

Foreword

To the Residents of Onondaga County:

Since its inception almost 90 years ago, United Way of Central New York has worked to help those in need. Each year we reach out to thousands of donors with the promise that we will invest their gifts wisely to make our community stronger. This stewardship of donor gifts is at the core of our mission.

We begin by developing a keen understanding of local conditions and needs. The 2010 Community Needs Assessment reports an eight-month research project by United Way staff, community experts and volunteers. During this assessment, we researched local, state, and national data and invited Onondaga County residents to share their views and experiences regarding the human service challenges facing our community.

Using the information gathered through this research we developed funding priorities for the next three years: EDUCATION, INCOME, HEALTH, and SAFETY NET SERVICES.

This report will be used by the volunteers who will make allocations decisions for the 2011 – 2014 Community Program Fund and to inform the broader community of what we have learned.

As always, we appreciate the support of all those who generously shared their time and expertise to help create this report. We look forward to using what we have learned to make this community an even better place to live.

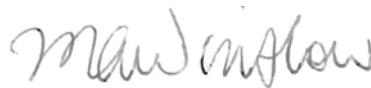
Sincerely,



Frank J. Lazarski
President



Gail M. Kinsella
Board of Directors
2009 – 2010 Chair



Martha Winslow
Community Impact Cabinet
2009 – 2010 Vice Chair



Anthony D'Angelo
Board of Directors
2009 – 2010 Vice Chair



Charles M. Sprock Jr.
Community Impact Cabinet
2009 – 2010 Assistant Vice Chair

Table of Contents

1. Executive Summary	vii
2. Introduction.....	1
A. What is United Way?	1
B. The Mission and Value of United Way	1
C. United Way’s Funding System	1
3. Methodology	5
A. Background Research	5
B. Best Practice – United Way Funding Systems	6
C. Primary Research – United Way Surveys	6
4. Best Practice – United Way Funding Systems.....	9
A. United Way Worldwide	9
B. Comparable United Ways	10
5. Primary Research – United Way Surveys.....	12
A. Program Participant Survey.....	12
B. Community Teen Survey.....	34
C. Community Expert Survey	48
D. Community Survey.....	57
6. Findings	71
A. EDUCATION	73
B. INCOME	78
C. HEALTH	85
D. SAFETY NET	94
E. Moving Forward.....	96
7. Study Limitations	97

8. Acknowledgements.....	99
9. Appendices.....	I
A. United Way of Central New York Service Area	II
B. Program Participant Survey.....	III
C. Community Teen Survey.....	IX
D. Community Expert Survey	XIII
E. Community Survey.....	XIX
F. Onondaga County Unemployment Rates	XXIV
G. NYS Unemployment Rates.....	XXV
H. Importance of Human Services	XXVI

List of Figures

Program Participant Survey

<i>Figure 5.1</i>	Zip code data	13
<i>Figure 5.2</i>	Rate of educational achievement among survey respondents	13
<i>Figure 5.3</i>	Rate of annual income among program participant households	14
<i>Figure 5.4</i>	Health insurance rate among program participants	14
<i>Figure 5.5</i>	Percentage of program participants who reported <i>everyone</i> in their household has health insurance	15
<i>Figure 5.6</i>	Percentage of program participant respondents who have health insurance ..	15
<i>Figure 5.7</i>	The primary type of health insurance among survey respondents	16
<i>Figure 5.8</i>	Reasons survey respondents don't have health insurance	17
<i>Figure 5.9</i>	Employment status – single responses.....	18
<i>Figure 5.10</i>	Employment status – multiple responses	19
<i>Figure 5.11</i>	Experiences of program participants	21
<i>Figure 5.12</i>	Current financial situation compared to three years ago.....	22
<i>Figure 5.13</i>	Reasons keeping program participants from being better off financially.....	23
<i>Figure 5.14</i>	Current emotional situation compared to three years ago.....	24
<i>Figure 5.15</i>	Reasons keeping program participants from being better off emotionally	25
<i>Figure 5.16</i>	Community services used and first time usage in 2009	26
<i>Figure 5.17</i>	Percentage who experienced difficulty using community services.....	27
<i>Figure 5.18</i>	Reasons program participants experienced difficulty using community services	28
<i>Figure 5.19</i>	Priority of community services reported by program participants	29
<i>Figure 5.20</i>	Importance of human services reported by program participants.....	31
<i>Figure 5.21</i>	Importance of six building blocks to a successful life reported by program participants	33

Community Teen Survey

<i>Figure 5.22</i>	Zip code data	35
<i>Figure 5.23</i>	Grade levels of teen respondents who are currently in school.....	36

<i>Figure 5.24</i> Experiences of community teens	38
<i>Figure 5.25</i> Types of programs being used by teens	39
<i>Figure 5.26</i> Other types of programs being used by teens	40
<i>Figure 5.27</i> Reasons teens don't or can't participate in additional programs	41
<i>Figure 5.28</i> Rate of teens currently employed	42
<i>Figure 5.29</i> Challenges faced by teens in acquiring a job or getting a better job	43
<i>Figure 5.30</i> Supports accessed by pregnant or parenting teens	44
<i>Figure 5.31</i> Rate of teens who either know or don't know where to go for help besides close family and friends	47

Community Expert Survey

<i>Figure 5.32</i> Zip code data	49
<i>Figure 5.33</i> Annual budget data	49
<i>Figure 5.34</i> Percentage of local agencies/organizations currently receiving United Way of Central New York funding.....	50
<i>Figure 5.35</i> Barriers to becoming self-sufficient or independent as reported by community experts	50
<i>Figure 5.36</i> Priority of community services reported by community experts.....	52
<i>Figure 5.37</i> Importance of human services reported by community experts	54
<i>Figure 5.38</i> Importance of six building blocks to a successful life reported by community experts	56

Community Survey

<i>Figure 5.39</i> Zip code data	58
<i>Figure 5.40</i> Level of community involvement	59
<i>Figure 5.41</i> Rate of educational achievement among community members.....	60
<i>Figure 5.42</i> Employment status – single responses	60
<i>Figure 5.43</i> Employment status – multiple responses	61
<i>Figure 5.44</i> Rate of annual income among community respondent households	62
<i>Figure 5.45</i> Percentage of respondents with health insurance	62
<i>Figure 5.46</i> Primary type of health insurance among survey respondents	63
<i>Figure 5.47</i> Reasons survey respondents don't have health insurance	63
<i>Figure 5.48</i> Priority of community services reported by community respondents	64
<i>Figure 5.49</i> Community services used and first time usage in 2009	65

Figure 5.50 Importance of human services reported by community respondents 66
Figure 5.51 Importance of six building blocks to a successful life reported by community 68
Figure 5.52 Economic impact on charitable giving..... 68

Findings

Figure 6.1 Highest level of educational achievement for Onondaga County residents 18 years older and older..... 74
Figure 6.2 Unemployment rate for Onondaga County and New York State 78
Figure 6.3 Income and benefits (2008 inflation-adjusted dollars) 79
Figure 6.4 Selected owner costs as a percentage of household income..... 82
Figure 6.5 Gross rent as a percentage of household income (GRPI). 83
Figure 6.6 Teen pregnancy rate in Onondaga County..... 86
Figure 6.7 Percentage of births within Onondaga County with late or no prenatal care... 87
Figure 6.8 Cases of AIDS by county, 2007 90
Figure 6.9 Cases of Chlamydia by county, 2007 – reported cases of 1,000 or more91
Figure 6.10 Cases of Gonorrhea by county, 200791

List of Tables

Table 1	Comparisons of poverty.....	80
Table 2	Population by age	88

1. Executive Summary

United Way of Central New York is introducing four new funding priorities for its 2011 – 2014 Community Program Fund that will drive positive change in the Onondaga County community. The new priorities, called Focus Areas, are EDUCATION, INCOME, HEALTH, and SAFETY NET SERVICES.

The new model will enable United Way to maximize community investments, improve its ability to track changes in the community, and address root causes of community problems. Programs applying for funding in the 2011 – 2014 Community Program Fund cycle will submit applications in December 2010, after the Fiscal & Management Review process in August 2010. The new model will be implemented at the beginning of that cycle starting July 1, 2011.

For the current 2008 – 2011 Community Program Fund cycle, United Way supports programs in five Vision Areas:

- Nurture, protect and teach young children
- Help our youth grow into thriving adults
- Provide a safety net during crisis
- Enable people to live with self-sufficiency and independence
- Support people facing difficult personal and family problems

In 2009 – 2010, the United Way distributed \$4,602,682 to 102 programs within the five Vision Areas. An additional \$1,838,927 was distributed through United Way's Donor Designation program, which allows donors to direct their gifts to specific organizations.

United Way conducts a needs assessment every three years to ensure donor dollars are directed to programs tackling areas of greatest need in Onondaga County. The 2010 needs assessment began September 2009 and ended April 2010. It was developed and executed by Community Impact Division staff at United Way of Central New York in Syracuse, New York. Volunteers and community experts helped guide the direction of the study and interpret the findings.

How We Got Here

The needs assessment was in the past conducted in partnership with a consultant. Due to fiscal considerations, United Way's Board of Directors determined staff and volunteers would conduct the needs assessment for the 2011 – 2014 Community Program Fund cycle in-house. This process has allowed staff and volunteers access to more data than in previous assessments, giving them a richer understanding of the community.

The needs assessment project entailed four main pieces of research, each providing a different perspective on the scope and dimension of need in the community.

1. **Background research** included studying local, state and national statistics such as unemployment rates, population trends, educational attainment, and income data.
2. **Surveys** developed by United Way volunteers and staff were distributed throughout the community, each targeting a different population group: individuals accessing programs from agencies receiving United Way funding; teenagers; community experts in their field, such as leaders from local nonprofit organizations, higher education, and school districts; and community members at-large.
3. The **best practice review** included studying the funding priorities and structures of similar United Way organizations nationally to identify key practices; processes that worked; and methods that proved challenging. United Way Worldwide’s Advancing the Common Good framework was reviewed extensively, as many United Ways are following the national organization’s recommendations of supporting programs that focus on education, health and income.
4. The current **2008 – 2011 funding structure** was also examined to determine where adjustments could be made that would better align United Way’s areas of support with the findings of this needs assessment.

Based on the background research, survey responses, best practice review, and feedback from volunteers and executive directors from agencies currently receiving United Way funding, it was determined that a shift in funded priorities needed to take place to better reflect Onondaga County’s needs.

Drivers for change

The information gathered during the needs assessment served as the basis for the development of the four Focus Areas. United Way Worldwide’s Advancing the Common Good framework was used as a template for the focus areas. It was tailored to the local community based on the findings of the 2010 needs assessment project.

Project findings show that the down economy has played a central role in contributing to the challenges faced by Onondaga County residents, as well as redefining the community’s areas of greatest need. The 2010 Community Needs Assessment indicates a growing demand in basic needs services, such as food, clothing, and shelter. People are having a harder time meeting their basic needs– some because they were already financially stressed prior to the recession, and others because they lost their job due to the recession. Individuals and families are also facing a multitude of challenges, resulting in a cascading affect touching all facets of their lives.

Some of the findings that shaped the issues targeted in the four Focus Area model include:

- Program Participant Survey respondents identified **unemployment and debt** as the top two reasons for being worse off financially compared to three years ago.
- **Elderly services** was among the top three services identified by Community Survey respondents as the most important among 19 human service options listed.

- The Community Teen Survey showed there were multiple **socioeconomic issues** that some teens living in Onondaga County were dealing with outside the classroom, including family violence, drug/alcohol use, and mental illness/depression.
- Seven Syracuse-area zip codes had a **significantly higher average number of teen pregnancies** than the rest of Onondaga County from 2005-2007, according to data from the Onondaga County Health Department. The highest was 13202, with 218.9 pregnancies for every 1,000 females ages 15-19.
- A Food Bank of Central New York study found that 42% of client households served reported **having to choose** between paying for food and paying for rent or mortgage; 41% had to choose between paying for food and paying for utilities/heating fuel; and 25% had to choose between paying for food and paying for medicine/medical care.
- Onondaga County's unemployment rate rose to 8.3% in January 2010 from 7.2% in January 2009. Five years ago, in January 2005, it was 5.2%, according to the New York State Department of Labor.

Benefits of the New Model

The new funding priorities allow United Way to focus on supporting programs that provide essential services to assist disadvantaged populations. They will also allow support for programs addressing root problems that create crisis situations: issues around access to educational opportunities, financial stability, and healthy living.

The new model creates a standardized reporting system in which programs receiving United Way funding will measure and report on specific outcomes and indicators. The 2008 – 2011 Community Program Fund required programs to report on a maximum of three outcomes, one of which had to be a United Way identified outcome. Programs then developed their own indicators.

For the 2011 – 2014 cycle, programs will be required to select United Way identified outcomes and indicators. United Way is accountable to donors for oversight of all funded programs. This new system lays a solid foundation for a standardized method of tracking key community issues and the impact donor dollars make.

The Four Focus Areas

Programs invited to participate in the 2011 – 2014 Community Program Fund allocation cycle must address the following issues:

EDUCATION

Programs supported in this area will target educating community members to achieve their potential. They will focus on producing measurable results in one of the following areas:

- Readiness to achieve in school
- Productive and engaged youth
- Increased knowledge/awareness

Populations of concern include:	Community services in particular need include:	Includes programs that provide services such as:
<ul style="list-style-type: none"> ▪ Economically disadvantaged youth ▪ Special needs children and their families 	<ul style="list-style-type: none"> ▪ Services to help youth succeed in school ▪ Education & Awareness of community issues 	<ul style="list-style-type: none"> ▪ Parenting skills ▪ Awareness of violence and alcohol/drug abuse ▪ Childcare/early childhood education

INCOME

Programs supported in this area will target promoting financial stability and economic self-sufficiency. They will focus on producing measurable results in one of the following areas:

- Workforce development and training
- Gaining and sustaining assets
- Increased economic self-sufficiency

Populations of concern include:	Community services in particular need include:	Includes programs that provide services such as:
<ul style="list-style-type: none"> ▪ Low income/marginally employed ▪ Refugees ▪ Economically disadvantaged populations 	<ul style="list-style-type: none"> ▪ Supportive services toward economic independence ▪ Job placement & retention 	<ul style="list-style-type: none"> ▪ Supported employment ▪ Employment assistance ▪ Stable housing ▪ Financial education

HEALTH

Programs supported in this area will target promoting issues of wellness and well-being, such as avoiding risky behaviors and positive growth in behavior and social development. They will focus on producing measurable results in one of the following areas:

- Maternal health and infant well-being
- Seniors
- Healthy youth and adults

Populations of concern include:	Community services in particular need include:	Includes programs that provide services such as:
<ul style="list-style-type: none"> ▪ Youth at-risk because of their own behavior or the behavior of others ▪ Disabled populations ▪ Seniors 	<ul style="list-style-type: none"> ▪ Services to combat violence & drug activity ▪ Services for unsupervised youth after school/early evening hours ▪ Holistic/family approaches ▪ Mental health services 	<ul style="list-style-type: none"> ▪ Character/civic development ▪ Senior programming ▪ Community living skills ▪ Constructive after-school activities including recreation and academics ▪ Abuse prevention

SAFETY NET

Programs supported in this area will target providing for the community’s basic needs. They will focus on producing measurable results in one of the following areas:

- Emergency housing
- Food assistance
- Crisis prevention
- Increased independence

Populations of concern include:	Community services in particular need include:	Includes programs that provide services such as:
<ul style="list-style-type: none"> ▪ Chronically vulnerable ▪ Economically disadvantaged individuals/families ▪ Other underserved populations ▪ Individuals in isolated/rural areas 	<ul style="list-style-type: none"> ▪ Emergency rent/mortgage/utility assistance ▪ Shelter support services for individuals with mental health/substance abuse issues 	<ul style="list-style-type: none"> ▪ Shelter emergencies ▪ Food emergencies ▪ Individual/family crisis ▪ Disasters

Moving Forward

United Way of Central New York looks forward to robust community discussions about the issues identified in this needs assessment. The final report of the 2010 Community Needs Assessment will be shared with the community at-large, United Way agencies currently receiving funding, and agencies applying to the 2011 – 2014 Community Program Fund, as well as volunteer committees and cabinets within United Way. It will be made available to the public at www.unitedway-cny.org.

The data collected during the assessment will help shape the 2011 – 2014 Community Program Fund Request for Proposal that will be released July 2010. The 2011 – 2014 Community Program Fund application process will commence at this time with the Fiscal & Management Review, in which an agency’s financial soundness and management is evaluated. Applications for the Fiscal & Management Review will be due August 20, 2010, with decisions made by October 29, 2010.

Agencies that successfully pass the Fiscal & Management Review will be asked to submit a proposal(s) for the Program Application Review process by December 17, 2010. Decisions for program funding will be made by May 27, 2011.

Questions related to the content of this report should be directed to United Way of Central New York, 315.428.2211.

2. Introduction

A. What is United Way?

United Way is an international non-profit movement with a mission to improve lives across the nation and around the world. It is comprised of over 1,300 independent local United Ways affiliated through United Way International. Each United Way is separately incorporated, governed by its own volunteer board of directors, and sets priorities based on local needs.

The movement that is now known as United Way began in the late 1800s in Denver Colorado as an effort to create a common fund to care for people in need. The idea spread across the country and gained momentum during WWI as communities rallied to help soldiers and their families. This United Way began as the War Chest in 1917, was incorporated as the Syracuse Community Chest in 1921, and adopted the name of United Way of Central New York in 1972.

B. The Mission and Value of United Way

Throughout its history, United Way has worked to improve people's lives and sustain an effective network of human-care services. United Way connects those who want to help others with opportunities to do so through monetary donations, volunteering, and advocacy. Our mission, "to increase the organized capacity of people to care for one another," reflects this role of connecting and convening the community around shared philanthropic goals.

United Way has a unique value to donors because it "does the homework" that would be very difficult for individual donors to do for themselves: researching local needs, establishing priority-based investments in local programs, and continually monitoring these investments to be sure they are achieving intended results. In short, United Way strives to ensure that donor gifts are carefully invested to do the most good.

In addition, United Way of Central New York supports special collaborative efforts to address critical and emerging needs in Onondaga County (Appendix A). United Way has formed strategic partnerships and collaborations around such diverse issues as preparing children to succeed in life through Success By 6, helping low-income families obtain tax relief through **EITC: You've Earned It!**, and preventing child abuse through Keeping Kids Safe. And United Way is the community leader for volunteer placement services through our Volunteer Center and corporate in-kind giving through our regional Gifts in Kind program.

C. United Way's Funding System

AN HISTORIC CONTEXT

The system for awarding funding, the allocations process, has evolved considerably over the

past 85+ years. What began as a simple division of funds to support troops overseas and needs here at home, became a membership system of major charities. In more recent decades, the shift was made from funding general agency operations to support for specific programs that address priority needs in our community. Refinements of the system continue as United Way strives to create the most impact with donor gifts, creating lasting improvements in people's lives.

OUR CURRENT ALLOCATIONS PROCESS

Under our current funding system, program funding awards are made every three years. This creates a stable system of support that allows programs the time needed to create measurable results.

There are four major components of the allocations process:

- *Community Needs Assessment*—research into local needs and trends.
- *Strategic Funding Structure*—establishment of United Way funding priorities.
- *Agency Fiscal and Management Review*—confirms the operational capacity of agencies that wish to apply for United Way support.
- *Program Application Review*—competitive process that awards program funding to community priorities.

OUR CURRENT FUNDING PRIORITIES: FIVE VISION AREAS, 2008-2011

The 2008 – 2011 funding cycle continues through June 2011 with 102 programs from 39 agencies slated to receive annual awards totaling \$4,949,122.

In the table below are United Way of Central New York's five Vision Areas and the funding amounts allocated to each area at the outset of the funding cycle. When the 2008 campaign did not reach its goal, program allocations had to be cut by 7%. In addition, United Way of Central New York reduced its operating budget by 9%. (Note: program funding is awarded on a July – June fiscal year.)

#	Vision area	Funding amount	
		2008 – 2009	2009 – 2010
1	Nurture protect and teach young children	\$1,338,200	\$1,244,525
2	Help our youth grow into thriving adults	\$1,377,000	\$1,280,610
3	Provide a safety net during crisis	\$846,922	\$787,637
4	Enable people to live with self sufficiency and independence	\$686,000	\$637,980
5	Support people facing difficult personal and family problems	\$701,000	\$651,930
TOTAL		\$4,949,122	\$4,602,682

The Community Program Fund is United Way's largest fund. Money for the fund is collected annually through donations, with about 80 to 90 percent generated from individuals during workplace fundraising campaigns. Currently 89 cents of every dollar given to United Way of Central New York goes directly to programs and services, with 11 cents going to administrative costs such as rent, utilities, salaries, and technology.

THE 2010 COMMUNITY NEEDS ASSESSMENT GOALS

This report summarizes the research conducted and collected over the past year. The primary goals of this assessment were:

- To develop an understanding of current human care conditions and trends in Onondaga County and our place within a state and national context.
- To gauge where the Onondaga County community perceives that needs are being met, where gaps in service may exist, and how they would like United Way of Central New York to invest donor dollars.
- To develop priorities for the 2011 – 2014 Community Program Fund allocations process.
- To build awareness of United Way of Central New York's allocations process and our role in the community.

3. Methodology

The Community Needs Assessment process began with an examination of the structure, objective, and method of past needs assessments, as well as the schedule for the upcoming 2011 – 2014 Community Program Fund allocations cycle.

To understand the scope and dimension of need in Onondaga County, two methods were used to gather information about its residents: background research and surveys.

A best practice review of United Way Worldwide and United Way organizations nationally was also conducted to assess what procedures were being used, which processes worked, and what proved challenging when establishing funding priorities.

