



**United Way  
of Rockland County**

**2012  
COMMUNITY  
NEEDS  
ASSESSMENT  
REPORT**

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## **Executive Summary**

The United Way of Rockland County (UWRC) is pleased to present the results of its 2012 Community Needs Assessment. The UWRC strives to increase the value and impact of community supports and resources through collaborations that advance the common good for people who live and work in Rockland County. The UWRC envisions a community where individuals and families have the ***skills to achieve a quality education, economic security, and a healthy lifestyle.***

This report presents a snapshot of Rockland County's demographics, health and human service needs, resources, and barriers; as well as some potential solutions. This needs assessment is not a scientific report, but a compilation of research and data from community residents, community leaders, businesses and their employees, health and human services providers, recipients of health and human services, stakeholders, and government entities/employees.

The components of the Community Needs Assessment included a short survey, a long survey, and a series of focus groups: Health Focus Group, Income Focus Group, Education Focus Group, Rockland County Government Focus Group, and Rockland County Hispanic Pastors Association.

The top ranking ***health issues*** identified by the surveys were Youth Substance Abuse, Child Abuse and Neglect, Affordable Medical Health Services, Access to Affordable Health Insurance, and Obesity. Focus group participants also ranked Navigating the Healthcare System, Domestic Violence, Proper Nutritional Awareness, Quality Home Health Care Services for the Elderly, and Chronic Illness and Diseases as top issue.

The top ranking ***income issues*** identified by the surveys were Affordable Housing, Money Management Skills, Quality and Affordable Childcare, Job Skills Training, Services for Families with Financial Crisis, and Lack of Jobs. Focus group participants also ranked Hunger as a top issue.

The top ranking ***education issues*** identified by the surveys were Out of School and Summer Activities for Youth, Parenting Skills Development and Support, Dropouts and Students not Completing High School, and Character Development and Life Skills in Youth. Focus group participants also ranked Education Services for Adults Who Do Not Speak English as a top issue.

This report establishes key areas of need in the UWRC's three target areas of education, income, and health that can be addressed through collaboration, strategic funding, coordination of resources/services, increased communication, and expanded knowledge of and access to available community resources. The UWRC intends to use the information in this report to help guide future fund distribution and foster community collaboration in the three target areas.

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# Acknowledgement

The Community Needs Assessment would not have been possible without the support of many people. The Board of Directors and Staff of UWRC wish to express their gratitude to the following people:

~ To the members of the 2011 – 2012 Community Impact Committee whose knowledge and assistance, support and guidance were invaluable to the completion of this project.

## 2011 - 2012 Community Impact Committee

Neil Winter, *Chairperson*

Lynne Allan

Frank Armstrong

Shelly Berger

Jay Lurch

Anne Byrne

Ted Lindenberg

Phyllis Morena

June Molof

Mary Ritchey

~ To Deborah Thomas and Betty McAleer of the Rockland Teachers Center for all of their assistance and support with the on-line needs assessment survey.

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~ To Phyllis Morena for conducting all of the focus groups.

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~ To Susan Sherwood, Rockland County Commissioner of Social Services for arranging and hosting the Rockland County Government focus group.

~ To Reverend Raymond Castro, Chairperson of the Rockland Hispanic Pastor's Association for arranging and hosting a focus group.

## Introduction

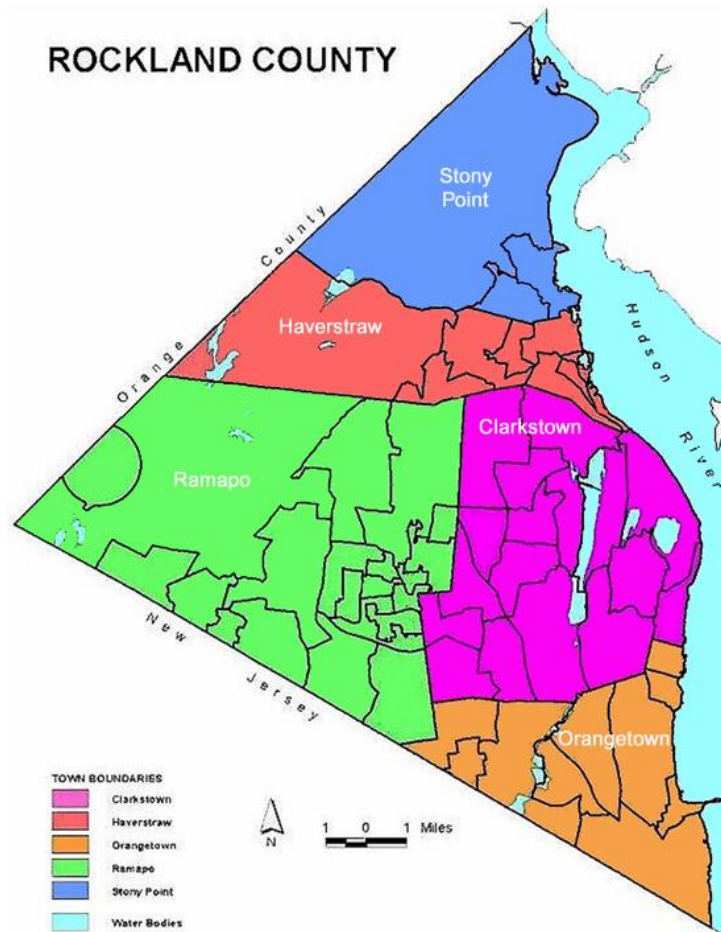
The United Way of Rockland County (UWRC) believes that conducting a periodic needs assessment (i.e., identifying the county's assets and determining the potential concerns it faces) is the best method of addressing the root causes that lead to these pressing issues. While a number of needs assessments are performed regularly in Rockland County, each of these is usually focused on a particular issue, such as transportation or healthcare, or on specific populations, for example, youth or seniors. The UWRC, however, needs to ascertain the actual and perceived needs of a broad assortment of county residents on a wide range of health and human services issues to assist in its planning and funding allocation process. By investing in this process, UWRC can have a more significant impact on the issues facing our county.

Beginning in September 2011, UWRC conducted a countywide needs assessment. The purpose of the assessment was:

- To create an updated demographic snapshot of the region
- To determine the real and perceived health and human service needs in Rockland County, including the identification of service resources as well as barriers to accessing them
- To provide a framework for the community to collectively solve problems
- To provide a roadmap for future United Way fund distribution

## Rockland County Geography & Demographics

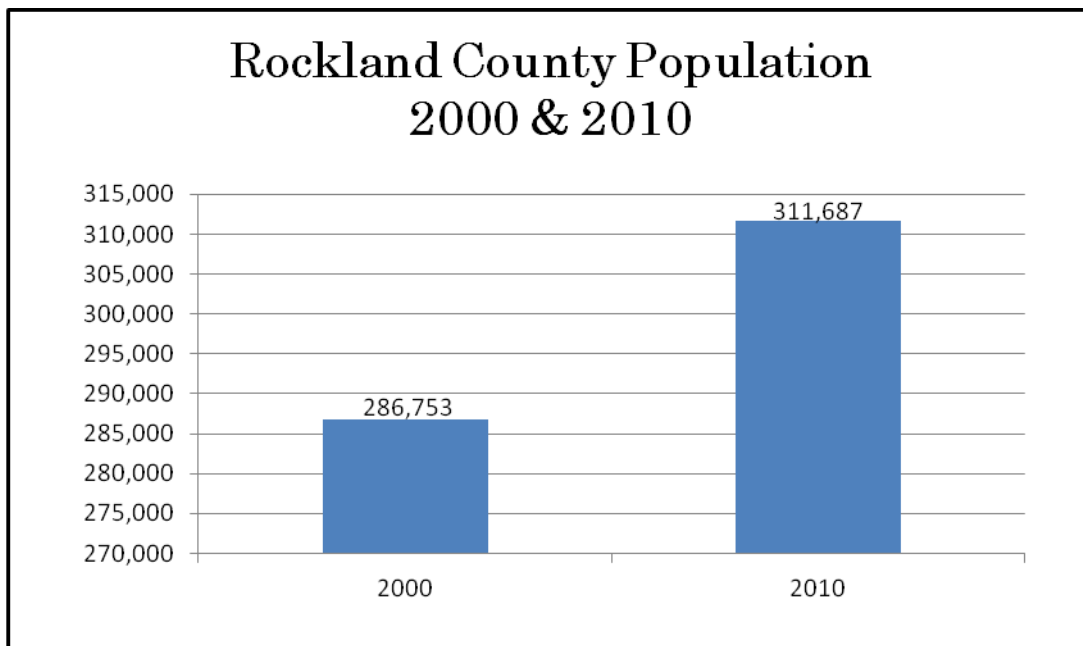
Rockland County is located approximately 30 miles northwest of New York City, bordered by the Hudson River on the east, Bergen and Passaic counties in New Jersey to the south, and Orange County to the northwest. Considered the gateway to the Hudson Valley, Rockland is linked to the region by the New York State Thruway (Interstate 87/287), the Palisades Interstate Parkway, Route 9W and the Garden State Parkway Extension. A popular residence for people who commute to jobs in nearby Westchester and Bergen counties as well as Manhattan, Rockland is geographically the smallest county in New York State, outside of New York City's five boroughs, totaling approximately 176 square miles. With nearly one-third of its land area devoted to preserved parkland and approximately 40 miles of Hudson River waterfront, Rockland enjoys many natural and scenic resources.



Source: Rockland County Dept. of Planning



Within its five towns (Clarkstown, Haverstraw, Orangetown, Ramapo, and Stony Point) and 19 villages (see Appendix A for a complete listing of Rockland County towns and villages), Rockland continues to experience a steady population growth (8.7% between 2000 and 2010) outpacing that of New York State and the rest of New York State (New York State's population excluding New York City), which both grew at 2.1%.



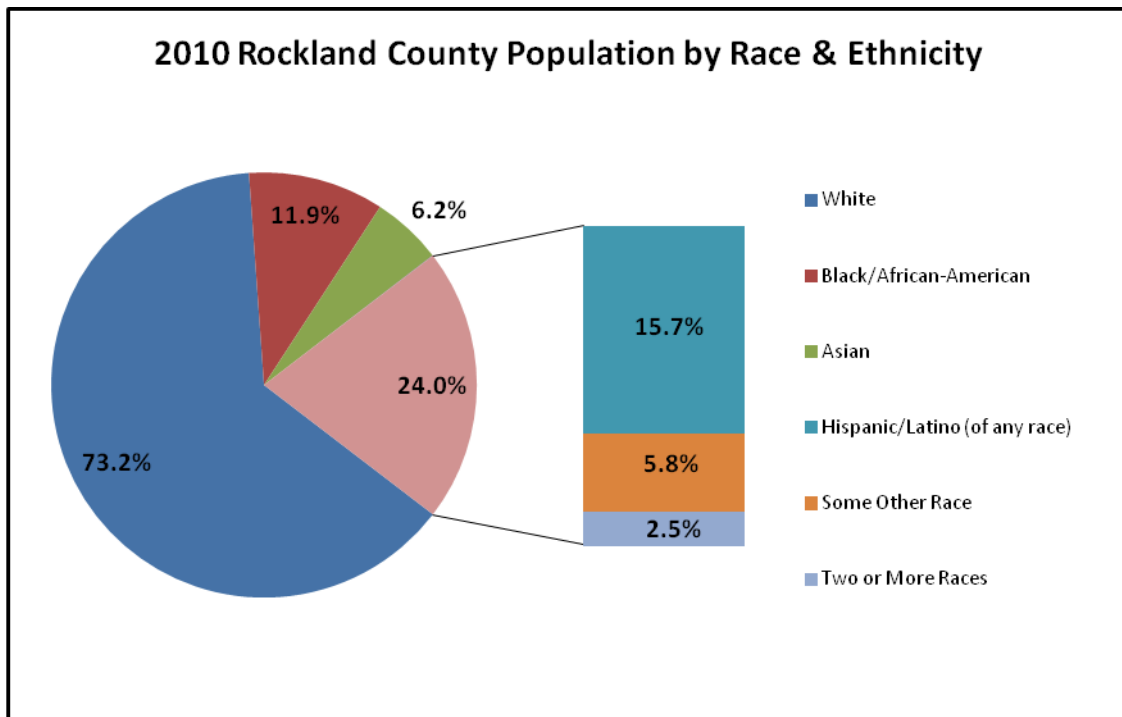
Source: US 2000 & 2010 Federal Census Data  
Rockland County Department of Planning

Recent population trends have brought greater diversity in race-ethnicity and religious affiliation, more retiring baby boomers and pending elderly, fewer residents in prime work-force ages, larger families and households, increased foreign-born and non-English speaking residents, fewer married and more single persons, lower rates of disability, and higher levels of educational attainment. These trends are likely to have an impact on social service delivery, physical and economic development, housing needs, transportation and infrastructure demand, and educational needs of the County.

In 2009, 22% of Rockland’s population was foreign born with more than 50% of those people entering the United States since 1990, and 26% of those entering since 2000. The major languages other than English spoken in Rockland’s homes are Spanish, Yiddish, French Creole, Italian and Hebrew. Countywide, 14.5% of the population over age five speaks English less than “very well.” This is a slight increase from 12% in 2000, which included 20% of the Monsey zip code population, 26% of Spring Valley’s, and 32% of Haverstraw’s zip code population.

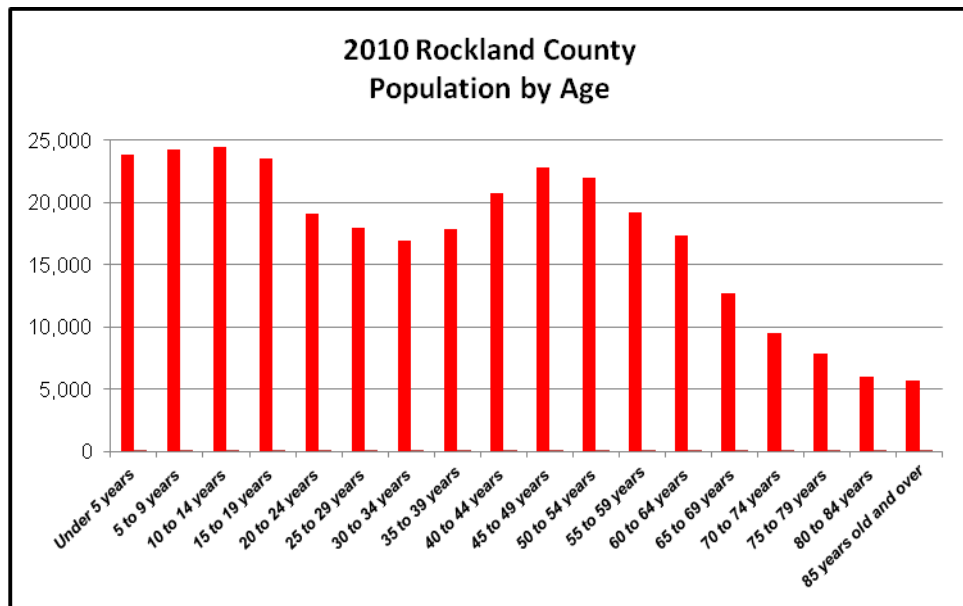


The number of persons of color in Rockland County increased by 26,917 (33.2%) from 2000 to 2010. They now comprise 34.7% of Rockland’s population, up from 28.3%. The Black population increased by 4,484 (14.9%), Asian population by 3,392 (21.6%) and Hispanic population by 19,601 (67.2%). Hispanic individuals now comprise 15.7% of Rockland’s population, up from 10.2% in 2000. In 2010, Rockland’s ethnic breakdown was 73.2% White, 11.9% Black, 15.7% Hispanic, 6.2% Asian, less than 0.5% Native American, 5.8% other ethnicity and 2.5% multi-racial. In 2009, 36% of Rockland’s population age 5 and over spoke a language other than English at home, ranking highest of all New York counties outside of Manhattan. The County’s linguistically isolated households grew 99% from 3,785 in 1990 to 7,524 households in 2009. The percentage of linguistically isolated households in the towns of Ramapo (12.1%) and Haverstraw (12.7%) exceeded the rate of the whole County (7.5%) based on the 2005-2009 4-Year Estimates.



