percent Female
Lewis County, NY	1,653	2,059	12.44%	15.72%
New York	1,230,319	1,567,666	13.31%	15.89%

Population in Poverty by Ethnicity Alone

Analysis: The CAAG noted a statistical deviation where the percentage of the Hispanic/Latino population at or below the poverty level in Lewis County is twice that of the non-Hispanic/Latino population.

Report Area	Total Hispanic/Latino	Total Non Hispanic/Latino	Percent Hispanic/Latino	Percent Non Hispanic/Latino
Lewis County, NY	116	3,596	26.98%	13.85%
New York	855,022	1,942,963	23.60%	12.55%

Population in Poverty by Race Alone, Percent

Analysis: The CAAG noted no substantial differences in poverty rates among the top three racial groups (White, Black, Asian). The CAAG observed appearance of high poverty rates among Native Hawaiian/Pacific Islander, Some Other Race, or Multiple Race are distorted by the very low percentage of individuals comprising these groups. (See table, "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	13.65%	14.2%	17.39%	0%	100%	21.67%	44.66%
New York	10.75%	21.62%	16.13%	23.2%	24.35%	26.95%	19.8%

Poverty – Children below 100% FPL

Analysis: The CAAG noted 23.9% or 1,146 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	Ages 0-17 of Total Population	Ages 0-17 in Poverty	Ages 0-17 Poverty Rate
Lewis County, NY	6,042	1,446	23.9%
New York	4,067,164	835,815	20.6%

Food Security:

Population Receiving SNAP Benefits

Analysis: This indicator reports the average percentage of the population receiving the Supplemental Nutrition Program (SNAP) benefits in January 2019. The CAAG noted 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 report data, LCOI 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	26,845	3,065	11.4%
New York	19,798,228	2,705,107	13.7%

Children Eligible for Free/Reduced Price Lunch

Analysis: Within Lewis County, 1,937 public school students or 50.79% are eligible for Free/Reduced Price lunch out of 3,814 total students enrolled. The CAAG noted this indicator is relevant because it correlates with ALICE data indicating financially struggling families in Lewis County. The CAAG also noted the high percentage rate with New York State as a whole, with an eye-opening 71.5% of students eligible. This would suggest low unemployment rates are not necessarily an indicator of prosperity among working class families in New York State.

Report Area	Total Students	Number Free/Reduced Price Lunch Eligible	Percent Free/Reduced Price Lunch Eligible
Lewis County, NY	3,814	1,937	50.79%
New York	2,681,171	1,904,957	71.05%

Education:

Population with Varying levels of Education

Analysis: The CAAG observed within Lewis County, only 28.5% of adults possess an Associate’s Degree or higher, significantly trailing the state average of 44.6%. The CAAG noted this indicator is relevant, given the recent emphasis of the Lewis County Education Center’s effort to move toward offering more accredited courses pursuant to the attainment of an AAS degree. Higher education attainment is also linked to positive health outcomes (Freudenberg & Ruglis, 2007).

Report Area	Percentage Age 25+ with No High School Diploma	Percentage Age 25+ with High School Diploma/GED	Percentage Age 25+ with Associate's Degree or Higher
Lewis County, NY	10.17%	46.1%	28.5%
New York	13.52%	26.1%	44.6%

Housing:

Housing Affordability

This indicator reports the amount of money a household must earn in order to afford a rental unit based on Fair Market Rents in the area, with an accepted limit of 30% of income for housing costs. 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 lower-income people.

Analysis: The CAAG observed at the current NYS minimum wage of \$11.80 per hour, many families struggle to afford the cost of housing. The table also does not specify the number of hours families must work at a given hourly wage to afford housing.

Report Area	Average Renter Hourly Wage	Hourly Wage: 0 Bedrooms	Hourly Wage: 1 Bedroom	Hourly Wage: 2 Bedrooms	Hourly Wage: 3 Bedrooms	Hourly Wage: 4 Bedrooms
Lewis County, NY	\$10.04	\$10.92	\$12.15	\$13.90	\$19.44	\$22.06
New York	\$25.00	\$24.96	\$26.34	\$30.76	\$39.10	\$42.23

Housing 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.

Analysis: The CAAG observed housing units in Lewis County are, on average, newer than the state average. However, given 43% of the housing units in Lewis County were built before 1960, many of these units would likely benefit from energy-efficient measures, which are typically performed through home repairs.

Report Area	Total Housing Units	Median Year Structure Built	Number of Units Built Before 1960
Lewis County, NY	15,605	1969	6,755 [43.2%]
New York	8,287,087	1956	4,575,426 [55.2%]

Health/Insurance:

Uninsured Population

The following indicators are relevant because they assess 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.

Analysis: The CAAG observed statistics for Lewis County in the following medical tables are below the state average.

Report Area	Total Population for Whom Insurance Status is Determined	Population with Any Health Insurance	Population with No Insurance	Percent of Population with No Insurance
Lewis County, NY	26,845	20,546	1,269	4.73%
New York	19,798,228	15,195,495	1,079,651	5.45%

Medicare and Medicaid

Report Area	Total Population for Whom Insurance Status is Determined	Population/% Receiving Medicare	Population/% Receiving Medicaid
Lewis County, NY	26,845	5,377 [20%]	4,571 [17%]
New York	19,798,228	7,111,194 [35.9%]	4,904,736 [24.7%]

Population Receiving Medicaid by Age Group, Total

Report Area	Under Age 18	18 - 64	Age 65+
Lewis County, NY	1,797	1,660.42	219
New York	1,816,194	1,679,607	292,636

Use of Public Transport

This indicator reports the percentage of the population using public transportation as their primary means of commute to work.

Analysis: The CAAG noted public transportation usage in Lewis County is substantially less than the state average (which factors in New York City). However, with such a wide service area in an entirely rural county, public transportation within Lewis County has limited resources in its ability to replace private transportation as an effective commuting option to and from work.

Report Area	Total Population Employed Age 16 and Older	% Population Using Public Transit for Commute to Work
Lewis County, NY	11,574	0.3%
New York	9,246,571	28.0%

Safety

Violent Crime (2017)

This indicator reports the rate of violent crime offenses reported by law enforcement per 100,000 residents in 2017. Violent crime includes homicide, assault, robbery, and rape. This indicator is relevant because it assesses community safety.

Analysis: The CAAG noted although statistics for Lewis County appear to be very low, these only reflect statistics for *reported* violent crime offenses, and are not necessarily a true indicator of resident safety in Lewis County. For instance, the statistics for 2017 gathered by LCOI's Victim Services program indicated the program served 135 victims of domestic violence and 56 victims of sexual assault. Many of these crimes often went unreported due to the preferences of victims.

When contrasting 2017 to 2019 statistics, the program served 109 victims of domestic violence, and recorded a significant upsurge in services to victims of sexual assault. Of 117 sexual assault victims served in 2019, 76 were children who accessed services through the evolving Child Advocacy Center in Lewis County, which operates in partnership with our Victim Service program.

Report Area	Total Violent Crime	Homicide	Assault	Robbery	Rape
Lewis County, NY	35	0	13	0	22
New York	70,565	547	43,629	20,026	6,363

The United Way ALICE Project

About ALICE: *from the ALICE Project website at <https://www.unitedforalice.org/>*

ALICE stands for Asset Limited, Income Constrained, Employed.

The 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 United Way organizations throughout New York State to deliver research-based reports to stimulate meaningful discussion, attract new partners, and ultimately inform strategies affecting positive change. At present, ALICE projects can be found in 18 states throughout the United States.

Since the War on Poverty began in 1965, the Federal Poverty Level (FPL) has provided a standard for determining the number and proportion of people living in poverty in the U.S. Despite the FPL’s benefit of providing a nationally recognized income threshold for determining who is poor, its shortcomings are well documented. The measure is not based on the current cost of basic household necessities, and except for Alaska and Hawaii, it is not adjusted to reflect cost of living differences across the U.S. The FPL is so understated that many government and nonprofit agencies use multiples of the FPL to determine eligibility for assistance programs. While other alternative measures have been established, none comprehensively measure the number of households who are struggling in each county in a state. The ALICE research fills that void.

ALICE households have income above the Federal Poverty Level but below the basic cost of living. A household consists of all the people who occupy a housing unit but does not include those living in group quarters such as a dorm, nursing home, or prison.

The ALICE research team has developed measures to identify and assess financial hardship at a local level and to enhance existing local, state, and national poverty measures.

The ALICE Income Assessment measures:

- The income households need to reach the ALICE Threshold;
- The income they actually earn;
- How much public and nonprofit assistance is provided;
- The Unfilled Gap – how much more money is needed to reach the ALICE Threshold despite both income and assistance

The *Household Survival Budget* calculates the actual costs of basic necessities (housing, child care, food, transportation, health care, a smartphone, and taxes) in New York, adjusted for different counties and household types.

The *ALICE Threshold* is the average income that a household needs to afford the basic necessities defined by the Household Survival Budget for each county in New York. (Households earning below the ALICE Threshold include both ALICE and poverty-level households.)

ALICE Data

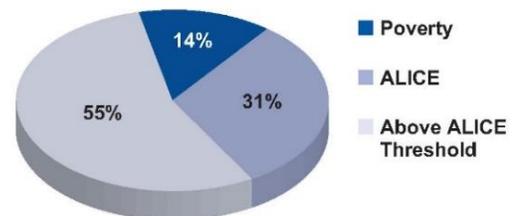
ALICE information in this Community Needs Assessment was extracted from the 2018 United Way ALICE Project in New York State, using 2016 Point-in-time data. The full report can be viewed at <https://www.unitedforalice.org/>

New York Counties, 2016			New York Counties, 2016		
COUNTY	TOTAL HOUSEHOLDS	% ALICE & POVERTY	COUNTY	TOTAL HOUSEHOLDS	% ALICE & POVERTY
Albany	125,329	44%	Niagara	86,786	44%
Allegany	18,032	48%	Oneida	87,929	42%
Bronx	498,539	74%	Onondaga	182,984	40%
Broome	76,957	43%	Ontario	45,187	37%
Cattaraugus	31,409	44%	Orange	124,365	47%
Cayuga	30,966	39%	Orleans	16,132	45%
Chautauqua	51,705	52%	Oswego	44,633	42%
Chemung	34,418	45%	Otsego	23,539	45%
Chenango	19,837	48%	Putnam	34,762	33%
Clinton	30,624	39%	Queens	761,819	57%
Columbia	25,295	40%	Rensselaer	62,816	37%
Cortland	17,683	44%	Richmond	164,289	44%
Delaware	18,817	48%	Rockland	99,257	48%
Dutchess	108,200	36%	Saratoga	93,703	28%
Erie	380,473	41%	Schenectady	48,720	54%
Essex	15,298	40%	Schoharie	12,373	50%
Franklin	19,299	46%	Schuyler	7,376	43%
Fulton	22,450	44%	Seneca	13,672	43%
Genesee	23,825	40%	St. Lawrence	40,479	44%
Greene	17,125	48%	Steuben	38,458	45%
Hamilton	1,239	63%	Suffolk	474,311	36%
Herkimer	25,670	42%	Sullivan	25,031	50%
Jefferson	41,415	56%	Tioga	19,705	40%
Kings	941,871	51%	Tompkins	37,683	50%
Lewis	10,307	46%	Ulster	68,298	41%
Livingston	23,904	41%	Warren	28,841	35%
Madison	25,612	43%	Washington	24,027	42%
Monroe	299,224	41%	Wayne	37,496	38%
Montgomery	19,540	51%	Westchester	342,216	40%
Nassau	440,785	30%	Wyoming	15,780	41%
New York	748,293	35%	Yates	9,532	44%

Sources: Point-in-Time Data: American Community Survey, 2016; ALICE Demographics: American Community Survey and the ALICE Threshold, 2016; Wages: Bureau of Labor Statistics, 2016b; Budget: Bureau of Labor Statistics, 2016a; Consumer Reports, 2017; Internal Revenue Service, 2016; New York State Office of Children & Family Services, 2016; Tax Foundation 2016, 2017; U.S. Department of Agriculture; U.S. Department of Housing and Urban Development.