A. Background Research

Data was reviewed for the city of Syracuse, Onondaga County and the United States, as well as several randomly selected communities throughout Onondaga County (the towns of Camillus, Clay, DeWitt, Geddes, Manlius, Onondaga, Otisco, Skaneateles, and Van Buren). The following sources were used to identify critical issues on a local, state and/or national level. When appropriate, United Way of Central New York survey results were compared to data from these sources:

- American Association of Family & Consumer Sciences
- Center on Education Policy, “Better Federal Policies Leading to Better Schools,” February 2010
- Central New York HIV Care Network, County Level HIV/AIDS Summary: 2009
- Federal Interagency Forum on Child and Family Statistics: America’s Children: Key National Indicators of Well-Being, 2009
- Feeding America: “Hunger in America 2010”
- Food Bank of Central New York: “Hunger in Central & Northern New York 2010”
- National Center for Children in Poverty, “Parents’ Low Education Leads to Low Income, Despite Full-Time Employment,” November 2007
- New York State Department of Labor
- Onondaga County Department of Aging & Youth, 2009 Annual Report
- Onondaga County Health Department, 2009 Annual Report
- Onondaga County Health Department’s Bureau of Surveillance and Statistics
- Onondaga County Department of Mental Health, 2009 Annual Report
- Onondaga County Department of Social Services
- Simmons Longitudinal Study, 2007, Simmons College, Boston, MA; “Family Matters: The Importance of Family Social Support, Feeling Valued, and Family Cohesion in Promoting Positive Adolescent Development;” Helen Z. Reinherz, Rose M. Giaconia, and Angela D. Paradis
- The Annie E. Casey Foundation’s Kids Count Indicator Brief; “Reducing the Child Poverty Rate,” July 2009

- United Way of Central New York, “Community Profile 2001.” This report included data from sources such as:
 - City of Syracuse Consolidated Plan, 2000-2005 Based on 1990 Census data
 - Onondaga County Department of Social Services, 1999 Annual Report
 - Child Care Council of Onondaga County, Status Report on Child Care in Onondaga County 2000
 - New York State Education Department, 1999 Statistical Profiles of Public School Districts
- U.S. Census: American Community Survey, 2008 American FactFinder one-year estimate
- Vera House, Inc., 2008 Annual Report

B. Best Practice Research– United Way Funding Systems

Extensive research was conducted on United Way Worldwide’s web site to review programs from throughout the country that might serve as local level models. United Ways that were comparable to United Way of Central New York, based on data provided in United Way Worldwide’s annual report, were studied. Staff focused particularly on how each United Way structured its funding model and, when appropriate, spoke with representatives directly.

United Way Worldwide’s Advancing the Common Good framework, which focuses attention and support on the three target areas of Education, Income, and Health, was also reviewed.

C. Primary Research – United Way Surveys

Four surveys were developed and distributed to four key population groups: consumers of services, teens, community experts, and the community at-large.

Surveys were designed in conjunction with United Way volunteers to determine priority needs among respondents. Responses on services being used, and services needed, helped to determine whether to maintain United Way’s current funding structure of five priority areas, called Vision Areas.

Surveys were distributed and available online November 2009. Staff used SurveyMonkey, an online survey tool, and direct mail to reach the targeted populations. Surveys completed and returned through January 15, 2010 were included in the analysis.

Survey	Total Distributed	Total Returned (as of Jan. 15, 2010)	Rate of Return*
Program Participant Survey	1,275	339	26.59%
Community Teen Survey	1,900	311	16.37%
Community Expert Survey	431	133	30.86%
Community Survey	9,621	1,085	11.28%
TOTAL	13,227	1,868	14.10%

* All percentages rounded to the nearest one-hundredth

The overall survey return rate was 14.10%. Survey response rates have historically been used as a benchmark of survey accuracy, although there do not seem to be standardized response rates because of the many variables that can impact whether a survey is returned. The assumption has been that the larger the proportion of participants, the more accurate the survey estimates, according to the American Association for Public Opinion Research. The association warns that response rates should be viewed with skepticism, since they do not necessarily differentiate reliably between accurate and inaccurate data.

Surveys with larger sample sizes tend to have markedly lower response rates, according to SuperSurvey, a Colorado-based company that has specialized in conducting online surveys since 2001. Surveys with large sample sizes and low response rates are presumably large consumer surveys where a low response rate was expected and a larger sample size was necessary to obtain sufficient data, according to SuperSurvey's web site.

United Way distributed nearly 9,400 paper surveys to ensure enough were returned to adequately capture a snapshot of each population. The Community Expert and Community surveys were available online to broaden the surveys' outreach. Survey results were cross-referenced with information gathered during the background research to gain deeper insight into the community.

4. Best Practice – United Way Funding Systems

The best practice results section outlines research conducted on United Ways from across the country. Data represents Internet research from United Way Worldwide’s web site and web sites of independent United Way organizations. When appropriate, contact was made with staff representing independent United Way organizations.

A. United Way Worldwide

Many United Ways examined as part of the best practice scan have adopted, or are in the process of adopting, new funding priorities. Predominantly these priorities are based on United Way Worldwide’s Advancing the Common Good framework. The national organization supports what it calls three building blocks to a successful life: EDUCATION, INCOME and HEALTH.

A summary of United Way Worldwide’s definitions for each of the three building blocks, which includes target issues, is provided below.

EDUCATION	Helping children and youth achieve their potential
Target Issues	Readiness to achieve in school
	Academic achievement
	Productive and engaged youth
INCOME	Promoting financial stability and independence
Target Issues	Achieving greater financial stability
	Increasing income
	Building savings
	Gaining and sustaining assets
HEALTH	Improving people’s health
Target Issues	Maternal health and infant well-being
	Basic health care coverage and prevention
	Healthy youth and adults

B. Comparable United Ways

The best practice scan involved reviewing annual fundraising campaigns, the communities being served, organizational budgets, and the issue areas being addressed at United Ways comparable to United Way of Central New York. Because of their similarity to United Way of Central New York, two United Ways were studied in depth based on data provided in United Way Worldwide’s annual report.

United Way of Central New York, Syracuse, NY

Annual Campaign:	\$8,339,000
Population:	452,500
Unemployment rate:	5.3%
Funding structure:	Donor dollars support programs that fall into one of five Vision Areas for the 2008-2011 allocation cycle: Children, Youth, Basic Needs, Self-Sufficiency, and Mental Health. A volunteer committee oversees the needs assessment process and the funding structure.

United Way of Berks County, Reading, Pa.

Annual Campaign:	\$8,960,963
Population:	382,698
Unemployment rate:	5.4%
Funding structure:	Donor dollars support programs that fall into one of four Target Areas: Education, Income, Health, and Safety Net Services. Created four Community Impact Councils to focus on each of the four areas.

United Way of the Blue Grass, Lexington, KY

Annual Campaign:	\$7,009,673
Population:	562,065
Unemployment rate:	5.3%
Funding structure:	Donor dollars support programs that fall into one of four areas: Education, Employment, Housing, and Independence. It is finalizing a change to a three priority area model focusing on Education, Income and Health.

5. Primary Research – United Way Surveys

The survey results section is a compilation of selected data pulled from survey findings. Data is separated by survey type. In some instances, surveys are cross-referenced in other survey sections. The data reported is as of January 15, 2010.

Additional data continues to be sporadically returned, but due to time constraints, those data are not reported. All late surveys were reviewed, and it was determined the responses did not materially change survey findings.

In order to create a consistent base sample size of people who answered the survey, only complete surveys were analyzed. Additionally, each question was cleaned to eliminate any respondents that may have answered questions inconsistently or if the respondent did not follow the skip patterns for questions involving multiple follow-up questions.

The total sample group represents the total number of respondents that answered the question without inconsistencies. Sample sizes may vary slightly due to respondents skipping questions.

Language verbatim from surveys or survey results is in italics.

A. Program Participant Survey

The Program Participant Survey was designed to identify the needs of individuals using services provided by the 39 Onondaga County nonprofit agencies currently receiving United Way funding. Staff mailed surveys to agency executive directors and asked them to distribute the surveys to appropriate staff for dissemination.

- 1,275 surveys distributed
- 339 surveys returned
- 26.59% rate of return
- 327 total sample group

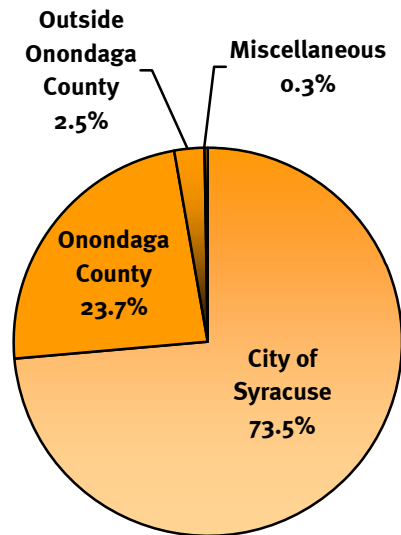
The majority of survey respondents were female, 71.6%, while 28.4% were male. Most respondents, 48.1%, were 21 – 39 years old; 41.6% were 40 – 59; and 4.1% were 60 – 64.

Most respondents identified themselves as White, 52.5%, while 39.3% identified themselves as African American. The number of individuals who identified themselves as either African American, Black, or both are reported in the African American category.

WHAT IS YOUR ZIP CODE?

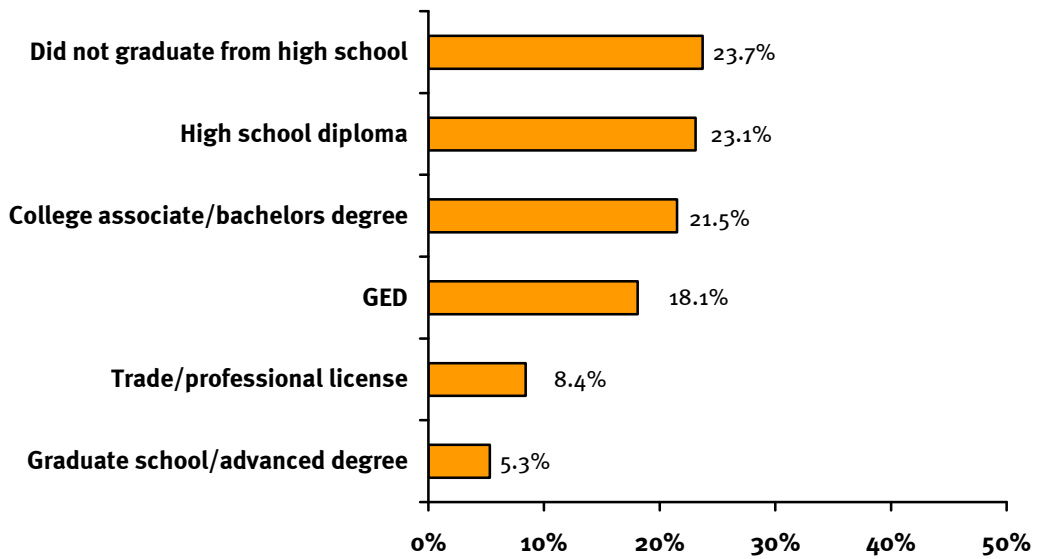
A miscellaneous response was characterized as a zip code in which someone typed, *have use your service in that area*.

Figure 5.1 Zip code data (n = 321)



HIGHEST LEVEL OF EDUCATION ATTAINED

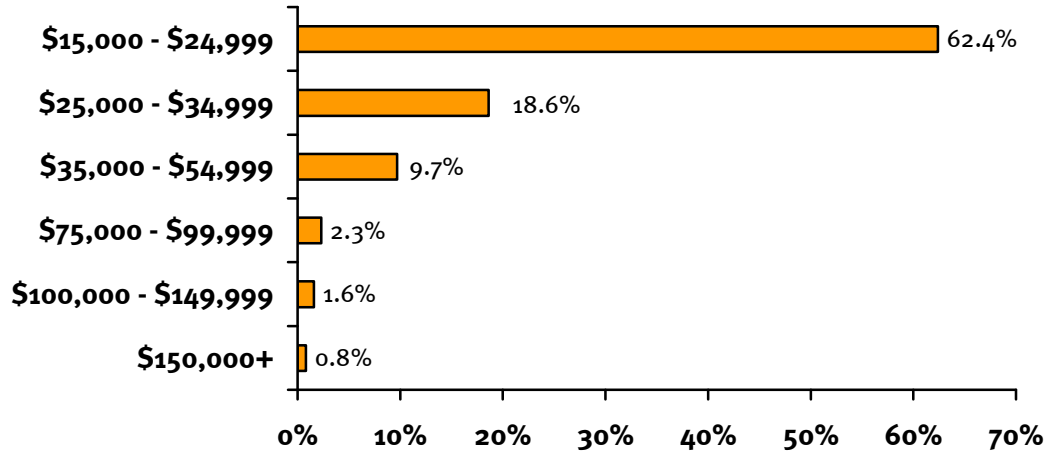
Figure 5.2 Rate of educational achievement among survey respondents (n = 321)



WHAT IS YOUR ANNUAL HOUSEHOLD INCOME?

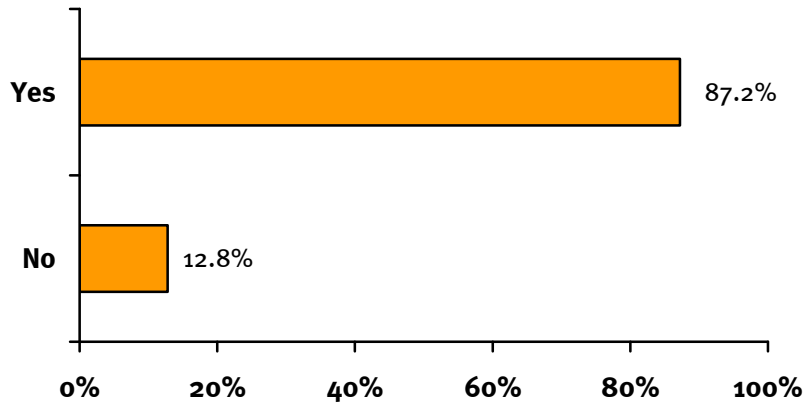
Eleven percent of the sample group reported their household income as \$0 - \$14,999.

Figure 5.3 Rate of annual income among program participant households (n = 258)



DOES ANYONE IN YOUR HOUSEHOLD HAVE HEALTH INSURANCE?

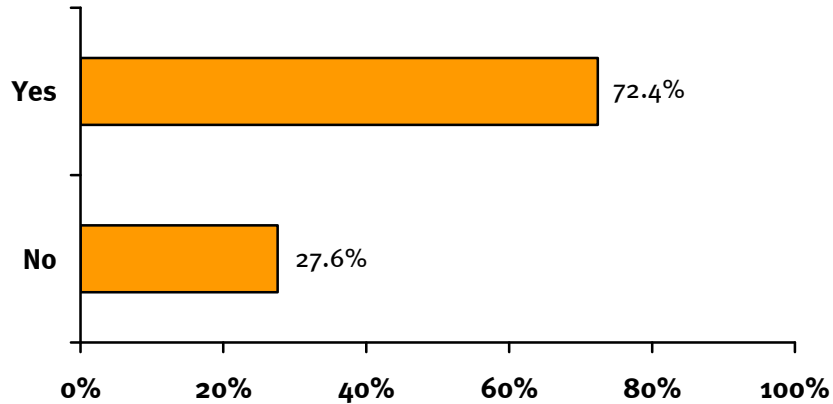
Figure 5.4 Health insurance rate among program participants (n = 321)



DOES EVERYONE IN YOUR HOUSEHOLD HAVE HEALTH INSURANCE?

In addition to asking if anyone in the household has health insurance, the Program Participant Survey asked if everyone in the household has health insurance.

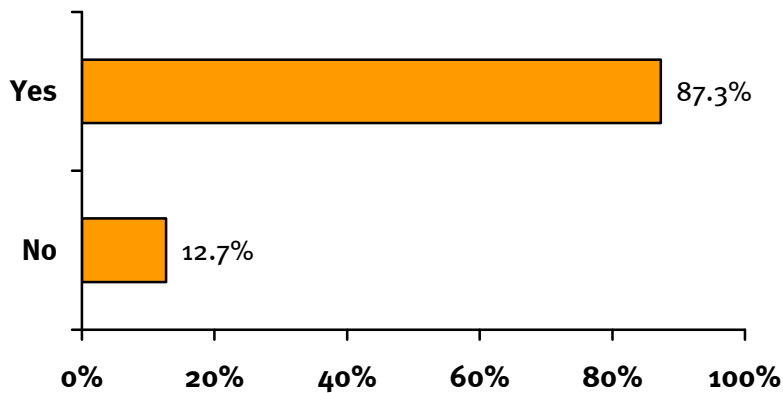
Figure 5.5 Percentage of program participants who reported *everyone* in their household has health insurance ($n = 312$)



DO YOU CURRENTLY HAVE HEALTH INSURANCE?

As a follow-up to the two previous questions about those in the household having health insurance, the Program Participant Survey asked if the respondent has health insurance.

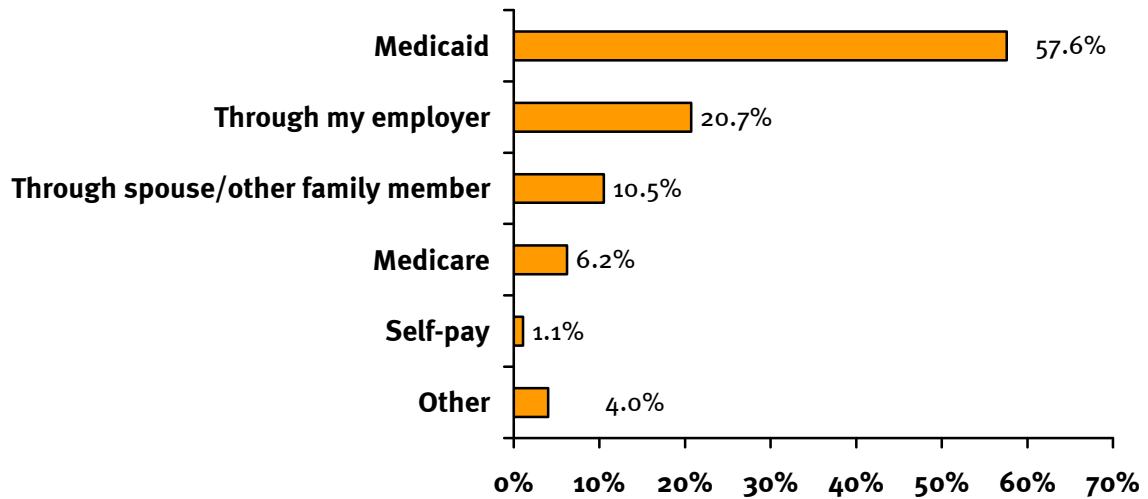
Figure 5.6 Percentage of program participant respondents who have health insurance ($n = 316$)



IF YES, WHAT IS THE PRIMARY TYPE?

For those who reported currently having health insurance, the survey asked the type of insurance. The survey did not specify how many response options could be selected. In many cases, respondents selected a response option and also wrote in a response under *Other*. The survey question was cleaned for respondents who answered Yes and No.

Figure 5.7 The primary type of health insurance among survey respondents (*n* = 276)



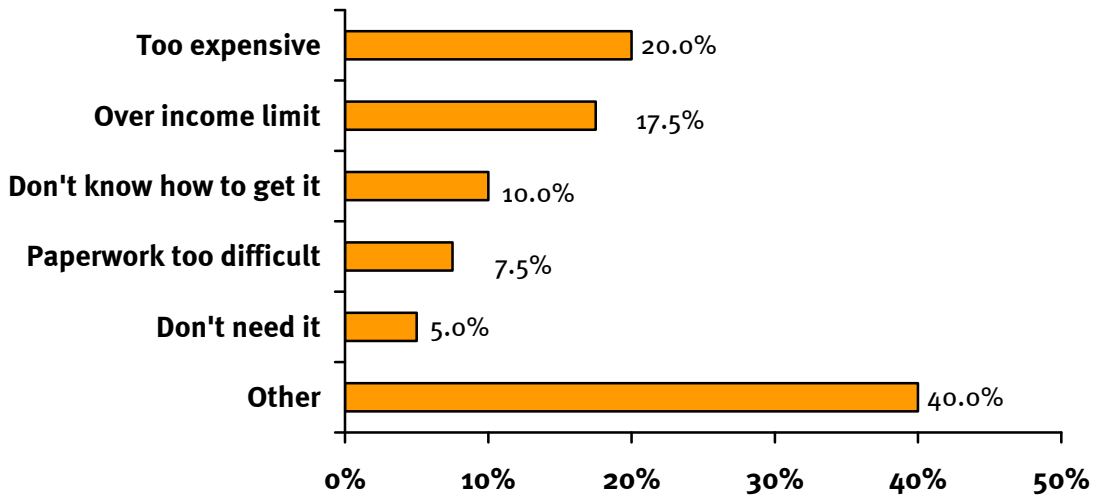
Of the 11 individuals who selected *Other* as a response option, the following responses were given, while 6 people did not provide a response. The responses below are verbatim from the survey.

- *Total Care*
- *FHP*
- *Family Health Plus, Total Care*
- *FHP*
- *Meida Indian*

IF NO, WHY NOT?

For those who reported that they currently do not have health insurance, the survey asked them to report why.