Source: US 2000 & 2010 Federal Census Data  
Rockland County Department of Planning

Of its 2010 population of 311,687, 14.4% (47,942) of Rockland County residents were between the ages of 10 and 19. The County's population under 18 years old is growing at a fast rate, increasing by 9.1% between 2000 and 2010. This increase was larger than the 8.7% increase in the total population and far exceeding the 7.8% decrease in growth in the under18 age group in New York State. Rockland's elders (age 65 and older) comprise 41,841 of the county's population or 13.4%. The rate of increase for Rockland's older adult population was greater than the population as a whole. Between 2000 and 2010, those 65 and older increased by 23.6% (7,998); 75 and older by 34.4% (5,014) and those 85 and older by 36.4% (1,519). This growth rate was much greater than New York State at 6.9%, 7.3% and 25.5% respectively for those same age groups. The number of adults 65 and older living alone in Rockland increased by 32.9% or 2,374 people in those ten years, compared to 9.9% in the Rest of New York State (excludes New York City) and 2.2% in New York State (includes New York City).



Source: US 2000 & 2010 Federal Census Data  
Rockland County Department of Planning

In 2009, 11.4% of Rockland County residents (33,330) lived below the poverty level, up from 9.5% in 1999. Although the county's median household income ranked fourth highest in New York, the number of children in Rockland living below the poverty level was 13,962 (17%) in 2009, an increase from 11,529 (14.6%) children in 1999. In 2009, there were 4,381 (11.7%) families in Rockland, with children living below the poverty level, up from 3,614 (9.5%) families in 1999. In that ten-year period, single parent families increased by 934 (13.3%) and now comprise 20.5% of all families with children in Rockland, up from 18.9% in 1999. The median household income in Rockland County in 2010 is \$84,027.

### 2010 Rockland County Households by Type

	Number	Percent
Total Households	99,242	100.0%
Family Households**	74,156	74.7
With own children under 18 years old	36,020	36.3
Husband-Wife Family	59,199	59.7
With own children under 18 years old	29,552	29.8
Male Householder, No Wife Present	3,967	4.0
With own children under 18 years old	1,444	1.5
Female Householder, No Husband Present	10,990	11.1
With own children under 18 years old	5,024	5.1
Non-family Households**	25,086	25.3
Householder Living Alone	20,920	21.1
Male	8,132	8.2
65 years old and over	2,256	2.5
Female	12,788	12.9
65 years old and over	7,067	7.1
Households with individuals under 18 years old	39,156	39.5
Households with individuals 65 years old and over	29,189	29.4
Average Household Size	3.07	N/A
Average Family Size*	3.58	N/A

Source: US 2000 & 2010 Census Data  
Rockland County Department of Planning

The data that appears in the geography and demographic section of the report has been drawn from the following documents: Rockland County Child & Family Services Plan, Rockland County Comprehensive Plan, Rockland County Department of Planning, Rockland County Community Health Assessment 2010-2013, and the U.S. 2000 & 2010 Census Data.

\*"Family households" consist of a householder and one or more other people related to the householder by birth, marriage, or adoption. They do not include same-sex family households category if there is at least one additional person related to the householder by birth or adoption. Same-sex couple households with no relatives of the householder present are tabulated in nonfamily households.

\*\*"Nonfamily households" consist of people living alone and households which do not have any members related to the householder.

## **Background**

The United Way movement started 125 years ago and today is worldwide with nearly 1,800 community based United Way agencies in 45 countries and territories. United Way organizations advance the common good, creating opportunities for a better life for all by focusing on *education, income, and health*. The United Way movement mobilizes millions to action: To Give, Advocate, and Volunteer to improve the conditions in which they live. The United Way leads, supports, and participates in collective, inclusive community efforts that build capacity and mobilize resources to improve lives and create positive, long-term social change in local communities.

The United Way of Rockland County (UWRC), the local presence of United Way Worldwide, increases the value and impact of community support and resources through collaborations that advance the common good for people who live and work in Rockland County.

*The United Way of Rockland envisions a community where individuals and families have the skills to achieve a quality education, economic security and a healthy lifestyle.*

## **Process**

The complete UWRC Community Needs Assessment was developed over the course of a year and involved leadership and participation of dozens of volunteers and professionals, all contributing their time and expertise to the effort. The multiple step process included research, online and paper copy surveys, focus groups, assembly and review of demographics and statistics, and analysis.

## **Areas of Impact**

A fundamental belief of the UWRC is that all people deserve a quality education, enough income to support a family and good health. The UWRC's approach to developing and implementing initiatives with partners in the community -- bringing together a local network of non-profit, corporate and government entities to implement strategically-aligned initiatives -- allows for achievements beyond what any single organization could accomplish alone.

UWRC staff designed two versions (long and short) of a survey that could be distributed to a large number of Rockland County residents in order to determine the health and human services needs of greatest current concern to the community. Both the long and short versions of the survey included questions about community needs and priorities in three different areas: Education, Income and Health. The long survey also included certain demographic questions, such as: gender, zip code, ethnicity, age, household size, housing situation and composition, income, and source of income. The short survey asked for zip code information only.

Beginning in February and continuing until April 2012, both versions of the survey were distributed by various methods in order to maximize the number of responses received. These included:

- Translating both versions of the survey instrument into the most prevalent foreign languages used in Rockland County, i.e., Spanish and Creole
- Making the long version of the survey available electronically through Survey Monkey
- Distributing hard copies of the short version of the survey to clients at various for-profit and not-for-profit facilities around the county.

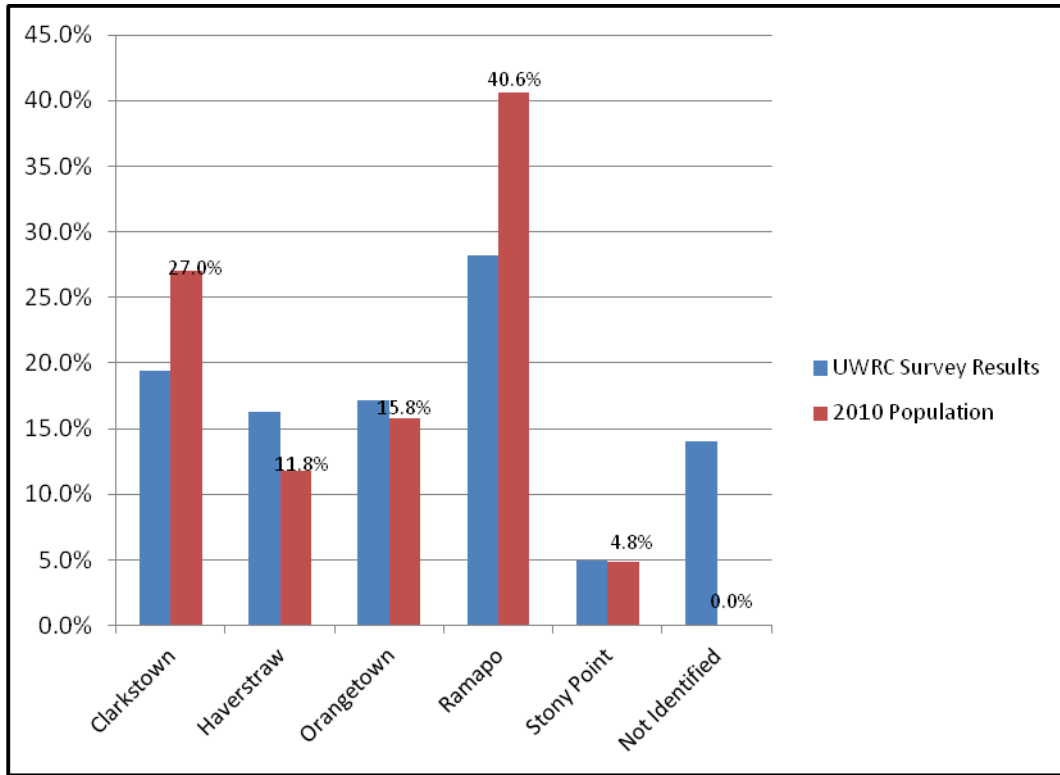
A total of 471 surveys were completed and returned to UWRC by the end of April 2012; of these, 141 (30%) were the short version and 330 (70%) were the long version. (See Appendix B for blank surveys of the long and short version of the survey in English, Spanish and French Creole.

Participants filling out the short and long surveys were asked to provide their zip codes. Their responses are indicated in the chart that follows.

Town	Number of Responses		Percentage
	Short Survey	Long Survey	
Clarkstown	27	64	19.3%
Haverstraw	34	43	16.3%
Orangetown	22	59	17.2%
Ramapo	51	82	28.2%
Stony Point	7	16	4.9%
Not Identified	0	66	14%

The largest number of survey responses (28.2%) was received from Ramapo residents, who comprise 40.6% of Rockland County's total population according to the 2010 census results. Only 19.3% of the total survey participants were from Clarkstown, which has 27% of the county's population. Haverstraw (16.3%), Orangetown (17.2%) and Stony Point (4.9%) were well represented by survey respondents compared to their respective percentages of Rockland County's total population (11.8%, 15.8% and 4.8%).

2012 Community Needs Assessment



Source: 2012 UWRC Needs Assessment Survey Results

## Survey Results – Short Version

As previously indicated, a short version of the 2012 UWRC Community Needs Assessment Survey was distributed to clients at various for-profit and not-for-profit facilities around Rockland County. In each section, participants were asked to choose which of the health, income and education issues presented were of concern to them or to their families and to rank them by first, second and third choice.

A total of 32 participants (22.69%) completing the short version of the survey ranked **Child Abuse/Neglect** as either their first, second or third choice for the most important *Health Issue* in Rockland County; 31 participants (21.98%) selected **Access to Affordable Health Insurance**; 30 participants (21.27%) selected **Affordable Medical Health Services**; and 29 participants (20.56%) selected **Bullying** and **Youth Substance Abuse**.

A total of 91 participants (64.53%) ranked **Affordable Housing** as either their first, second or third choice for the county's most important *Income Issue*; 63 participants (44.68%) selected **Lack of Jobs**; 41 participants (29.07%) selected **Job Skills Training**; 40 participants (28.37%) selected **Quality/Affordable Childcare**; and 38 participants (26.95%) selected **Hunger**.

A total of 46 participants (32.62%) ranked **Out of School and Summer Activities for Youth** as either their first, second or third choice for the most important *Education Issue* in the county; 44 participants (31.20%) selected **Parenting Skills Development and Support**; 31 participants (21.98%) selected **Education Opportunities to Prepare Preschool Children for School**; and 29 participants (20.56%) selected **Character Development/Life Skills in Youth** and **Educational Opportunities after High School**.

A chart showing the distribution of all 141 short version survey responses by issue and rank order appears on the following pages.



### Short Survey Results by Issue & Rank

Survey Number	Health Issue	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice	Total Responses	Rank Order
1	Immunizations for Children	13	4	2	19	9
2	Child Abuse/Neglect	15	9	8	32	1
3	Teen Pregnancy	9	10	3	22	8
4	Youth Substance Abuse (alcohol/drug/prescription)	5	13	11	29	4
5	Adult Substance Abuse (alcohol/drug/prescription)	4	4	4	12	13
6	Elder Abuse	1	1	2	4	16
7	Quality Home Health Care Services for Elderly	6	3	3	12	13
8	Quality Adult Daycare	0	1	1	2	17
9	Affordable Assisted Living Facilities	7	7	9	23	7
10	Affordable Nursing Home Facilities	0	4	4	8	14
11	Domestic Violence	8	7	9	24	6
12	Chronic Illness and Disease	9	5	3	17	10
13	Obesity	6	5	6	17	10
14	Smoking	2	7	4	13	12
15	Bullying	10	13	6	29	4
16	Proper Nutrition Awareness	9	7	11	27	5
17	Access to Affordable Health Insurance	13	10	8	31	2
18	Affordable Medical Health Services	13	9	8	30	3
19	Affordable Mental Health Services	3	2	0	5	15
20	Prescription Drug Financial Assistance	3	8	8	19	9
21	Navigating the Healthcare System	1	5	8	14	11
Survey Number	Income Issue	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice	Total Responses	Rank Order
1	Quality/Affordable Childcare	25	5	10	40	4
2	Affordable Housing	50	32	9	91	1
3	Accessible Housing for Persons with Disabilities	4	4	10	18	10
4	Homelessness	9	13	3	25	8
5	Hunger	10	15	13	38	5
6	Services for Families with Financial Crisis	7	13	14	34	6
7	Job Skill Training	13	13	15	41	3
8	Job Seeking Skills	4	8	7	19	9
9	Lack of Jobs	13	19	31	63	2
10	Money Management Skills	7	9	17	33	7

### Short Survey Results by Issue & Rank (continued)

Survey Number	Education Issue	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice	Total Responses	Rank Order
1	Early Childhood Learning Opportunities for Children from Birth to Age 3	11	0	1	12	9
2	Education Opportunities to Prepare Preschool Children for School	17	10	4	31	3
3	Education for Elementary School Children	8	5	4	17	7
4	Education for Middle School Youth	2	4	0	6	11
5	Education for High School Youth	2	0	4	6	11
6	Educational Opportunities after High School	14	9	6	29	4
7	Education Opportunities for Children with Special Needs and Learning Disabilities	9	8	3	20	6
8	Available Vocational Education	9	10	8	27	5
9	Dropouts/Students not Completing High School	10	10	7	27	5
10	Out of School and Summer Activities for Youth	9	18	19	46	1
11	Character Development/Life Skills in Youth	10	13	6	29	4
12	Education Services for Adults who do not Speak English	2	4	9	15	8
13	English Reading and Writing Skills Development for Adults	1	3	7	11	10
14	Cultural Diversity Sensitivity and Awareness	8	10	9	27	5
15	Parenting Skills Development and Support	10	11	23	44	2

## Survey Results – Long Version

A long version of the 2012 UWRC Community Needs Assessment Survey was made available in two formats, paper copy and Internet through Survey Monkey, a free online survey site. In each section, participants were asked to identify which of the health, income and education issues presented that they considered to be a major or minor problem in Rockland County or to indicate if they did not consider that issue a problem at all. Participants were asked whether or not they were personally affected by these same issues. Finally, participants were asked to select their first, second, and third choices among the identified issues for priority action over the next three years.

One hundred and two (30.90%) of the 330 participants who completed a long version of the survey ranked **Youth Substance Abuse (alcohol/drug/prescription)** as either their first, second or third choice for the most important *Health Issue* in Rockland County. Seventy seven participants (23.33%) chose **Affordable Medical Health Services**; and 64 participants (19.39%) chose either **Child Abuse/Neglect** or **Obesity**.

**Affordable Housing** was ranked as either the first, second or third choice for the most important *Income Issue* in the county by 189 participants (57.27%); 129 participants (39.09%) selected **Money Management Skills**; and 120 participants (36.36%) selected **Quality/Affordable Childcare**.

With regard to the county's most important *Education Issues*, 85 participants (25.75%) ranked **Dropouts/Students not Completing High School** as their first, second or third choice; 81 participants (24.54%) selected **Out of School and Summer Activities for Youth**; 79 participants (23.93%) selected **Parenting Skills Development and Support**; and 78 participants (23.63%) selected **Character Development/Life Skills in Youth**.

Responses to the long version of the survey and the rank order of issues selected are presented on the following pages.