Analysis:

The CAAG noted 46% of families in Lewis County fall under the ALICE designation. Surprisingly, statewide, the percentage is nearly as great at 45%, while upstate counties outside of the New York City metropolitan area averaged 42%. Despite differences in median income, the percentage of Lewis County families experiencing poverty/ALICE is in alignment with the state average.



45% of households in New York State collectively fall under the poverty level or ALICE.

For families falling under Poverty + ALICE in Lewis County, the CAAG noted:

- 43% of families are Single or Cohabiting;
- 41% are families with children;
- 54% are families 65 and over.

In addition, the CAAG noted the families above the poverty level but falling under ALICE:

- 32% single or cohabitating;
- 22% are families with children;
- 45% are families 65 and over.

It's these families in particular who may find themselves over-eligible for economic supports, facing an uphill battle to make ends meet.

UNITED WAY ALICE REPORT – NEW YORK

ALICE IN LEWIS COUNTY

2016 Point-in-Time Data

Population: 27,107 • Number of Households: 10,307

Median Household Income: \$49,976 (state average: \$62,909)

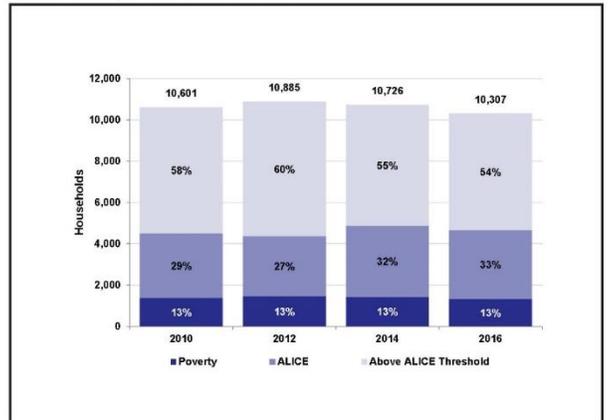
Unemployment Rate: 7.9% (state average: 5.9%)

ALICE Households: 33% (state average: 31%) • Households in Poverty: 13% (state average: 14%)

How has the number of ALICE households changed over time?

ALICE is an acronym for Asset Limited, Income Constrained, Employed – households that earn more than the Federal Poverty Level, but less than the basic cost of living for the county (the ALICE Threshold). Combined, the number of ALICE and poverty-level households equals the total population struggling to afford basic needs. The number of households below the ALICE Threshold changes over time; households move in and out of poverty and ALICE status as their circumstances improve or worsen. The recovery, which started in 2010, has been uneven across the state. Conditions have improved for some families, but with rising costs, many still find themselves struggling.

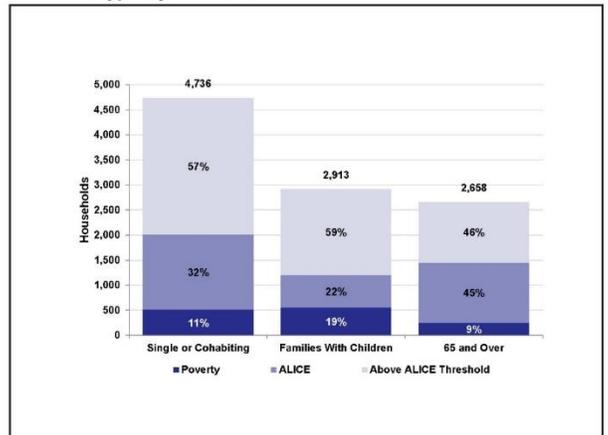
Households by Income, 2010 to 2016



What types of households are struggling?

The way Americans live is changing. There are more different family and living combinations than ever before, including more adults living alone, with roommates, or with their parents. Families with children are changing: There are more non-married cohabiting parents, same-sex parents, and blended families with remarried parents. The number of senior households is also increasing. Yet all types of households continue to struggle: ALICE and poverty-level households exist across all of these living arrangements.

Household Types by Income, 2016



The CAAG noted significant differences within the household survival budget for Lewis County vs. New York State.

Higher costs in Lewis County:

- Transportation

Lower costs in Lewis County:

- Housing costs
- Child Care costs
- Taxes

Why do so many households struggle?

The cost of living continues to increase...

The Household Survival Budget reflects the bare minimum that a household needs to live and work today. It does not include savings for emergencies or future goals like college. In 2016, costs were well above the Federal Poverty Level of \$11,880 for a single adult and \$24,300 for a family of four. Family costs increased by 22 percent statewide from 2010 to 2016, compared to 9 percent inflation nationally.

Household Survival Budget, Lewis County		
	SINGLE ADULT	2 ADULTS, 1 INFANT, 1 PRESCHOOLER
Monthly Costs		
Housing	\$541	\$683
Child Care	\$-	\$1,250
Food	\$182	\$603
Transportation	\$341	\$682
Health Care	\$213	\$792
Technology	\$55	\$75
Miscellaneous	\$160	\$469
Taxes	\$265	\$601
Monthly Total	\$1,757	\$5,155
ANNUAL TOTAL	\$21,084	\$61,860
Hourly Wage	\$10.54	\$30.93

Household Survival Budget, New York Average, 2016		
	SINGLE ADULT	2 ADULTS, 1 INFANT, 1 PRESCHOOLER
Monthly Costs		
Housing	\$688	\$953
Child Care	\$-	\$1,440
Food	\$182	\$603
Transportation	\$310	\$614
Health Care	\$210	\$779
Technology	\$55	\$75
Miscellaneous	\$175	\$521
Taxes	\$309	\$749
Monthly Total	\$1,929	\$5,734
ANNUAL TOTAL	\$23,148	\$68,808
Hourly Wage*	\$11.57	\$34.40

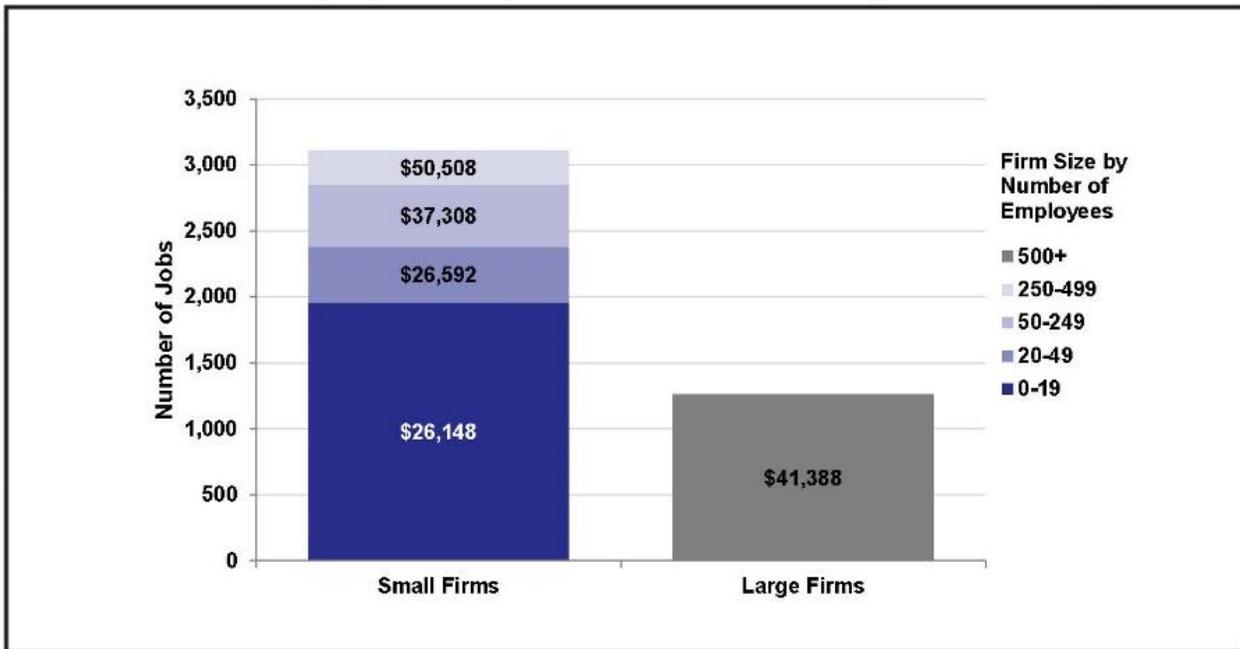
*Full-time wage required to support this budget

In Lewis County

The CAAG noted:

- Small, private sector firms provide over 3,000 jobs in Lewis County. Of these firms, those with up to 49 employees provide nearly 2,400 jobs, with average annual wage of between \$26,000 and \$27,000.

Private-Sector Employment by Firm Size With Average Annual Wages, 2016



Sources: 2016 Point-in-Time Data: American Community Survey. ALICE Demographics: American Community Survey; the ALICE Threshold. Budget: U.S. Department of Housing and Urban Development; U.S. Department of Agriculture; Bureau of Labor Statistics; Internal Revenue Service; Tax Foundation; and New York State Office of Children & Family, 2016.

Local Survey Data

Methodology:

The illustrations that follow contain aggregated data compiled from surveys targeted toward three target populations within Lewis County: low-income individuals/families, LCOI partners, and LCOI workforce. The surveys were developed by the CAAG by reviewing previous survey tools used for the 2017 CNA, and selecting the questions most relevant for the gathering of new data.