Figure 5.8 Reasons surveys respondents don't have health insurance (n = 40)



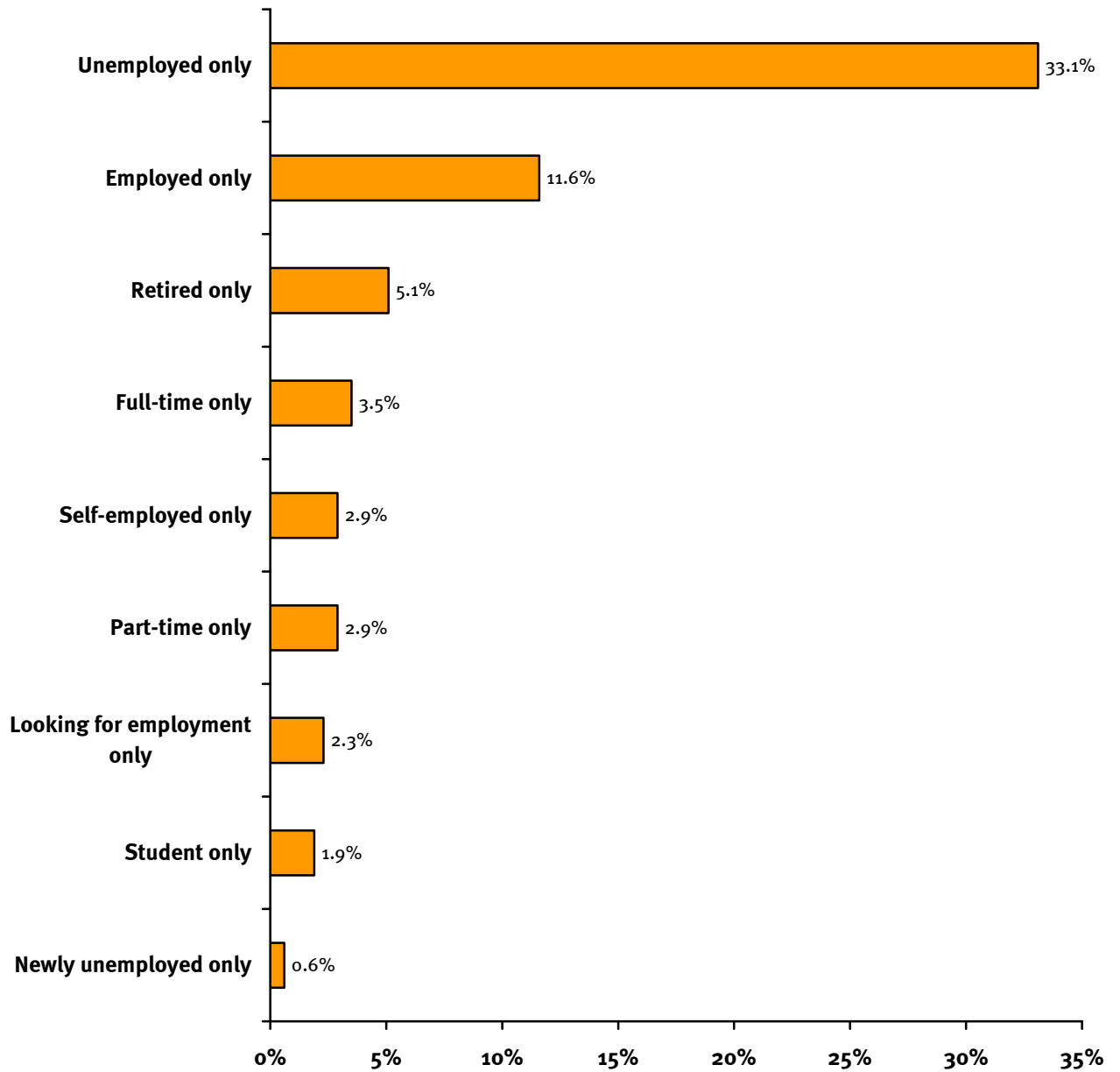
Of the 40% who reported *Other*, the following responses were given. Five respondents did not provide feedback. The responses below are verbatim from the survey.

- *medicaid*
- *Just released from prison*
- *Have to be employed 90 days before health benefits start*
- *just have filled out papers*
- *trying to get it*
- *medicaide*
- *need to apply*
- *didn't the change yet*
- *medicaide*
- *Don't qualify*
- *medicaide*

CURRENT WORK STATUS

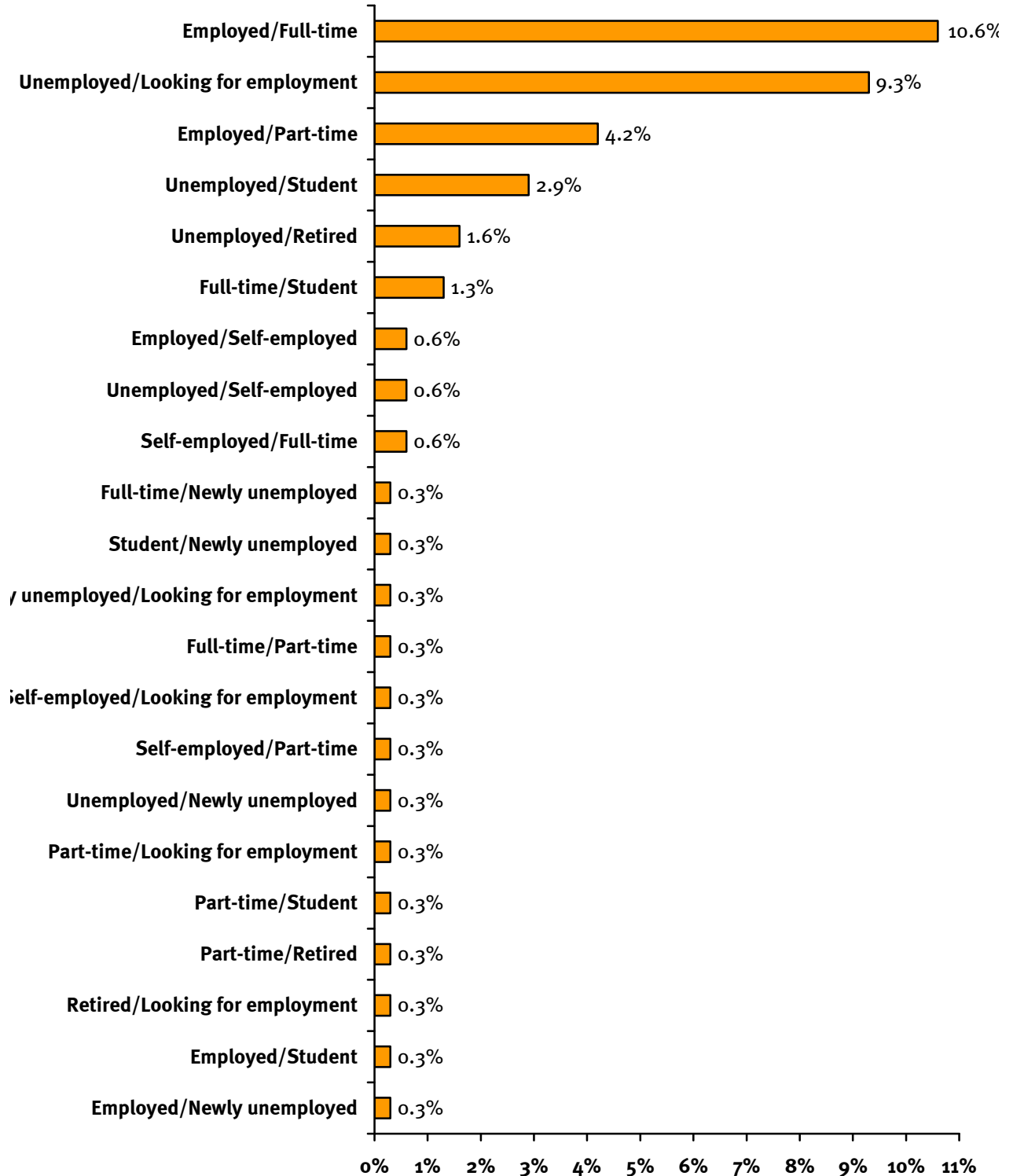
Respondents could check up to two response options. The data below is based on respondents, and shows the data in which a survey respondent chose only one response option.

Figure 5.9 Employment status – single responses (n = 311)



The data below is based on respondents, and shows the data in which a survey respondent chose two response options.

Figure 5.10 Employment status – multiple responses



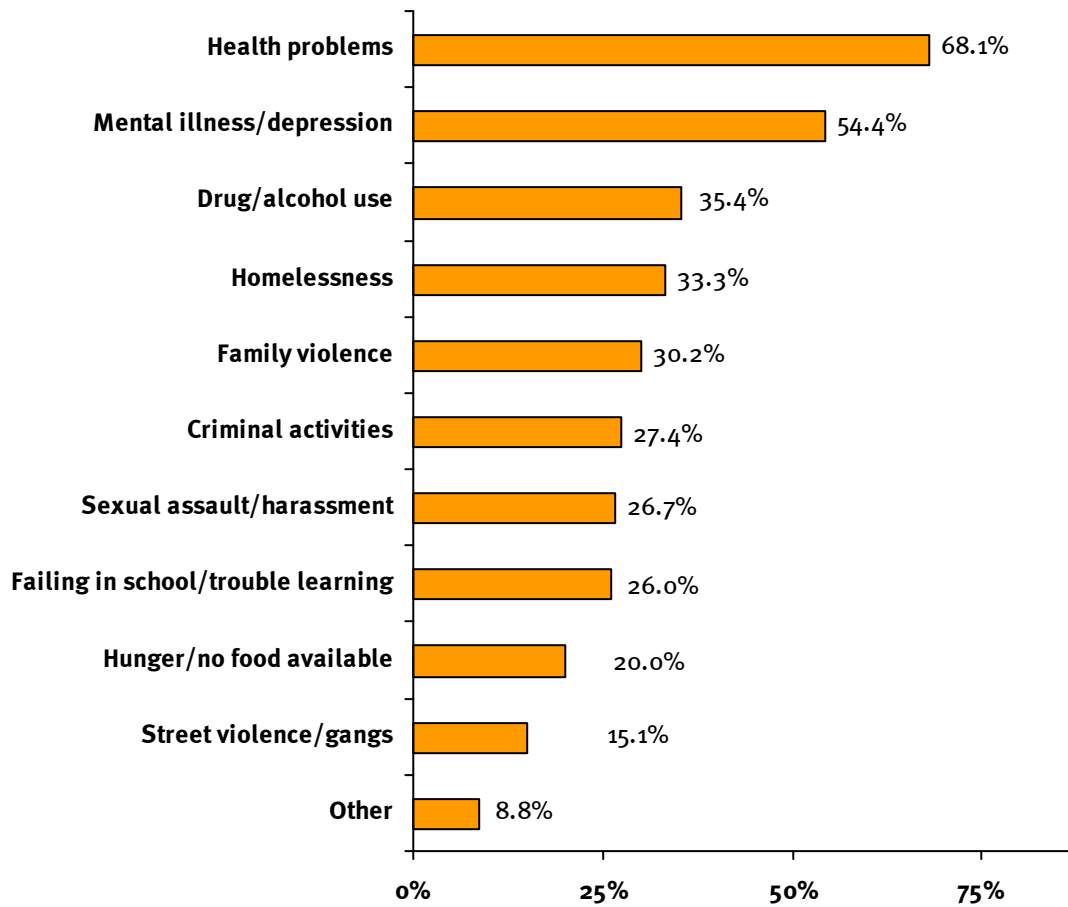
The following permutations were identified among survey respondents and represent 3.9% of responses.

- Full-time/Newly unemployed
- Student/Newly unemployed
- Newly unemployed/Looking for employment
- Full-time/Part-time
- Self-employed/Looking for employment
- Self-employed/Part-time
- Unemployed/Newly unemployed
- Part-time/Looking for employment
- Part-time/Student
- Part-time/Retired
- Retired/Looking for employment
- Employed/Student
- Employed/Newly unemployed

WHICH OF THESE HAVE YOU EXPERIENCED?

Survey respondents were asked to report on their experiences. They could select multiple response options. Because of the nature of the question, it was difficult to determine if the survey respondent experienced the issue directly or someone they knew experienced the issue directly.

Figure 5.11 Experiences of program participants (n = 285)



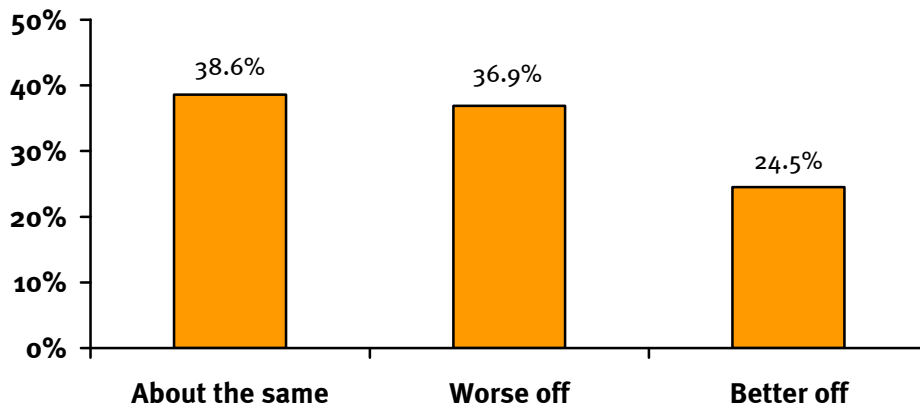
Of the 8.8% who responded *Other*, the following responses were given. Please note, even though 25 respondents selected *Other* as a response option, 5 wrote *None* and 3 did not provide feedback. The responses below are verbatim from the survey.

- *Discrimination due to disability*
- *Fire at old address*
- *house burned to ground*
- *Unemployment*
- *Single parent upbringing*
- *Rape/child abuse*
- *2 disabled children (autism)*
- *health issues and violence*
- *physical and emotional abuse*
- *physical and emotional abuse*
- *I was a battered last 12 yrs ago*
- *No income*
- *emotional, sexual, ervel abuse physical abuse*
- *police harrassment*
- *lonly*
- *CPS services*
- *ADHD*

HOW WOULD YOU COMPARE YOUR FINANCIAL SITUATION TO THREE YEARS AGO?

Program participants were asked to compare their current financial situation to three years ago.

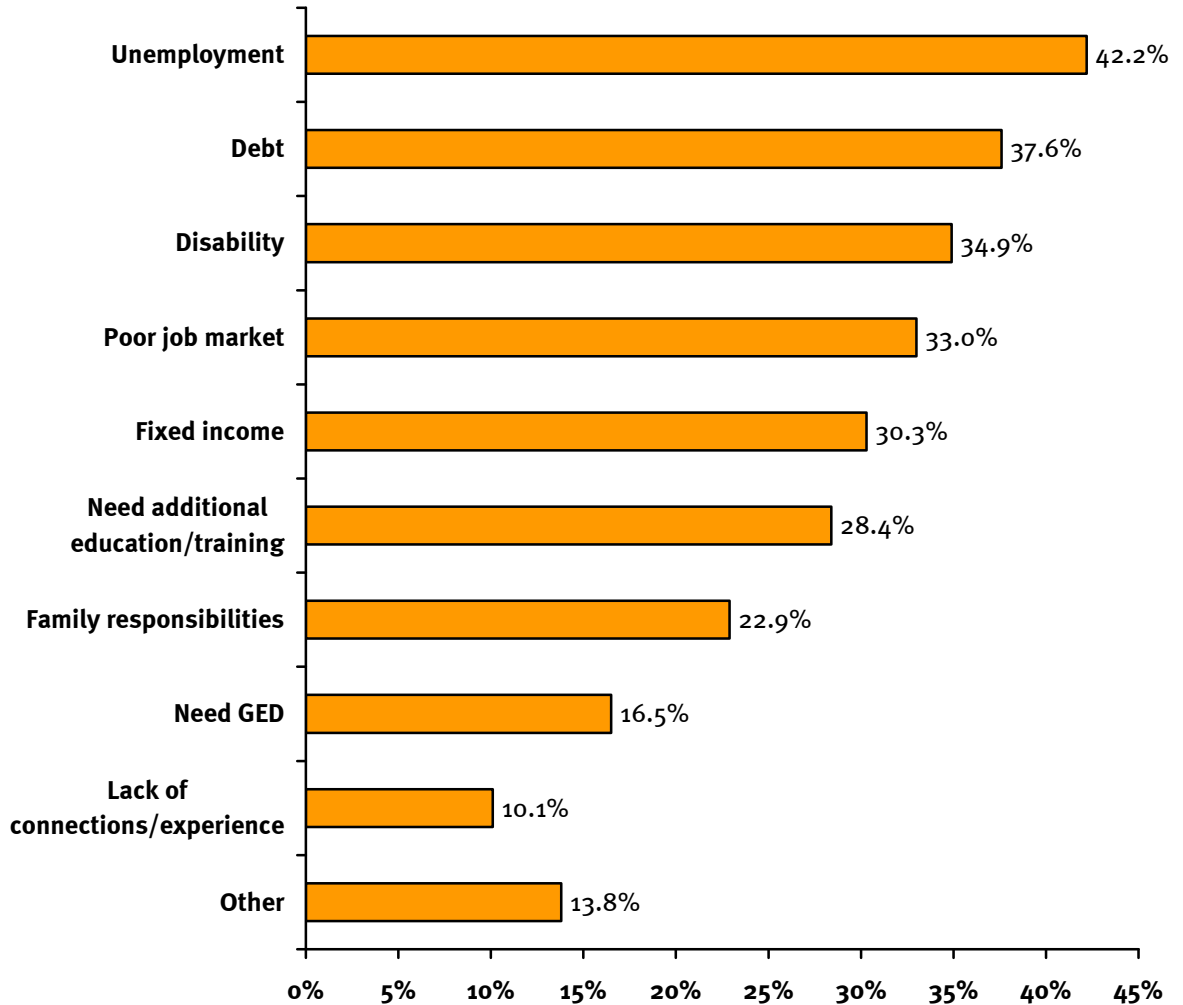
Figure 5.12 Current financial situation compared to three years ago (n = 298)



IF WORSE OFF, WHAT IS KEEPING YOU FROM BEING BETTER OFF FINANCIALLY?

If survey respondents reported being *Worse off* in the previous question, they were asked a follow-up question regarding the barriers keeping them from being better off financially. Respondents could select multiple response options.

Figure 5.13 Reasons keeping program participants from being better off financially (n = 109)



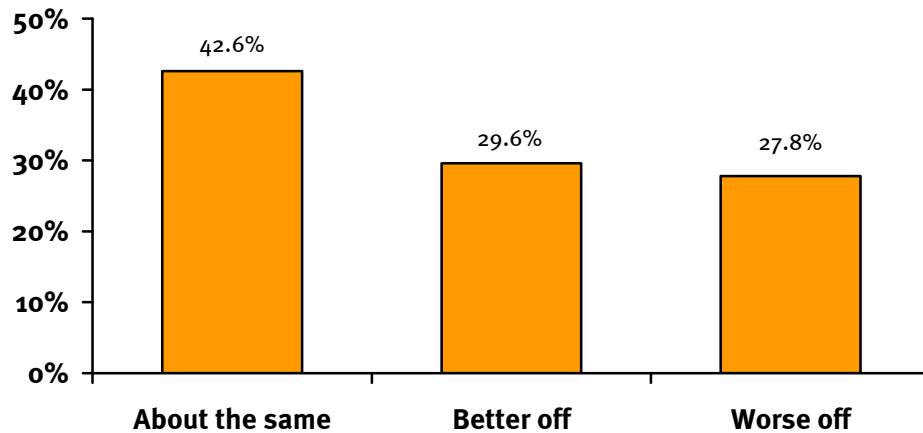
Of the 13.8% reporting *Other*, the following responses were given. The responses below are verbatim from the survey.

- *Lower salary at new job*
- *Discrimination due to disability*
- *husband abandonment*
- *with child*
- *need help*
- *death of my spouse*
- *took on a foster child*
- *death in family*
- *alcoholism*
- *need to apply for social security disability*
- *retired*
- *retired*
- *emotion distress*
- *Just released from prison*
- *I am participatin in a drug and alcohol program full-time*

HOW WOULD YOU COMPARE YOUR EMOTIONAL SITUATION TO THREE YEARS AGO?

Program participant respondents were asked to compare their current emotional situation to three years ago.

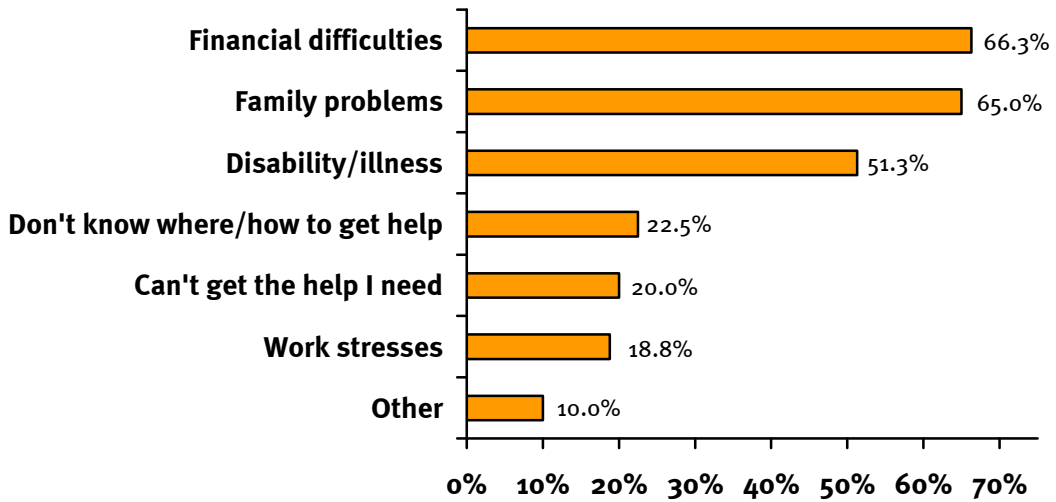
Figure 5.14 Current emotional situation compared to three years ago (*n* = 291)



IF WORSE OFF, WHAT IS KEEPING YOU FROM BEING BETTER OFF EMOTIONALLY?

Program participants were asked to provide additional information if they responded to *Worse off* in the previous question. Respondents could select multiple response options.