### Long Survey Results by Issue & Rank

Survey Number	Health Issue	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice	Total Responses	Rank Order
1	Immunizations for Children	4	3	2	9	19
2	Child Abuse/Neglect	35	16	13	64	3
3	Teen Pregnancy	20	14	17	51	6
4	Youth Substance Abuse (alcohol/drug/prescription)	45	28	29	102	1
5	Adult Substance Abuse (alcohol/drug/prescription)	4	6	11	21	16
6	Elder Abuse	3	6	6	15	18
7	Quality Home Health Care Services for Elderly	9	10	11	30	13
8	Quality Adult Daycare	3	3	2	8	20
9	Affordable Assisted Living Facilities	13	15	11	39	10
10	Affordable Nursing Home Facilities	8	15	9	32	12
11	Domestic Violence	17	15	12	44	7
12	Chronic Illness and Disease	4	6	7	17	17
13	Obesity	18	29	17	64	3
14	Smoking	4	17	12	33	11
15	Bullying	12	12	17	41	8
16	Proper Nutrition Awareness	7	17	16	40	9
17	Access to Affordable Health Insurance	24	10	19	53	5
18	Affordable Medical Health Services	32	24	21	77	2
19	Affordable Mental Health Services	20	18	18	56	4
20	Prescription Drug Financial Assistance	2	7	13	22	15
21	Navigating the Healthcare System	2	12	15	29	14
Survey Number	Income Issue	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice	Total Responses	Rank Order
1	Quality/Affordable Childcare	59	36	25	120	3
2	Affordable Housing	90	70	29	189	1
3	Accessible Housing for Persons with Disabilities	6	7	6	19	10
4	Homelessness	5	12	9	26	9
5	Hunger	20	28	10	58	6
6	Services for Families with Financial Crisis	25	27	34	86	4
7	Job Skill Training	22	24	38	84	5
8	Job Seeking Skills	3	25	14	42	8
9	Lack of Jobs	14	18	25	57	7
10	Money Management Skills	35	32	62	129	2

### Long Survey Results by Issue & Rank (continued)

Survey Number	Education Issue	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice	Total Responses	Rank Order
1	Early Childhood Learning Opportunities for Children from Birth to Age 3	30	13	5	48	8
2	Education Opportunities to Prepare Preschool Children for School	15	20	16	51	6
3	Education for Elementary School Children	6	12	6	24	12
4	Education for Middle School Youth	3	7	4	14	14
5	Education for High School Youth	7	3	7	17	13
6	Educational Opportunities after High School	13	11	15	39	10
7	Education Opportunities for Children with Special Needs and Learning Disabilities	31	14	15	60	5
8	Available Vocational Education	17	19	13	49	7
9	Dropouts/Students not Completing High School	30	29	26	85	1
10	Out of School and Summer Activities for Youth	30	31	20	81	2
11	Character Development/Life Skills in Youth	20	32	26	78	4
12	Education Services for Adults who do not Speak English	11	17	18	46	9
13	English Reading and Writing Skills Development for Adults	8	11	11	30	11
14	Cultural Diversity Sensitivity and Awareness	10	18	23	51	6
15	Parenting Skills Development and Support	25	15	39	79	3

## Long Survey – Major & Minor Results

Participants who filled out the long version of the survey were also asked to indicate whether they considered each individual issue to be a major or minor problem in Rockland County.

The *Health Issues* identified as a *major problem* in the county by the largest number of survey participants were: **Youth Substance Abuse (alcohol/drug/prescription)** (238 participants); **Adult Substance Abuse (alcohol/drug/prescription)** (195 participants); **Bullying** (206 participants) and **Affordable Medical Health Services** (206 participants). The *Health Issues* identified as a *minor problem* in the county by the largest number of participants were: **Elder Abuse** (141); **Proper Nutrition Awareness** (125); and, **Immunizations for Children** (126).

Among *Income Issues*, **Affordable Housing** was recognized by 228 participants as a *major problem* in Rockland County. Two hundred twenty four participants selected **Lack of Jobs** and 193 selected **Quality/Affordable Childcare**. 138 participants selected **Homelessness** as a *minor problem* among *Income Issues*; 127 selected **Accessible Housing for Persons with Disabilities**; 124 selected **Job Skill Training**; and, 123 selected **Job Seeking Skills**.

**Out of School and Summer Activities for Youth** was identified as *major* among *Education Issue* in the county by 154 participants. **Character Development/Life Skills in Youth** was selected by 143 participants and **Parenting Skills Development and Support** by 136 participants. **English Reading and Writing Skills Development for Adults** was selected by 117 participants as a *minor problem* with regard to *Education Issues* in the county; 111 participants selected **Available Vocational Education**; 109 indicated **Education Opportunities for Children with Special Needs and Learning Disabilities**; and, 108 participants selected **Education Opportunities to Prepare Preschool Children for School**.

When the number of participants selecting issues in Rockland County as *either major or minor* was added together, the rank order of those issues changed slightly. The top three *Health Issues* identified by all participants were **Youth Substance Abuse (alcohol/drug/prescription)** (292 participants); **Bullying** (288 participants); and, **Obesity** (285 participants).

The top three *Income Issues* in Rockland County as identified by all participants were: **Lack of Jobs** (290); **Affordable Housing** (283); and, **Quality Affordable Childcare** (275).

Finally, the top three *Education Issues* in Rockland County identified by all participants were **Dropouts/Students not Completing High School** (234); **Parenting Skills Development and Support** (234); and **Character Development/Life Skills in Youth** (231).

A chart showing the complete results of the long survey major and minor results appears on the following pages.

## Long Survey Major & Minor Results

Health Issues	Major	Rank Order	Minor	Rank Order	Major/Minor Total	Major/Minor Rank
1. Immunizations for Children	52	19	126	3	178	21
2. Child Abuse/Neglect	141	13	113	6	254	16
3. Teen Pregnancy	147	12	116	5	263	11
4. Youth Substance Abuse (alcohol/drug/prescription)	238	1	54	20	292	1
5. Adult Substance Abuse (alcohol/drug/prescription)	195	5	84	15	279	5
6. Elder Abuse	75	18	141	1	216	19
7. Quality Home Health Care Services for Elderly	134	15	103	7	237	18
8. Quality Adult Daycare	119	17	94	12	213	20
9. Affordable Assisted Living Facilities	174	8	84	15	258	13
10. Affordable Nursing Home Facilities	165	9	92	13	257	14
11. Domestic Violence	164	10	102	8	266	10
12. Chronic Illness and Disease	122	16	119	4	241	17
13. Obesity	199	4	86	14	285	3
14. Smoking	175	7	97	10	272	7
15. Bullying	206	3	82	16	288	2
16. Proper Nutrition Awareness	137	14	125	2	262	12
17. Access to Affordable Health Insurance	212	2	68	18	280	4
18. Affordable Medical Health Services	206	3	67	19	273	6
19. Affordable Mental Health Services	191	6	77	17	268	9
20. Prescription Drug Financial Assistance	158	11	98	9	256	15
21. Navigating the Healthcare System	175	7	95	11	270	8
Income Issues	Major	Rank Order	Minor	Rank Order	Major/Minor Total	Major/Minor Rank
1. Quality/Affordable Childcare	193	3	82	8	275	3
2. Affordable Housing	228	1	55	10	283	2
3. Accessible Housing for Persons with Disabilities	125	9	127	2	252	9
4. Homelessness	109	10	138	1	247	10
5. Hunger	151	5	103	6	254	8
6. Services for Families with Financial Crisis	179	4	93	7	272	4
7. Job Skill Training	135	8	124	3	259	6
8. Job Seeking Skills	138	7	123	4	261	5
9. Lack of Jobs	224	2	66	9	290	1
10. Money Management Skills	141	6	113	5	254	7



### Long Survey Major & Minor Results (continued)

<b>Education Issues</b>	<b>Major</b>	<b>Rank Order</b>	<b>Minor</b>	<b>Rank Order</b>	<b>Major/Minor Total</b>	<b>Major/Minor Rank</b>
1. Early Childhood Learning Opportunities for Children from Birth to Age 3	88	12	96	10	184	12
2. Education Opportunities to Prepare Preschool Children for School	82	12	108	4	190	11
3. Education for Elementary School Children	68	15	100	7	168	14
4. Education for Middle School Youth	66	14	101	6	167	15
5. Education for High School Youth	80	11	90	12	170	13
6. Educational Opportunities after High School	109	6	92	11	201	10
7. Education Opportunities for Children with Special Needs and Learning Disabilities	103	8	109	3	212	6
8. Available Vocational Education	100	9	111	2	211	7
9. Dropouts/Students not Completing High School	135	4	99	8	234	1
10. Out of School and Summer Activities for Youth	154	1	74	14	228	4
11. Character Development/Life Skills in Youth	143	2	88	13	231	3
12. Education Services for Adults who do not Speak English	110	5	105	5	215	5
13. English Reading and Writing Skills Development for Adults	93	10	117	1	210	8
14. Cultural Diversity Sensitivity and Awareness	106	7	98	9	204	9
15. Parenting Skills Development and Support	136	3	98	9	234	2

## Survey Results – Short & Long Versions Combined

Results of the short and long versions of the survey were combined in order to determine the rank order of issues in each impact area for all 471 responses.

**Youth Substance Abuse (alcohol/drug/prescription)** was ranked as the most important *Health Issue* in Rockland County by 131 participants (27.81%). **Child Abuse/Neglect** was selected by 96 participants (20.38%) and **Affordable Medical Health Services** was selected by 86 participants (18.26%). **Access to Affordable Health Insurance** and **Obesity** were selected by 84 (17.83%) and 81 (17.20%) participants, respectively.

Among *Income Issues*, **Affordable Housing** was ranked as the most important county issue by 280 participants (59.44%). **Money Management Skills** was selected by 162 participants (34.40%) and **Quality/Affordable Childcare** by 160 participants (33.97%). **Job Skills Training** was chosen by 125 participants (26.54%) while 120 participants (25.48%) selected both **Services for Families with Financial Crisis** and **Lack of Jobs**.

**Out of School and Summer Activities for Youth** was ranked as the most important *Education Issue* in the County by 127 participants (26.96%). **Parenting Skills Development and Support** was selected by 123 participants (26.11%) and **Dropouts/Students not Completing High School** by 112 participants (23.78%). **Character Development/Life Skills in Youth** was chosen by 107 participants (22.72%) and **Education Opportunities to Prepare Preschool Children for School** by 82 participants (17.41%).

The combined results of the survey responses are shown in the chart on the following pages. The column labeled "Short/Long Survey Results" represents the total number of participants who completed either the long or short version of the UWRC 2012 Needs Assessment Survey and who identified the issue as important.

## Short & Long Survey Results in Rank Order

Survey Number	Health Issues	Short/Long Survey Results	Rank Order
4	Youth Substance Abuse (alcohol/drug/prescription)	131	1
2	Child Abuse/Neglect	96	2
18	Affordable Medical Health Services	86	3
17	Access to Affordable Health Insurance	84	4
13	Obesity	81	5
3	Teen Pregnancy	73	6
15	Bullying	70	7
11	Domestic Violence	68	8
16	Proper Nutrition Awareness	67	9
9	Affordable Assisted Living Facilities	62	10
19	Affordable Mental Health Services	61	11
14	Smoking	46	12
21	Navigating the Healthcare System	43	12
7	Quality Home Health Care Services for Elderly	42	14
20	Prescription Drug Financial Assistance	41	15
10	Affordable Nursing Home Facilities	40	16
12	Chronic Illness and Disease	34	17
5	Adult Substance Abuse (alcohol/drug/prescription)	33	18
1	Immunizations for Children	28	19
6	Elder Abuse	19	20
8	Quality Adult Daycare	10	21
Survey Number	Income Issues	Short/Long Survey Results	Rank Order
2	Affordable Housing	280	1
10	Money Management Skills	162	2
1	Quality/Affordable Childcare	160	3
7	Job Skill Training	125	4
6	Services for Families with Financial Crisis	120	5
9	Lack of Jobs	120	5
5	Hunger	96	6
8	Job Seeking Skills	61	7
4	Homelessness	51	8
3	Accessible Housing for Persons with Disabilities	37	9

### Short & Long Survey Results in Rank Order (continued)

Survey Number	Education Issues	Short/Long Survey Results	Rank Order
10	Out of School and Summer Activities for Youth	127	1
15	Parenting Skills Development and Support	123	2
9	Dropouts/Students not Completing High School	112	3
11	Character Development/Life Skills in Youth	107	4
2	Education Opportunities to Prepare Preschool Children for School	82	5
7	Education Opportunities for Children with Special Needs and Learning Disabilities	80	6
14	Cultural Diversity Sensitivity and Awareness	78	7
8	Available Vocational Education	76	8
6	Educational Opportunities after High School	68	9
12	Education Services for Adults who do not Speak English	61	10
1	Early Childhood Learning Opportunities for Children from Birth to Age 3	60	11
3	Education for Elementary School Children	41	12
13	English Reading and Writing Skills Development for Adults	41	12
5	Education for High School Youth	23	13
4	Education for Middle School Youth	20	14

## Focus Groups

In addition to paper and electronic surveys, United Way of Rockland County also conducted a series of Focus Groups to elicit more detailed information related to the three main issues covered by the 2012 Community Needs Assessment Survey. The focus groups, conducted in English only, were facilitated by Phyllis Morena, a member of the United Way Community Impact Committee with assistance from the United Way staff.

Focus groups were held from January to April 2012 in a variety of settings with a broad range of participants. These included focus groups:

- Devoted to each of the three impact areas, i.e. health, income and education
- For specific populations with unique perspectives on all three impact areas; in this case the Rockland County Hispanic Pastors Association and Rockland County Government.

The focus groups dedicated to health, income and education were all held in the month of January. The Health Focus Group was held on January 19 with 31 participants; the Income Focus Group was held on January 24 with 17 participants; and the Education Focus Group was held on January 31 with 37 participants. Participants included residents of Rockland County, as well as individuals who are employed by for profit or not-for-profit businesses in Rockland. Each of these focus groups followed the same format. Following a brief welcome and after introductions, participants were asked to identify:

- Specific issues of concern
- Resources that are already available to address these concerns
- Barriers to accessing these existing resources and other possible solutions
- Possible solutions for overcoming these barriers.

As part of the wrap-up portion of each focus group, participants were asked to discuss how the United Way of Rockland County might be able to assist in resolving some of the problems identified.

The Rockland County Government focus group was held on March 7, 2012 and had 14 participants. Following a welcome and introductions, participants were asked to identify specific areas of need in the county, to identify resources that are already available to address these concerns and to identify barriers to accessing these resources. Participants were also asked to identify ways in which UWRC might be able to assist in resolving some of the issues identified.

Members of the Rockland County Hispanic Pastors Association met for a focus group on March 26, 2012. The format for this focus group differed significantly from the others. Following a welcome and introduction, participants were asked to identify perceived areas of need in Rockland County. This group was selected since Rockland County has had a steady increase in people immigrating to the area from other countries over the past decade. Many of the

parishioners from the represented congregations had immigrated to the United States from another country.

Responses from each focus group were compiled and are presented in detail in Appendix C.

The chart on the following pages represents a compilation of the combined results from the short and long survey instruments as well as an analysis of the results of all of the focus groups in order to determine rank order of issues in each of the impact areas.

The column labeled "Short/long Survey Results" represents the total number of participants who completed either the long or short version of the UWRC 2012 Needs Assessment Survey and who indicated this issue as important.

"Rank Order" indicates the order of priority of issues based on the results of completed long and short versions of the UWRC 2012 Needs Assessment Surveys. A check mark (✓) denotes an issue that was identified as one of the top four to six major/minor issues selected by participants who completed the long version of the UWRC 2012 Needs Assessment Survey.

"Focus Group Results" indicates an issue identified during a specific focus group, i.e. Health, Income, Education, Rockland County Government or Rockland County Latino Pastors Association.