Once the tools were finalized, the surveys were distributed in autumn 2019 with follow-up surveys in early 2020, as needed. To encourage as much participation as possible, including from low-income individuals and families, the CAAG elected to utilize the online Survey Monkey tool for the distribution of all three surveys. Once the tools were released, significant outreach was conducted to the public to inform them of the availability of the surveys, which could be completed on personal mobile devices, computers, and tablets either at home, work, or at locations where public Wi-Fi is available such as public libraries or area businesses (including LCOI). An option to complete a printed version of the survey was also offered. Completed surveys were received as follows:

- 168 surveys from low-income individuals/families;
- 18 surveys from LCOI partners. Although educational and faith-based organizations were invited to complete the survey, none elected to complete the partner survey;
- 50 surveys from the workforce of LCOI, which included 24 employees, 6 Board members, and 20 community volunteers.

In addition, the CAAG reviewed survey data obtained from low-income families who received LCOI services throughout 2019, through the agency's "Customer Satisfaction" survey tool.

CAAG Consumer Survey

Completed by low-income individuals who live in Lewis County

Q1 Do you live in Lewis County NY?

Answered: 168 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	92.26%	155
No	7.74%	13
TOTAL		168

Q2 Does your income fall in the range shown below?

Answered: 143 Skipped: 25

ANSWER CHOICES	RESPONSES	
Yes	58.74%	84
No	41.26%	59
TOTAL		143

Q3 Which of the following describes your current housing status?

Answered: 53 Skipped: 115

ANSWER CHOICES	RESPONSES	
Rent Home	49.06%	26
Own Home	41.51%	22
Homeless (staying with friends/family)	3.77%	2
Homeless (staying in shelter)	1.89%	1
Homeless (no place to live)	3.77%	2
TOTAL		53

Q4 Below is a list of housing problems. Check those that apply to you?

Answered: 59 Skipped: 109

CAAG Consumer Survey

ANSWER CHOICES	RESPONSES	
Bad credit makes it hard to find a place to rent	15.25%	9
A disability makes it hard to find a place to rent	1.69%	1
I cannot find affordable housing to rent	20.34%	12
I cannot find affordable housing to buy	10.17%	6
I am at risk of foreclosure on the home I own	5.08%	3
I am at risk of eviction from the home/apartment I rent	5.08%	3
I cannot afford to make needed repairs to my home	25.42%	15
I can not find housing that will accept my pets.	10.17%	6
None of these apply to me	40.68%	24
Total Respondents: 59		

Q5 Do you feel you've been discriminated against for housing in the past 12 months?

Answered: 63 Skipped: 105

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	98.41%	62
If yes, please explain:	1.59%	1
TOTAL		63

#	IF YES, PLEASE EXPLAIN:	DATE
1	couldn't find anything affordable or no pets	10/23/2019 1:25 PM

Q6 Which statement best represents the condition of your residence?

Answered: 60 Skipped: 108

ANSWER CHOICES	RESPONSES	
In good shape, needs no repairs	18.33%	11
Needs minor repairs	61.67%	37
Such poor condition that it is unsafe	3.33%	2
Needs disability access improvements (wheelchair ramps, bathroom, wider doorways, etc)	1.67%	1
Does not apply	15.00%	9
TOTAL		60

Q7 Have you missed a utility payment in the past 12 months?

Answered: 63 Skipped: 105

ANSWER CHOICES	RESPONSES	
Yes	49.21%	31
No	50.79%	32
TOTAL		63

Q8 Have you received HEAP in the past 12 months?

Answered: 62 Skipped: 106

ANSWER CHOICES	RESPONSES	
Yes	50.00%	31
No	50.00%	31
TOTAL		62

Q9 In the past 12 months, have you or anyone in your home skipped or cut down the size of a meal because there wasn't enough food?

Answered: 62 Skipped: 106

ANSWER CHOICES	RESPONSES	
Yes	20.97%	13
No	59.68%	37
If yes, please explain:	19.35%	12
TOTAL		62

CAAG Consumer Survey

#	IF YES, PLEASE EXPLAIN:	DATE
1	Not enough money	10/29/2019 8:32 AM
2	myself because of limited food stamps	10/24/2019 1:42 PM
3	not enough money to go around	10/23/2019 1:25 PM
4	we are stuck to a lease in Florida that we can not afford so most money goes to that.	10/23/2019 1:21 PM
5	Not enough money	10/22/2019 8:25 AM
6	No	9/19/2019 9:52 AM
7	its bills and meds and no food no money for needed repairs	8/31/2019 10:54 PM
8	Due to food stamps guide line's I make to much and am a single mom trying to make ends meet	8/26/2019 10:32 AM
9	We often times don't eat because of lack of food.	8/23/2019 12:27 PM
10	I can only buy what I can afford. I am pretty sure I classify as "making too much" to get any assistance. I also feel that there are people who need it mich more than I do, so I refuse to even attempt to seek assistance. I work 3 jobs to support myself, as a single person who lives alone. It is quite sad that most people can't make enough money with 1 job here, to support themselves... they have to have 2 or more. Cost of living keeps rising and pay keeps sgaying the same or going up by .25 cents an hour or less. When cost of living doubles and your wages are still at minimum... that is sad. This world is sad.	8/18/2019 12:00 PM
11	Not enough income some months.	8/7/2019 11:00 AM
12	When we get to the end of the month I make sure the kids have food first and then I eat whatever is left until we can get to the store again.	8/6/2019 4:08 PM

Q10 Check the boxes for any programs that you've accessed in the past 12 months for food.

Answered: 63 Skipped: 105

ANSWER CHOICES	RESPONSES	
Summer meals for kids	7.94%	5
Senior meal program	0.00%	0
School breakfast/lunch program	36.51%	23
WIC	19.05%	12
SNAP (Food Stamps)	42.86%	27
Food Pantry	38.10%	24
Salvation Army or any other charity	4.76%	3
None	22.22%	14
Other (please specify)	11.11%	7
Total Respondents: 63		

CAAG Consumer Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Stone Soup Suppers, Giving Boxes	9/21/2019 8:46 PM
2	Family assisting us	9/2/2019 10:14 AM
3	Stone Soup Suppers, Blessing Boxes	9/1/2019 9:30 PM
4	Stone Soup Suppers	8/27/2019 7:20 PM
5	Stone Soup Dinners	8/22/2019 7:26 PM
6	Stone Soup, Farmers Market	8/19/2019 10:00 AM
7	Friends, family, stone soup suppers	8/17/2019 3:44 PM

Q11 In the past 12 months, has your household experienced any of the following transportation issues?

Answered: 62 Skipped: 106

ANSWER CHOICES	RESPONSES
No access to a car	14.52% 9
No car insurance	8.06% 5
Unable to afford car repairs/insurance	30.65% 19
Unable to afford gas	24.19% 15
No drivers license or license suspended	14.52% 9
No transportation issues	40.32% 25
Other (please specify)	9.68% 6
Total Respondents: 62	

#	OTHER (PLEASE SPECIFY)	DATE
1	none	10/28/2019 11:17 AM
2	Registration	10/24/2019 1:42 PM
3	can not drive	10/17/2019 11:45 AM
4	Gas prices too high	9/21/2019 8:46 PM
5	Affordable gas	9/2/2019 10:14 AM
6	gas and repairs no money...wife had many health issues and past on this year	8/31/2019 10:54 PM

Q12 Have any of these transportation issues prevented you from working?

Answered: 62 Skipped: 106

CAAG Consumer Survey

ANSWER CHOICES	RESPONSES	
Yes	16.13%	10
No	54.84%	34
Not Applicable	29.03%	18
TOTAL		62

Q13 How would you describe your current financial position?

Answered: 63 Skipped: 105

ANSWER CHOICES	RESPONSES	
Saving on a regular basis - bills are paid and savings is growing	7.94%	5
Maintaining but without saving - all bills are up to date, but can't seem to get ahead	50.79%	32
Daily debt - behind on more than one bill/payment	41.27%	26
TOTAL		63

Q14 How would you describe your relationship with money?

Answered: 62 Skipped: 106

ANSWER CHOICES	RESPONSES	
Optimistic - bills are current, building saving habits	8.06%	5
Tolerable - getting by	69.35%	43
Hopeless - overwhelmed by debt	22.58%	14
TOTAL		62

Q15 Rate your current level of bill payment

Answered: 63 Skipped: 105

ANSWER CHOICES	RESPONSES	
Always on time	23.81%	15
Usually on time	55.56%	35
Rarely or never on time	20.63%	13
TOTAL		63

Q16 Does managing your finances overwhelm you?

Answered: 61 Skipped: 107

CAAG Consumer Survey

ANSWER CHOICES	RESPONSES	
Yes	24.59%	15
No	57.38%	35
If yes, why?	18.03%	11
TOTAL		61

#	IF YES, WHY?	DATE
1	Because I'm waiting for disability and it's hard to paid the bills	9/23/2019 3:07 AM
2	Scary, worrying	9/21/2019 8:46 PM
3	Not enough money	9/2/2019 7:28 PM
4	Afraid there isn't enough there. Afraid there won't be anything to retire some day. Afraid of upcoming winter heat bills. Afraid of not having gas money for work.	9/1/2019 9:30 PM
5	I have depression and anxiety, bill collectors cause major stress, not enough money to go around, then nothing left for needed repairs or what have you	8/31/2019 10:54 PM
6	Balancing/Budgeting when utility bills vary	8/22/2019 7:26 PM
7	Afraid there isn't enough there	8/19/2019 10:00 AM
8	Only due to the fact that with 3 jobs I can pay everything. But still not able to save much to get ahead or buy a home or etc.	8/18/2019 12:00 PM
9	Not sure exactly what's coming in & what's going out	8/17/2019 3:44 PM
10	Not enough money to cover all bills	8/11/2019 7:32 PM
11	Not enough money to pay them.	8/7/2019 11:00 AM

Q17 If yes, please explain

Answered: 3 Skipped: 165

#	RESPONSES	DATE
1	Trying to pay for everything can be difficult	11/7/2019 3:57 PM
2	no money	11/1/2019 11:52 AM
3	not enough to go around	10/23/2019 1:25 PM

Q18 Have you sought help with managing your money?