Figure 5.15 Reasons keeping program participants from being better off emotionally (n = 80)



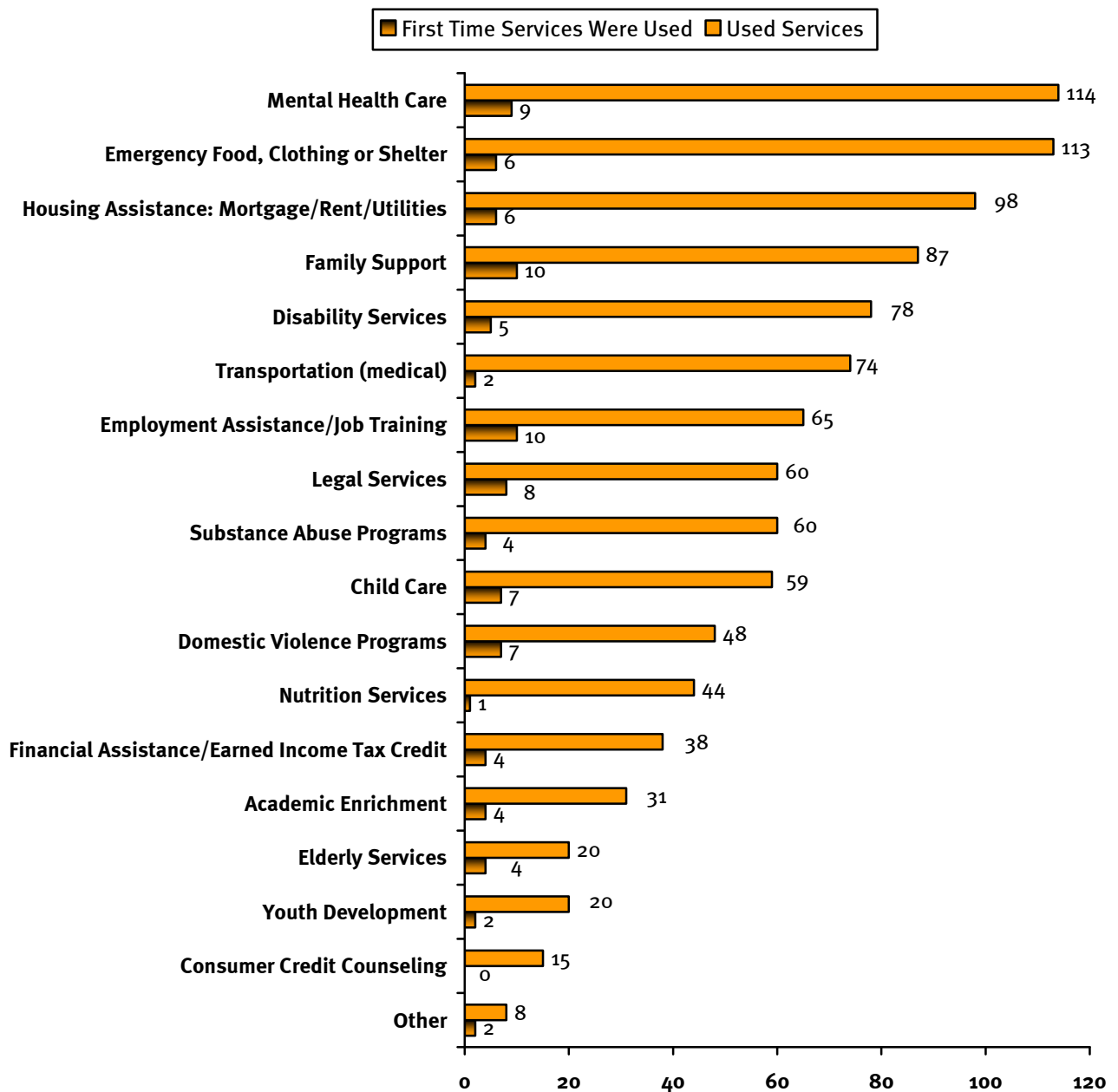
Of the 10% who indicated *Other*, the following responses were given. The responses below are verbatim from the survey.

- *unable to get nimo form past debt*
- *mental health (latx')*
- *therapist won't let me stay w/her she wants me to change theripist*
- *childre in foster care*
- *????? Just don't know*
- *retired taking care of wife*
- *retired ill*
- *I am estranged from my family (they are in Florida)*

PLEASE CHECK ALL PROGRAMS USED BY YOU/YOUR HOUSEHOLD IN 2009 THAT WERE PROVIDED BY NONPROFIT AGENCIES. PLEASE ALSO CIRCLE THOSE YOU USED FOR THE FIRST TIME IN 2009.

Program participants were asked to report on whether they or their household had used a community service in 2009 and to indicate whether this was the first time using the service. In the survey, this question was broken out into two separate questions, but for the purposes of this report, the data from these two questions have been juxtaposed so the data can easily be compared. Survey respondents could select multiple response options. The data below is the actual number of responses received.

Figure 5.16 Community services used and first time usage in 2009 (n = 262)



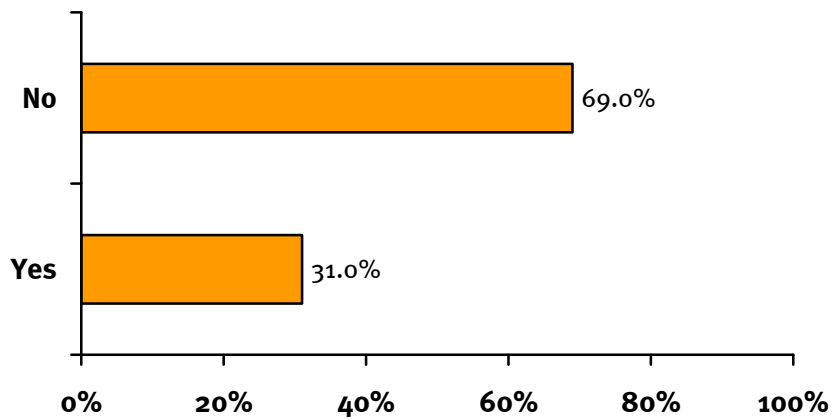
Of the 8 who selected *Other*, the following responses were provided. The responses below are verbatim from the survey.

- *HEAP*
- *Even start*
- *parent aid*
- *womens group*
- *food stamps, medicaid*
- *case management*
- *Job*
- *Job*

DID YOU HAVE TROUBLE USING THE PROGRAMS YOU NEEDED?

A follow-up question was provided for survey respondents who reported using one or more the community services listed above.

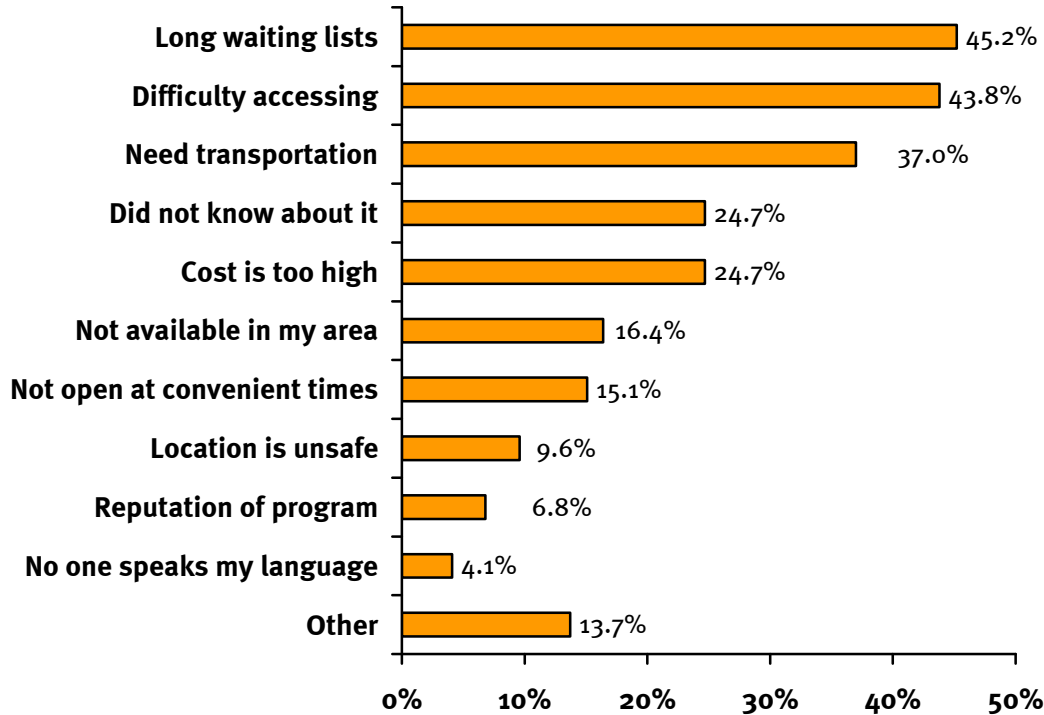
Figure 5.17 Percentage who experienced difficulty using community services (*n* = 239)



IF YES, WHY?

If a survey respondent indicated they had trouble accessing the community services listed on p. 39, they were then asked why. Program participants could select multiple response options.

Figure 5.18 Reasons program participants experienced difficulty using community services (n = 73)



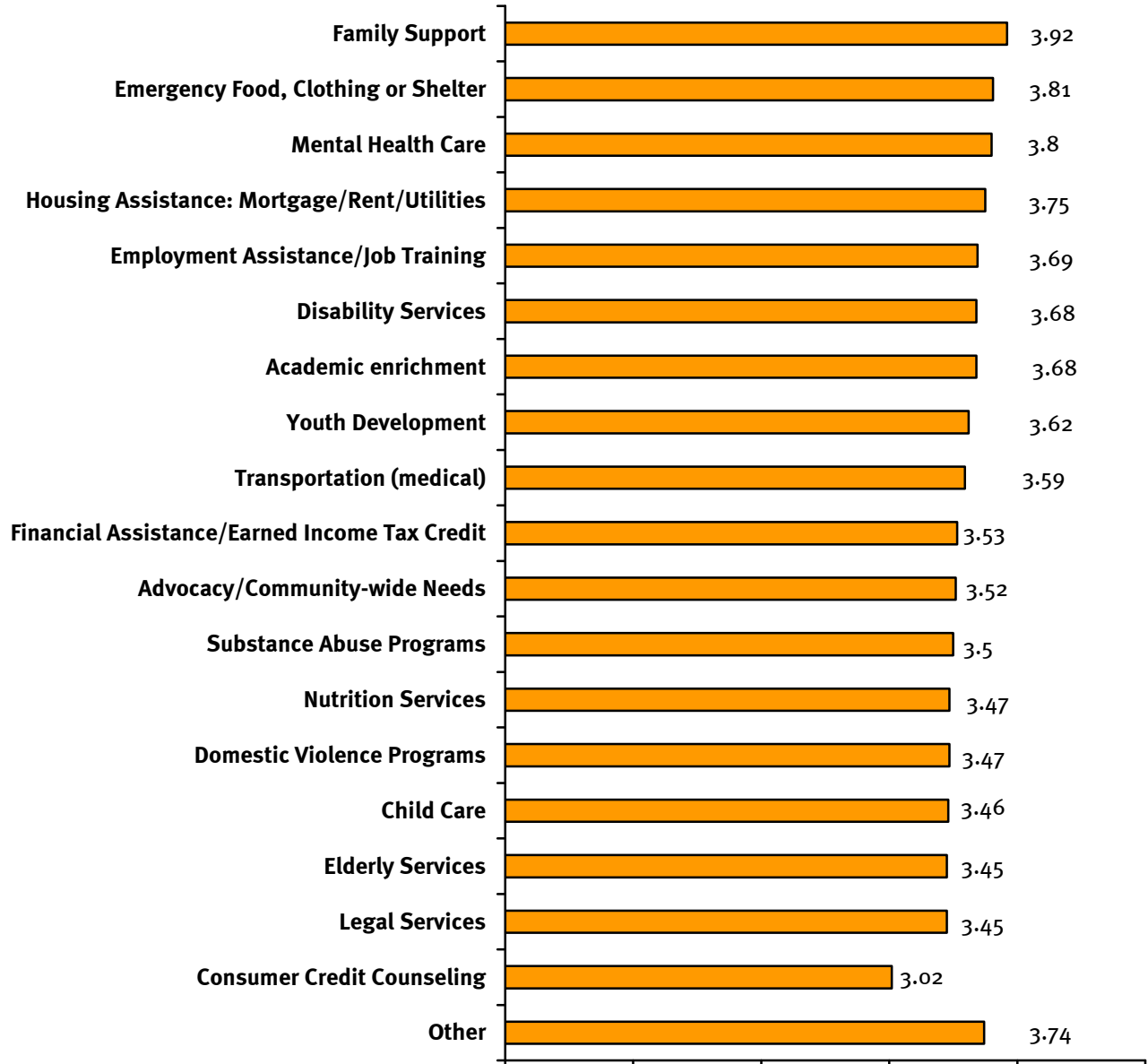
The 13.7% who reported *Other* provided the following responses. The responses below are verbatim from the survey.

- *Understaffed*
- *My paper work was lost at the Rescue Mission*
- *customer service does not open till 7 am so we could not by stuff till we filled out a tax free form*
- *Social anxiety*
- *many loop holes*
- *people want to get not much*
- *difficult accessing eligibility*
- *inocome level considered to high*
- *programs geared for non-working families vs working families!*
- *Job*

HOW IMPORTANT IS EACH OF THE FOLLOWING IN OUR COMMUNITY?

Program participants were asked to rank services in terms of priority in the community. The data below are the averages of survey respondents’ responses. For tabulation purposes, numbers were assigned from 1 – 5 to the response options, with “1” being Very Low Priority, and “5” being “Very High Priority.”

Figure 5.19 Priority of community services reported by program participants (n = 313)



Eighty-six survey respondents ranked *Other*, with 16 providing feedback (see below); 9 provided feedback but did not give a ranking, while 70 survey respondents ranked *Other*, but did not provide feedback. The responses below are verbatim from the survey.

- *refugee services*
- *Financial Literacy*
- *Employment Assistance*
- *help for grandmothers who are raising grandchildren*
- *activities for troubled teens*
- *clean up drugs and violence off streets*
- *sidewalks shoveled, walking roads plowed, after school programs, education*
- *job training*
- *sidewalks, bus shelters*
- *womens HIV education*
- *sons education*
- *wms health education*
- *furniture/household items*
- *Incarseration services*
- *Employment*
- *Visitations Services*

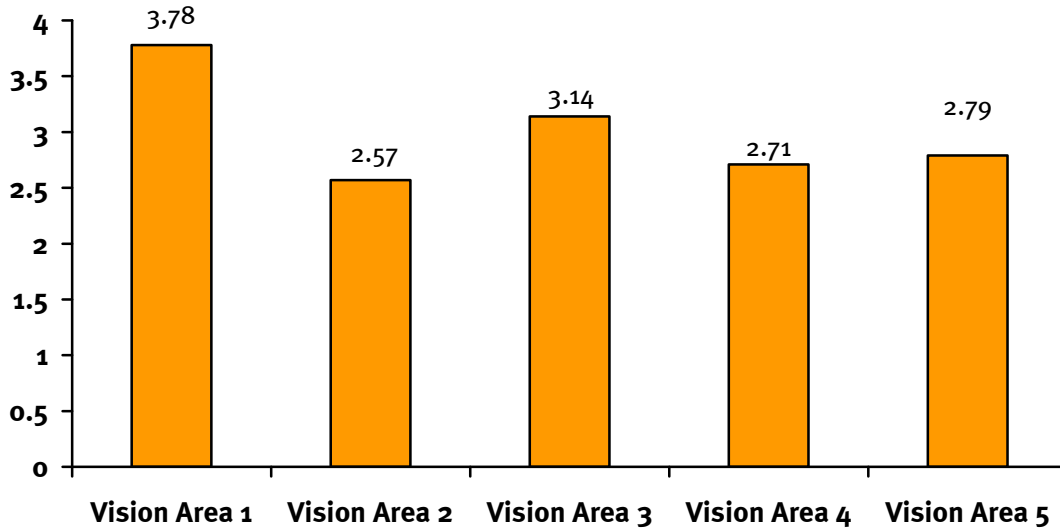
PLEASE RANK IN ORDER THE FOLLOWING HUMAN SERVICES NEEDS IN TERMS OF IMPORTANCE TO YOU.

Program participants were asked to rank United Way of Central New York’s current Vision Areas in order of importance. Provided below are the focus issues for each Vision Area as they appeared in the Program Participant Survey.

Vision Area	Issues of Focus
1	Improving the lives of children
2	Helping teens succeed in life
3	Providing a safety net of services for those in crisis
4	Helping people with physical disabilities and impairments
5	Helping people with personal, emotional, and family problems

The data provided below is the average of responses, with “1” being least important and “5” most important overall. Averages were calculated by adding the rankings, then dividing the total for each Vision Area by the number who answered the question.

Figure 5.20 Importance of human services reported by program participants (n = 300)



PLEASE RANK IN ORDER THE FOLLOWING BUILDING BLOCKS TO A SUCCESSFUL LIFE IN TERMS OF IMPORTANCE, WITH “6” BEING THE MOST IMPORTANT OVERALL AND “1” BEING THE LEAST IMPORTANT.

Program participants were provided with six response options and asked to rank them in order of importance. These response options were in groups of two: two response options for EDUCATION, two for INCOME, and two for HEALTH. The table below illustrates how answer options were grouped.

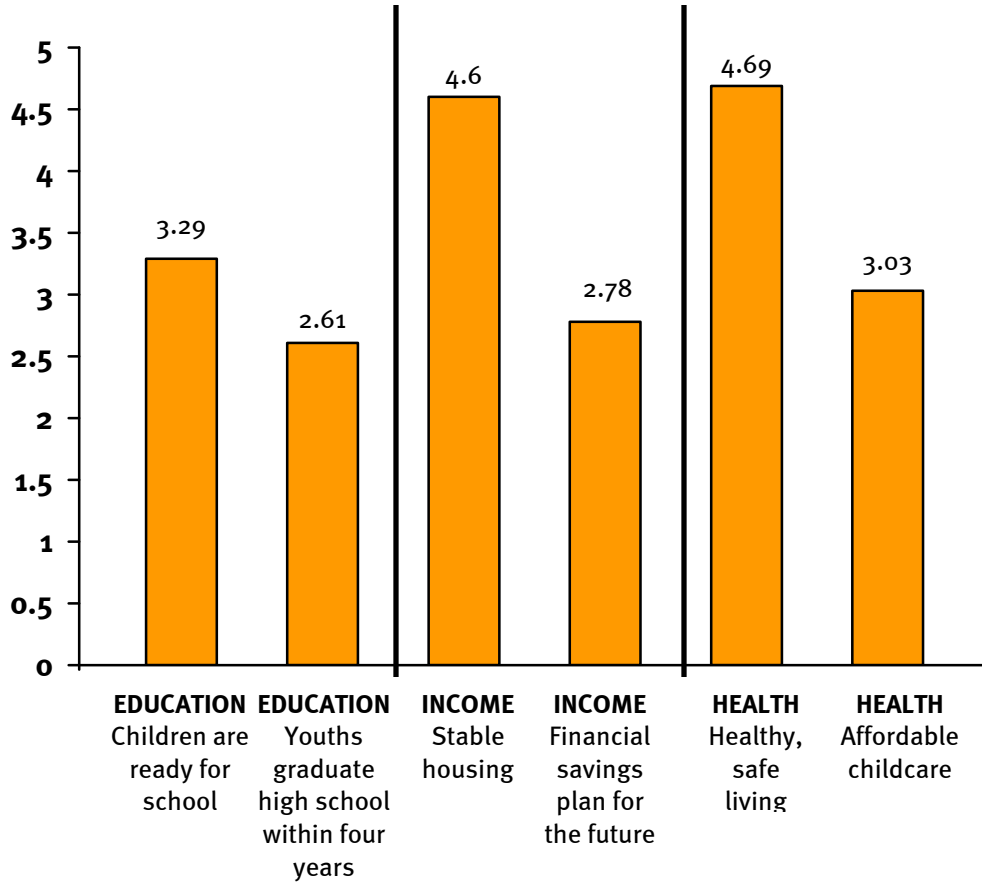
Focus Area	Answer Option <i>(as it appeared on the Program Participant Survey)</i>
EDUCATION	Children are ready for school
EDUCATION	Youths graduate high school
INCOME	Stable housing
INCOME	Financial savings plan for the future
HEALTH	Healthy, safe living
HEALTH	Affordable child care

Response options were drawn from United Way Worldwide’s Advancing the Common Good framework, which seeks to focus issues currently being addressed by United Ways nationwide. Language was revised to take into consideration literacy levels.

Staff used the question to gauge how survey respondents felt about Advancing the Common Good focus areas. The response options provided were geared at very specific topics and mirror those currently in United Way of Central New York’s five Vision Areas.

Data below is an average of the rankings, with “1” being least important and “6” being most important overall. Averages were calculated by adding the rankings, then dividing the total by the number who answered the question.

Figure 5.21 Importance of six building blocks to a successful like reported by program participants (n = 299)



B. Community Teen Survey

The Community Teen Survey was designed to identify several characteristics about the Onondaga County teen population. Surveys were distributed to 32 of United Way's 39 partner agencies. Agencies were selected based on staff knowledge of whether the agency provided youth development programming. The respondents may include some individuals who were in a youth development program but not of teenage age.

In addition to the 39 non-profit agencies, staff distributed surveys to 18 Onondaga County school districts. The survey was distributed as a paper survey and not provided online.