## Short and Long Surveys & Focus Group Results in Rank Order

Survey Number	Health Issues	Short/Long Survey Results	Rank Order	Focus Group Results
4	Youth Substance Abuse (alcohol/drug/prescription)	131	1✓	★
2	Child Abuse/Neglect	96	2	
18	Affordable Medical Health Services	86	3✓	★ ★ ★
17	Access to Affordable Health Insurance	84	4✓	★ ★ ★
13	Obesity	81	5✓	★
3	Teen Pregnancy	73	6	★
15	Bullying	70	7✓	★
11	Domestic Violence	68	8	★ ★
16	Proper Nutrition Awareness	67	9	★ ★
9	Affordable Assisted Living Facilities	62	10	
19	Affordable Mental Health Services	61	11	★
14	Smoking	46	12	
21	Navigating the Healthcare System	43	12	★ ★ ★ ★
7	Quality Home Health Care Services for Elderly	42	14	★ ★
20	Prescription Drug Financial Assistance	41	15	
10	Affordable Nursing Home Facilities	40	16	
12	Chronic Illness and Disease	34	17	★ ★
5	Adult Substance Abuse (alcohol/drug/prescription)	33	18✓	
1	Immunizations for Children	28	19	
6	Elder Abuse	19	20	
8	Quality Adult Daycare	10	21	
Survey Number	Income Issues	Short/Long Survey Results	Rank Order	Focus Group Results
2	Affordable Housing	280	1✓	★ ★ ★
10	Money Management Skills	162	2	★ ★
1	Quality/Affordable Childcare	160	3✓	★ ★ ★
7	Job Skill Training	125	4	★ ★ ★
6	Services for Families with Financial Crisis	120	5✓	★ ★ ★
9	Lack of Jobs	120	5✓	★ ★
5	Hunger	96	6	★ ★
8	Job Seeking Skills	61	7	
4	Homelessness	51	8	★
3	Accessible Housing for Persons with Disabilities	37	9	

### *Key for Focus Groups Results*

- ★ Health Focus Group
- ★ Income Focus Group
- ★ Education Focus Group
- ★ Rockland County Government Focus Group
- ★ Rockland Latino Pastor's Association



### Short and Long Surveys & Focus Group Results in Rank Order (continued)

Survey Number	Education Issues	Short/Long Survey Results	Rank Order	Focus Group Results
10	Out of School and Summer Activities for Youth	127	1✓	★
15	Parenting Skills Development and Support	123	2✓	★ ★ ★
9	Dropouts/Students not Completing High School	112	3✓	★
11	Character Development/Life Skills in Youth	107	4✓	★ ★ ★
2	Education Opportunities to Prepare Preschool Children for School	82	5	★
7	Education Opportunities for Children with Special Needs and Learning Disabilities	80	6	★
14	Cultural Diversity Sensitivity and Awareness	78	7	★
8	Available Vocational Education	76	8	
6	Educational Opportunities after High School	68	9	★
12	Education Services for Adults who do not Speak English	61	10✓	★ ★ ★
1	Early Childhood Learning Opportunities for Children from Birth to Age 3	60	11	★
3	Education for Elementary School Children	41	12	★
13	English Reading and Writing Skills Development for Adults	41	12	★
5	Education for High School Youth	23	13	★
4	Education for Middle School Youth	20	14	★

***Key for Focus Groups Results***

- ★ Health Focus Group
- ★ Income Focus Group
- ★ Education Focus Group
- ★ Rockland County Government Focus Group
- ★ Rockland Latino Pastor's Association

Focus group participants were also asked to identify the following:

- Resources that already exist for county residents
- Barriers that prevent or impede Rockland County residents from accessing the services they may need
- Possible solutions to overcoming the barriers identified
- Ways in which the United Way might assist.

## Resources

The Health, Income, Education and Rockland County Government focus groups were all asked to identify resources that already exist in the county for residents. Participants provided a wide variety of responses.

Info Rock and 211 was recognized as a resource by *all four focus* groups.

Several resources were recognized by *three of the four* focus groups:

- TRIPS/Medicaid Transportation (Health, Income, RC Govt. Employees)
- Trained volunteers/not-for-profits/Institute for Not-for-Profits (Health, Education, RC Govt. Employees)
- OFA/Senior job training (Income, Education, RC Govt. Employees)
- Federally funded health centers (Health, Income, RC Govt. Employees)

The following resources were identified by *at least two* of the four focus groups:

- Rockland 21<sup>st</sup> Century initiative (Health, Education)
- Meals on Wheels (Health, RC Govt. Employees)
- Rockland Family Shelter (Health, Education)
- Birthright (Health, Income)
- Respite care (Health, Income)
- Community collaboratives/Committees (Health, Income)
- Mentoring/BBBS & ACT (Income, Education)
- Tomorrow's Workplace (Income, Education)

A chart identifying all of the resources mentioned by the four focus groups can be found on the following pages.

## Resources Identified by Focus Groups

Health Focus Group	Income Focus Group	Education Focus Group	Rockland County Govt. Focus Group
<b><i>Resource(s) identified by four Focus Groups:</i></b>			
Info Rock/211	Info Rock & 211	Info Rock/211	Info Rock & 211
<b><i>Resource(s) identified by three Focus Groups:</i></b>			
Trips & Medicaid transportation	TRIPS & Medicaid transportation		Medicaid transportation
Not-for-profits		All not-for-profits/Institute for not-for-profits	Trained volunteers & not-for-profits
	Senior job training – OFA/Foster Grandparents Program	Senior Employment Training – Office for the Aging	Office for Aging – Employment program for people 55+
Community health care centers – multi-cultural	Hudson River Healthcare – sliding scale medical services		Federally funded health centers – health dept. has the list – obligation to provide sliding scale – don't ask for documentation – important to spread word about this
<b><i>Resource(s) identified by two Focus Groups:</i></b>			
21 <sup>st</sup> Century initiative		Rockland 21 <sup>st</sup> Century – Family Resource Centers & Parent-Child Home Program	
Meals on Wheels			Meals on Wheels – computer program for seniors
Rockland Family Shelter has materials available in several different languages		RFS – Teen dating violence prevention program	
Birthright – free pregnancy tests	Birthright – maternity & baby clothes		
Respite services	Respite care for caregivers – sliding scale fee or free slots for adult day care		
Collaboratives/Committees	Collaborative Immigration Coalition		
	Mentoring – BBBS, ACT & RFS	Big Brother Big Sister & ACT – mentoring programs	
	Career counseling – Tomorrow's workplace & RFS – client specific	Tomorrow's Workplace adult education	
<b><i>Resource(s) identified by individual Focus Group:</i></b>			
Grid of health education care – RC Dept of Health	Money management courses & training – local banks, Cornell, RFS, HACSO	VCS – Foster Grandparents Program & Relatives as Parents Program	Jawonio & ARC have sliding scale fees for medical & dental services
Information on perinatal health issues	Tuition childcare scholarship program – CCRR	Homework help line	

**Resources Identified by Focus Groups (continued)**

Health Focus Group	Income Focus Group	Education Focus Group	Rockland County Govt. Focus Group
<b><i>Resource(s) mentioned by individual Focus Group (continued):</i></b>			
Hunger alliance	Help with developing business plans – REDC & RBA	BOCES – ESL classes	County newsletter – ongoing basis to share with community, will improve internal communication & educate public about services
Senior Health line & HIICAP	College interns	EPIC – Parent Engagement program	Taxi vouchers for medical appointments for seniors – Office for the Aging
mybenefits.ny.gov	Universal Pre-K/Head Start	Youth Bureau – youth employment Program	CHORE program
DSS – access to benefits	College job fairs	CANDLE – staff development, cultural competency, counseling & stress reduction (both in and out of school)	Technology for training & communication – better utilization of services & workforce
Information, referrals & advocacy (Rockland Family Shelter & other not-for-profits)	1 <sup>st</sup> time home buyers program – HACSO	Language line (interpreters) through telephone company. Cost?	Transitional services – training for T.A. clients
Text for Baby – free text messages	RSVP	Cornell – financial literacy for families & teens, train the trainer program	County government & employees
Nutrition education for childcare providers	Foreclosure prevention	Businesses – work study programs	Town & village services
Home aids – free in home safety assessment	ESL classes/Literacy Volunteers	After school programs at libraries & colleges, Nyack Center, Haverstraw Center	Planning Dept
Food pantries have fresh produce	People to People – clothing pantry, work attire	Dept of Health – Early Intervention Program	Colleges
Hospice care-hospice residence	People to People – back to school supplies year round	Faith based communities	Regional Economic Development group
Free services for the visually impaired	CASH/AARP Tax Program	Mental Health Association – adult, youth, respite, prevention, network program, case management	County Transportation Taskforce – unify transportation services within the county
Exercise classes for children & adults – Chiku Awali		Network Mental Health Association	Office for the Aging – services for grandparents raising grandchildren
Free eye screenings for children		DSS & county agencies – basic needs	
Self help groups/support		Volunteers – Hudson Valley Volunteer Center/RSVP	
Community trainings		Childcare resources – free parenting workshop including literacy	
Jewish Family Services – grant-funded services for seniors & for those with Parkinson's		Continuing education programs for adults in school district	



**Resources Identified by Focus Groups (continued)**

Health Focus Group	Income Focus Group	Education Focus Group	Rockland County Govt. Focus Group
<i>Resource(s) mentioned by individual Focus Group (continued):</i>			
Adult day care		SUNY RCC – classes for seniors	
PTA/Family Resource Centers		Boy/Girl Scouts	
Immigration Coalition		Sports: CYO/PAL	
Special Needs Registry			
Voluntary & non-voluntary home assessments			
Unified Services Committee			
Farmers Markets			
Fraternal organizations			
Blue Book – Youth Bureau			

## Barriers

Participants in the Health, Income, Education and Rockland County Government focus groups were asked to identify barriers for residents trying to access existing resources in the county. Answers were wide ranging but several groups identified the same or similar barriers.

The following issues were identified as barriers in *all four* focus groups:

- Lack of funding
- Transportation
- Collaboration
- Language, cultural and ethnic challenges
- Eligibility and qualification for services
- Lack of knowledge or awareness of services and community.

The following areas were identified as barriers in *at least three of the four* focus groups:

- Stigma and fear of accessing services
- Difficulty in navigating the service system
- Gaps in services and in service areas.

*At least two* of the four focus groups cited the following barriers:

- Clients dealing with domestic violence or mental health issues and parents dealing with stress and anxiety
- Clients with poor listening and comprehension skills.

Additional barriers identified by each focus group can be found in the chart on following pages.

### Barriers Identified by Focus Groups

Health Focus Group	Income Focus Group	Education Focus Group	Rockland County Govt. Focus Group
<b><i>Barrier(s) identified by four Focus Groups:</i></b>			
Lack of money for service providers/grantors requiring more	Funding cuts	Not enough programs from birth to 5 years old	Lack of funding for services: Facts database & Ready by 21
Willingness to collaborate & share resources	Coordination between employer & employment skills	Parents, Pre-K Professionals & K-Teachers – lack of communication amongst – creates misinformation	Lack of grant writers – govt. & non-profits work collaboratively
Transportation/Access	Transportation	Transportation	TRIPS – curb to curb pick up, some people need door to door service
Lack of access to 24/7 resources			
Language, cultural & ethnic barriers	Language	Immigration status & lingering lack of cultural awareness	Language: lack of resources (translation) to help meet needs of clients
		Language, cultural & ethnic barriers	Cultural differences – lack of understanding
		Growing immigrant population & awareness of their needs	Changing demographics & our ability to meet these needs
Eligibility – people who make "too much money" to qualify for services	Eligibility for services – time & income	Eligibility & qualification barriers to programs	Program eligibility factors & conflicting regulations
Program guidelines – restrictions			People afraid to increase incomes may lead to losing services due to regulations
			State & Federal bureaucracy/regulations
Lack of knowledge/awareness of services	Lack of knowledge about resources	Publicity & awareness of programs	Shifts in communication
Summary of community resources	Lack of awareness amongst staff of community resources	Staff understanding of the resources	
	Lack of continuation & communication of services	Lack of deep knowledge of services	
		Information overload of community resources	
		Clear system of information dissemination according to needs	



**Barriers Identified by Focus Groups (continued)**

Health Focus Group	Income Focus Group	Education Focus Group	Rockland County Govt. Focus Group
<b><i>Barrier(s) identified by three Focus Groups:</i></b>			
Stigma & fear of accessing services	Stigma about crisis centers	Domestic violence & isolation	
Fear & stigma of battered women & sexual assault survivors	Fear of services		
HIV & AIDS stigma			
Access to services – inability for consumers to navigate	Difficulty navigating resources	Coordination of services/single point of entry	
Complication of services	Programs don't meet needs of all communities	Navigating the systems	
		Lack of coordination	
Gaps in services	Location of services	Western Rockland has fewer resources	
<b><i>Barrier(s) identified by two Focus Groups:</i></b>			
		Language skills hurt by technology	Younger populations use technology – need to use more forms of social media
			Technology used is older & incompatible
	Domestic violence	Stress & anxiety of parents	
	Mental health issues – depression		
	Lack of motivation & hope		
Understanding published literature – health literacy, literacy in general		Lack of reading comprehension & active listening skills	
		Lack of experiences leads to lack of comprehension	
		Understanding the content of words	

**Barriers Identified by Focus Groups (continued)**

Health Focus Group	Income Focus Group	Education Focus Group	Rockland County Govt. Focus Group
<b><i>Barrier(s) identified by individual Focus Group:</i></b>			
Organizations not providing services advertised	Many are just quick fixes	Finger printing (costly & timely)	Emergency situations
Perception by name of organization to whom services provided	Lack of local well paying employment opportunities	Lack of life skills	Liability issues – interns/volunteers
	Lack of employment skills	Transference of skills	Case Management role shifted to eligibility workers as a result of economy
	Unfriendly business atmosphere	Preparing youth for life/school initiatives	Varying immigration status
		Education system needs to meet core requirements	
		Competition vs. collaboration in parents	
		Two working parents	
		Affordability	
		Lack of affordability for pre-school	
		Half day kindergarten	
		Health insurance	
		Peer pressure	

## Solutions

Participants in the health, income and education focus groups were asked to offer possible solutions to the barriers that prevent Rockland County residents from accessing existing services.

*All three focus* groups recommended specific solutions in the following broad categories:

- Expand access to information about existing services and increase collaboration among agencies
- Increase opportunities for staff development and support
- Increase services
- Treat clients with respect and assist them in navigating the service system
- Promote services to the public.

Other solutions offered by participants can be found in the table on the following pages.