Answered: 61 Skipped: 107

ANSWER CHOICES	RESPONSES	
Yes	29.51%	18
No	52.46%	32
If no, why not?	18.03%	11
TOTAL		61

CAAG Consumer Survey

#	IF NO, WHY NOT?	DATE
1	lkd	9/23/2019 3:07 AM
2	Managing is fine considering there is not much to manage	9/20/2019 11:12 PM
3	yes actually with diff banks and mortgage get no help, if u mean credit counselor no, because they actually goin to do somethin? No	9/9/2019 1:30 PM
4	Nothing to do. We just need more	9/2/2019 7:28 PM
5	Don't know who can help	9/2/2019 10:14 AM
6	embarrassed	8/28/2019 4:23 PM
7	No time	8/18/2019 7:51 PM
8	Unknown where to go	8/14/2019 12:13 AM
9	Don't know where to even go.	8/11/2019 7:32 PM
10	I know how to manage money.	8/7/2019 11:00 AM
11	We are already doing the recommended things. Going to a class to hear the same information again is not very helpful. More specific information tailored to our personal needs would be helpful though.	8/6/2019 4:08 PM

Q19 If you have visited the "Opportunity Knocks Thrift Store", how can it be improved?

Answered: 28 Skipped: 140

CAAG Consumer Survey

#	RESPONSES	DATE
1	store is amazing as is	11/7/2019 3:57 PM
2	no	11/6/2019 3:34 PM
3	Bigger furniture selection	11/1/2019 11:45 AM
4	its great	10/24/2019 1:54 PM
5	n/a	10/23/2019 9:31 AM
6	we need a new refrigerator	10/22/2019 11:46 AM
7	Love it!	10/22/2019 8:25 AM
8	No	9/23/2019 3:07 AM
9	Needs later hours, more locations & More bag sales	9/21/2019 8:46 PM
10	Good job there	9/20/2019 11:12 PM
11	Space	9/2/2019 7:28 PM
12	More things people need, more hours open, bigger or 2nd location	9/2/2019 10:14 AM
13	It's great but needs a bigger home & weekend/evening hours, maybe 1st weekend a month open Saturday evening & Sunday afternoon, & 1 or 2 evenings a week, especially in the summer .	9/1/2019 9:30 PM
14	Love that store!	8/28/2019 1:33 PM
15	More hours- maybe Sunday's or 1 or 2 evenings a week	8/27/2019 7:20 PM
16	It's wonderful but needs to be open a couple of evenings because some people work during the day.	8/22/2019 7:26 PM
17	Yes and it's great! No improvements needed	8/20/2019 7:40 AM
18	Yes! It's great! Longer hours, more days, free food items like the impossible dream gives out	8/19/2019 10:00 AM
19	None	8/18/2019 7:51 PM
20	No	8/17/2019 8:54 PM
21	More organized, evening hours even a couple days a week	8/17/2019 3:44 PM
22	make it bigger,	8/17/2019 11:45 AM
23	Needs organization & longer hours	8/12/2019 7:31 PM
24	I haven't been there in a long time because when I was there it was very cluttered and some of the stuff shouldn't have been on display (it was trash).	8/11/2019 7:32 PM
25	More organized	8/9/2019 11:05 PM
26	It's great the way it is	8/7/2019 11:00 AM
27	The books should be eight for a dollar like they used to be. Bag sales should be more often.	8/6/2019 4:08 PM
28	They need more room - too much in a cramped area	8/6/2019 1:03 PM

Q20 In the past 12 months, have you (or someone in your home) been the victim of sexual harassment/assault or abuse (abuse could be physical or emotional)?

Answered: 62 Skipped: 106

CAAG Consumer Survey

ANSWER CHOICES	RESPONSES	
Yes	12.90%	8
No	87.10%	54
TOTAL		62

Q21 Do you feel safe in your community?

Answered: 62 Skipped: 106

ANSWER CHOICES	RESPONSES	
Yes	75.81%	47
No	3.23%	2
If no, why not?	20.97%	13
TOTAL		62

If no, why not?

- With facing 10 years in prison people starting problems for me;
- Drugs;
- More and more strangers/ out of towners, so many laws not being enforced;
- My daughter was bullied at school;
- Rough neighbors, I stay inside;
- I frequently see and drivers drinking;
- Too much drugs, drunk driving.

Q22 Check the box for any help you (or someone in your home) sought help from in the past 12 months for sexual harassment/assault or abuse.

Answered: 56 Skipped: 112

CAAG Consumer Survey

ANSWER CHOICES	RESPONSES
Law Enforcement	7.14% 4
Family Court	5.36% 3
Victim Services	1.79% 1
Attorney	3.57% 2
Friends/Family	7.14% 4
Church	0.00% 0
None	87.50% 49
Total Respondents: 56	

#	OTHER (PLEASE SPECIFY)	DATE
1	court	10/23/2019 1:25 PM
2	TLS, NRCIL	10/22/2019 8:25 AM
3	Coubseling	8/12/2019 7:31 PM

Q23 If there was sexual harassment/assault or abuse, and you did not seek help, why not?

Answered: 7 Skipped: 161

#	RESPONSES	DATE
1	They always blame me. Not worth being raped all over by the cops	10/22/2019 8:25 AM
2	Yes	9/21/2019 8:46 PM
3	Yes	8/27/2019 7:20 PM
4	Yes	8/19/2019 10:00 AM
5	N/a	8/18/2019 7:51 PM
6	Na	8/17/2019 3:44 PM
7	Yes	8/12/2019 7:31 PM

Q24 Assuming jobs are available, what do you feel makes it most difficult for people to get/maintain employment?

Answered: 57 Skipped: 111

CAAG Consumer Survey

ANSWER CHOICES	RESPONSES	
Poor work ethic	33.33%	19
Domestic violence	3.51%	2
Criminal record	15.79%	9
Fear of loss of (governmental) benefits if income increases	26.32%	15
Alcohol/drug abuse	24.56%	14
Incompatible work hours	21.05%	12
Low wages/benefits	45.61%	26
Discrimination	10.53%	6
Lack of skills (training/education)	28.07%	16
Lack of permanent, affordable housing	12.28%	7
Lack of child care	35.09%	20
Lack of transportation	31.58%	18
Lack of internet	8.77%	5
Mental/behavioral health problems	24.56%	14
Physical health problems	15.79%	9
Other (please specify)	12.28%	7
Total Respondents: 57		

#	OTHER (PLEASE SPECIFY)	DATE
1	I feel a lot of local businesses that have good jobs discriminate against people who don't go to church or dont have a common last name	11/1/2019 11:45 AM
2	nona	10/22/2019 11:46 AM
3	They need to get jobs here for the people here in Lewis County.	10/17/2019 2:28 PM
4	to get jobs in Lewis County that pay good wages	10/17/2019 2:22 PM
5	High gas prices	9/21/2019 8:46 PM
6	Lewis County is too much of a who you Know place	9/1/2019 9:30 PM
7	any of these can be, mostly its no jobs and wages and benefits suck	8/31/2019 10:54 PM

CAAG Consumer Survey

ANSWER CHOICES	RESPONSES	
Mental/Behavioral Health Services	55.56%	30
Transportation	37.04%	20
Medical Services	12.96%	7
Education Improvement	38.89%	21
Budgeting/Money Management Assistance	20.37%	11
Health/Nutritional Counseling	14.81%	8
Substance Abuse Services	35.19%	19
Homeless Shelter	24.07%	13
Abuse (Shelter/Counseling)	11.11%	6
Job Skills Training	31.48%	17
Child Care	35.19%	19
Adult Care Services	18.52%	10
Accessibility to reliable internet	20.37%	11
Other (please specify)	20.37%	11
Total Respondents: 54		

Q25 What adult services do you feel are lacking or insufficient in Lewis County?

Answered: 54 Skipped: 114

CAAG Consumer Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	No	10/25/2019 12:41 PM
2	nona	10/22/2019 11:46 AM
3	Availability of lowville school staff to report serious concerns	9/21/2019 8:46 PM
4	money help, cant afford house or car repairs, cant afford med/dental care	9/9/2019 1:30 PM
5	Safe schools (lowville)	9/1/2019 9:30 PM
6	Getting drunk drivers off our roads- they are getting away with it at all times of the day & night	8/27/2019 7:20 PM
7	Higher Education	8/22/2019 7:26 PM
8	Law enforcement to help with drugs, alcohol (including drinking while driving	8/19/2019 10:00 AM
9	I picked some things. But really, we have a descent variety of a lot of services offered here. The issue is, people wanting to use them. Drugs have become a huge problem in this area... it is scary. However, with experience working at a facility for drug and alcohol abuse in our area, you can't help those people unless they want to be helped. Most are forced to go and don't want to be there... so, it is a waste of taxpayers dollars to give them free help when they'rebeing forced to be there because they got in trouble. Providing free or paid for services by medicaid is great for those who want it but most of that money is wasted on people who don't or are in and out of jail or prision amd have no intentions to stop using. That money shoild be used elsewhere like for diabetes pts, cancer pts, etc. I had a 15,000 dollar dr. ill my insurance refused to pay after cancer surgery. I got NO help because I made too much, however I barely make enough to survive on my own with 3 jobs. The whole system is completely messed up. They need to start it over from scratch and help people who want the help, and also deserve it because they work their tails off but still can barely get by. Instead of enabling the lazy and giving them every benefit possible to sit home on their butts and reap benefits... for doing nothing. .	8/18/2019 12:00 PM
10	Police presence	8/9/2019 11:05 PM
11	Transportation help in the form of car repair help. People apply and are told to simply go to DSS rather than actually offer help.	8/6/2019 4:08 PM

Q26 What youth-related services do you feel are lacking or insufficient in Lewis County?

Answered: 53 Skipped: 115

CAAG Consumer Survey

ANSWER CHOICES	RESPONSES
Lack of jobs for youth	49.06% 26
Budgeting Skills	43.40% 23
Job Skills Training	50.94% 27
After-school Programs	45.28% 24
Tutoring Programs	26.42% 14
Summer Food Program	30.19% 16
Mental/Behavioral Health Services	45.28% 24
Recreation	47.17% 25
Safety Education (dating violence/bullying)	39.62% 21
Accessibility to reliable internet	18.87% 10
Other (please specify)	9.43% 5
Total Respondents: 53	

#	OTHER (PLEASE SPECIFY)	DATE
1	nona	10/22/2019 11:46 AM
2	need teen and preteen centers	10/17/2019 2:22 PM
3	Educated, trained aids	9/2/2019 10:14 AM
4	Better school systems- schools hide bullying & violence from the community	8/27/2019 7:20 PM
5	How to report abuse/bullying by school staff. I reported an aide and the school would not listen!	8/19/2019 10:00 AM

Q27 How well do you feel Lewis County Opportunites meets the following needs?