- 1,900 surveys distributed
- 311 surveys returned
- 16.37% return rate
- 307 total sample group
 - 157 surveys returned from partner agencies
 - 150 surveys returned from the school districts

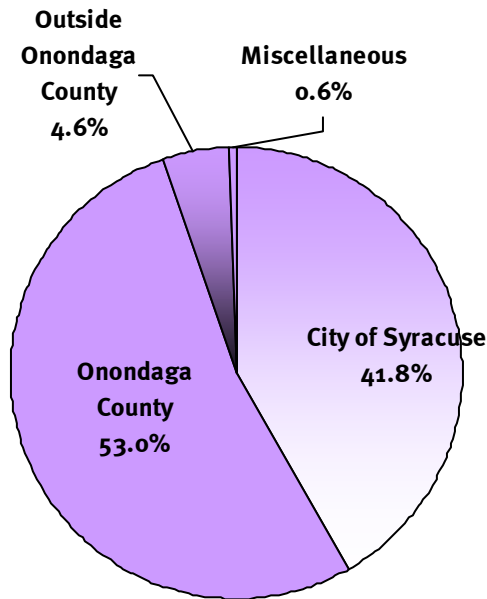
The respondents were almost evenly split between females and males, 50.5% female and 49.5% male. More than half of the sample group was in the 16-17 age range, 52.8%, and 20.1% were 14-15 years of age.

Most respondents were African American or White, 28.8% and 61.3% respectively. Survey respondents could select up to two response options for ethnicity. The number of individuals who identified themselves as African American, Black, or both are reported in the African American category.

WHAT IS YOUR ZIP CODE?

Miscellaneous responses in the Community Teen Survey were characterized as either too many numbers or a question mark provided as a response.

Figure 5.22 Zip code data (n = 304)



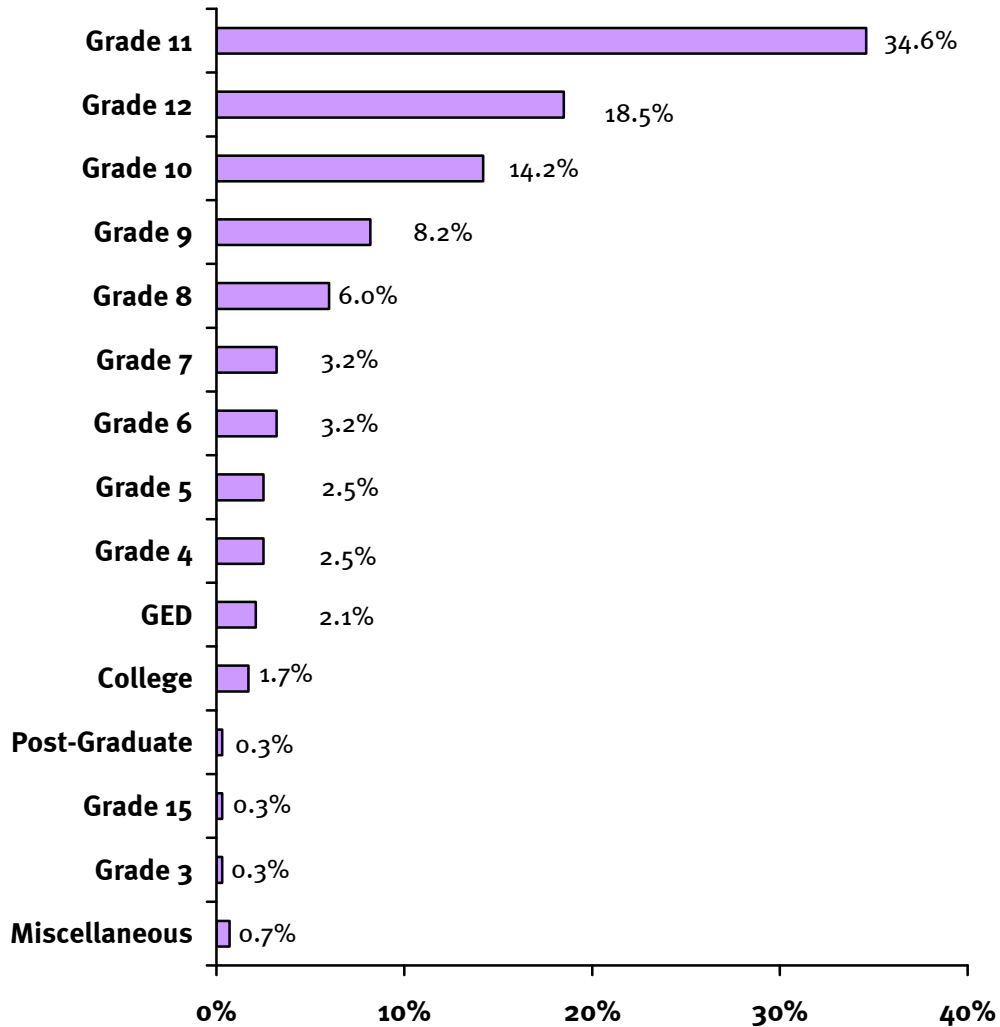
ARE YOU STILL IN SCHOOL? IF YES, WHAT GRADE?

Teens were asked whether they were in school to gauge grade levels. Most respondents, 91.8%, reported they were currently in school, and 8.2% reported they were not.

Those in school were asked to provide their grade level. Programs serve youth encompassing a range of ages. Some of the individuals who took the Community Teen Survey may have been older than 18, or teens that were not following the traditional track of school, college, and work, which accounts for responses such as *Grade 15*, *GED*, etc.

Responses that were characterized as *Miscellaneous*, 0.7%, were those in which the respondent wrote down N/A or a date.

Figure 5.23 Grade levels of teen respondents who are currently in school (n = 277)



IF NO, WHY NOT?

For those teens that reported *No* they are not in school, the Community Teen Survey asked them why. This was an open-ended question. Of the 25 who responded *No* to the question *Are you still in school?*, 64% provided a response. The responses below are verbatim from the survey.

- *completeing GED*
- *GED*
- *got kicked out*
- *I was skipping one class I do not like then they say I help jump so lame boy*

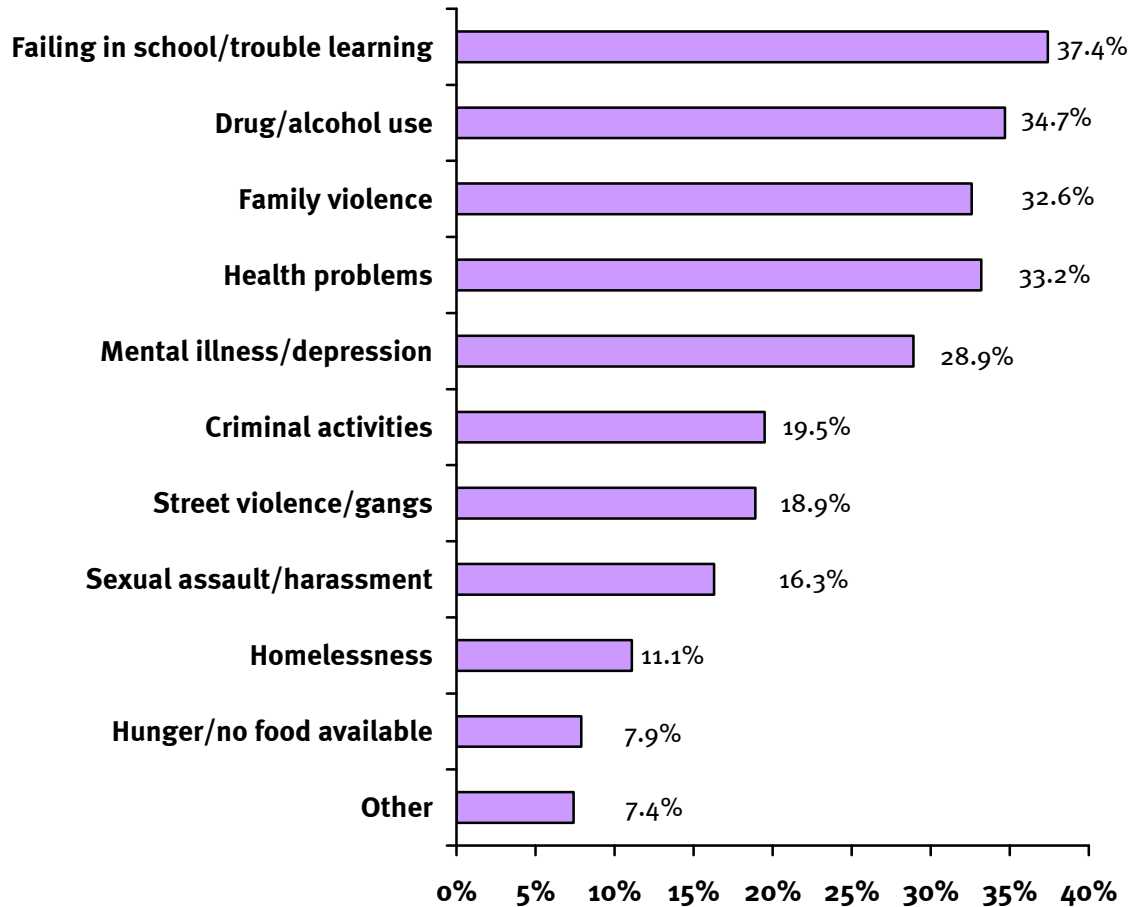
- *I don't know*
- *cuz im trying to get ged*
- *did not won't to go to school*
- *I had to work to support myself*
- *Because I was fighting im on home bond*
- *starting college*
- *waiting for daycare to contact me*
- *got my ged and going to OCC*
- *Didn't finish, working, taking care of son*
- *cuz I graduated*
- *I was to far behind*
- *Just came back for chalut*

Although the Community Teen Survey was originally targeted to those in high school, it is clear from the feedback that many respondents have either completed, or are in the process of working on, their GED as an alternative to attending high school. Some teens have already finished school, while others reported they are currently going to college. Some are waiting for childcare so they can pursue school, while others could not finish school due to other obligations, such as working and taking care of a child.

WHICH OF THESE HAVE YOU EXPERIENCED?

The Community Teen Survey asked teens to identify some of their experiences. Survey respondents could select multiple responses. Response options were intentionally vague to allow teens the opportunity to answer honestly without making them feel they were disclosing too much information. For example, the answer option *Health problems* could mean a list of things from a sports injury, a car accident, to broken limbs, flu (H1N1), etc.

Figure 5.24 Experiences of community teens (n = 190)



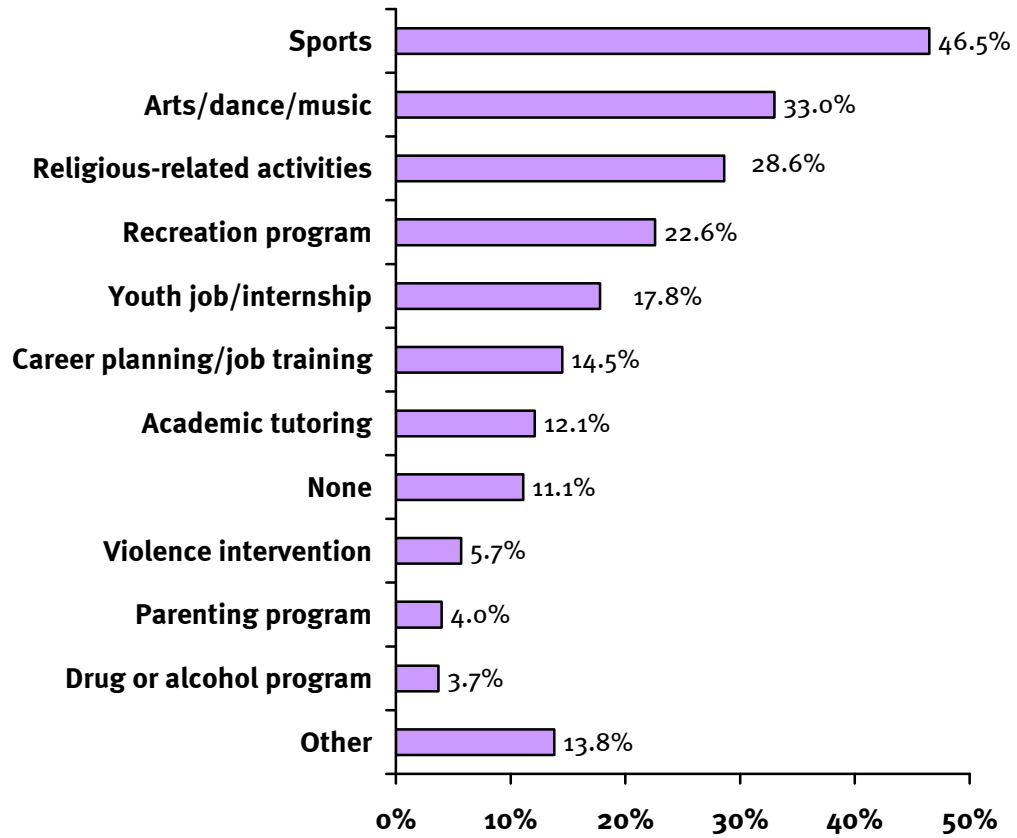
Those reporting *Other* identified the following experiences, while 5 either did not provide a response or wrote *None*. The responses below are verbatim from the survey.

- stress
- Rape
- FAS
- No financial support
- Bullied
- Divorce
- adoption
- family issues
- stress

IN WHAT PROGRAM(S) ARE YOU CURRENTLY INVOLVED?

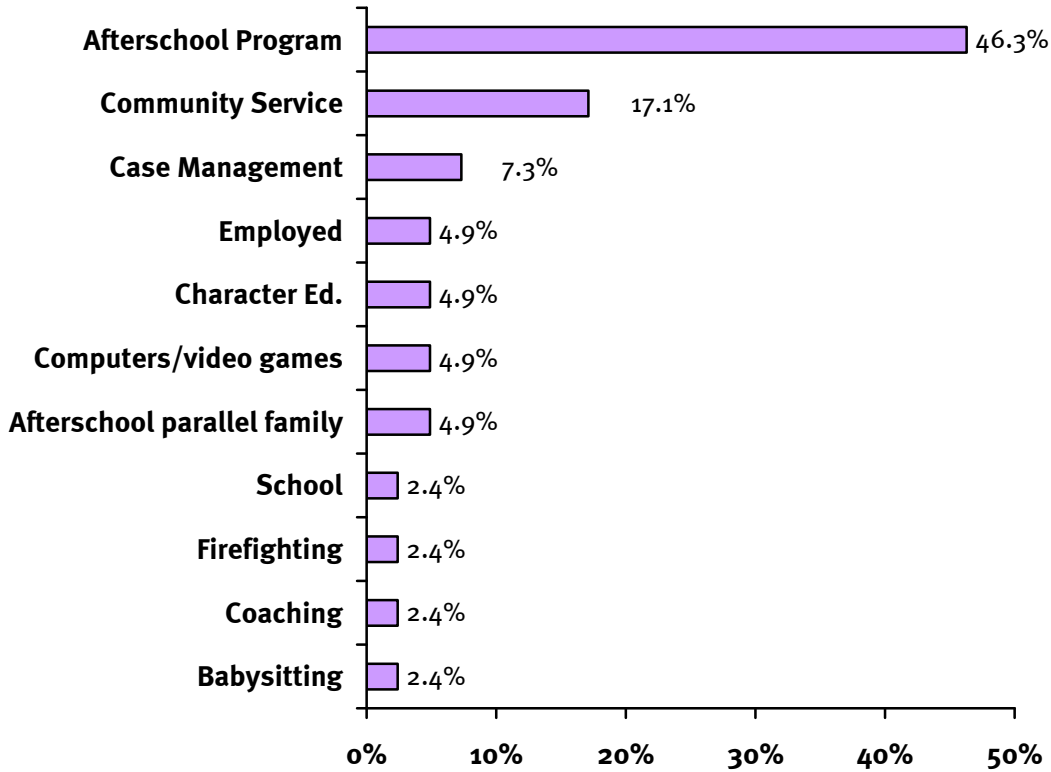
Teens were asked to report on their current involvement in community programs. Respondents could select multiple responses.

Figure 5.25 Types of programs being used by teens (*n* = 297)



Of the 41 who reported *Other*, 46.3% identified after school activities, while 12.2% identified volunteer work. The responses below are categorized and not verbatim from the survey.

Figure 5.26 Other types of programs being used by teens (n = 41)



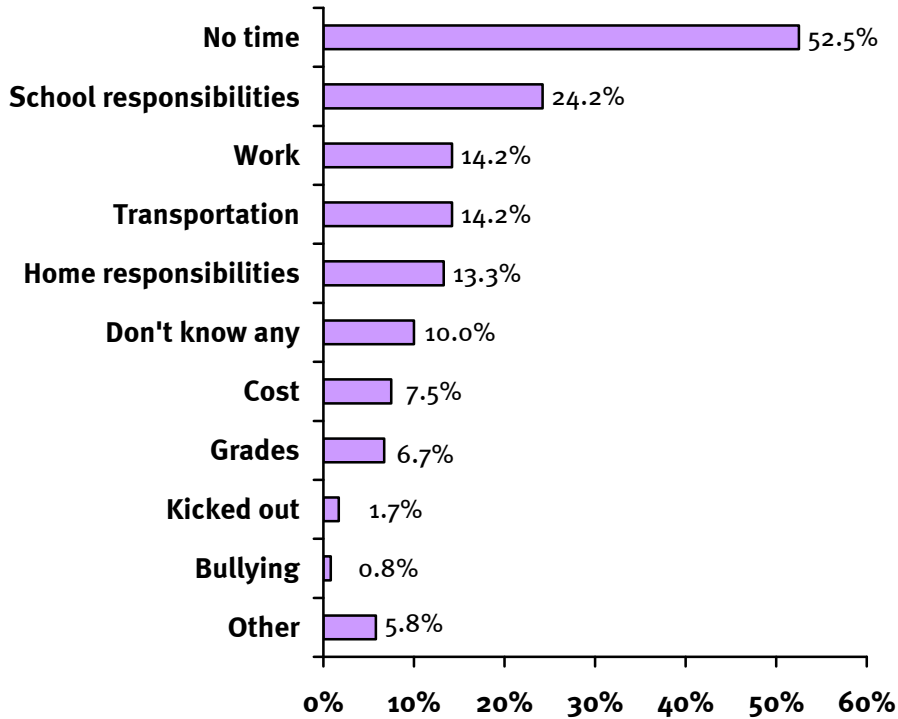
WOULD YOU LIKE TO BE INVOLVED IN MORE PROGRAMS?

A slight majority, 52%, indicated they would like to be involved in more programs, while 48% reported they would not.

For teens that reported *No* to the question above regarding a desire to be involved in more programs, respondents were asked a follow-up question as to why. Respondents could select multiple options.

IF NO, WHY DON'T/CAN'T YOU PARTICIPATE IN MORE PROGRAMS?

Figure 5.27 Reasons teens don't or can't participate in additional programs (n = 120)



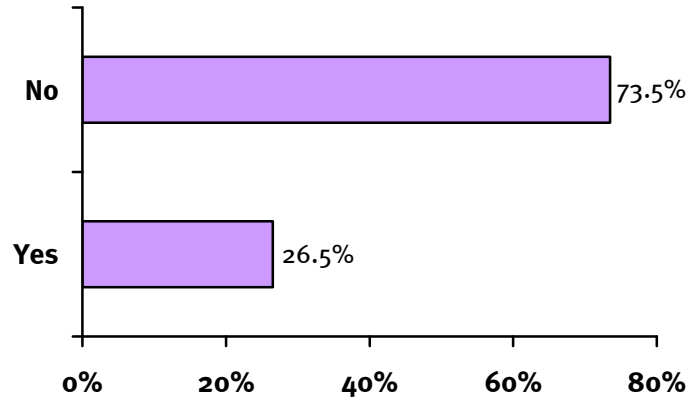
Those reporting *Other* identified the following reasons why they can't/don't participate in more programs. The responses below are verbatim from the survey.

- *Don't want to*
- *placement*
- *already in to many*
- *I'm good where I'm at*
- *being a mom*
- *already doing what I love*
- *sleep!!*

ARE YOU CURRENTLY EMPLOYED?

Teens were asked a series of questions to gauge their employment status, beginning with a question that asked if they were currently employed.

Figure 5.28 Rate of teens currently employed ($n = 291$)

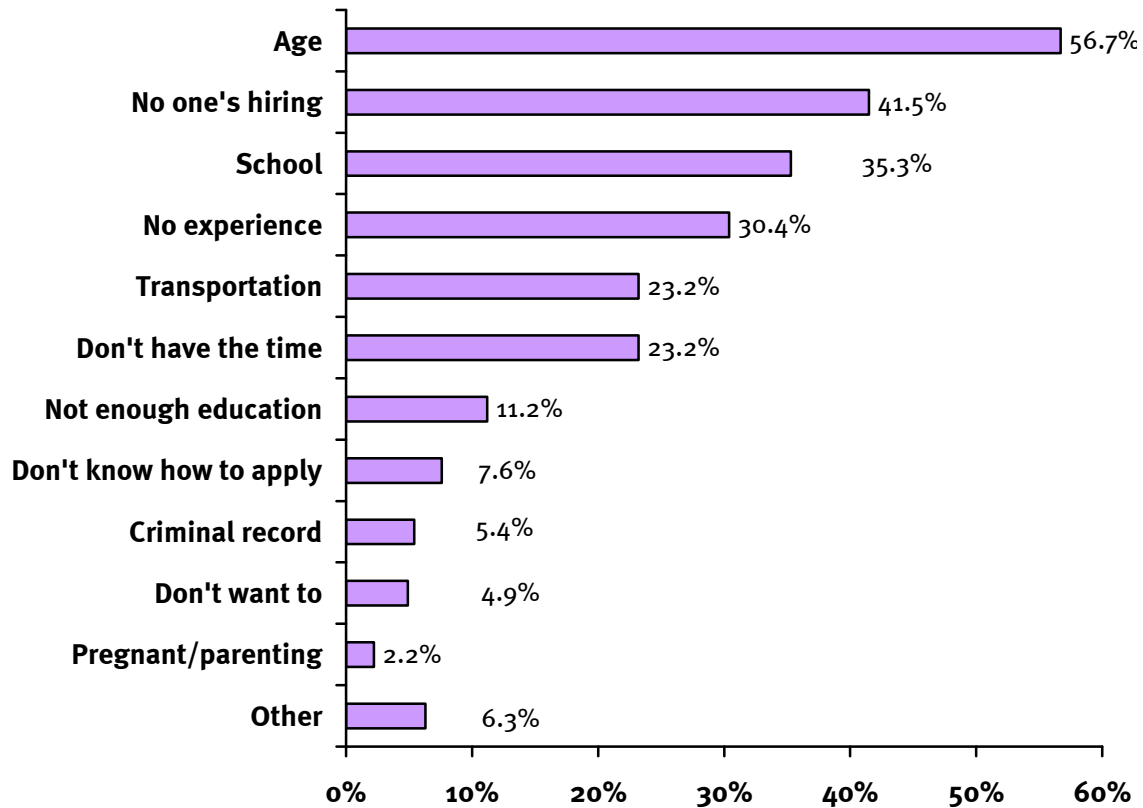


Teens who reported not working were asked if they would like a job. Most, 90.5%, reported *YES*, while 9.5% reported *NO*.