## Solutions Identified by Focus Groups

Health Focus Group	Income Focus Group	Education Focus Group
<b><i>Solution(s) identified by three Focus Groups:</i></b>		
Shared cost effective services	Collaborative provide information	Youth fest – RCC
Information/services in emergency rooms, mental health	Collaboration & coordination of services – community hubs	County government day – RCC – March 11
Community schools	Better utilization of free services offered by both not-for-profits & businesses	Schools & not-for-profit coordinate distribution of information
Community hubs/one-stop shopping	Working with school districts	Youth Bureau Blue Book
Commitment of service providers to know what community resources are available		Collaboration between businesses, not-for-profits, schools & community organizations
Collaboration of services across counties – regional		Collaborative
Expand Info Rock		Extend school day – instructional training – in collaboration with non-profits
Community hubs for services – "one stop shopping" – different services in one place		State involvement, but not intrusion
		Limit duplication
Inter/Intra-agency training	Staff & volunteer training	Inter and intra staff/volunteer training
Ability to harness volunteers & students	Employee Assistance Programs	Supervised peer tutoring & mentoring
Student model of youth health educators – service learning, peer initiatives		Opportunities for teachers & professionals to learn from youth
Help from Dept. of Health	Take advantage of free programs	Early intervention
Focus on wellness & prevention	RCC – Small Business Development Center	Spanish Language Parent Association
More preconception health programs	Job bank/internship bank	ESL classes
	Reinstating mental health supports & support groups	Supports for universal pre-K
	Faith-based counseling	Tutor mobile – mobile support for literacy
	Community gardens/farmer markets	Life skills academy in middle schools
	Donation station	Parent education
Advocate	Empower clients to advocate/identify strengths	Personal connection with clients
Case management/care coordinator	Certificate type training programs with a visible reward	
Empowerment of clients		
Systems navigator		
Trust/warm hand-off of client/respect for people requesting services		
Treat people as people, be personable & respectful		

**Solutions Identified by Focus Groups (continued)**

Health Focus Group	Income Focus Group	Education Focus Group
<b><i>Solution(s) identified by three Focus Groups:</i></b>		
Website listing organizations (other than Info Rock)	Educating clients about all services	
Targeted campaigns	Educating funders about community needs	
Market services to community – all aspects	Universal message – market services	
Students for marketing & compiling resource lists	Free community events – promote services	
Advertising on buses in different languages		
Countywide branding – "Wellness focused" or "Healthier Rockland"		
<b><i>Solution(s) identified by individual Focus Group:</i></b>		
Succession planning/community asset building	Local grants/start-up grants (funding & support)	Shared commitment to final goal
	Adequate funding for programs	Involve youth in identifying issues & possible solutions
	Community education/motivation – grass root efforts	
	Help identify strengths in youth	

## Next Steps: How United Way Can Help

Participants in the Rockland County Government, Health, Income and Education Focus Groups were asked to identify ways in which the United Way of Rockland County might assist in reducing the barriers that prevent residents from accessing services. A complete listing of all suggestions identified by the four Focus Groups can be found on the following pages.

Answers fell into several broad categories:

1. Provide funding to implement suggested solutions (including funding for programs and services)
2. Assist in the coordination of resources (for example, increase awareness of and accessibility to services)
3. Promote communication and collaboration at all levels
4. Increase opportunities for professional development (provide support and education).

### Next Steps: How United Way Can Help by Focus Groups

Health Focus Group	Income Focus Group	Education Focus Group	Rockland County Govt. Focus Group
Fund solutions (programs/services)	Fund skill building programs	Funding	
		Continue funding for early childhood	
Accessibility of resources to organizations/individuals/service providers (electronic & paper)	Partner with Leadership Rockland – educate about services	Universal website/blog	Info Rock & 211 increase collaboration
Marketing for awareness of services	Community resource listings		Help people understand networks & available services/programs
	Outreach to where clients congregate (faith-based communities/pantries, schools, soup kitchens)		
	E-mail blasts		
	Collaborate with the collaborative & small businesses – dissemination of information & jobs		
	Community Outreach Workers		
Form a Health Consortium	Promote partnerships among organizations	Networking	Open the lines of communication amongst county government/non-profits/businesses
	Build & foster relationships	Coordination of functions & help build relationships & collaborations	Focused conversations between county government & non-profits for sharing information & increasing collaborative efforts
		Help support coordinating functions	Increase communication to employers regarding incentives: collaboration between Dept of Corrections/Housing Authority/Dept of Labor
			Natural support systems – connect all levels (business, grass roots groups, faith-based groups, community leaders, civic organizations, non-profits, & government)
			Umbrella/Quilt

**Next Steps: How United Way Can Help by Focus Groups (continued)**

Health Focus Group	Income Focus Group	Education Focus Group	Rockland County Govt. Focus Group
	Transportation	Parent education	Entry level skill development of workforce: unify & expand
	Employment readiness services		
	Educational trainings – professional – not-for-profit – businesses – clients – faith-based		
	Execute a mentoring program between business & not-for-profit staff		



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A	Rockland County Towns and Villages
B	2012 Community Needs Assessment Surveys <ol style="list-style-type: none"> <li>1. Long Version – English</li> <li>2. Long Version – Spanish</li> <li>3. Long Version – French Creole</li> <li>4. Short Version – English</li> <li>5. Short Version – Spanish</li> <li>6. Short Version – French Creole</li> </ol>
C	Focus Group Results <ol style="list-style-type: none"> <li>1. Health Focus Group</li> <li>2. Income Focus Group</li> <li>3. Education Focus Group</li> <li>4. Rockland County Government Focus Group</li> <li>5. Rockland County Latino Pastors Association</li> </ol>
D	Data Sources

### Appendix A: Rockland County Towns & Villages

Town	Villages
Clarkstown	Nyack Village (Partial) Spring Valley Village (Partial) Upper Nyack Village Unincorporated Clarkstown Town
Haverstraw	Haverstraw Village Pomona Village (Partial) West Haverstraw Village Unincorporated Haverstraw Town
Orangetown	Grand View-on-Hudson Village Nyack Village (Partial) Piermont Village South Nyack Village Unincorporated Orangetown Town
Ramapo	Airmont Village Chestnut Ridge Village Hillburn Village Kaser Village Montebello Village New Hempstead Village New Square Village Pomona Village (Partial) Sloatsburg Village Spring Valley (Partial) Suffern Village Wesley Hills Village Unincorporated Ramapo Town
Stony Point	Unincorporated Stony Point Town

## Appendix B1: Community Needs Assessment – Long Version, English

### United Way of Rockland ~ 2012 Community Needs Assessment

The following issues have been identified in Rockland County. This assessment is designed to prioritize the issues and help determine where to direct future funding. Thank you for taking the time to complete this survey. Your input is very important to us.

**I. Health Issues.** Please indicate whether you believe any of the following are problems in Rockland County *and* check off if the problem has personally affected you.

HEALTH ISSUES	Major Problem	Minor Problem	Not a Problem	Personally Affected
1. Immunizations for Children				
2. Child Abuse/Neglect				
3. Teen Pregnancy				
4. Youth Substance Abuse (alcohol/drug/prescription)				
5. Adult Substance Abuse (alcohol/drug/prescription)				
6. Elder Abuse				
7. Quality Home Health Care Services for Elderly				
8. Quality Adult Daycare				
9. Affordable Assisted Living Facilities				
10. Affordable Nursing Home Facilities				
11. Domestic Violence				
12. Chronic Illness and Disease				
13. Obesity				
14. Smoking				
15. Bullying				
16. Proper Nutrition Awareness				
17. Access to Affordable Health Insurance				
18. Affordable Medical Health Services				
19. Affordable Mental Health Services				
20. Prescription Drug Financial Assistance				
21. Navigating the Healthcare System				

Over the next three years, which Three Health Issues listed above do you think should receive the highest priority for action? (indicate your top three choices below using the number from the above list)

1<sup>st</sup> Choice: \_\_\_\_\_ 2<sup>nd</sup> Choice: \_\_\_\_\_ 3<sup>rd</sup> Choice: \_\_\_\_\_

**II. Income Issues.** Please indicate whether you believe any of the following are problems in Rockland County *and* check off if the problem has personally affected you.

<b>INCOME ISSUES</b>	<b>Major Problem</b>	<b>Minor Problem</b>	<b>Not a Problem</b>	<b>Personally Affected</b>
1. Quality/Affordable Childcare				
2. Affordable Housing				
3. Accessible Housing for Persons with Disabilities				
4. Homelessness				
5. Hunger				
6. Services for Families with Financial Crisis				
7. Job Skill Training				
8. Job Seeking Skills				
9. Lack of Jobs				
10. Money Management Skills				

Over the next three years, which Three Income Issues listed above do you think should receive the highest priority for action?  
 (indicate your top three choices below using the number from the above list)  
 1<sup>st</sup> Choice: \_\_\_\_\_ 2<sup>nd</sup> Choice: \_\_\_\_\_ 3<sup>rd</sup> Choice: \_\_\_\_\_

**III. Education Issues.** Please indicate whether you believe any of the following are problems in Rockland County *and* check off if the problem has personally affected you.

<b>EDUCATION ISSUES</b>	<b>Major Problem</b>	<b>Minor Problem</b>	<b>Not a Problem</b>	<b>Personally Affected</b>
1. Early Childhood Learning Opportunities for Children from Birth to Age 3				
2. Education Opportunities to Prepare Preschool Children for School				
3. Education for Elementary School Children				
4. Education for Middle School Youth				
5. Education for High School Youth				
6. Educational Opportunities after High School				
7. Education Opportunities for Children with Special Needs and Learning Disabilities				
8. Available Vocational Education				
9. Dropouts/Students not Completing High School				
10. Out of School and Summer Activities for Youth				
11. Character Development/Life Skills in Youth				
12. Education Services for Adults who do not Speak English				
13. English Reading and Writing Skills Development for Adults				
14. Cultural Diversity Sensitivity and Awareness				
15. Parenting Skills Development and Support				

Over the next three years, which Three Education Issues listed above do you think should receive the highest priority for action? (indicate your top three choices below using the number from the above list)  
 1<sup>st</sup> Choice: \_\_\_\_\_ 2<sup>nd</sup> Choice: \_\_\_\_\_ 3<sup>rd</sup> Choice: \_\_\_\_\_

2012 Community Needs Assessment

IV. If you have any other issues or comments that were not addressed in this needs assessment, please write them in the space below.

V. Demographic Information. Please complete the following information about yourself.

1. Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other: _____	2. Zip Code: _____
3. Ethnicity: <input type="checkbox"/> African American/Caribbean <input type="checkbox"/> American Indian/Alaskan <input type="checkbox"/> Asian <input type="checkbox"/> Caucasian <input type="checkbox"/> Hawaiian/Pacific Islander <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Other: _____	
4. Age: <input type="checkbox"/> under 21 <input type="checkbox"/> 22-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60-69 <input type="checkbox"/> 70+	
5. Household Size: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> Other: _____	
6. Yearly Income: <input type="checkbox"/> under \$24,999 <input type="checkbox"/> \$25,000-\$39,999 <input type="checkbox"/> \$40,000-\$59,999 <input type="checkbox"/> \$60,000-79,999 <input type="checkbox"/> \$80,000-\$99,999 <input type="checkbox"/> \$100,000 - \$149,999 <input type="checkbox"/> \$150,000 and over	
7. Income Source: <input type="checkbox"/> Employed <input type="checkbox"/> Unemployed <input type="checkbox"/> SSI/SSD <input type="checkbox"/> Public Assistance <input type="checkbox"/> Pension <input type="checkbox"/> Veterans Benefits <input type="checkbox"/> Social Security <input type="checkbox"/> Family/Friend <input type="checkbox"/> Other: _____	
8. Housing Situation: <input type="checkbox"/> Renter <input type="checkbox"/> Homeowner <input type="checkbox"/> Shelter <input type="checkbox"/> With Family/Friend <input type="checkbox"/> Homeless	
9. Household Compositions: <input type="checkbox"/> Live Alone <input type="checkbox"/> Single Parent <input type="checkbox"/> Couple <input type="checkbox"/> Couple with Children Extended family members in household? <input type="checkbox"/> Yes <input type="checkbox"/> No	

## Appendix B2: Community Needs Assessment – Long Version, Spanish

### United Way of Rockland ~ Evaluación de Necesidades Comunitarias 2012

Las siguientes necesidades han sido identificadas en el Condado de Rockland. Esta evaluación esta designada para dar prioridad a las necesidades y poder identificarlas para darles prioridad y poder ayudar en el futuro. Gracias por tomarse el tiempo a completar esta encuesta. Su colaboración es muy importante para nosotros.

**I. Necesidades de Salud.** Porfavor indique cuales son los problemas que usted cree que hay en el Condado de Rockland en la siguiente lista y marque si usted ha sido afectado personalmente con alguno de estos problemas.

NECESIDADES DE SALUD	Mayor Problem	Menor Problem	No es Problem	Personalmente Afectado (a)
1. Vacunas para niños				
2. Abuso de negligencia infantil				
3. Embarazo en Adolescentes				
4. Juventud abuso de sustancias (alcohol/drogas/recetas)				
5. Abuso de sustancias para adultos (alcohol/drogas/recetas)				
6. Abuso de ancianos				
7. Calidad en los servicios de cuidado de salud para la tercera edad				
8. Calidad en el cuidado diurno para los adultos				
9. Asistencia para vivienda a un precio accesible				
10. Acilo de Ancianos a un precio accesible				
11. Violencia domestica				
12. Emfermedades Cronicas				
13. Obesidad				
14. Fumar				
15. Acoso escolar (burla, descriminacion,etc)				
16. Conciencia sobre una Nutricion Adecuada				
17. Acceso a un seguro de salud a bajo precio				
18. Servicios medicos de salud a un precio accesible				
19. Servicios de salud mental a un precio accesible				
20. Asistencia financiera para recetas medicas				
21. Navegando en el sistema de salud				

Para los proximos tres años, mencione cuales son las Tres necesidades de Salud mas importantes que se mencionaron en la lista y que usted cree que son de mayor prioridad para actuar?

1ra Selección: \_\_\_\_\_ 2nda Selección: \_\_\_\_\_ 3ra Selección: \_\_\_\_\_

**II. Necesidades de Ingreso.** Porfavor indique cuales son los problemas que usted cree que hay en el Condado de Rockland en la siguiente lista y marque si usted ha sido afectado personalmente con alguno de estos problemas.

NECESIDADES DE INGRESO	Mayor Problem	Menor Problem	No es Problem	Personalmente Afectado (a)
1. Cuidado de niños a un precio accesible				
2. Viviendas accesibles a un bajo precio				
3. Vivienda Accesible a un bajo precio para personas con discapacidad				
4. Desamparados				
5. Hambre				
6. Servicios para familias con crisis financieras				
7. Entrenamientos para diferentes tipos de empleo				
8. Habilidad para buscar Empleo				
9. Falta de Empleos				
10. Saber como administrar su dinero				

Para los proximos tres años, mencione cuales son las Tres necesidades de Salud mas importantes que se mencionaron en la lista y que usted cree que son de mayor prioridad para actuar?

1ra Selección: \_\_\_\_\_ 2nda Selección: \_\_\_\_\_ 3ra Selección: \_\_\_\_\_

**III. Necesidades Educativas.** Porfavor indique cuales son los problemas que usted cree que hay en el Condado de Rockland en la siguiente lista y marque si usted ha sido afectado personalmente con alguno de estos problemas.

NECESIDADES EDUCATIVAS	Mayor Problem	Menor Problem	No es Problem	Personalment Afectado (a)
1. Oportunidades de aprendizaje para niños desde el nacimiento hasta los 3 años				
2. Oportunidades de Educacion para preparar a los niños antes de empezar la escuela.				
3. Educacion para niños de primaria				
4. Educacion para jovenes de secundaria				
5. Educacion para jovenes de escuela superior				
6. Oportunidades educativas despues de la High School Secundaria				
7. Oportunidades de educacion para niños con necesidades especiales y dificultades de aprendizaje				
8. Formacion Profecional Disponible				
9. Abandonar la escuela sin haber Completadola High school secundaria.				
10. Actividades para jovenes en el verano y fuera de actividades escolares.				
11. Desarrollo de caracter/habilidades para la vida en la juventud				
12. Servicio de educacion para adultos que no hablan Ingles				
13. Habilidad para leer y escribir Ingles en los adultos				
14. Sencibilidad de la diversidad cultural				
15. Habilidades de crianza de los hijos en su desarrollo.				

Para los proximos tres años, mencione cuales son las Tres necesidades de Salud mas importantes que se mencionaron en la lista y que usted cree que son de mayor prioridad para actuar?

1ra Selección: \_\_\_\_\_ 2nda Selección: \_\_\_\_\_ 3ra Selección: \_\_\_\_\_

IV. Si usted tiene cualquier otra necesidad y comentario que no se halla mencionado, porfavor escribalo en el siguiente espacio.