Answered: 60 Skipped: 108

CAAG Consumer Survey

	ADEQUATE	INADEQUATE	UNKNOWN	TOTAL	WEIGHTED AVERAGE
Domestic Violence Shelter/Counseling	40.68% 24	10.17% 6	49.15% 29	59	2.08
24-hour Crisis Hot-line	41.38% 24	6.90% 4	51.72% 30	58	2.10
Safety Prevention Education (bullying/dating violence)	22.41% 13	17.24% 10	60.34% 35	58	2.38
Food Pantries	77.97% 46	8.47% 5	13.56% 8	59	1.36
Budget Counseling/Management	26.79% 15	25.00% 14	48.21% 27	56	2.21
Transportation Services	28.81% 17	28.81% 17	42.37% 25	59	2.14
Car Seat Education/Distribution	53.45% 31	3.45% 2	43.10% 25	58	1.90
Volunteer Programs	50.00% 29	10.34% 6	39.66% 23	58	1.90
Safe, affordable Housing	39.66% 23	39.66% 23	20.69% 12	58	1.81
Homeless Shelter	32.14% 18	21.43% 12	46.43% 26	56	2.14
Help with utility/rent payment	44.83% 26	20.69% 12	34.48% 20	58	1.90
Home energy efficiency	33.33% 19	21.05% 12	45.61% 26	57	2.12
Language Interpretation	24.56% 14	7.02% 4	68.42% 39	57	2.44

Q28 Please identify what you feel should be priorities for Lewis County Opportunities over the next 3-5 years.

Answered: 32 Skipped: 136

CAAG Consumer Survey

#	RESPONSES	DATE
1	Working on helping kids with summer care, either recreation or affordable day care thats local and reliable	11/1/2019 11:45 AM
2	?	11/1/2019 11:32 AM
3	To have better transportation services for people struggling to afford a car or having a lack of trasportation	10/23/2019 1:21 PM
4	We need a new refrigerator because the one we have now it not makeing our ice cream fever it has made it soft ice cream and everything ale look okay but need a new refrigerator. Ty I hate to push you like this Iv tried to let you know of anything that need to be replace was a new refrigerator	10/22/2019 11:46 AM
5	Get people out of poverty, make more jobs, adequate transport, training, teach how to get out and stay out of poverty.	10/22/2019 8:25 AM
6	get more asstance and more affordable housening for people so they can afford them	10/17/2019 2:28 PM
7	get more affordable housing for families and senior living	10/17/2019 2:22 PM
8	Help with rent and utilities	9/23/2019 3:07 AM
9	This comment was redacted as it did not express a need.	
10	Anti-Bullying Budgeting Substance Abuse	9/19/2019 9:52 AM
11	I would like to be able to fix my house and car, would be nice to have dental care..sick of hearing they need money for opiod crisis. sick of being taxed to death	9/9/2019 1:30 PM
12	Families that make too much for social services but still struggle day to day because of cost of food and gas etc	9/2/2019 7:28 PM
13	Please help School staff to take parent reports seriously. I don't know everything, but i know my kid isn't alone in this. Please add another opportunity knocks, add on to the one we have & expand hours with more items we need in Lewis County. Also help landlords fix up rentals for families.	9/2/2019 10:14 AM
14	These comments were redacted as they did not express a need.	
15		
16	Please help the schools address problems instead of hide them- get employees of yours in the schools maybe grant funded to train the staff on how to help kids & be honest with the community as well as work with kids. Get drunk drivers off the roads. These 2 in Martinsburg are so unsafe & are going to hurt someone! Add extended days/hours to the thrift store. More days for things like the stone Soup suppers.	8/27/2019 7:20 PM
17	Everything not just certain thing's	8/26/2019 10:32 AM
18	Please help alcoholics & drug addicts who are using & driving. Go into the churches, schools & Other businesses & offer programs to help. Drugs & alcohol are a huge issue in Lewis County & need to be addressed right now & continue to be into the future.	8/22/2019 7:26 PM
19	Anything that would help with the heroin epidemic.	8/20/2019 7:40 AM
20	Please help law enforcement keep the drugs & alcohol away from the school & community! More road patrols to get drunk drivers off the street, especially at the school parking lot, & to monitor the guy breaking into cars. Also more opportunities at the thrift store to help people get there to get things that are needed & for gifts & occasional food	8/19/2019 10:00 AM

CAAG Consumer Survey

giveaways. Please don't wait 3-5 years to help. Help is needed now, but nobody is stepping up to do so!

21	More bus routes	8/18/2019 7:51 PM
22	I think housing assistance should be available for those who have past felony convictions. Many of the people affected by this are trying to do better for themselves and their families, and part of that process should include safe, affordable housing.	8/18/2019 12:00 PM
23	Make drastic changes on how and whi assistance is given/distributed. If you don't have a job, get fired for not showing up, or quit, you should only get services for a set amount of weeks, like unemployment so it can't be abused. This would open up new opportunities to help others who do have a job or multiple jobs and still struggle to make ends meet. It makes more sense to help those who are trying to help themselves vs. Helping those who don't want to help themselves. It is unfortunate that people have used the programs available to live off from, as a lifestyle, instead of what they were initially meant for. People who are on those programs are looked down on because they have made it a lifestyle.. people no longer see it as a program for help to get you on your feet when you're struggling.. because it isn't that. When people say they make more money off assistance programs and welfare, than they do working here in the county... that is just insane.. and sadly not an untrue statement for most.	8/18/2019 12:00 PM
24	Making qualifying for weatherization less difficult and tedious.	8/17/2019 8:54 PM
25	Getting help for drunk drivers/alcoholics Better jobs & education	8/17/2019 3:44 PM
26	more children run programs.	8/17/2019 11:45 AM
27	work together with all other agencies. no one knows what other places do-and people dont get connected soon enough.why do we have to hear about places and things that can help us at other places from friends after its too late?work together-it isnt about just 1 place helping. people need to know about other things to choose.thank you for helping.	8/16/2019 9:51 AM
28	Become more known to the public	8/14/2019 12:13 AM
29	Please help get drunk drivers off the roads. Please also add quality childcare & Education programs. As well as programs to help with budgeting money.	8/12/2019 7:31 PM
30	Making people that are able bodied and on housing assistance do work or volunteer their time so that they aren't forever on housing but never have to work a day in their life because their housing payments are covered indefinitely.	8/11/2019 7:32 PM
31	Get someone who drives with open beer cans/bottles off the roads & help for the problem	8/9/2019 11:05 PM
32	It's great	8/7/2019 11:00 AM

CAAG Organization

Completed by LCOI partners who operate in Lewis County

Q1 Name of Organization:

Answered: 19 Skipped: 1

#	RESPONSES	DATE
1	Lewis County Public Health	9/18/2019 11:18 AM
2	North Country Family Health Center-Lowville	9/9/2019 11:52 AM
3	Northern Regional Center for Independent Living	9/6/2019 5:06 PM
4	North Country Family Health Center	9/5/2019 8:12 AM
5	North Country Family Health Center	9/4/2019 4:26 PM
6	TLSNNY	9/4/2019 4:21 PM
7	North Country Transitional Living Services	9/4/2019 3:55 PM
8	Transitional Living Services of NNY	9/4/2019 12:52 PM
9	Transitional Living Services of NNY	9/4/2019 12:00 PM
10	Lewis County Probation	9/4/2019 11:47 AM
11	North Country family Health	9/4/2019 11:36 AM
12	NRCIL	9/4/2019 11:35 AM
13	Northern Regional Center for Independent Living	9/4/2019 11:23 AM
14	Resolution Center of Jefferson & Lewis Counties, Inc.	9/4/2019 10:59 AM
15	Transitional Living Services of Northern NY	9/4/2019 10:57 AM
16	Lewis County OFA	9/4/2019 10:26 AM
17	NOCO Family Health Venter	9/4/2019 9:34 AM
18	NRCIL	9/4/2019 9:13 AM
19	Lewis County	7/31/2019 12:18 PM

Q2 Type of Organization:

Answered: 18 Skipped: 2

ANSWER CHOICES	RESPONSES	
Faith Based	0.00%	0
Community Based	83.33%	15
Private Sector	5.56%	1
Public Sector	11.11%	2
Education	0.00%	0
TOTAL		18

Q3 Assuming jobs are available, what do you feel makes it most difficult for people to get/maintain employment?

Answered: 20 Skipped: 0

ANSWER CHOICES	RESPONSES
Poor work ethic	5.00% 1
Domestic violence	0.00% 0
Criminal record	0.00% 0
Fear of loss of (governmental) benefits if income increases	5.00% 1
Alcohol/drug abuse	5.00% 1
Incompatible work hours	0.00% 0
Low wages/benefits	10.00% 2
Discrimination	0.00% 0
Lack of skills (training/education)	10.00% 2
Lack of permanent, affordable housing	0.00% 0
Lack of child care	10.00% 2
Lack of transportation	15.00% 3
Mental/behavioral health problems	5.00% 1
Physical health problems	0.00% 0
Other (please specify)	35.00% 7
TOTAL	20

#	OTHER (PLEASE SPECIFY)	DATE
1	I feel many of these options are a factor. poor work ethic, criminal history, lack of education, discrimination, lack of transportation, mental health, drug and alcoholic	9/10/2019 3:18 PM
2	I believe all of these issues become one larger problem which makes it difficult for people to get and to keep a job.	9/4/2019 4:26 PM
3	Lack of work history and value of employment.	9/4/2019 3:55 PM
4	Person's self-perception that a mental health diagnosis prevents, or should prevent, them from working.	9/4/2019 12:52 PM
5	Criminal Record, Lack of Skills, Lack of Transportation, Mental/Behavioral Health Problems.	9/4/2019 11:47 AM
6	I don't think you can single out one of these reasons. Many of these options gather together as the larger problem.	9/4/2019 11:36 AM
7	All of the above	9/4/2019 11:35 AM

Q4 What adult services do you feel are lacking or insufficient in Lewis County?

CAAG Organization

Answered: 19 Skipped: 1

ANSWER CHOICES	RESPONSES
Mental/behavioral health services	15.79% 3
Transportation	15.79% 3
Medical Services	5.26% 1
Education Improvement	5.26% 1
Budgeting/Money Management Workshops	10.53% 2
Health/Nutritional Counseling	0.00% 0
Substance Abuse Services	5.26% 1
Homeless Shelter	5.26% 1
Spousal Abuse Shelter/Counseling	0.00% 0
Job Skills Training	10.53% 2
Child Care	10.53% 2
Adult Day Care	0.00% 0
Other (please specify)	15.79% 3
TOTAL	19

#	OTHER (PLEASE SPECIFY)	DATE
1	I feel the services are available often transportation is a issue as well as prevention to homeless. It seems the help after being homeless is more than helping people become homeless and that can cause significant issues such as trauma.	9/10/2019 3:18 PM
2	Mental/Behavioral Health, Transportation, GED services	9/4/2019 11:47 AM
3	All of the above	9/4/2019 11:35 AM

Q5 What youth-related services do you feel are lacking or insufficient in Lewis County?