WHAT DIFFICULTIES DO YOU FACE IN GETTING A JOB/A BETTER JOB?

As a follow-up question, teens were asked about the challenges they are faced with either in getting a job or getting a better job. Respondents could select multiple responses.

Figure 5.29 Challenges faced by teens in acquiring a job or getting a better job (n = 224)



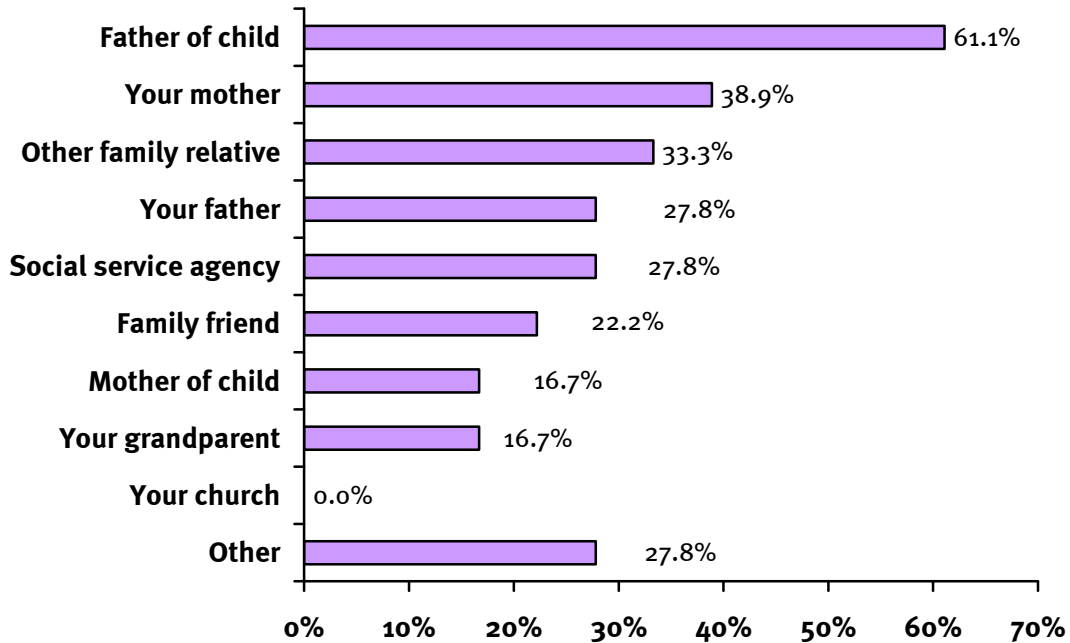
Those reporting *Other* identified the following as difficulties. The responses below are verbatim from the survey.

- *no work visa*
- *foreigner*
- *Economy*
- *in placement*
- *injured currently*
- *don't know*
- *need more experience*
- *sports*
- *sports*
- *need to make money to help my family out with their bills*
- *a lot wont hire overnight under 18*
- *drugs*
- *did not try*
- *little experience*

IF YES, DO YOU RECEIVE SUPPORT FROM ONE OR MORE OF THE FOLLOWING?

The Community Teen Survey asked respondents whether they were pregnant or parenting teens, and 7.5% reported that they were a pregnant or parenting teen. The survey asked those teens that reported being pregnant or parenting where they were receiving support. Respondents could select multiple responses.

Figure 5.30 Supports accessed by pregnant or parenting teens (*n* = 18)



Those reporting *Other* indicated receiving support from the following. The responses below are taken verbatim from the survey.

- *A friend*
- *none*
- *her grandparent*
- *people at the salvation army RAPC*
- *Tiffany*

WHAT CHALLENGES HAVE YOU EXPERIENCED IN TAKING CARE OF YOUR CHILD? ($n = 26$)

Teens who identified themselves as pregnant or parenting were asked to provide feedback on the challenges they have experienced in taking care of their children. Although 20 teens reported being pregnant or parenting, 26 provided a response to this question.

Of those 26 respondents, 19.2% wrote they have no challenges in taking care of their child, while 3.8% wrote they do not have a child. Other responses are listed below verbatim from the survey.

- *by being a good father and keeping a job to keep food on the table*
- *money issues*
- *I experienced that I have to keep a job to take care of my child and knowing that there won't be jobs hiring all of the time*
- *discipline, child doesn't like school*
- *Lack of support, lack of money, health issues. Father not involved.*
- *having to plan for future child care*
- *that's its sometimes hard*
- *being the best mommy i can be and finishing school with good grades*
- *hospital trips, lack of sleep*
- *geting up to take care of another human being because I cant say no!! a new respausthing*
- *taking care of my daughter by myself without any help*
- *changing pampers taking the babies back and forth to the doctors and them growing up*
- *sometimes being able to buy diapers for my son and clothes and shoes*
- *Still pregnant*
- *He makes me nervous*
- *I learned more responsables I learn to be indepent.*
- *Babysitting I work in a school with little kids*
- *stress, not able to get child care to have a job*
- *How to be more responsible and independent*
- *Job*

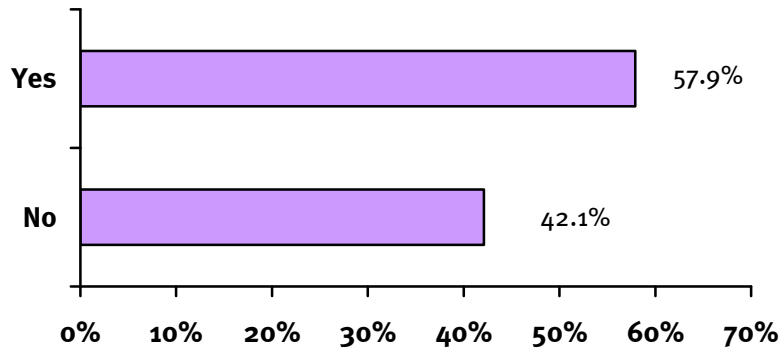
WHAT CHALLENGES HAVE YOU HAD STAYING IN SCHOOL BECAUSE OF YOUR PREGNANCY? (n = 25)

Teens were also asked about the challenges they face staying in school because of their pregnancy. Although 20 teens reported being pregnant or parenting, 25 provided a response to this question. Of the 26, 32% reported either None or Nothing, while 4% reported I'm not pregnant, and 4% reported N/A. Other responses are listed below verbatim from the survey.

- *I do not know?*
- *I loose works hrs and \$ do to phone calls*
- *day care and \$ issues*
- *I dropped out because I did have no help and its hard*
- *I almost always have some one there like here father so I don't rally have many challenges so now I only am always tired*
- *I had to drop out of regular school and get my GED but I am in college now*
- *I completed high school before I got pregnant*
- *I don't kive here*
- *I had troubel with childcare*
- *I had trouble with childcare*
- *be on time to school, not having childcare*
- *being broke*
- *Hard*
- *I couldn't finish because it was around my due date and than I was staying home with my son and it was hard finding a babysitter for work and school*
- *Same as above [Lack of support, lack of money, health issues. Father not involved.]*

IF YOU NEEDED HELP TAKING CARE OF YOUR CHILD, DO YOU KNOW WHERE TO GO BESIDES CLOSE FAMILY AND FRIENDS?

Figure 5.31 Rate of teens who either know or don't know where to go for help besides close family and friends (n = 19)



IF YES, WHERE WOULD YOU GO?

Of those teens who reported *Yes* they do know where to go besides family and friends for help, the survey asked respondents in an open-ended question where they would go for help. Of the 11 teens that reported *Yes*, only 9 teens responded to this question. The responses below are verbatim from the survey.

- *doctors*
- *DSS*
- *mother house/dad house*
- *my workers or staff members*
- *parenting center*
- *PA*
- *parenting coach*
- *to my baby father*
- *Welfare, Wic, etc*

IF NO, WHY NOT?

Of those teens that reported *No* they do not know where to go besides family and friends for help, the survey asked respondents in an open-ended question to provide feedback as to why this was the case. The responses below are verbatim from the survey. Of the 8 teens that responded *No*, 6 provided feedback.

- *because I got it*
- *no resources*
- *never been in this situation*
- *IDK [I don't know]*
- *don't have any trust for anyone other than the baby father*
- *I just don't know*

C. Community Expert Survey

The Community Expert Survey was designed to gather information on critical community issues from leaders in their fields. Surveys were distributed to 431 community leaders from local nonprofit organizations, higher learning, school districts, as well as law enforcement and local churches.

The Community Expert survey was one of the surveys available online through SurveyMonkey. Because the survey was available through a link in an email, it is not possible to track the total number of surveys distributed by the recipients. The number of surveys distributed below represents the number distributed solely by United Way of Central New York.

Please note the return rate is based off the number distributed solely by United Way. The sample size reflects those who completed the entire survey.

- 431 surveys distributed
- 133 surveys returned
 - 104 online survey takers
 - 29 paper surveys returned
- 30.86% return rate
- 82 total sample group

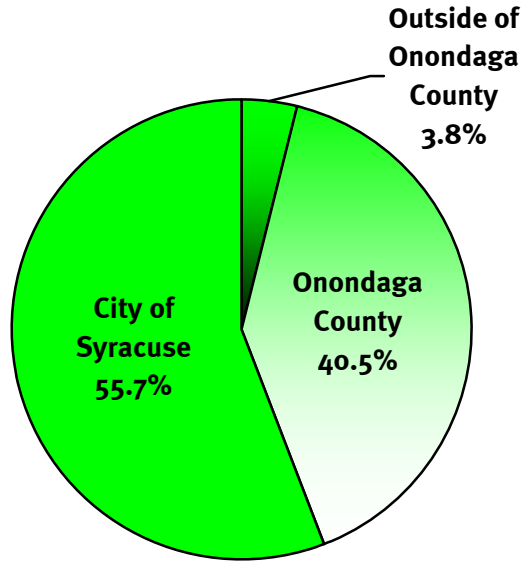
The survey was intended for executive directors or senior level staff to complete. However, the majority of those who answered the survey identified themselves in a supportive position, such as secretarial, program coordinator, community health worker, or case manager.

Because of such responses, and the fact this survey seemed to be the most difficult to complete in an online format (in some instances survey respondents started the survey online more than once, but were unable to complete it) eliminating those surveys not completed from the original sample group of 133 derived the final sample group of 82.

WHAT IS THE PRIMARY SERVICE AREA ZIP CODE OF YOUR AGENCY/ORGANIZATION?

Survey respondents were asked to provide the zip code of the primary area served by the agency/organization.

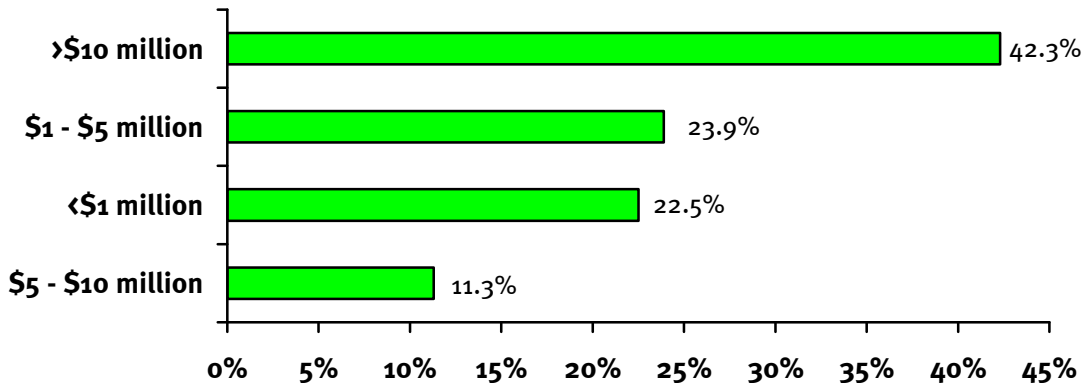
Figure 5.32 Zip code data (n = 79)



ANNUAL BUDGET

Community Experts were asked to indicate the annual budget of the agency/organization they were representing. Respondents could only select one response option.

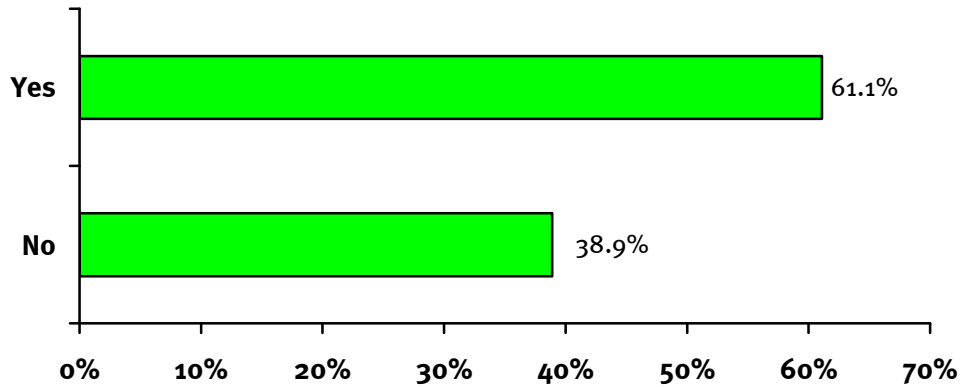
Figure 5.33 Annual budget data (n = 71)



DOES YOUR AGENCY/ORGANIZATION CURRENTLY RECEIVE COMMUNITY PROGRAM FUND FUNDING FROM UNITED WAY OF CENTRAL NEW YORK?

The Community Expert Survey asked respondents whether the agency/organization they were representing received Community Program Fund funding from United Way as a way to gauge partner agency participation.

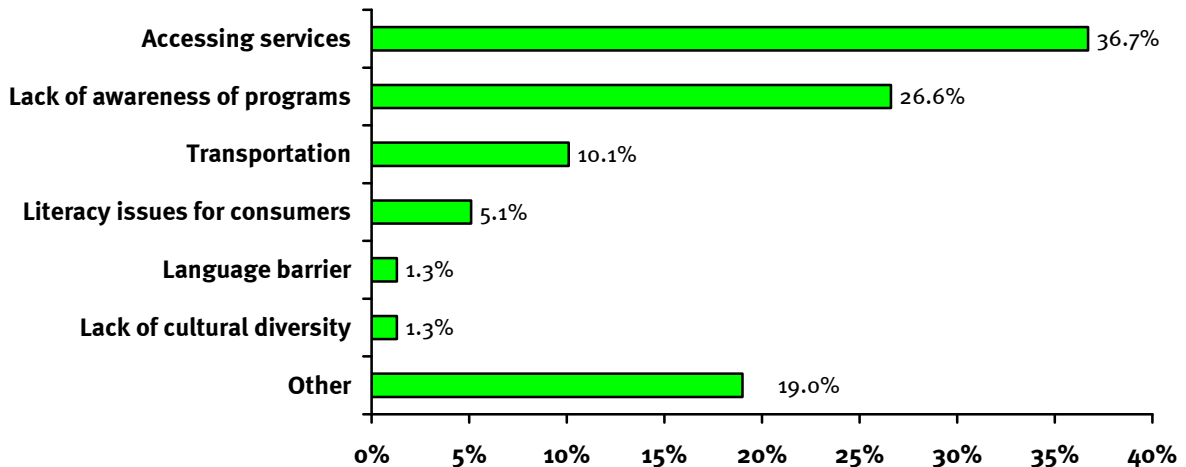
Figure 5.34 Percentage of local agencies/organizations currently receiving United Way of Central New York funding ($n = 71$)



WHAT IS THE ONE MOST SIGNIFICANT BARRIER THAT PREVENTS INDIVIDUALS AND FAMILIES FROM BECOMING SELF-SUFFICIENT AND INDEPENDENT?

Survey respondents were asked to draw from their experience and expertise regarding the barriers to services that prevent people from becoming self-sufficient and independent. Respondents could select from one response option.

Figure 5.35 Barriers to becoming self-sufficient or independent reported by community experts ($n = 79$)



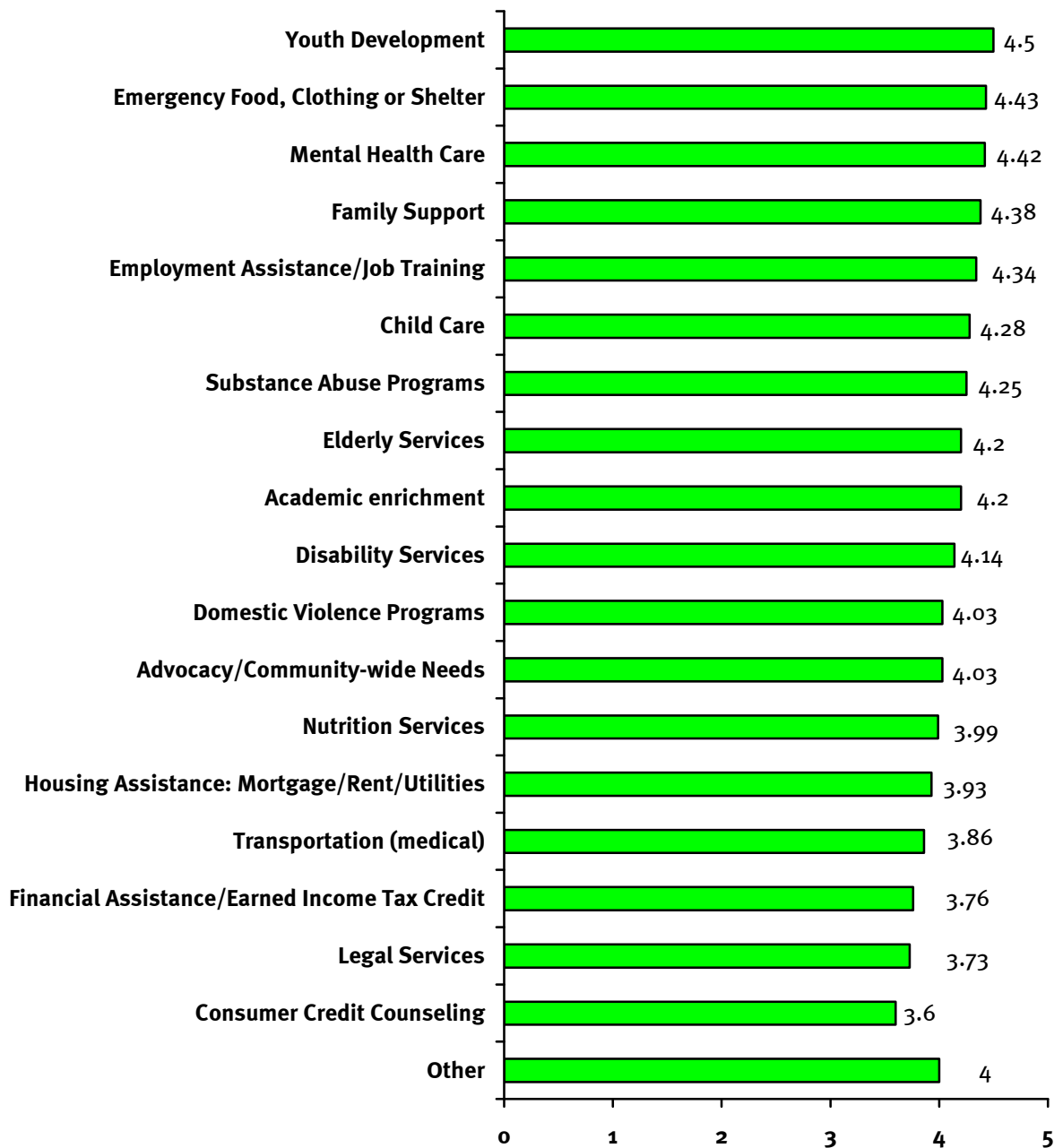
Those reporting *Other* reported the following barriers. The responses below are verbatim from the survey.

- *Economic climate makes it difficult to promote services and job access that do not currently exist*
- *lack of economic opportunity*
- *Employment with decent pay*
- *Systemic barriers and lack of guidance to create an action plan (work or college)*
- *capitalism*
- *Lack of Funding*
- *Lack of an advocate/support system to help them navigate the systems*
- *Reactionary thinking*
- *Literacy That Would Allow Seeking Redress for Harm (Institutional and Professional Literacy)*
- *natural supports and assistance*
- *Jobs, jobs, jobs*
- *Universal Access to Services: this area includes all of those listed under it.*
- *Complicated systems that are not well integrated - "silo effect" still a significant issue*
- *Jobs*
- *There is a lack of adolescent mental health services in this community*

HOW IMPORTANT ARE THE FOLLOWING TYPES OF PROGRAMS FOR OUR COMMUNITY?