V. Informacion demografica. Porfavor complete la siguiente informacion respecto a su persona.

1. Sexo: <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino <input type="checkbox"/> Otro: _____	2.Codigo Postal: _____
3. Origen etnico: <input type="checkbox"/> Afroamericano <input type="checkbox"/> Indio Americano/Alaskan <input type="checkbox"/> Asiatico <input type="checkbox"/> Caucaso <input type="checkbox"/> de Hawai/ Islas del Pacifico <input type="checkbox"/> Hispano/Latino <input type="checkbox"/> Otro: _____	
4. Edad: <input type="checkbox"/> menos 21 <input type="checkbox"/> 22-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60-69 <input type="checkbox"/> 70+	
5. Miembros del Hogar: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> Otro: _____	
6. Ingreso Anual: <input type="checkbox"/> menos \$24,999 <input type="checkbox"/> \$25,000-\$39,999 <input type="checkbox"/> \$40,000-\$59,999 <input type="checkbox"/> \$60,000-79,999 <input type="checkbox"/> \$80,000-\$99,999 <input type="checkbox"/> \$100,000 - \$149,999 <input type="checkbox"/> \$150,000 y mas.	
7. Fuentes de Ingreso: <input type="checkbox"/> Empleado <input type="checkbox"/> Desempleado <input type="checkbox"/> SSI/SSD <input type="checkbox"/> Asistencia Publica <input type="checkbox"/> Pension <input type="checkbox"/> Beneficios Beteranos <input type="checkbox"/> Social Security <input type="checkbox"/> Familia/amigos <input type="checkbox"/> Otro: _____	
8. Situacion de la Vivienda: <input type="checkbox"/> Renta <input type="checkbox"/> Casa propia <input type="checkbox"/> Shelter <input type="checkbox"/> Con familia/amigos <input type="checkbox"/> Desamparado	
9. Composicion del Hogar: <input type="checkbox"/> Vive solo <input type="checkbox"/> Alguien mayor de 65+ <input type="checkbox"/> Niños con edad de 0-5 <input type="checkbox"/> Niños con edad de 6-21 <input type="checkbox"/> Madre o Padre Soltero	
Tiene parientes (Relatives) en su casa? <input type="checkbox"/> si <input type="checkbox"/> no	



## Appendix B3: Community Needs Assessment – Long Version, Spanish

### United Way of Rockland ~ 2012 Ewalasyon sou Bezwen Kominote a

Pwoblèm sa yo te idantifye nan Rockland County kòm bezwen. Nou ap itilize ewalyasyon sa a pou nou kapab fè a priorite e detèmine sou ki pwoblèm pou nou dirije e envèsti resous finansye nou. Mèsi davans poutèt ou pran tan ou pou-w ranpli sondaj sa a. Sigjesyon ke ou ap ba nou an gen ampil enpòtan.

**I. Sou Pwoblèm Sante.** Tanpri di nou si ou kwè ke genyen nenpòt nan pwoblèm sa yo nan Rockland County, epi tcheke si gen youn nan pwoblèm sa yo ki afekte-w pèsònèlman.

<b>PWOBLÈM SANTE</b>	<b>Pwoblèm Nan gwo Li grav anpil</b>	<b>Pwoblèm nan minè Pa two grav</b>	<b>Li pa yon Pwoblèm</b>	<b>Pwoblèm nan Afekte-w pèsònèlman</b>
1. Vaksen pou Timoun				
2. Abi ak Neglijans sou Timoun				
3. Jèn moun ki anset (Gwosès nan Jèn moun)				
4. Jèn moun ki ap Abize alkòl / dwòg / preskripsyon medikaman				
5. Granmoun ki ap Abize alkòl / dwòg / preskripsyon medikaman				
6. Abi sou moun ki aje/ ak maltrete granmoun				
7. Bon kalite sèvis ki bay swen sante nan kay pou granmoun aje				
8. Bon kalite Pwogram gadri e swen dejou pou granmoun aje				
9. Lojman asistans ki abòdab/pa two chè pou granmoun ki aje e malad				
10. Mezon Retrèt ki abòdab/pa two chè pou granmoun ki aje e malad				
11. Vyolans Domestik				
12. Pwoblem Maladi Kwonik				
13. Obezite-Moun ki twò gwo				
14. Pwoblèm Fimen ak Sigarèt				
15. Pwoblèm intimidasyon (timoun ap intimide lòt)				
16. Konsyantizasyon sou Bon Nitrisyon				
17. Aksè a Asirans Sante ki Bon Mache				
18. Aksè a Sèvis Medikal ki Abòdab (bon mache)				
19. Aksè a Sèvis Sante Mantal ki Abòdab (bon mache)				
20. Asistans ak Èd Finansye pou Medikaman				
21. Pwoblèm lè yon moun ap eseye navige Sistèm yo pou-w jwenn Swen Sante				

Nan twa ane ki gen pou vini an, ki twa Pwoblèm Sante nan lis anwo a ke ou panse nou ta dwe bay priorite pou resevwa aksyon? (di nou ki youn nan kesyon sa yo, ki fè kòm yon pati nan twa premye chwa pi empòtan. Mete nimewo kesyon an akote chwa ou a )

1ye Chwa: \_\_\_\_\_ 2 yèm Chwa: \_\_\_\_\_ 3 yèm Chwa: \_\_\_\_\_

**II. Sou Pwoblèm Lajan ak Revni nan kay la.** Tanpri di nou si ou kwè ke genyen nenpòt nan pwoblèm sa yo nan Rockland County, epi tcheke si gen youn nan pwoblèm sa yo ki afekte-w pèsònèlman.

<b>PWOBLÈM LAJAN</b>	<b>Pwoblèm Nan gwo Li grav anpil</b>	<b>Pwoblèm nan minè Pa two grav</b>	<b>Li pa yon Pwoblèm</b>	<b>Pwoblèm nan Afekte-w pèsònèlman</b>
1. Gadri ki bon mache e abodab e ki nan bon kondisyon e bon kalite pou gade timoun				
2. Lojman ki abòdab e bon mache				
3. Lojman ki bay aksè a moun ki andikape e sou chèz woulant				
4. Moun ki nan lari san kay pou yo rete				
5. Pwoblèm grangou				
6. Sèvis pou fanmi ki gen pwoblèm ak kriz finansye				
7. Travay ki bezwen moun ki genyen fòmasyon epi pou devlope talan yo				
8. Travay kap cheche moun ki gen konpetans				
9. Moun ki pa kapab jwen travay pou yo fe				
10. Moun ki bezwen aprann kijan pou yo jere lajan				

Nan twa ane ki gen pou vini an, ki Twa Pwoblèm lajan nan lis anwo a ke ou panse nou ta dwe bay priyorite pou resevwa aksyon? (di nou ki youn nan kesyon sa yo, ki fè kòm yon pati nan twa premye chwa pi empòtan. Mete nimewo kesyon an akote chwa ou a )

1ye Chwa: \_\_\_\_\_ 2 yèm Chwa: \_\_\_\_\_ 3 yèm Chwa: \_\_\_\_\_

**III. Sou Pwoblèm Edikasyon.** Tanpri di nou si ou kwè ke genyen nenpòt nan pwoblèm sa yo nan Rockland County, epi tcheke si gen youn nan pwoblèm sa yo ki afekte-w pèsònèlman.

<b>PWOBLÈM EDIKASYON</b>	<b>Pwoblèm Nan gwo Li grav anpil</b>	<b>Pwoblèm nan minè Pa two grav</b>	<b>Li pa yon Pwoblèm</b>	<b>Pwoblèm nan Afekte-w pèsònèlman</b>
1. Opòtinite ki bay posibilite pou lekòl pou jèn timoun piti de nesans a laj 3 zan				
2. Edikasyon Opòtinite Pou prepare timoun preskolè pou Lekòl (lekòl pou timoun ki gen laj 3 zan a laj 5 an)				
3. Bon Edikasyon Lekòl pou Timoun Elemantè				
4. Bon Edikasyon lekòl presegondè pou jenn moun				
5. Bon Edikasyon lekòl segondè pou jenn moun				
6. Opòtinite pou kontinye edikasyon apre lekòl segondè (Pou jenn moun ale nan Kolèj)				
7. Edikasyon Opòtinite pou timoun ki gen bezwen espesyal ak timoun ki andikape e domaje				
8. Opòtinite pou edikasyon vokasyonèl--eske yo disponib				
9. Pwoblèm Elèv ki pa fini Ranpli e ki abandone Lekòl Segondè				
10. Pa gen aktivite e pwogram apre-lekòl ak pwogram nan vakans ete pou jenn yo				
11. Pwogram pou ede devlope karaktè ak talan lavi pou jenn				
12. Sèvis Edikasyon pou granmoun ki pa pale Angle				
13. Pwogram pou devlope kapasite Lekti ak Ekriti d'Angle pou Adilt				
14. Konsyantizasyon e sensibilite sou diferansite e Divèsite non				
15. Pwogram pou devlope kapasite, kap bay sipò ak ede paran a levasyon timoun yo.				

Nan twa ane ki gen pou vini an, ki Twa Pwoblèm Edikasyon nan lis anwo a ke ou panse nou ta dwe bay priorite pou resevwa aksyon? (di nou ki youn nan kesyon sa yo, ki fè kòm yon pati nan twa premye chwa pi empòtan. Mete nimewo kesyon an akote chwa ou a )

1ye Chwa: \_\_\_\_\_ 2 yèm Chwa: \_\_\_\_\_ 3 yèm Chwa: \_\_\_\_\_

**IV. Si w gen nenpòt lòt kesyon oubyen ou vle fè kòmantè sou nenpòt lot pwoblèm ke nou pa te abòde nan evalyasyon sa a, tanpri, ekri yo nan espas sa ki anba a.**

**V. Enfòmasyon Demografik.** Tanpri ranpli e tcheke enfòmasyon ki annapre e konsène tèt ou.

1. Sèks: <input type="checkbox"/> Gason <input type="checkbox"/> Fi <input type="checkbox"/> Lòt: _____	2. Kòd Postal: _____
3. Gwoup etnik: <input type="checkbox"/> Ameriken Nwa <input type="checkbox"/> Endyen Ameriken / Alaska <input type="checkbox"/> Azyatik <input type="checkbox"/> Blan <input type="checkbox"/> Awayi / Abitan Zil Pasifik <input type="checkbox"/> Panyòl / Latino <input type="checkbox"/> Lòt: _____	
4. Laj: <input type="checkbox"/> anba/pi piti ke 21 <input type="checkbox"/> 22-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60-69 <input type="checkbox"/> 70+	
5. kantite moun ki nan kay la: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> Lòt: _____	
6. kantite lajan ki antre nan kay la pou ane a: <input type="checkbox"/> anba/pi piti ke \$24,999 <input type="checkbox"/> \$25,000-\$39,999 <input type="checkbox"/> \$40,000-\$59,999 <input type="checkbox"/> \$60,000- 79,999 <input type="checkbox"/> \$80,000-\$99,999 <input type="checkbox"/> \$100,000 - \$149,999 <input type="checkbox"/> \$150,000 ak plis	
7. Sous Revni/Lajan:: <input type="checkbox"/> nan travay <input type="checkbox"/> resevwa lajan chomaj <input type="checkbox"/> SSI/SSD <input type="checkbox"/> Asistans Piblik <input type="checkbox"/> Pansyon <input type="checkbox"/> Benefis KòmVeteran <input type="checkbox"/> Kòb nan Sosyal Sekirite <input type="checkbox"/> Fanmi / Zanmi <input type="checkbox"/> Lòt: _____	
8. Sitiyasyon lojman: <input type="checkbox"/> Lokatè <input type="checkbox"/> Pwopriyetè Kay <input type="checkbox"/> avèk fanmi / Zanmi <input type="checkbox"/> ki san kay	
9. Konpozisyon nan kay la: <input type="checkbox"/> viv pou kont <input type="checkbox"/> Eske gen menpòt moun ki gen plis pase 65 + <input type="checkbox"/> timoun ki gen laj 0-5 <input type="checkbox"/> timoun ki gen laj 6-21 <input type="checkbox"/> gen paran selibatè yo	

## Appendix B4: Community Needs Assessment – Short Version, English

### United Way of Rockland ~ 2012 Community Needs Assessment

Please help us identify the needs in our community. Zip Code: \_\_\_\_\_

Which of these are concerns for you or your family? Choose your top three from each list below.

1<sup>st</sup> Choice: \_\_\_\_\_ 2<sup>nd</sup> Choice: \_\_\_\_\_ 3<sup>rd</sup> Choice: \_\_\_\_\_

HEALTH ISSUES
1. Immunizations for Children
2. Child Abuse/Neglect
3. Teen Pregnancy
4. Youth Substance Abuse (alcohol/drug/prescription)
5. Adult Substance Abuse (alcohol/drug/prescription)
6. Elder Abuse
7. Quality Home Health Care Services for Elderly
8. Quality Adult Daycare
9. Affordable Assisted Living Facilities
10. Affordable Nursing Home Facilities
11. Domestic Violence
12. Chronic Illness and Disease
13. Obesity
14. Smoking
15. Bullying
16. Proper Nutrition Awareness
17. Access to Affordable Health Insurance
18. Affordable Medical Health Services
19. Affordable Mental Health Services
20. Prescription Drug Financial Assistance
21. Navigating the Healthcare System

1<sup>st</sup> Choice: \_\_\_\_\_ 2<sup>nd</sup> Choice: \_\_\_\_\_ 3<sup>rd</sup> Choice: \_\_\_\_\_

INCOME ISSUES
1. Quality/Affordable Childcare
2. Affordable Housing
3. Accessible Housing for Persons with Disabilities
4. Homelessness
5. Hunger
6. Services for Families with Financial Crisis
7. Job Skill Training
8. Job Seeking Skills
9. Lack of Jobs
10. Money Management Skills

1<sup>st</sup> Choice: \_\_\_\_\_ 2<sup>nd</sup> Choice: \_\_\_\_\_ 3<sup>rd</sup> Choice: \_\_\_\_\_

Education Issues
1. Early Childhood Learning Opportunities for Children from Birth to Age 3
2. Education Opportunities to Prepare Preschool Children for School
3. Education for Elementary School Children
4. Education for Middle School Youth
5. Education for High School Youth
6. Educational Opportunities after High School
7. Education Opportunities for Children with Special Needs and Learning Disabilities
8. Available Vocational Education
9. Dropouts/Students not Completing High School
10. Out of School and Summer Activities for Youth
11. Character Development/Life Skills in Youth
12. Education Services for Adults who do not Speak English
13. English Reading and Writing Skills Development for Adults
14. Cultural Diversity Sensitivity and Awareness
15. Parenting Skills Development and Support

IV. If you have any other issues or comments that were not addressed in this needs assessment, please write them in the space below.

V. Optional Information About You.

1. Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other: _____	2. Zip Code: _____
3. Ethnicity: <input type="checkbox"/> African American/Caribbean <input type="checkbox"/> American Indian/Alaskan <input type="checkbox"/> Asian <input type="checkbox"/> Caucasian <input type="checkbox"/> Hawaiian/Pacific Islander <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Other: _____	
4. Age: <input type="checkbox"/> under 21 <input type="checkbox"/> 22-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60-69 <input type="checkbox"/> 70+	
5. Household Size: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> Other: _____	
6. Yearly Income: <input type="checkbox"/> under \$24,999 <input type="checkbox"/> \$25,000-\$39,999 <input type="checkbox"/> \$40,000-\$59,999 <input type="checkbox"/> \$60,000-79,999 <input type="checkbox"/> \$80,000-\$99,999 <input type="checkbox"/> \$100,000 - \$149,999 <input type="checkbox"/> \$150,000 and over	
7. Income Source: <input type="checkbox"/> Employed <input type="checkbox"/> Unemployed <input type="checkbox"/> SSI/SSD <input type="checkbox"/> Public Assistance <input type="checkbox"/> Pension <input type="checkbox"/> Veterans Benefits <input type="checkbox"/> Social Security <input type="checkbox"/> Family/Friend <input type="checkbox"/> Other: _____	
8. Housing Situation: <input type="checkbox"/> Renter <input type="checkbox"/> Homeowner <input type="checkbox"/> Shelter <input type="checkbox"/> With Family/Friend <input type="checkbox"/> Homeless	
9. Household Compositions: <input type="checkbox"/> Live Alone <input type="checkbox"/> Single Parent <input type="checkbox"/> Couple <input type="checkbox"/> Couple with Children Extended family members in household? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Please return the completed survey by April 15, 2012 to the United Way of Rockland, by mail: 135 Main Street, M&T Building, 2<sup>nd</sup> floor, Nyack, Ny10960, or via fax to (845) 358-8250.