Answered: 20 Skipped: 0

CAAG Organization

ANSWER CHOICES	RESPONSES	
Lack of jobs for youth	15.00%	3
Budgeting skills	5.00%	1
Job skills training	30.00%	6
After-school programs	10.00%	2
Tutoring programs	0.00%	0
Summer food program	0.00%	0
Mental/behavioral health services	5.00%	1
Recreation	15.00%	3
Other (please specify)	20.00%	4
TOTAL		20

#	OTHER (PLEASE SPECIFY)	DATE
1	I feel trying to assist with drug prevention can always be more of in our areas.	9/10/2019 3:18 PM
2	Tutoring, Recreation	9/4/2019 11:47 AM
3	Equal opportunity for youth to obtain employment.	9/4/2019 11:36 AM
4	All of the above, there really isn't anything to do in Lewis County	9/4/2019 11:35 AM

Q6 How well do you feel the community meets the following needs?

Answered: 20 Skipped: 0

CAAG Organization

	ADEQUATE	INADEQUATE	UNKNOWN	TOTAL	WEIGHTED AVERAGE
Homeless Shelter	30.00% 6	45.00% 9	25.00% 5	20	1.95
Food Pantries	85.00% 17	5.00% 1	10.00% 2	20	1.25
Adult Day Care	65.00% 13	20.00% 4	15.00% 3	20	1.50
Child Care	40.00% 8	40.00% 8	20.00% 4	20	1.80
Job Training	30.00% 6	60.00% 12	10.00% 2	20	1.80
Domestic Violence Shelter/Counseling	50.00% 10	25.00% 5	25.00% 5	20	1.75
Substance Abuse Counseling	55.00% 11	25.00% 5	20.00% 4	20	1.65
Health/Nutritional Counseling	55.00% 11	25.00% 5	20.00% 4	20	1.65
Budget Counseling	10.00% 2	45.00% 9	45.00% 9	20	2.35
Volunteer Programs	40.00% 8	20.00% 4	40.00% 8	20	2.00
Mental/Behavioral Health Services	45.00% 9	50.00% 10	5.00% 1	20	1.60
Medical services	60.00% 12	30.00% 6	10.00% 2	20	1.50
Educational Opportunities	65.00% 13	25.00% 5	10.00% 2	20	1.45
Dental Services	45.00% 9	40.00% 8	15.00% 3	20	1.70
Transportation	30.00% 6	60.00% 12	10.00% 2	20	1.80
Safe, affordable housing	15.00% 3	70.00% 14	15.00% 3	20	2.00
Help with utility/rent payment	50.00% 10	40.00% 8	10.00% 2	20	1.60
Language translation	25.00% 5	40.00% 8	35.00% 7	20	2.10
Home energy efficiency	40.00% 8	25.00% 5	35.00% 7	20	1.95

Q7 Please identify what you feel should be priorities for Lewis County Opportunities over the next 3-5 years.

Answered: 11 Skipped: 9

CAAG Organization

#	RESPONSES	DATE
1	Housing and economic development. We need to bring jobs to the county	9/6/2019 5:06 PM
2	Preparing our youth to work and not rely on community base benefits/entitlements.	9/4/2019 3:55 PM
3	1. Coordinate job training programs which can be done in conjunction with the Work Place and JCC - Lewis County site. This will improve the chance of employment for those seeking it. LCOI is very community focused and would appear non-threatening to those seeking to improve their way of life. 2. A similar program to "Wheels to Work" that can be offered to those completing the above mentioned job training program, paired with budgeting and how to maintain financial stability after securing employment. 3. Continue with DV/Abuse programs that offer safety and options to that population.	9/4/2019 12:52 PM
4	Transportation continues to be a barrier for clients. Additional transportation services would be very helpful. Substance use continues to be an issue in Lewis County and additional services are needed on top of what is already available. Services for individuals with autism are also lacking.	9/4/2019 12:00 PM
5	Expanding the income guidelines for assistance with home energy improvements. Many existing programs allow only those with very low income to get help with window and door replacements.	9/4/2019 11:36 AM
6	When people get out of jail/prison agencies think that these people are going to find an apartment really soon, however that is not the case for Lewis County, so what happens to these people?? They get put back in jail. Its almost like these agencies are setting these individuals up for failure, before they even have a chance.	9/4/2019 11:35 AM
7	1. It is difficult for people without transportation to visit LCOI; the bus routes don't work well to/from without long waits with no place to wait out of the weather when LCOI is closed. A shuttle bus/contract with LCGH bus around the Adult Day Health Care runs morning and afternoon would be great.; or with Birnie Bus. Pick ups and drop offs maybe at the hospital and DSS. 2. I am seeing teens and young adults without plans for the future, and staying with parents because they don't have a job. They seem to be lacking the soft skills to prepare for the world of work or college- work ethic, getting up and out on time, arranging transportation. Also the hard skills: where to look for jobs, filling out applications, resumes. Most of all they don't believe they have much to offer, can't get a job, and believe that there are no jobs out there. SO... maybe more support can be provided to those individuals to help them enter or re-enter the workforce.	9/4/2019 11:23 AM
8	Assisting those transitional aged populations- ages 17-21- with education, budgeting, basic living skills, etc. This is a growing population and we are finding that many of these individuals do not know these skills and are not sure where to even look to begin obtaining these skills.	9/4/2019 10:57 AM
9	Continuing to improve safe and affordable housing....we have help wanted signs all across the region but pay is minimum and it is very hard to raise a family on that amount of income. Rents are extremely high for the economic conditions within our County. I also feel we need a better system for the Homeless Shelter...too many hoops to jump through. If a person is warm and safe, it is easier to work with them on other issues that may arise in their household.	9/4/2019 10:26 AM
10	Education opportunities. Job skill training.	9/4/2019 9:34 AM

Completed by LCOI employees, Board members and community volunteers

Q1 I am a(n):

Answered: 50 Skipped: 1

ANSWER CHOICES	RESPONSES	
Employee	48.00%	24
Board Member	12.00%	6
Volunteer	40.00%	20
TOTAL		50

Q2 Assuming jobs are available, what do you feel makes it most difficult for people to get/maintain employment?

Answered: 51 Skipped: 0

ANSWER CHOICES	RESPONSES	
Poor work ethic	23.53%	12
Domestic violence	0.00%	0
Criminal record	3.92%	2
Fear of loss of (governmental) benefits if income increases	9.80%	5
Alcohol/drug abuse	5.88%	3
Incompatible work hours	0.00%	0
Low wages/benefits	23.53%	12
Discrimination	0.00%	0
Lack of skills (training/education)	7.84%	4
Lack of permanent, affordable housing	1.96%	1
Lack of child care	3.92%	2
Lack of transportation	7.84%	4
Mental/behavioral health problems	0.00%	0
Physical health problems	0.00%	0
Other (please specify)	11.76%	6
TOTAL		51

CAAG Employee, Board, Volunteer

#	OTHER (PLEASE SPECIFY)	DATE
1	Fear of loss of (governmental) benefits if income increases, Low wages/benefits, Discrimination, Lack of child care, Lack of transportation	10/31/2019 11:47 AM
2	Lack of skills (training/education), Lack of child care	10/25/2019 12:55 PM
3	Lack of child care and lack of transportation are the two most common reasons I hear for loss/lack of employment. Fear of losing the assistance is a clear concern as well.	9/13/2019 10:16 AM
4	A combination of lack of skills, poor work ethic, and for entry level positions a fear of loss of government benefits if income increases.	9/13/2019 8:16 AM
5	there are multiple items listed above that affect individuals abilities to maintain employment	9/12/2019 1:05 PM
6	Health Insurance	9/12/2019 11:04 AM

Q3 What adult services do you feel are lacking or insufficient in Lewis County?

Answered: 48 Skipped: 3

ANSWER CHOICES	RESPONSES
Mental/behavioral health services	33.33% 16
Transportation	12.50% 6
Medical Services	0.00% 0
Edication Improvement	4.17% 2
Budgeting/Money Management Workshops	8.33% 4
Health/Nutritional Counseling	2.08% 1
Substance Abuse Services	2.08% 1
Homeless Shelter	2.08% 1
Spousal Abuse Shelter/Counseling	0.00% 0
Job Skills Training	14.58% 7
Child Care	10.42% 5
Adult Day Care	2.08% 1
Other (please specify)	8.33% 4
TOTAL	48

#	OTHER (PLEASE SPECIFY)	DATE
1	advertisement of services available	9/16/2019 7:48 AM
2	No opinion.	9/13/2019 8:16 AM
3	No opinion	9/12/2019 2:57 PM
4	reintegration counseling for those exiting prison or jail.	9/4/2019 10:38 AM

Q4 What youth-related services do you feel are lacking or insufficient in Lewis County?

Answered: 50 Skipped: 1

ANSWER CHOICES	RESPONSES	
Lack of jobs for youth	30.00%	15
Budgeting skills	18.00%	9
Job skills training	18.00%	9
After-school programs	8.00%	4
Tutoring programs	2.00%	1
Summer food program	4.00%	2
Mental/behavioral health services	0.00%	0
Recreation	12.00%	6
Other (please specify)	8.00%	4
TOTAL		50

#	OTHER (PLEASE SPECIFY)	DATE
1	Access to confidential reproductive health care	11/14/2019 10:30 AM
2	No opinion.	9/13/2019 8:16 AM
3	No opinion	9/12/2019 2:57 PM
4	There is a huge lacking of youth programs in lewis county. Youths need places that offer services and structure, and safety.	9/12/2019 1:05 PM

Q5 How well do you feel the community meets the following needs?

Answered: 51 Skipped: 0

CAAG Employee, Board, Volunteer

	ADEQUATE	INADEQUATE	UNKNOWN	TOTAL	WEIGHTED AVERAGE
Homeless Shelter	52.00% 26	28.00% 14	20.00% 10	50	1.68
Food Pantries	90.00% 45	6.00% 3	4.00% 2	50	1.14
Adult Day Care	39.58% 19	29.17% 14	31.25% 15	48	1.92
Child Care	30.61% 15	36.73% 18	32.65% 16	49	2.02
Job Training	35.29% 18	39.22% 20	25.49% 13	51	1.90
Domestic Violence Shelter/Counseling	77.55% 38	6.12% 3	16.33% 8	49	1.39
Substance Abuse Counseling	62.75% 32	21.57% 11	15.69% 8	51	1.53
Health/Nutritional Counseling	48.98% 24	26.53% 13	24.49% 12	49	1.76
Budget Counseling	34.00% 17	48.00% 24	18.00% 9	50	1.84
Volunteer Programs	68.00% 34	12.00% 6	20.00% 10	50	1.52
Mental/Behavioral Health Services	42.00% 21	44.00% 22	14.00% 7	50	1.72
Medical services	76.47% 39	15.69% 8	7.84% 4	51	1.31
Educational Opportunities	51.02% 25	36.73% 18	12.24% 6	49	1.61
Dental Services	60.00% 30	20.00% 10	20.00% 10	50	1.60
Transportation	50.00% 25	42.00% 21	8.00% 4	50	1.58
Safe, affordable housing	43.14% 22	41.18% 21	15.69% 8	51	1.73
Help with utility/rent payment	66.67% 34	29.41% 15	3.92% 2	51	1.37
Language translation	30.00% 15	38.00% 19	32.00% 16	50	2.02
Home energy efficiency	62.75% 32	23.53% 12	13.73% 7	51	1.51

Q6 Please identify what you feel should be priorities for Lewis County Opportunities over the next 3-5 years.