Community Expert respondents were asked to gauge the level of importance of community programs. Data below are the averages of survey respondents’ responses. In the survey, rather than a ranking of 1 – 5, survey respondents selected from the following: *Not At All Important, Somewhat Unimportant, Somewhat Important, Important, and Very Important*. For tabulation purposes numbers were assigned from 1 – 5 to the response options, with “1” being Not At All Important, and “5” being Very Important.

Figure 5.36 Priority of community services as reported by community experts (n = 81)



Those reporting *Other* identified the following community services not listed as a response option. The responses below are verbatim from the survey. Six respondents ranked the question but didn't provide feedback; 5 provided feedback and ranked the response they provided for *Other*; and 1 provided feedback but did not rank the response for *Other*.

- *Transition to Adult life (i.e. post-secondary education/independent living skills)*
- *Information, Guidance and Support for Public School Students, Especially those that are LGBT*
- *Cultural Competency Training involving our business community*
- *Child Abuse Prevention*
- *Support for young adults aging out of child systems*

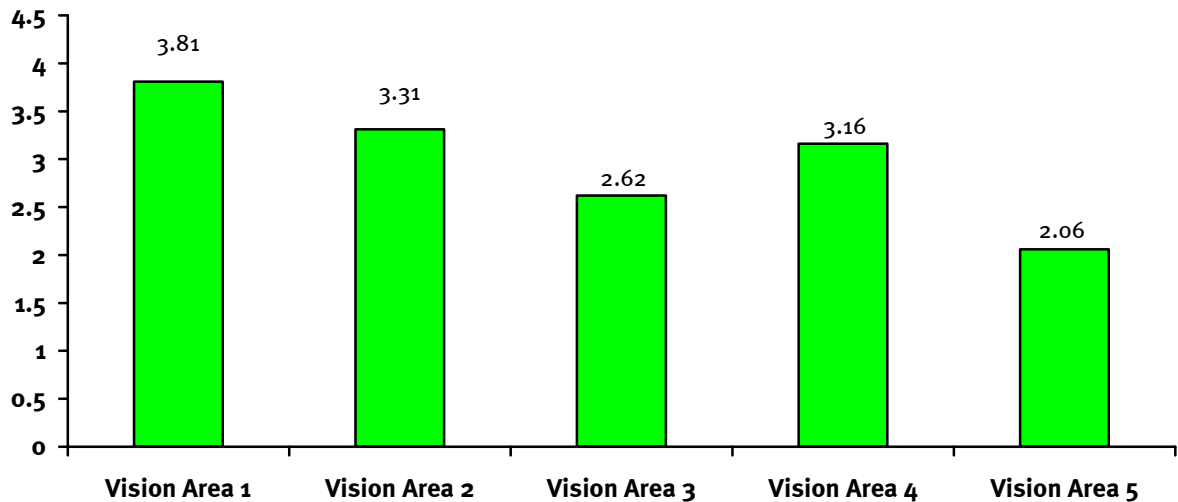
PLEASE RANK IN ORDER THE FOLLOWING HUMAN SERVICES NEEDS IN TERMS OF IMPORTANCE TO YOU.

Respondents were asked to rank United Way of Central New York’s 2008-2011 Vision Areas in order of importance. Provided below are the issues of focus for each Vision Area, as they appeared in the Community Survey. Please note, the wording was altered for the Program Participant survey to take into consideration literacy levels.

Vision Area	Issues of Focus
1	Improving the lives of children so they are physically, emotionally, and educationally ready to succeed.
2	Developing the lives of youths and teens so they have the skills and supports to become successful.
3	Providing a safety net of services so individuals and families have the help they need in times of crisis.
4	Helping families and individuals acquire the skills and supports that enable them to live at their highest degree of independence.
5	Helping people with personal and family problems so they can improve their functioning and well-being

The data provided below is the average of responses, with “1” being of least importance and “5” being most important overall. Averages were calculated by adding the rankings, then dividing the total by the number who answered the question.

Figure 5.37 Importance of human services reported by community experts (n = 81)



PLEASE RANK IN ORDER THE FOLLOWING BUILDING BLOCKS TO A SUCCESSFUL LIFE IN TERMS.

Survey respondents were provided with six response options and asked to rank them in order of importance. These response options were grouped in twos: two response options for EDUCATION, two for INCOME, and two for HEALTH. The table below illustrates how answer options were grouped.

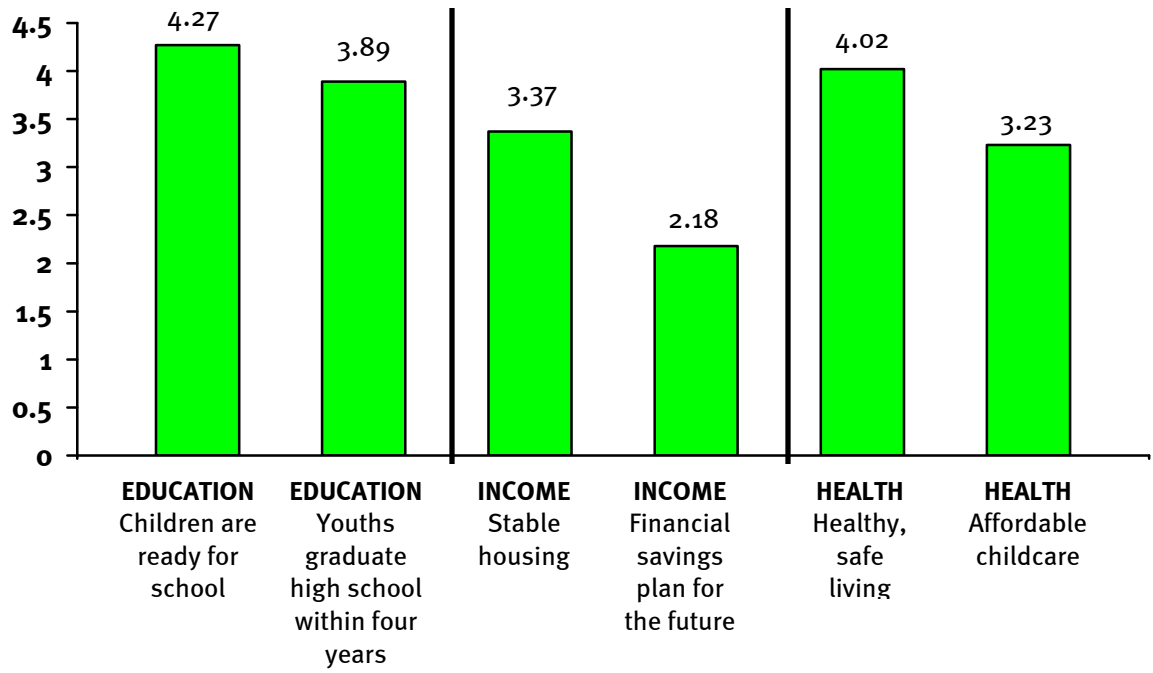
It is important to note, whereas language was revised to take into consideration literacy levels of those filling out the Program Participant Survey, this was not done for the Community Expert Survey.

Focus Area	Answer Option <i>(as it appeared on the Community Expert Survey)</i>
EDUCATION	Children are ready for school and are able to adjust and adapt
EDUCATION	Youths have the skills and supports to graduate from high school within four years
INCOME	People have the skills and supports to get and keep stable housing
INCOME	People have the skills to build financial savings and plan for the future
HEALTH	Youths and adults more frequently choose positive alternatives to risky behavior
HEALTH	Parents gain access to good quality, affordable child care

Response options were drawn from United Way Worldwide’s Advancing the Common Good framework, which seeks to focus issues currently being addressed by United Ways nationwide.

The data below is an average of the rankings, with “1” being least important and “6” being most important overall. Averages were calculated by adding the rankings, then dividing the total by the number who answered the question.

Figure 5.38 Importance of six building blocks to a successful life reported by community experts (n = 79)



D. Community Survey

The Community Survey was designed to gather information about perceived community needs from a wider range of the general public. Many of the respondents were contributors to the United Way campaign.

The Community survey was one of the surveys available online through SurveyMonkey. Because the survey was available through a link in an email and on the United Way web site, it is not possible to track the total number of surveys distributed through sharing of the link. The number of surveys distributed below represents the number distributed solely by United Way. Surveys were distributed to community members serving on various groups such as 40 Below, F.O.C.U.S., and faith-based organizations.

Please note the return rate is based off the number distributed solely by the United Way and the total number of surveys returned.

- 9,621 surveys distributed
- 1,085 surveys returned
 - 717 paper surveys returned
 - 368 online surveys taken
- 11.28% return rate
- 1,044 total sample group

The majority of survey respondents were female, 54%, and 46% were male. Most were between 40-59 years of age, 58.9%; followed by 14.1% reporting they were 60 – 64 years of age, and 10.9% indicating they were 65 – 74 years of age.

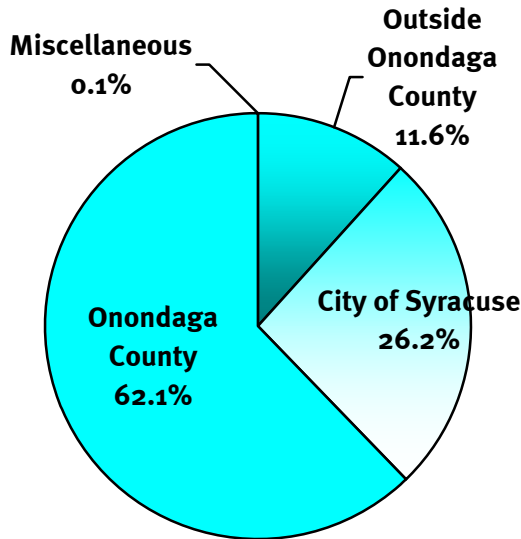
The majority of survey respondents identified themselves as White, 94.4%. *Other* was selected by 5.4%, and 3.1% identified themselves as African American. The number of individuals who identified themselves as either African American, Black, or both are reported in the African American category.

Of the 56 reporting *Other* for Race/Ethnicity, 58.9% reported White; 21.4% reported a miscellaneous response, such as *Heinz 57 varieties*, *Earthling*, or *independent adult*; 8.9% reported *American*; 7.1% reported *No others*, and 3.6% reported *Hispanic*. Due to the wording of the survey question, which allowed survey respondents to supply two response options, a large number of survey respondents filled out *Other* as a response option in addition to identifying a race/ethnicity.

WHAT IS YOUR ZIP CODE?

A small percentage (.10%) reported a miscellaneous zip code. A miscellaneous response was characterized as too few numbers to constitute a zip code.

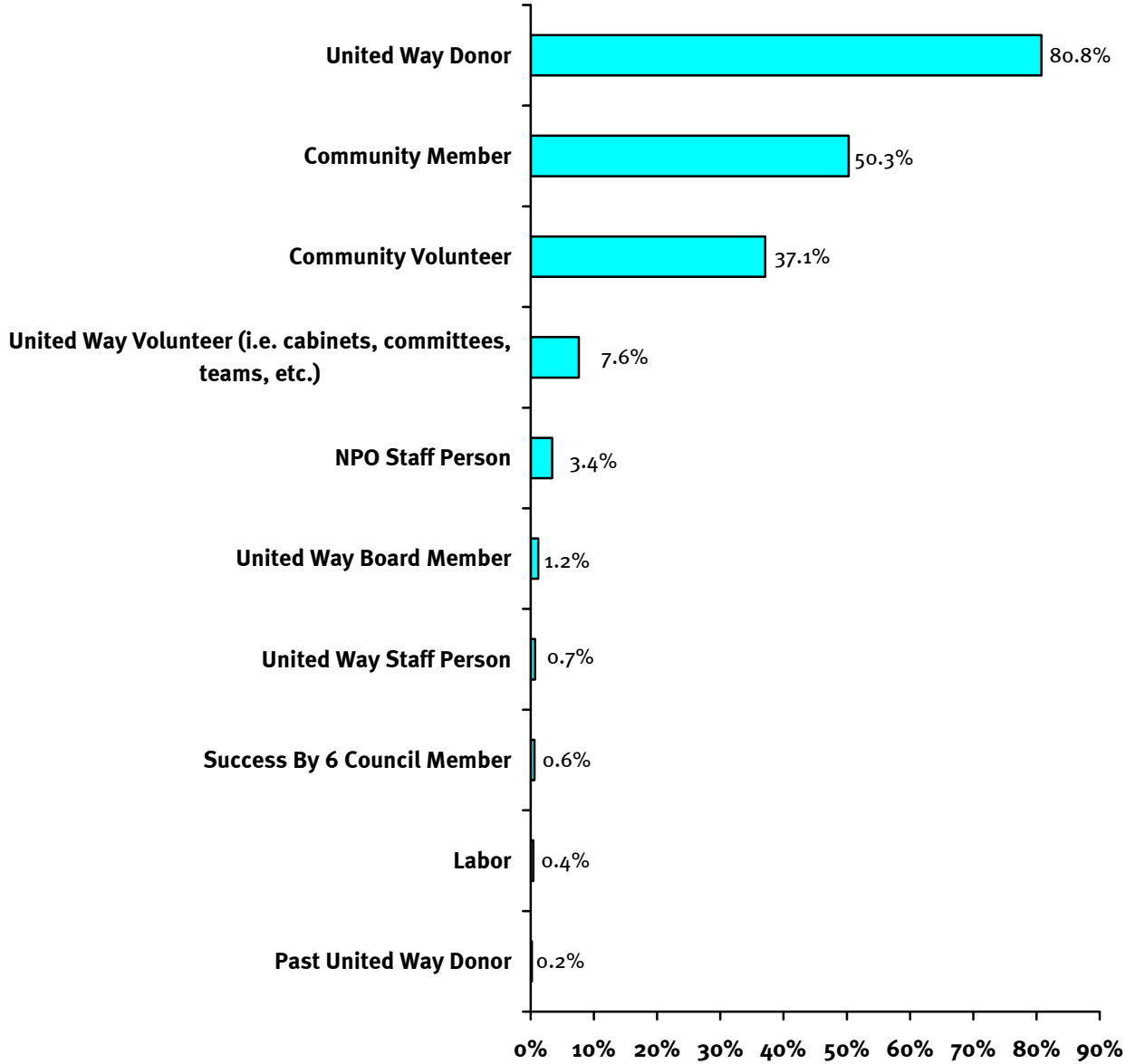
Figure 5.39 Zip code data ($n = 994$)



Community Survey respondents were asked to identify themselves in terms of their involvement in the community. Respondents could select multiple responses.

ARE YOU?

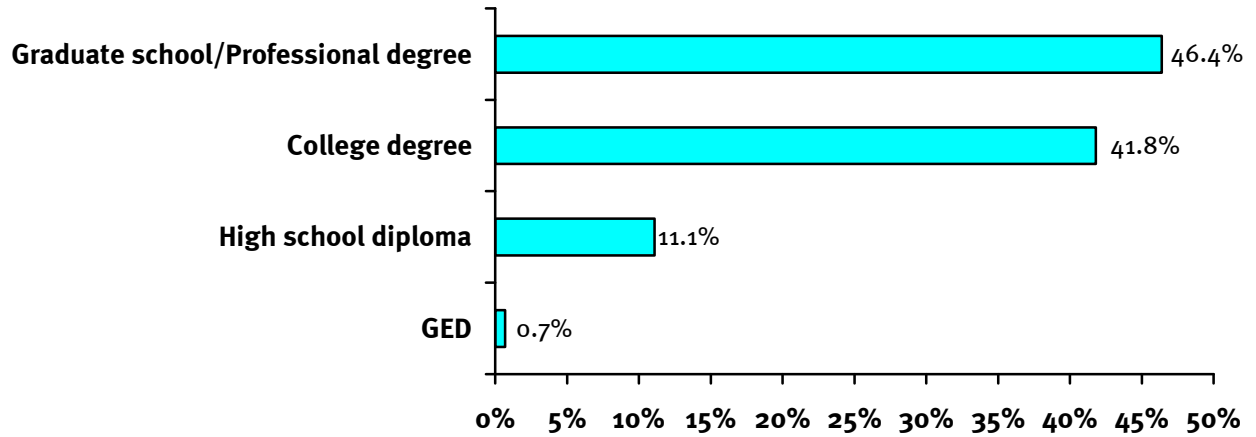
Figure 5.40 Level of community involvement (n = 988)



HIGHEST LEVEL OF EDUCATION ATTAINED:

Community Survey respondents were asked to report on their highest level of education. Respondents could select only one response option.

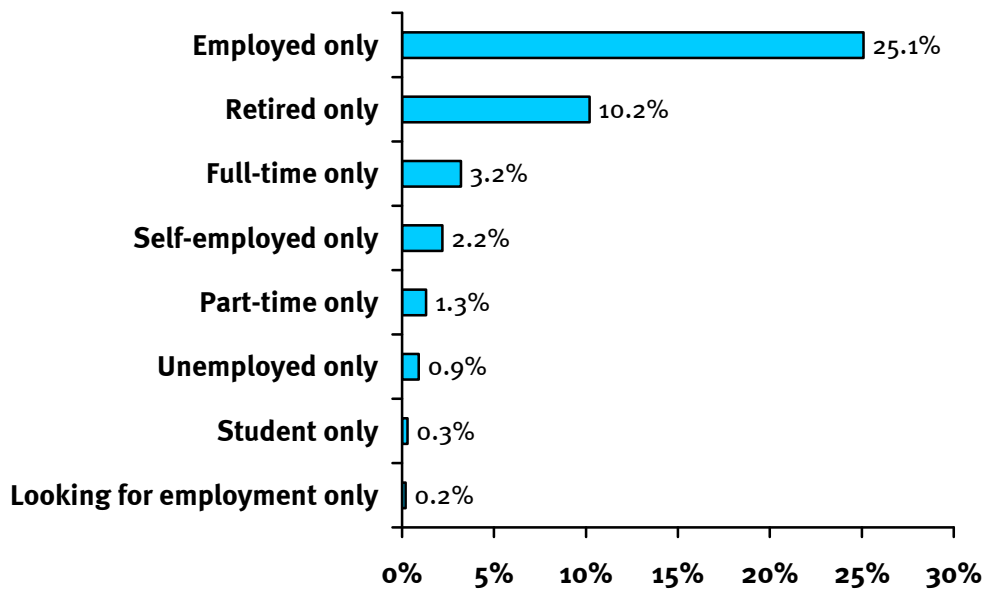
Figure 5.41 Rate of educational achievement among community members (n = 1005)



CURRENT WORK STATUS

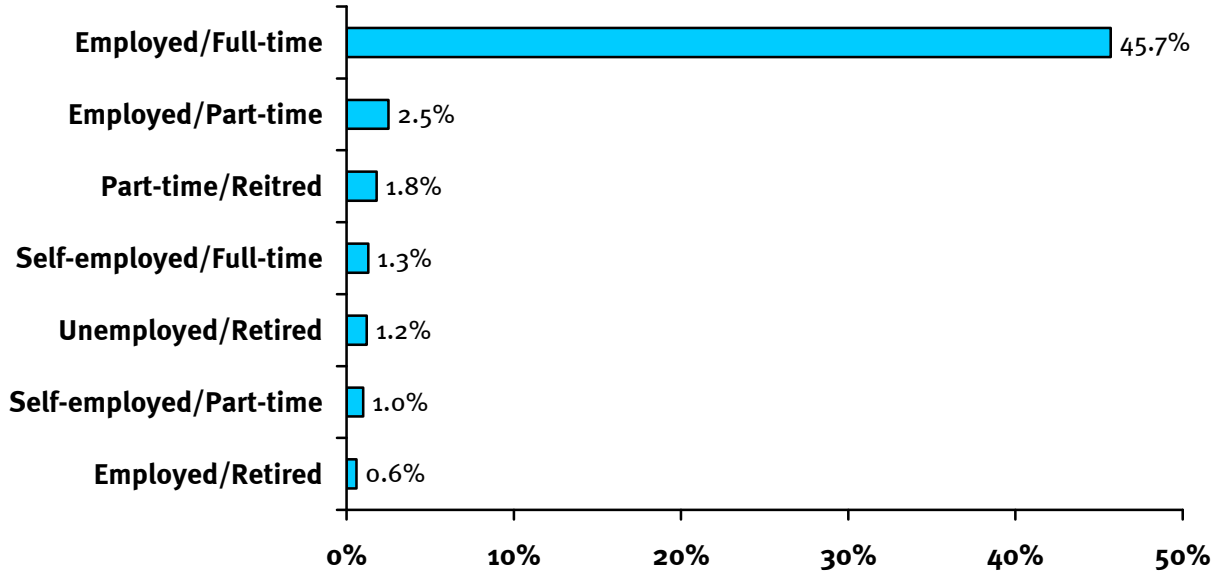
Survey respondents were asked to identify their current employment status at the time they took the survey. Respondents could select up to two response options. The chart below shows responses in which survey respondents selected only one response option.

Figure 5.42 Employment status – single responses (n = 1003)



The chart below shows the responses in which respondents provided two response options.