## Appendix B5: Community Needs Assessment – Short Version, Spanish

### United Way of Rockland ~ Evaluación de Necesidades Comunitarias 2012

Por favor ayúdenos a identificar las necesidades de nuestra comunidad.

Cuales son sus preocupaciones personales o familiares? Seleccione las tres más importantes de cada lista que se presenta abajo.  
Código Postal: \_\_\_\_\_

1ra Selección: \_\_\_\_\_ 2nda Selección: \_\_\_\_\_ 3ra Selección: \_\_\_\_\_

<b>NECESIDADES DE SALUD</b>	
1.	Vacunas para niños
2.	Abuso de negligencia infantil
3.	Embarazo en Adolescentes
4.	Juventud abuso de sustancias (alcohol/drogas/recetas)
5.	Abuso de sustancias para adultos (alcohol/drogas/recetas)
6.	Abuso de ancianos
7.	Calidad en los servicios de cuidado de salud para la tercera edad
8.	Calidad en el cuidado diurno para los adultos
9.	Asistencia para vivienda a un precio accesible
10.	Acilo de Ancianos a un precio accesible
11.	Violencia domestica
12.	Emfermedades Cronicas
13.	Obesidad
14.	Fumar
15.	Acoso escolar (burla, discriminacion,etc)
16.	Conciencia sobre una Nutricion Adecuada
17.	Acceso a un seguro de salud a bajo precio
18.	Servicios medicos de salud a un precio accesible
19.	Servicios de salud mental a un precio accesible
20.	Asistencia financiera para recetas medicas
21.	Navegando en el sistema de salud

1ra Selección: \_\_\_\_\_ 2nda Selección: \_\_\_\_\_ 3ra Selección: \_\_\_\_\_

<b>NECESIDADES DE INGRESO</b>	
1.	Cuidado de niños a un precio accesible
2.	Viviendas accesibles a un bajo precio
3.	Vivienda Accesible a un bajo precio para personas con discapacidad
4.	Desamparados
5.	Hambre
6.	Servicios para familias con crisis financieras
7.	Entrenamientos para diferentes tipos de empleo
8.	Habilidad para buscar Empleo
9.	Falta de Empleos
10.	Saber como administrar su dinero

Ira Selección: \_\_\_\_\_ 2nda Selección: \_\_\_\_\_ 3ra Selección: \_\_\_\_\_

<b>NECESIDADES EDUCATIVAS</b>
1. Oportunidades de aprendizaje para niños desde el nacimiento hasta los 3 años
2. Oportunidades de Educacion para preparar a los niños antes de empezar la escuela.
3. Educacion para niños de primaria
4. Educacion para jovenes de secundaria
5. Educacion para jovenes de escuela superior
6. Oportunidades educativas despues de la High School Secundaria
7. Oportunidades de educacion para niños con necesidades especiales y dificultades de aprendizaje
8. Profecional Disponible
9. Abandonar la escuela sin haber Completadola High school secundaria.
10. Actividades para jovenes en el verano y fuera de actividades escolares.
11. Desarrollo de caracter/habilidades para la vida en la juventud
12. Servicio de educacion para adultos que no hablan Ingles
13. Habilidad para leer y escribir Ingles en los adultos
14. Sencibilidad de la diversidad cultural
15. Habilidades de crianza de los hijos en su desarrollo.

IV. Si usted tiene cualquier otra necesidad y comentario que no se halla mencionado, porfavor escibalo en el siguiente espacio.

V. Informacion demografica. Porfavor complete la siguiente informacion respecto a su persona.

1. Sexo: <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino <input type="checkbox"/> Otro: _____	2. Código Postal: _____
3. Origen etnico: <input type="checkbox"/> Afroamericano <input type="checkbox"/> Indio Americano/Alaskan <input type="checkbox"/> Asiatico <input type="checkbox"/> Caucaso <input type="checkbox"/> de Hawai/ Islas del Pacifico <input type="checkbox"/> Hispano/Latino <input type="checkbox"/> Otro: _____	
4. Edad: <input type="checkbox"/> menos 21 <input type="checkbox"/> 22-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60-69 <input type="checkbox"/> 70+	
5. Miembros del Hogar: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> Otro: _____	
6. Ingreso Anual: <input type="checkbox"/> menos \$24,999 <input type="checkbox"/> \$25,000-\$39,999 <input type="checkbox"/> \$40,000-\$59,999 <input type="checkbox"/> \$60,000-79,999 <input type="checkbox"/> \$80,000-\$99,999 <input type="checkbox"/> \$100,000 - \$149,999 <input type="checkbox"/> \$150,000 y mas.	
7. Fuentes de Ingreso: <input type="checkbox"/> Empleado <input type="checkbox"/> Desempleado <input type="checkbox"/> SSI/SSD <input type="checkbox"/> Asistencia Publica <input type="checkbox"/> Pension <input type="checkbox"/> Beneficios Beteranos <input type="checkbox"/> Social Security <input type="checkbox"/> Familia/amigos <input type="checkbox"/> Otro: _____	
8. Situacion de la Vivienda: <input type="checkbox"/> Renta <input type="checkbox"/> Casa propia <input type="checkbox"/> Shelter <input type="checkbox"/> Con familia/amigos <input type="checkbox"/> Desamparado	
9. Composicion del Hogar: <input type="checkbox"/> Vive solo <input type="checkbox"/> Alguien mayor de 65+ <input type="checkbox"/> Niños con edad de 0-5 <input type="checkbox"/> Niños con edad de 6-21 <input type="checkbox"/> Madre o Padre Soltero	
Tiene parientes (Relatives) en su casa? <input type="checkbox"/> si <input type="checkbox"/> no	

## Appendix B6: Community Needs Assessment – Short Version, French Creole

### United Way of Rockland ~ 2012 Evalyasyon sou Bezwen Kominote a

Tanpri ede nou idantifye bezwen ki gen nan kominote nou an. Kòd Postal: \_\_\_\_\_

Kilès nan sa yo, ki se yon pwoblèm pou ou oswa pou fanmi ou? Chwazi twa premye priyorite ki pi enpòtan pou ou nan lis ki anba a.

Iye Chwa: \_\_\_\_\_ 2yèm Chwa: \_\_\_\_\_ 3yèm Chwa: \_\_\_\_\_

<b>PWOBLÈM SANTE</b>	
1.	Vaksen pou Timoun
2.	Abi ak Neglijans sou Timoun
3.	Jèn moun ki anset (Gwosès nan Jèn moun)
4.	Jèn moun ki ap Abize alkòl / dwòg / preskripsyon medikaman
5.	Granmoun ki ap Abize alkòl / dwòg / preskripsyon medikaman
6.	Abi sou moun ki aje/ ak maltrete granmoun
7.	Bon kalite sèvis ki bay swen sante nan kay pou granmoun aje
8.	Bon kalite Pwogram gadri e swen dejou pou granmoun aje
9.	Lojman asistans ki abòdab/pa two chè pou granmoun ki aje e malad
10.	Mezon Retrèt ki abòdab/pa two chè pou granmoun ki aje e malad
11.	Vyolans Domestik
12.	Pwoblem Maladi Kwonik
13.	Obezite-Moun ki twò gwo
14.	Pwoblèm Fimen ak Sigarèt
15.	Pwoblèm intimidasyon (timoun ap intimide lòt)
16.	Konsyantizasyon sou Bon Nitrisyon
17.	Aksè a Asirans Sante ki Bon Mache
18.	Aksè a Sèvis Medikal ki Abòdab (bon mache)
19.	Aksè a Sèvis Sante Mantal ki Abòdab (bon mache)
20.	Asistans ak Èd Finansye pou Medikaman
21.	Pwoblèm lè yon moun ap eseye navige Sistèm yo pou-w jwenn Swen Sante

Iye Chwa: \_\_\_\_\_ 2yèm Chwa: \_\_\_\_\_ 3yèm Chwa: \_\_\_\_\_

<b>PWOBLÈM LAJAN</b>	
1.	Gadri ki bon mache e abodab e ki nan bon kondisyon e bon kalite pou gade timoun
2.	Lojman ki abòdab e bon mache
3.	Lojman ki bay aksè a moun ki andikape e sou chèz woulant
4.	Moun ki nan lari epi ki san kay pou yo rete
5.	Pwoblèm grangou
6.	Sèvis pou fanmi ki gen pwoblèm ak kriz finansye
7.	Travay ki bezwen moun ki genyen fòmasyon epi pou devlope talan yo
8.	Travay kap cheche moun ki gen konpetans
9.	Mounn ki pa kapab jwen travay pou yo fe
10.	Mounn ki bezwen aprann kijan pou yo jere lajan



1ye Chwa: \_\_\_\_\_ 2 yèm Chwa: \_\_\_\_\_ 3 yèm Chwa: \_\_\_\_\_

<b>PWOBLÈM EDIKASYON</b>	
1.	Opòtinite ki bay posibilite pou lekòl pou jèn timoun piti de nesans a laj 3 zan
2.	Edikasyon Opòtinite Pou prepare timoun preskolè pou Lekòl (lekòl pou timoun ki gen laj 3 zan a laj 5 an)
3.	Bon Edikasyon Lekòl pou Timoun Elemantè
4.	Bon Edikasyon lekòl presegondè pou jenn moun
5.	Bon Edikasyon lekòl segondè pou jenn moun
6.	Opòtinite pou kontinye edikasyon apre lekòl segondè (Pou jenn moun ale nan Kolèj)
7.	Edikasyon Opòtinite pou timoun ki gen bezwen espesyal ak timounn ki andikape e domaje
8.	Opòtinite pou edikasyon vokasyonèl--eske yo disponib
9.	Pwoblèm Elèv ki pa fini Ranpli e ki abandone Lekòl Segondè
10.	Pa gen aktivite e pwogram apre-lekòl ak pwogram nan vakans ete pou jenn yo
11.	Pwogram pou ede devlope karaktè ak talan lavi pou jenn
12.	Sèvis Edikasyon pou granmoun ki pa pale Angle
13.	Pwogram pou devlope kapasite Lekti ak Ekriti d'Angle pou Adilt
14.	Konsyantizasyon e sensibilite sou diferansite e Divèsite nou
15.	Pwogram pou devlope kapasite, kap bay sipò ak ede paran a levasyon timoun yo.

IV. Si w gen nenpòt lòt kesyon oubyen ou vle fè kòmantè sou nenpòt lot pwoblèm ke nou pa te abòde nan evalyasyon sa a, tanpri, ekri yo nan espas sa ki anba a.

V. Enfòmasyon Demografik. Tanpri ranpli e tcheke enfòmasyon ki annapre e konsène tèt ou.

1. Sèks: Gason Fi Lòt: \_\_\_\_\_ 2. Kòd Postal: \_\_\_\_\_

3. Gwoup etnik:  Ameriken Nwa  Endyen Ameriken / Alaska  Azyatik  Blan  
 Awayi / Abitan Zil Pasifik  Panyòl / Latino  Lòt: \_\_\_\_\_

4. Laj:  anba/pi piti ke 21  22-29  30-39  40-49  50-59  60-69  70+

5. kantite moun ki nan kay la:  1  2  3  4  5  6  Lòt: \_\_\_\_\_

6. kantite lajan ki antre nan kay la pou ane a:  anba/pi piti ke \$24,999  \$25,000-\$39,999  
 \$40,000-\$59,999  \$60,000- 79,999  \$80,000-\$99,999  \$100,000 - \$149,999  
 \$150,000 ak plis

7. Sous Revni/Lajan::  nan travay  resevwa lajan chomaj  SSI/SSD  Asistans Piblik  
 Pansyon  Benefis KòmVeteran  Kòb nan Sosyal Sekirite  Fanmi / Zanmi  
 Lòt: \_\_\_\_\_

8. Sitiyasyon lojman:  Lokatè  Pwopriyetè Kay  avèk fanmi / Zanmi  ki san kay

9 Konpozisyon nan kay la:  viv pou kont  Eske gen menpòt moun ki gen plis pase 65 +  
 timoun ki gen laj 0-5  timoun ki gen laj 6-21  gen paran selibatè yo

Manm nan fanmi an ki ta renmen rete pou plis tan nan kay la?  oui  non

## Appendix C1: Focus Group Results – Health Focus Group, January 19, 2012

### Agenda:

Welcome-Introductions

Issues

Resources

Barriers

Solutions

Wrap Up-Next Steps

### Issues

- Nutritional meals to all those in need
- Health of women who are victims of intimate partner violence and sexual assault
- Access to medical care
- Access to mental health care
- Improving birth outcomes-access to prenatal care
- Information, counseling and navigation of healthcare system
- Community education about alcoholism and addiction-
- Abuse of prescription drugs
- Access to affordable long term healthcare in the home (For those who are homebound)
- Childhood and adult obesity
- Chronic and progressive diseases
- People not going to the doctor because they cant pay
- Health issues for caregivers
- Keeping seniors in the home
- Children and aging parents
- Knowledge of how to access services
- Education on diseases
- Fear of health system
- Quality of care for children with special needs
- Dental health
- Sexually Transmitted Infections, now more prevalent in the elderly
- Increased rate of youth pregnancy/STD
- Disaster assistance
- Overcrowded/unsafe housing
- Transportation to medical appointments/procedures

### Resources

- Grid of health education care – RC Department of Health
- Info rock/ 211
- Information on peri-natal health issues
- Hunger alliance
- 21 C Initiative
- Senior Health line and HIICAP

## 2012 Community Needs Assessment

- My Benefits.ny.gov
- Meals on Wheels
- DSS – access to benefits
- Information, referrals, and advocacy (Rockland Family Shelter & other NFP)
- Rockland Family Shelter has materials available in several different languages
- Text For Baby-free text message
- Birthright- free pregnancy tests
- Nutrition education for childcare providers
- Home aids- free in home safety assessment
- Food pantries have fresh produce
- Respite services
- Hospice care – Hospice residence
- Collaboratives/Committees
- Free services for the visually impaired
- Exercise classes for children and adults – Chiku Awali
- Free eye screenings for children
- Community health care centers – multi-cultural
- Self help groups/support
- Community trainings
- Jewish Family Service-grant funded services for seniors and those with Parkinson’s
- Trips and Medicaid transportation
- Adult day care
- PTA/Family Resource Centers
- Immigration Coalition
- Special needs registry
- Voluntary and non-voluntary home assessments
- Unified Services Committee
- Farmers Markets
- NFP’s
- Fraternal organizations
- Blue Book – Youth Bureau

### **Barriers**

- Lack of knowledge/awareness of services
- Language, cultural, ethnic barriers
- Lack of money for service providers/grantors requiring more
- Eligibility- people who make “too much money” to qualify for services
- Transportation/Access
- Organizations not providing services advertised
- Understanding published literature - health literacy, literacy in general
- Stigma and fear of accessing services
- Fear and stigma of battered women and sexual assault survivors
- Perception by name of organization to whom services provided
- HIV and AIDS stigma
- Program guidelines - restrictions

## 2012 Community Needs Assessment

- Access to services – inability for consumers to navigate
- Gaps in services
- Lack of access to 24/7 resources
- Willingness to collaborate and share resources
- Summary of community resources
- Complication of services

### Solutions

- Shared cost effective services
- Inter/Intra agency training
- Advocate
- Case management/care coordinator
- Information/services in emergency rooms, mental health
- Empowerment of Clients
- Systems navigator
- Community Schools
- Community hubs/ one stop shopping
- Commitment of service providers to know what community resources are available
- Ability to harness volunteers and students
- Trust/warm hand-off of client/respect for people requesting services
- Succession planning/community asset building
- Collaboration of services across counties - regional
- Website listing organizations (other than info rock)
- Treat people as people, be personable and respectful
- Targeted campaigns
- Market services to community – all aspects
- Help from the Department of Health
- Students for marketing and compiling resource lists
- Advertising on buses in different languages
- Expand Info Rock
- Student model of youth health educators - service learning, peer initiatives
- Community hubs for services - “one stop shopping”- different services in one place
- Focus on wellness and prevention
- More preconception health programs
- County wide branding – “Wellness focused” or “Healthier Rockland”

### How Can the United Way Help?

- Fund solutions (programs/services)
- Accessibility of resources to organizations/individuals/service providers (electronic and paper)
- Marketing for awareness of services
- Form a Health Consortium

## Appendix C2: Focus Group Results – Income Focus Group, January 24, 2012

### Agenda

Welcome/Introductions

Issues

Resources

Barriers

Solutions

How Can the United Way Help?