Answered: 28 Skipped: 23

CAAG Employee, Board, Volunteer

#	RESPONSES	DATE
1	increasing staff salaries	11/14/2019 10:30 AM
2	Better perscription plans More for the teenages to be able to meet + do things they like More day cares for children	11/4/2019 1:18 PM
3	Public transportation in Lewis County	10/30/2019 11:40 AM
4	Transportation - Childcare - There is a severe lack of dependable childcare in Lewis County. I work in a school district and I am constantly hearing that they cannot find child care that is dependable and that they would feel safe leaving their child/children. Adult Care - I would love to see some programs for the elderly - even if it is only 1 pr 2 mornings per week. Lewis County Opportunities has some wonderful programs - they need to be advertised through flyers also, not everyone has the internet that could benefit from them.	10/28/2019 1:50 PM
5	Childcare - safe, affordable, right hours, close in vicinity to their home or work. Transportation - outlying areas Job Training - advertise to people that don't have internet access	10/28/2019 1:44 PM
6	Teaching values to youth such as how to handle money and work ethic. Should not be given something for doing nothing. People need a reason to work hard and work towards goals. People need mentors and hope their lives can improve and what that looks and feels like.	10/25/2019 1:00 PM
7	Advanced in all areas, people in L-C needs help	10/25/2019 12:55 PM
8	Enlarge Thrift Shop	10/24/2019 11:22 AM
9	Communication , treating people equal	9/16/2019 7:48 AM
10	LCOI should continue on its path to help under-privileged/low-income community members. A gap that I do see is when an applicant is in immediate need for housing, but has yet to come up on the wait list. A rapid rehousing program may help fill that need.	9/13/2019 10:16 AM
11	Continue to serve in our current capacities with a goal to increase our effectiveness and efficiency in these areas and to be good stewards of the funding entrusted to us. Pursue other program endeavors as appropriate when given the funding opportunity.	9/13/2019 8:16 AM
12	Living Wage evaluation. Especially were longevity with the agency is concerned.	9/12/2019 2:57 PM
13	upgrades to the bulding's and grounds	9/12/2019 1:50 PM
14	1. better housing properties for handi capped person (s) 2. Try to not be so restricted for families. 3 Be fair across the board for Housing offensives. (Same punishment for all)	9/12/2019 1:37 PM
15	I feel the population for substance abuse victims is ever growing and I fear that in result, the numbers of individuals who would struggle with housing and employment will continue to suffer as time goes on. If the agency continues to reach out to the community and educate on ways to help and possibly prevent, it would be positive outcomes within the community as a whole. It might be helpful if as an agency, we could possibly aim a little closer towards the youth population? Especially as preventive measures? Maybe work with them with financial outreach as well?	9/12/2019 1:10 PM
16	youth services and activities	9/12/2019 1:05 PM
17	I believe that more people should be helped by being referred to getting help with their budgets. A large number of people do not understand how to budget their money and what is a need or what is a want. Hence they get in a predicament where they need help to pay for certain items which if they budgeted correctly could have avoided getting the extra help. Trying to get the word out about all of our programs here at Lewis County Opportunities.	9/9/2019 1:51 PM
18	Keeping the trained employees that we have with a higher wage to maintain the trained workers we have. Bring back the old way of doing transportation with working with a car dealer to provide reliable vehicles to consumers so that we are not just putting a Band-Aid effect on the situation.	9/6/2019 2:15 PM
19	I think we are on the right track with current focus and program offerings. Some thoughts regarding more specific ideas within existing offerings: Expand budgeting training, possibly partnering with school districts Food pantry: hand outs/classes/website suggestions for meal planning, recipes, healthy habits based on foods provided from pantries	9/4/2019 8:02 PM

CAAG Employee, Board, Volunteer

20	Continue adding low income homes.	9/4/2019 2:25 PM
21	To continue assisting the public and trying to provide more resources that may help, such as more housing options and availability. Educating the public more on our services may also be more beneficial.	9/4/2019 1:51 PM
22	More on the job training opportunities. Assisting families who don't receive social security with their money and teaching budgeting. Working with programs available to assist with child care, after school programs, and educational programs.	9/4/2019 12:52 PM
23	1. Focus on poverty reduction initiatives, such as Bridges Out of Poverty and Getting Ahead in a Getting By World 2. Using Food Pantries to create community gardens and providing nutrition counseling 3. Providing Emergency Shelter for DV and Homeless	9/4/2019 10:38 AM
24	*Continuing the DV & housing/ weatherization programs currently in place.	9/4/2019 9:59 AM
25	updating buildings and grounds working closer with all departments	9/4/2019 9:02 AM
26	Lewis county stay on the same path.	9/4/2019 8:39 AM
27	Continue to match programs with actual needs of community. Further develop a substantial training program/process for employees. Strengthen the new hire/orientation process.	9/4/2019 8:23 AM

Customer Satisfaction Survey Results

Customer satisfaction surveys are always 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 bi-monthly LCOI Board meetings. Aggregated data is as follows for 2019:

What did you seek help with today?

There were several blank responses to this question. Those answering cited the following needs:

Social Security Issues	Lease issues	Rent Assistance
Moving information	Heat/fuel assistance	Housing paperwork
Food assistance	Weatherization	

Interaction/Customer Service:

Our employee met you in a timely manner	<u>80</u> Yes	<u>0</u> No
Our employee treated you with courtesy	<u>80</u> Yes	<u>0</u> No
Our employee showed proper attention to your need	<u>80</u> Yes	<u>0</u> No

Did your visit today accomplish what you had hoped?

79 Yes 1 No

List this or any other needs that have not been met by our current services?

None noted.

Please add other comments you may have:

The vast majority of consumer satisfaction surveys contained no comments, however the following were expressed:

“People are very nice.”

“The front is cold, need heater (Watertown office).”

“I’m grateful for your help, I have a better outlook on my future.”

“Glad to have this service in Lewis County.”

“Worker did the best job; when I leave the agency I always feel my questions have been answered and it’s a relief to know the staff cares about our needs.”

“Great place to do business.”

“Very nice person helped me out a lot.”

“Worker was a sweetheart.”

“Everyone is very helpful and polite.”

Key Findings:

The CAAG developed Key Findings based upon an analysis of quantitative and qualitative analysis of data from low-income, partner, and workforce survey responses, customer satisfaction data, as well as CAAG member discussion based upon their history of service delivery experiences. As applicable, US Census Bureau and ALICE data were analyzed to support key findings.

The following Key Findings are the result of an analysis of survey data provided by **low-income families**, which reflect conditions of poverty experienced within Lewis County. Both quantitative and qualitative data were analyzed:

- Most low-income families rent their residence (49%) and severe housing vulnerability of varying degrees of homelessness was statistically significant (9%). The majority of low-income families face minor housing repairs (62%). Housing affordability is hampered by bad credit and the cost of housing in relation to general low wages. Housing discrimination appears minimal according to responses;
- Many low-income families miss utility payments (49%) and rely upon HEAP (50%);
- Food insecurity was evident with low-income families skipping meals to stretch limited supplies (21%), and common food reliance programs/services include free school breakfast/lunch, SNAP, food pantries, Giving Boxes, and Stone Soup suppers;
- Transportation barriers include inability to afford repairs (31%), unable to afford fuel (24%) and reporting that such transportation issues have limited or prevented them from working (16%);
- Low-income families identified fear, anxiety, and depression when describing their financial position and relationship with money. Many can't seem to get ahead (51%) while others struggle with debt on a daily basis (41%). On the extreme end some low-income families feel hopeless and overwhelmed by debt (23%), and are rarely on time with bills (21%). Low-income families are often naïve about their money management, afraid of losing governmental programs, or embarrassed to seek help. At the ground level, when observing common challenges experienced by low-income families who participate in LCOI's Money Management/Financial Empowerment program, common problems include lack of ability to identify wants vs. needs, education about budget basics, and committing to a disciplined budget plan to stabilize their financial situation;
- Low-income families indicate the Thrift Store is a great resource; and that extended days/hours would be even better;
- Low-income families indicate varying levels of safety concerns. Most indicated the community is safe (76%). However, some experienced sexual abuse/harassment (13%), and further that law enforcement handling of such cases is mixed, even abusive in itself to cause a person to not come forth when victimized. A number of survey responses indicated that drug use, alcohol abuse, and bullying are areas that need attention to make the community more safe;

- Gaining/Maintaining employment (assuming jobs are available) are hampered by low wages/benefits, poor work ethic, fear of loss of governmental programs, lack of cost-effective child care, transportation barriers, and mental/behavioral health issues, drug abuse, and lack of proper skill sets. *These closely match perceptions from the Partner and Workforce surveys. A number of responses indicated that employers favor certain people (i.e. known family names);
- Services (adult) that are lacking/absent/need improvement in the county include mental/behavioral health services, transportation, job skill training, substance abuse and child care;
- Services (youth) that are lacking/absent/need improvement in the county include lack of jobs specifically for youth, job skill training, recreation opportunities, budgeting skills, after school programs, and budgeting skills;
- Views on agency services was generally positive; however, some responses indicated that certain services were inadequate for the need. This included budget counseling, transportation, and safe/affordable housing;
- Although survey data didn't single out child passenger safety needs, the CAAG turned to LCOI data gathered over the past several years, which revealed a consistent market demand for car seats needed by low income families to improve the safety of their children while riding in the family vehicle.
 - In 2017, 60 low-income families received a total of 73 car seats;
 - In 2018, 55 low-income families received a total of 61 seats;
 - In 2019, 44 low-income families received a total of 75 car seats.