### Issues

- Job loss, lack of jobs
- Pool of appropriately skilled employees
- Domestic violence causes additional costs to employers
- Lack of/ inadequate employment benefits
- Lack of affordable housing
- Lack of childcare and early childhood education (reliable & quality)
- Lack of adequate public transportation
- Senior income
- Lack of money management skills
- Lack of general financial literacy/financial education
- Lack of good credit
- Social media
- Employer needs vs labor market
- Single parent families and childcare eligibility
- Eligibility for benefits/sliding scale
- Meeting basic needs
- Dental insurance
- Language barrier
- Lack of on the job training
- Unemployment guidelines
- Lack of communication between programs
- Undocumented people
- Time management/busy life/technology/internal motivation

### Resources

- Money management courses and training -local banks, Cornell, RFS, HACSO
- Tuition childcare scholarship program - CRR
- Help with developing business plans -REDC & RBA
- TRIPS and Medicaid transportation
- Hudson River Health Care-sliding scale medical services
- Career counseling -Tomorrow's Workplace & RFS – client specific
- College interns
- Respite care for caregivers-sliding scale fee or free slots for adult day care
- Universal Pre K/Head Start
- College job fairs
- 1<sup>st</sup> time homebuyers program - HACSO
- RSVP

## 2012 Community Needs Assessment

- Foreclosure prevention
- Senior job training – OFA/Foster Grandparents Program
- ESL classes/Literacy volunteers
- Birthright - maternity and baby clothes
- People to people - clothing pantry, work attire
- People to People -back to school supplies year round
- Mentoring – BBBS & ACT &RFS
- Info Rock and 211
- Immigration Coalition
- Collaborative
- CASH/AARP Tax Program

### **Barriers**

- Lack of knowledge about resources and difficulty navigating them
- Language
- Transportation
- Domestic violence
- Eligibility for services - time and income
- Mental health issues - depression
- Stigma about crisis centers
- Lack of motivation and hope
- Many are just quick fixes
- Lack of local well paying employment opportunities
- Coordination between employer and employment skills
- Lack of employment skills
- Unfriendly business atmosphere
- Lack of awareness amongst staff of community resources
- Programs don't meet needs of all communities
- Lack of continuation and communication of services
- Fear of services
- Location of services
- Funding cuts

### **Solutions**

- Collaborative provide information
- Staff and volunteer training
- Take advantage of free programs
- RCC - Small Business Development Center
- Job bank/internship bank
- Local grants/start up grants (funding and support)
- Educating clients about all services
- Collaboration and coordination of organizations – community hubs
- Reinstating mental health supports and support groups
- Adequate funding for programs
- Educating funders about community needs
- Faith-based counseling
- Community gardens/farmer markets
- Empower clients to advocate/identify strengths
- Better utilization of free services offered by both NFP and businesses
- Certificate type training programs with a visible reward
- Community education/motivation – grass root efforts

## 2012 Community Needs Assessment

- Working with school districts
- Donation station
- Universal message – market services
- Free community events – promote services
- Employee Assistance Programs
- Help identify strengths in youth

### **How Can the United Way Help?**

- Transportation
- Fund skill building programs
- Promote partnerships among organizations
- Partner with Leadership Rockland – educate about services
- Community resource listings
- Employment readiness services
- Educational Trainings –Professional – NFP – Businesses – clients – faith-based
- Outreach to where clients congregate (faith based communities/pantries, schools, soup kitchens)
- Build and foster relationships
- Email blasts
- Collaborate with the collaborative and small businesses – dissemination of information and jobs
- Support community job bank
- Community Outreach Workers
- Execute a mentoring program between business and NFP staff

## Appendix C3: Focus Group Results – Education Focus Group, Jan. 31, 2012

### Agenda

Welcome-Introductions

Issues

Resource

Barriers

Solutions

How Can the United Way Help?

### Issues

- Disruption in education
- Children coming to school under a lot of stress
- Dwindling resources
- Not many quality early childhood opportunities
- Children are unprepared for kindergarten
- Lack of language development due to poverty and lack of parents language skill
- Crisis-transient home situations, abuse, drug abuse, substance abuse, etc
- Children not prepared for school
- Anxiety within children
- Parent involvement and support
- Children feeling safe
- Lack of access to parents (establishing the connection between parents and school)
- Tiredness (tired children in the classroom)
- Bullying and cyberbullying
- Access to relevant educational materials
- Dating Violence (all relationships including LGBTQ)
- Lack of diversity in schools (match population of students)
- Diversity amongst staff/ lack of bi-lingual staff
- Decline in mental health resources
- Lack of ability to diagnose mental health issues in young children
- Lack of awareness of community education resources and ability to access them
- Diversity awareness in children
- Lack of translation services
- Parents with language difficulties
- Early age parent communication
- Generalized education – curriculum is “one size fits all”
- Lack alternative education
- Lack of relevance of school
- Lack of out of school opportunities for ages 12-21
- Lack of response to opportunities
- Transportation
- Over involvement of youth – lead to fatigue and stress
- Excessive amount of homework
- Overcrowded classes
- Overwhelmed educators
- Children have a lot of responsibility-working or babysitting siblings
- Lack of cultural competency



## 2012 Community Needs Assessment

- Expensive tutoring
- Before/After school childcare affordability and lack-off – including special needs children
- Out of school support
- Transportation for special needs
- Lack of alternative means of higher education
- Inclusive classrooms
- Opportunities for adults who want a degree in early childhood
- Teen pregnancy and drop out rate
- Lack of life skills
- Abandoned children with no close support
- Parents lack of knowledge about college
- Parents low expectations of youth past high school education
- Lack of awareness about financial aid and other related community resources to support college interested youth

### Resources

- Rockland 21C - Family Resource Centers and Parent-Child Home Program
- VCS - Foster Grandparents Program & relatives as Parents Program
- Homework help line
- Boces - ESL classes
- EPIC-Parent Engagement Program
- RFS - teen dating violence prevention program
- Youth Bureau - youth employment program
- Candle- staff development, cultural competency, counseling and stress reduction (both in and out of school)
- Language line (interpreters) through telephone company, cost?
- Cornell - Financial literacy for families and teens, train the trainer program
- Tomorrow's workplace adult education
- All not for profits/ institute for non profits
- Senior employment training-office for the aging
- Big Brother Big Sister & ACT – mentoring programs
- Businesses – work study programs
- After school programs at libraries and colleges, Nyack Center, Haverstraw Center
- Tomorrows Workplace
- All NFP & Institute for Nonprofits
- OFA - Senior employment Program
- Dept. of Health - Early Intervention Program
- Faith based communities
- Mental Health Association – adult, youth, respite, prevention, network program, case management
- Network mental health association
- DSS and county agencies-basic needs
- Info rock/211
- Volunteers
- Volunteers –Hudson Valley Volunteer Center/RSVP
- Childcare Resources-free parenting workshop including literacy
- Continuing education programs for adults in school district
- SUNY RCC-classes for seniors
- Boy Scouts and Girl Scouts
- Sports: CYO/PAL

### Barriers

- Transportation

## 2012 Community Needs Assessment

- Eligibility and qualification barriers to programs
- Immigration status and lingering lack of cultural awareness
- Publicity and awareness of programs
- Coordination of services/single point of entry
- Staff understanding of the resources
- Lack of deep knowledge of services
- Finger printing (costly and timely)
- Information overload of community resources
- Navigating the systems
- Clear system of information dissemination according to needs
- Lack of coordination
- Lack of reading comprehension and active listening skills
- Lack of life skills
- Transference of skills
- Not enough programs from birth-5 years old
- Preparing youth for life/school initiatives
- Education system needs to meet core requirements
- Lack of experiences leads to lack of comprehension
- Understanding the content of words
- Parents, Pre-K Professionals and K-Teachers – lack of communication amongst – creates misinformation
- Domestic violence and isolation
- Stress and anxiety of parents
- Competition vs collaboration in parents
- Two working parents
- Affordability
- Lack of transportation for pre-school
- Lack of affordability for pre-school
- Half day kindergarten
- Growing immigrant population and awareness of their needs
- Language skills hurt by technology
- Health insurance
- Peer Pressure
- Western Rockland has fewer resources

### Solutions

- Early intervention
- Spanish Language Parent Association
- Translation of information into different languages
- ESL classes
- Youthfest- RCC
- County government day- RCC – March 11
- Schools & NFP coordinate distribution of information
- Inter and intra staff/volunteer training
- Youth Bureau Blue Book
- Supports for universal Pre K
- Personal connection with clients
- Shared commitment to final goal
- Collaboration between businesses, NFP, schools and community organizations
- Collaborative
- Tutor mobile-mobile support for literacy
- Supervised peer tutoring and mentoring

## 2012 Community Needs Assessment

- Opportunities for teachers and professionals to learn from youth
- Limit duplication
- Life skills academy in middle schools
- Involve youth in identifying issues and possible solutions
- Parent Education
- Extend school day-instructional training – in collaboration with NFP's
- State involvement, but not intrusion

### How Can the United Way Help?

- Funding
- Networking
- Continue Funding for early childhood
- Parent education
- Coordination of functions and help build relationships and collaborations
- Help support coordinating functions
- Universal Website/Blog

## Appendix C4: Focus Group Results – Rockland County Government Focus Group, March 7, 2012

### Agenda

Welcome

Needs

Resources

Barriers

How Can the United Way Help?

### Needs

- Paying bills for basic Needs: rent, housing, utility, water, food
- Homecare for the elderly: 2 year waiting list, lack of funding, keep people out of nursing homes – cost savings
- Daycare for working parents: 2 ½ year waiting list
- Need for advocate/coordinator/case manager of services for older adults and children caring for elderly/sick parents, and for families to help navigate the systems: schools and childcare. Needs in this area not being met especially for those that only need limited assistance
- Lack of ability to understand how to maneuver through the system
- High cost = high need: high risk
- Lack of Medicaid coverage and medical cover: people falling through cracks; specific populations affected people with mental health issues, substance issues and developmental delays; concern for client, families and communities
- Lack of funding for respite, wrap around funds, school fees and supplies for family caregivers: grandparents raising grandchildren and adults caring for sick/elderly parents
- Coordination of services between county government and non-profits; it is about client care – not program domination
- Home care visits by health department to high risk families; proven to be effective
- Skills for entry level employment and jobs: including job readiness, basic skills, life skills, and academic skills. Life skills very important to reentry population and younger population – need to be continuance throughout life span
- Closer relationship between county government and schools
- Lack of representation of all cultures in different jobs
- Service providers need to have staff from different backgrounds
- Reach and teach young adults reading comprehension and life skills
- Keeping up with technology
- Computer access and usage for senior population
- High cost of mediation
- More programs to support youth development
- Transportation and getting around the County: TRIPS has a waiting list
- Previously incarcerated people need more assistance in all areas: A large amount of Parolees in Rockland range from 20-30 years old and are at a high risk to re-offend, with no vocational skills and little education
- Resources for non-English speaking people – immigrant and undocumented populations
- Affordable housing
- Hunger: food pantries are struggling to meet needs – due to more utilization – people with higher financial means using pantries
- Time and attention to internal workforce development: trainings
- Succession Planning
- Intergovernmental collaboration – share needs and resources

## 2012 Community Needs Assessment

- Government, community leaders, non-profits, municipalities work together/collaborate
- Better communication across all sectors of community
- Single point of entry into series
- Human Trafficking
- Fact database

### Resources

- Info Rock & 211
- Trained volunteers and non-profits
- Federally funded health centers – health department has the list – obligation to provide sliding scale – don't ask for documentation – important to spread work about this
- Jawonio & ARC have sliding scale fees for medical and dental services
- County newsletter – ongoing basis to share with community, will improve internal communication and educate public about services
- Office for the Aging - Employment program for people 55+
- Meals on Wheels – Computer program for seniors
- Taxi vouchers for medical appointments for seniors – Office for the Aging
- Medicaid transportation
- CHORE program
- Technology for training and communication – better utilization of services and workforce
- Transitional services - training for T.A. clients
- County government and employees
- Town and village services
- Planning Department
- Colleges
- Regional Economic Development group
- County Transportation Taskforce – unify transportation services within the county
- Office for the Aging – services for grandparents raising grandchildren

### Barriers

- Lack of grant writers – government and nonprofits work collaboratively
- Lack of funding for services: Facts database and Ready by 21
- Language: lack of resources (translation) to help meet needs of clients
- Cultural differences – lack of understanding
- Emergency situations
- TRIPS – curb to curb pick-up, some people need door to door service
- Younger populations uses technology – need to utilize more forms of social media
- Technology used is older and incompatible
- Shifts in communication
- Liability Issues – interns/volunteers
- Changing demographics and our ability to meet these needs
- Program eligibility factors and conflicting regulations
- Case Management role shifted to eligibility workers as a result of economy
- People afraid to increase incomes may lead to losing services due to regulations
- State and Federal bureaucracy/regulations
- Varying immigration status

### How Can the United Way Help?

- Open the lines of communication amongst county government/non-profits/businesses
- Entry level skill development of workforce: unify and expand

## 2012 Community Needs Assessment

- Focused conversations between county government and non-profits for sharing information and increasing collaborative efforts
- Increase communication to employers regarding incentives: collaboration between Department of Corrections/Housing Authority/Department of Labor
- Info Rock & 211 increase collaboration
- Natural support systems – connect all levels (business, grass roots groups, faith-based groups, community leaders, civic organizations, nonprofits, and government)
- Umbrella/Quilt
- Help people understand networks and available services/programs

## Appendix C5: Focus Group Results – Rockland County Hispanic Pastors Association Focus Group, March 26, 2012

### Identified Needs

- Trust and safety
- Driver license for undocumented
- English as a Second Language (ESL) programs
- Citizenship classes for Spanish speaking persons
- GED in Spanish for people ages 25 – 45
- Rental Abuse – security deposits
- Stable housing
- How to cut through red tape
- Medical Insurance – including prescription
- Health Issues: not being able to get needed medication or treatment
- Education about prevention of medical issues
- Dental care
- Housing for homeless persons
- Life skills – start at young age (preteen), 1<sup>st</sup> generation in America, social, communication skills, importance of education, how things work in the US vs. country of origin
- Managing money
- Social Issues – integration of culture
- Churches to serve a bridge on all levels – entry into services for towns, villages, parishioners, and community
- Youth work to help support family here and send money back to family in country of origin – big responsibility
- Increase awareness of importance of education - education not valued

On the average, 40% of the congregation's parishioners are undocumented persons.

## **Appendix D: Data Sources Used in Community Needs Assessment**

Rockland County Child & Family Services Plan

Rockland County Comprehensive Plan

Rockland County Department of Planning

Rockland County Community Health Assessment 2010-2013

U.S. Census Data, 2000 & 2010