The following Key Findings are the result of an analysis of survey data provided by **workforce and partner surveys**, which reflect conditions of poverty experienced within Lewis County. Both quantitative and qualitative data were analyzed:

- Gaining/Maintaining employment (assuming jobs are available) are hampered by low wages/benefits, poor work ethic, fear of loss of governmental programs, lack of cost-effective child care, transportation barriers, criminal history, and mental/behavioral health issues, drug abuse, and lack of proper skill sets;
- Services (adult) that are lacking/absent/need improvement in the county include mental/behavioral health services, transportation, job skill training, knowledge of service availability, jail-community reintegration programs;
- Services (youth) that are lacking/absent/need improvement in the county include lack of jobs specifically for youth, job skill training, recreation opportunities, budgeting skills, and drug prevention;
- Views on community services was generally positive, however, some responses indicated that certain services were inadequate for the need; including easier entry into the Homeless Shelter, more affordable child care, job training opportunities, budget counseling, mental/behavioral

health services, dental services, transportation, safe/affordable housing (believed to be more about single-healthy adults), autism services, and language translation.

Needs Statements/Program Priorities:

The CAAG developed the following Needs Statements and Program Priorities, which are based upon key findings above.

When deliberating Program Priorities, the CAAG took great care to align program priorities based on conditions in our community believed to be causes and/or results of poverty. Program priorities must also align with LCOI's mission to avoid the potential of mission drift. Consequently, the CAAG also took into consideration existing services offered by other providers within Lewis County, which may or may not be readily apparent to a portion of the survey respondents. In these situations, more public awareness of available services within the community may be warranted rather than duplicating services. In other situations, services may be limited by income or other eligibility guidelines, resource constraints originating at the Federal, State, or local levels, or other limitations beyond control. In these situations, LCOI may be able to contribute by adding its voice along with fellow provider agencies (through various consortia or associations) to advocate for regulatory changes at the local, State, or Federal levels. Other opportunities to mitigate various barriers through a strengthened referral process with local partners, or collaborating to some degree with service provision may also potentially exist.

Needs Statements and Program Priorities are categorized under the applicable CSBG National Domain. Program Priorities are further denoted by Community (C), Agency (A), or Individual/Family (F) related priorities. All program priorities include the presumption that all people accessing LCOI have access to language translation services (A).

CSBG Domain: Employment

Needs Statement:

Low-income individuals lack transportation and other workforce development supports to obtain or maintain employment.

The above needs statement is based on data indicating obtaining and maintaining employment (assuming jobs are available) continue to be substantial issues in Lewis County. The CAAG observed basic consistency among the survey responses, which expressed the need for job skills training, transportation supports, and other supports listed under the Multiple Domain category later in the report.

Program Priorities:

- Transportation Assistance (F), as a workforce development support to help remove the barrier of unreliable transportation to obtain or maintain employment;

- Increased community awareness (A), to inform low-income families about workforce development supports within the community.
- Continued availability of the Thrift Store (A)(F) as a venue for work skills development (Lewis County One Stop);
- A strong referral process (A) to community service providers who offer other workforce development supports;
- Active engagement in consortia at the local level (A)(C) to address barriers to workforce development or supports.

CSBG Domain: Education and Cognitive Development

Needs Statement:

Low-income families lack education about child passenger safety, as well as access to affordable car seats that meet current regulatory standards.

The above needs statement is supported by the continual market demand for regulatory-compliant car seats sought by low-income families who otherwise cannot afford them. These families often lack the education to properly install car seats, which is provided to them through training by Certified Car Seat Technicians.

Program Priorities:

- Child Passenger Safety Program (F);
- Increased community awareness (A), to inform low-income families about the availability of the Child Passenger Safety program;
- A strong referral process (A) with other community service providers to ensure low-income families in need of Child Passenger Safety services can be referred to the program;
- Continued engagement as an active member of the Lewis County Local Traffic Safety Board (A) where traffic safety issues experienced by low-income families can be discussed.

CSBG Domain: Income and Asset Building

Needs Statement:

Low-income families lack education/skill development for basic management of their household budgets.

The above needs statement is based on data indicating low-income families often struggle with basic budgeting concepts and their relationship to money. Excessive debt to income is a common problem, recognizing wants vs. needs can compound the problem, and lack of education/skill development in basic budget creation/management often exasperates the problem into a sense of hopelessness.

Program Priorities:

- Money Management/Financial Empowerment program (F)
 - Representative Payee Services for eligible individuals (Social Security funds) (F);
- Education/skill development through collaborative partnerships, such as Bridges Out of Poverty/Getting Ahead (F)(C);
- Increased community awareness (A), to inform low-income families about the availability of financial skills training programs within the community;
- Continued availability of the Thrift Store (F) as a resource for affordable household items and clothing;
- A strong referral process (A) to community consortia who offer financial skills training or awareness (i.e. Getting Ahead classes)
- Active engagement in consortia at the local level (A)(C) to address barriers to basic financial skills development.

CSBG Domain: Housing

Needs Statement:

Low-income families lack safe and affordable housing.

The above needs statement is based on data indicating most low-income families cannot afford rent, mortgage, or as applicable, repairs to their residence. Affordability is hampered by bad credit and the cost of housing in relation to general low wages. Nearly half of low-income families miss utility payments and rely upon HEAP each year to get through the winter. Varying degrees of homelessness are also statistically significant within Lewis County. With the percentage of Veterans in Lewis County double that of the state average, Veterans Affairs Supportive Housing (VASH) may be an unmet need in Lewis County.

Program Priorities:

- Homeless Apartment Initiative (F);
- Section 8 Housing Choice Voucher program (F)
 - Family Self Sufficiency
 - Homeownership (as applicable);
 - VASH (as applicable)
- Emergency Utility/Rent/Mortgage Assistance (F)
- Weatherization (F)
- EmPower (F)
- Cooling Initiative (F)
- RESTORE (F), as funding becomes available;
- Increased community awareness (A), to inform low-income families about availability of the housing and energy-efficiency programs, and in the case of renters, their rights as tenants;
- A strong referral process (A) with other community service providers to ensure low-income families in need of safe and affordable housing can be referred to applicable programs;
- Continued service collaboration with area partners (A);

- Active engagement in consortia at the local level (A)(C) to address barriers to homelessness and/or safe, affordable housing.
- Active engagement at the State and/or Federal level for expansion of eligibility guidelines.

CSBG Domain: Health and Social/Behavioral Development

Needs Statement #1:

Low-income families lack food security.

The above needs statement is based on data indicating many low-income families skip meals to stretch their limited food supplies. Furthermore, low-income families typically have to rely upon support services such as SNAP, free school breakfast and lunch programs, area food pantries, Giving Boxes, and Stone Soup to ensure their family has enough access to food each month.

Program Priorities:

- Lewis County Food Pantry Network (F), which is comprised of the Copenhagen, Croghan, Harrisville, New Bremen, and Port Leyden Food Pantries;
- Increased community awareness (A), to inform low-income families about availability of emergency food assistance of various types within Lewis County, as well as supplemental food available through various programs, community events, or faith-based initiatives.
- A strong referral process (A) with other community service providers to ensure low-income families in need of emergency or supplemental food can access services;
- Continued service collaboration and technical support of the Lewis County Food Pantry Network (A);
- Active engagement in consortia at the local level and/or advisory boards (A)(C) to address barriers to food security.
- As a related health priority, continued partnerships with area health insurance facilitators by offering site space at on campus to assist uninsured individuals with seeking health insurance options.

Needs Statement #2:

There is a need for a locally-based victim services program in Lewis County to ensure families who have been victimized by domestic violence, sexual assault, stalking, or other crimes can access help to improve their safety.

The above needs statement is based on a cross section of data indicating varying levels of safety concerns. While Lewis County is regarded as an overall safe place to live, a substantial number of survey respondents indicated they have experienced sexual abuse/harassment, with law enforcement handling of such cases mixed, even abusive in itself to cause an individual to not come forth when victimized. A number of survey responses indicated that drug use, alcohol abuse, and bullying are areas that need attention to make the community safer.

Program Priorities:

- Victim Services (Residential and Non-residential), including 24/7 Hotline, Safe Dwelling, Advocacy, Counseling, and Criminal/Family/Hospital Accompaniment for victims, and age-appropriate Primary Prevention Education to students in area schools (F);
- Increased community awareness (A), to inform the public about issues related to domestic violence, sexual assault, stalking, and other crimes, and the availability of services within our community to see help;
- Training to human service professionals and community groups regarding the dynamics of victimization, new regulations and protections for victims (A);
- A strong referral process (A) with other community service providers to ensure low-income families in need of victim services are aware of resources;
- Continued collaborations with partners (A) to ensure a holistic service delivery approach to victim services;
- Active engagement in consortia at the local level and/or advisory boards (A)(C) to address barriers to holistic victim services delivery and/or new regulations or service delivery strategies.

CSBG Domain: Multiple

Needs Statement:

Additional community resources are needed to address the daily living concerns of low-income residents.

The above needs statement is based on data indicating community resources are perceived as inadequate for various services related to demographic target populations. For adults, apart from services already mentioned under other CSBG domains, services include mental/behavioral health services, dental services, substance abuse services, autism services, more affordable child care, easier entry into the Homeless Shelter, language translation services, and jail-community reintegration programs. Lack of knowledge of service availability was also noted.

Youth services perceived to be lacking/absent/need improvement include the lack of jobs specifically for youth, job skill training, budgeting skills, drug prevention programs, after school programs and recreational opportunities.

With regard to the Opportunity Knocks Thrift Store, most respondents noted the store is a great resource, and that extended days/hours of operations would make it even better.

Program Priorities:

- Active engagement in consortia at the local level and/or advisory boards (A)(C) to address barriers (real or perceived) to the identified above services.
- Increased community awareness (A) to inform the public about the availability of the above identified services or job opportunities;

- Thrift Store operation (A) as a resource to low-income families (F) and the community at large (C);
- Exploration during the Strategic Planning process (A) of the above identified services perceived as inadequate; duplication of these services in the community (if any); and suitability to the agency's mission, capacity, and resources when considering future exploration.

Agency Capacity Needs:

Needs Statement:

Agency capacity-building is needed in order to address program priorities and implement effective strategies for successful program operation.

In order to develop and implement program strategies, LCOI must have the agency capacity to do so. The following Agency Capacity Priorities are identified, some of which also appear under program priorities.

Agency Capacity Priorities:

- LCOI maintains an effective volunteer function for coordinated initiatives benefiting low-income families;
- Community partnerships are developed and maintained to ensure effective services to low-income families;
- LCOI maintains a qualified and well-equipped workforce;
- The internal consumer assessment methodology increases the effectiveness of cross-program service in meeting individual outcomes;
- The IT function effectively meets LCOI's data management and communications needs;
- The safety of LCOI's facilities is maintained, including workplace safety best practices;
- LCOI's marketing function effectively educates the community about LCOI's impact within the community;
- LCOI advocates for meaningful changes at the local, State, and/or Federal levels where outdated regulations or other barriers may prevent or make it more difficult for low-income families to access needed services;
- LCOI maintains fiscal competency;
- LCOI maintains competent agency governance.