Figure 5.43 Employment status – multiple responses

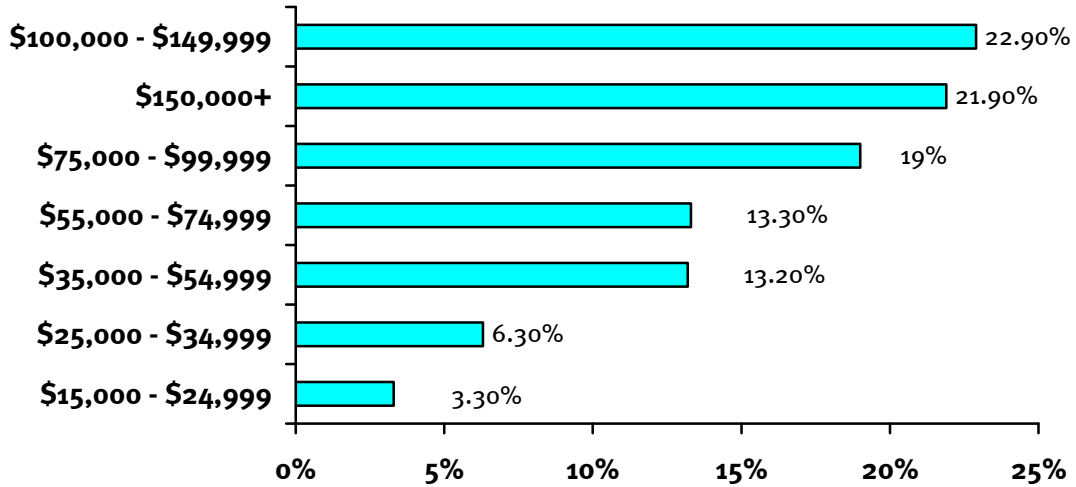


The following permutations were identified among survey respondents and represent 3% of responses.

- Unemployed/Looking for employment
- Employed/Self-employed
- Employed/Looking for employment
- Full-time/Part-time
- Retired/Looking for employment
- Newly unemployed/Looking for employment
- Employed/Student
- Self-employed/Retired
- Retired/Newly unemployed
- Self-employed/Newly unemployed
- Self-employed/Looking for employment
- Full-time/Student
- Part-time/Student
- Student/Looking for employment

WHAT IS YOUR ANNUAL HOUSEHOLD INCOME?

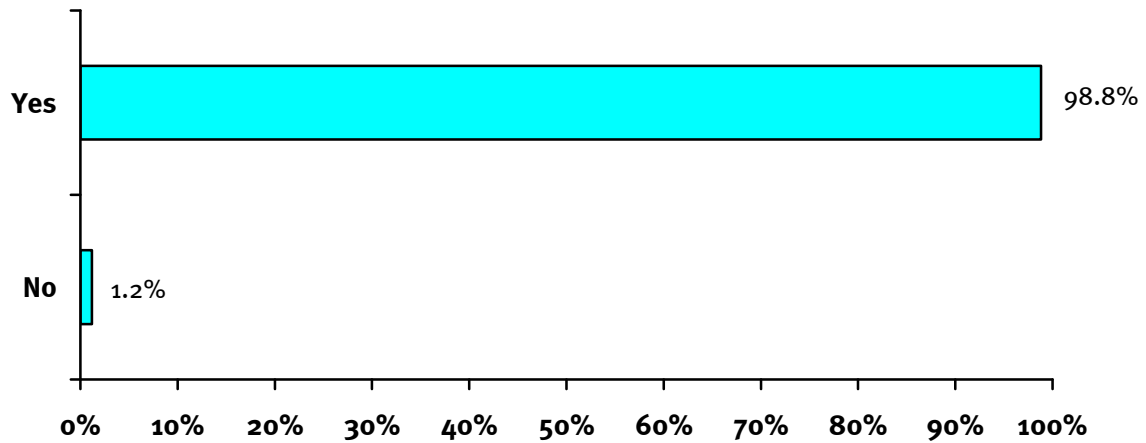
Figure 5.44 Rate of annual income among community respondent households (n = 946)



DO YOU CURRENTLY HAVE HEALTH INSURANCE?

Survey respondents were asked a series of questions relating to health insurance.

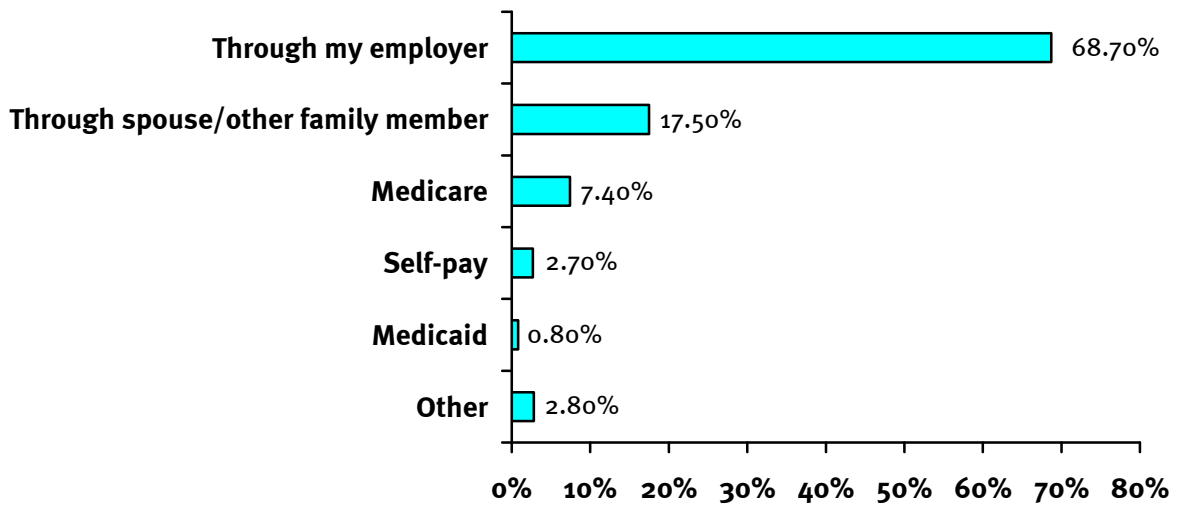
Figure 5.45 Percentage of respondents with health insurance (n = 999)



IF YES, WHAT IS THE PRIMARY TYPE?

As a follow-up question to survey respondents who have health insurance, they were asked to identify the type of health insurance.

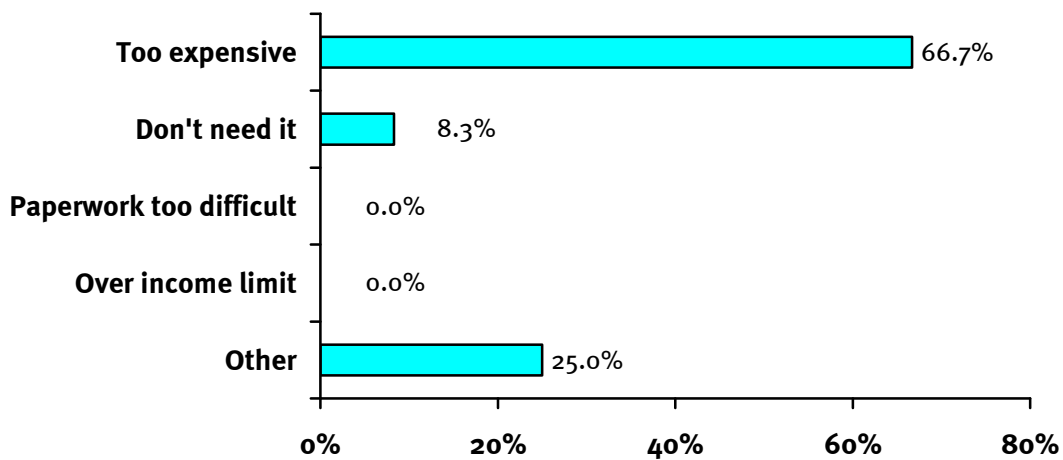
Figure 5.46 Primary type of health insurance among survey respondents ($n = 978$)



IF NO, WHY NOT?

Of the 14 who reported they did not currently have health insurance, the survey asked why.

Figure 5.47 Reasons survey respondents don't have health insurance ($n = 12$)

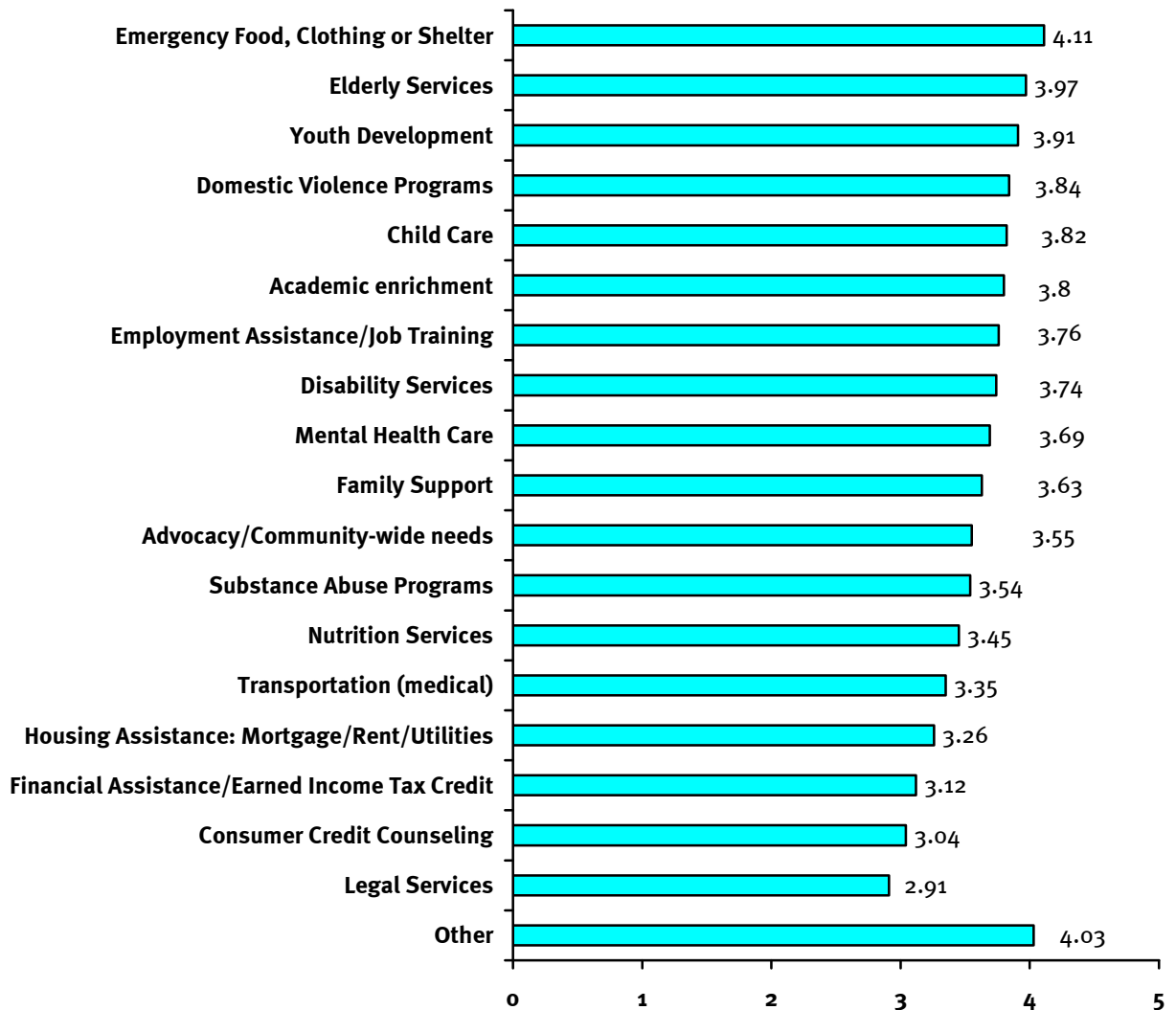


HOW IMPORTANT IS EACH OF THE FOLLOWING IN OUR COMMUNITY?

Community Survey respondents were asked to rank services in terms of priority in the community. The data below are the response averages. For tabulation purposes numbers were assigned from 1 – 5 to the response options, with “1” being Very Low Priority, and “5” being Very High Priority.

For a complete list of services identified under *Other* please refer to Appendix H.

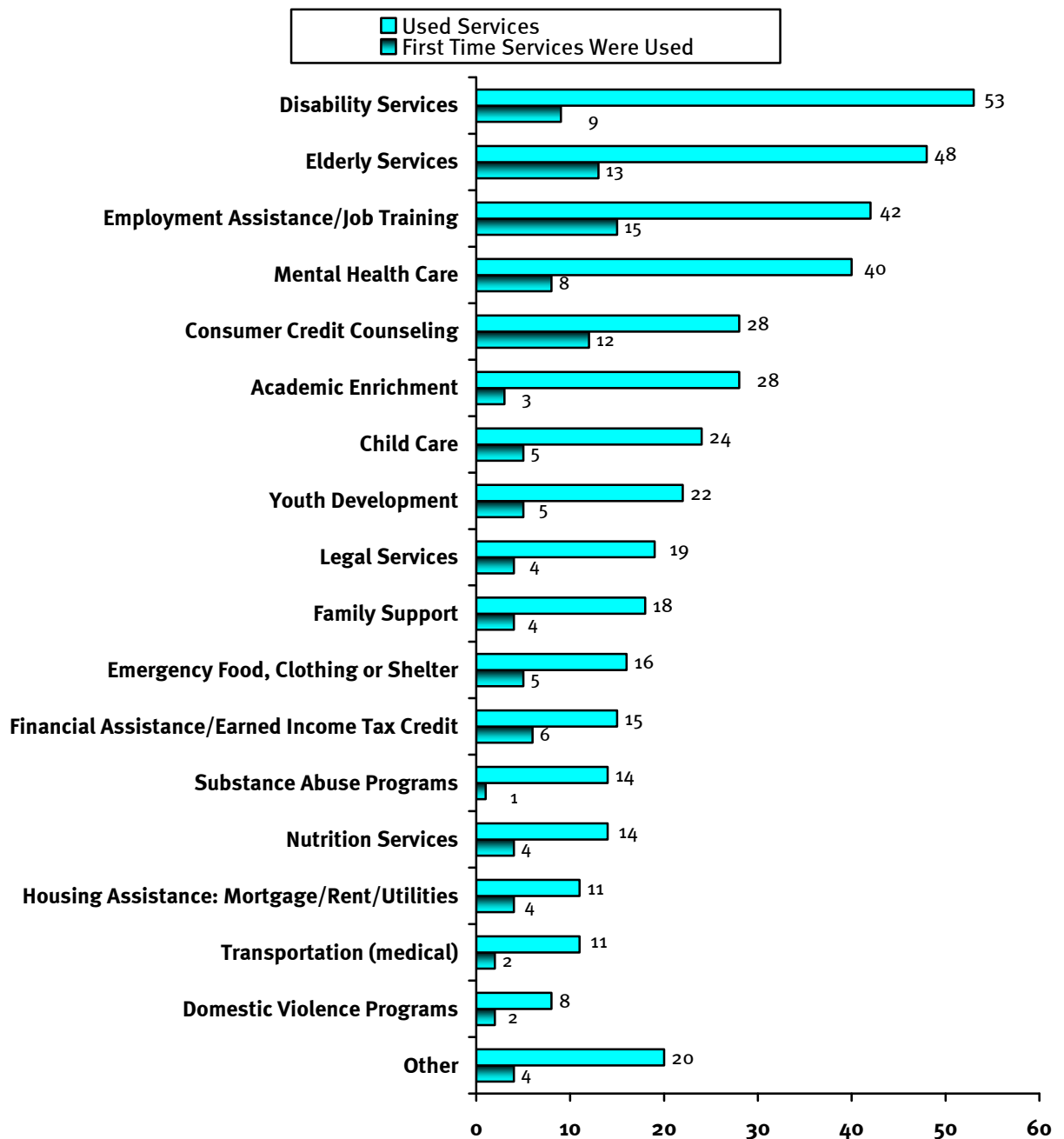
Figure 5.48 Priority of community services reported by community respondents (n = 212)



PLEASE CHECK ALL PROGRAMS USED BY YOU/YOUR HOUSEHOLD IN 2009 THAT WERE PROVIDED BY NON-PROFIT AGENCIES.

Survey respondents were asked to report whether they or their household had used a community service in 2009 and to indicate whether it was the first time. In the survey, this question was broken out into two separate questions, but for the purposes of this report, the data from these two questions have been juxtaposed so data can easily be compared. Survey respondents could select multiple responses.

Figure 5.49 Community services used and first time usage in 2009 (n = 1001)



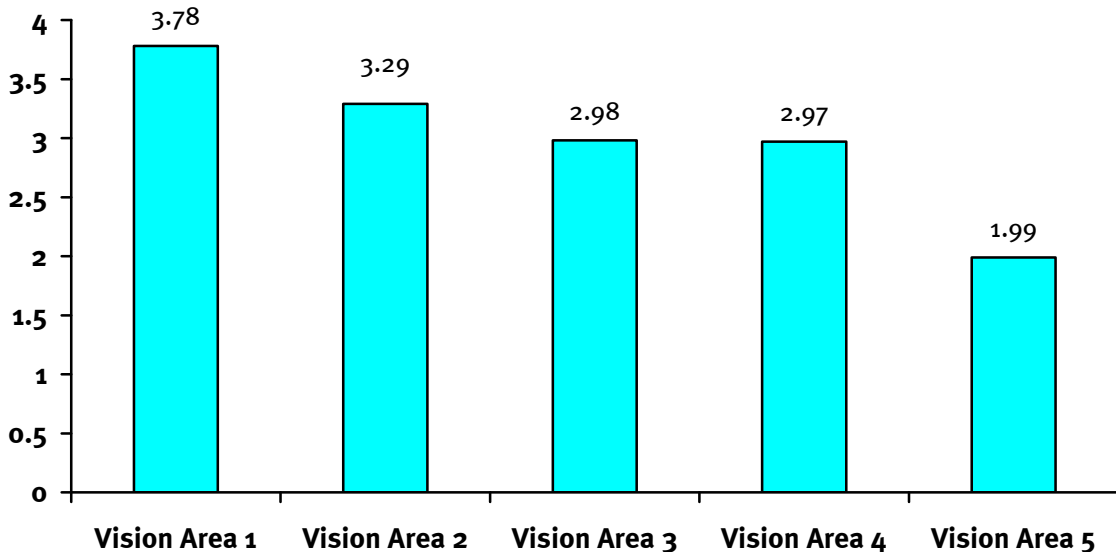
PLEASE RANK IN ORDER THE FOLLOWING HUMAN SERVICES NEEDS IN TERMS OF IMPORTANCE TO YOU.

Similar to the Program Participant Survey, the Community Survey asked respondents to rank United Way of Central New York’s current Vision Areas in order of importance. Provided below are the issues of focus for each Vision Area, as they appeared in the Community Survey.

Vision Area	Issues of Focus
1	Improving the lives of children so they are physically, emotionally, and educationally ready to succeed.
2	Developing the lives of youths and teens so they have the skills and supports to become successful.
3	Providing a safety net of services so individuals and families have the help they need in times of crisis.
4	Helping families and individuals acquire the skills and supports that enable them to live at their highest degree of independence.
5	Helping people with personal and family problems so they can improve their functioning and well-being

Data below is the average of responses, with “1” being least important and “5” most important overall. Averages were calculated by adding the rankings, then dividing the total by the number who answered the question.

Figure 5.50 Importance of human services reported by community respondents (n = 995)



PLEASE RANK IN ORDER THE FOLLOWING BUILDING BLOCKS TO A SUCCESSFUL LIFE IN TERMS.

Survey respondents were provided with six response options and asked to rank them in order of importance. These response options were grouped in twos: two response options for EDUCATION, two for INCOME, and two for HEALTH. The table below illustrates how answer options were grouped.

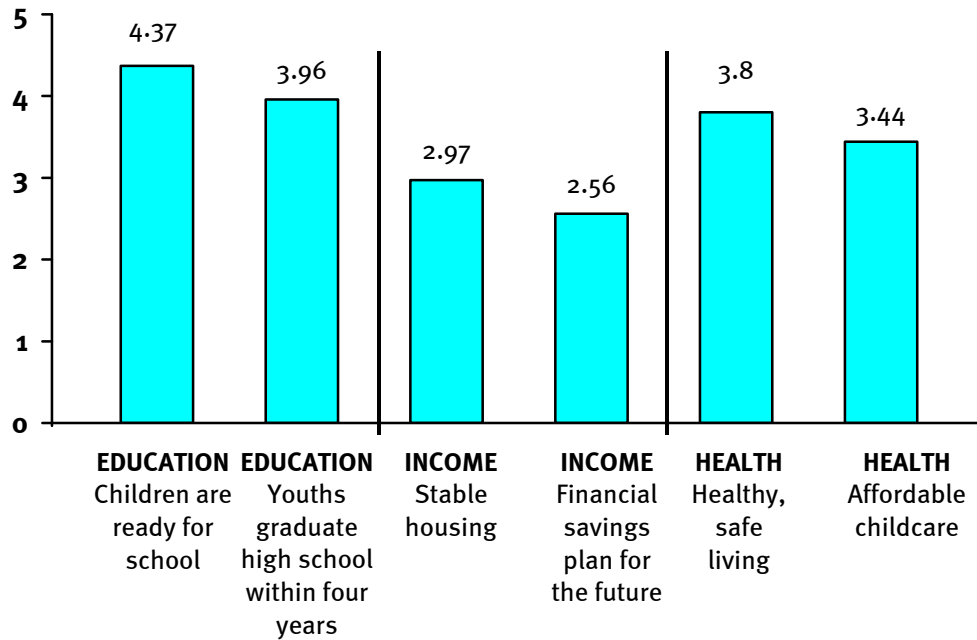
It is important to note that whereas language was revised to take into consideration literacy levels of those filling out the Program Participant Survey, this was not done for the Community Survey.

Focus Area	Answer Option <i>(as it appeared on the Community Survey)</i>
EDUCATION	Children are ready for school and are able to adjust and adapt
EDUCATION	Youths have the skills and supports to graduate from high school within four years
INCOME	People have the skills and supports to get and keep stable housing
INCOME	People have the skills to build financial savings and plan for the future
HEALTH	Youths and adults more frequently choose positive alternatives to risky behavior
HEALTH	Parents gain access to good quality, affordable child care

Response options were drawn from United Way Worldwide’s Advancing the Common Good framework, which seeks to focus issues currently being addressed by United Ways nationwide.

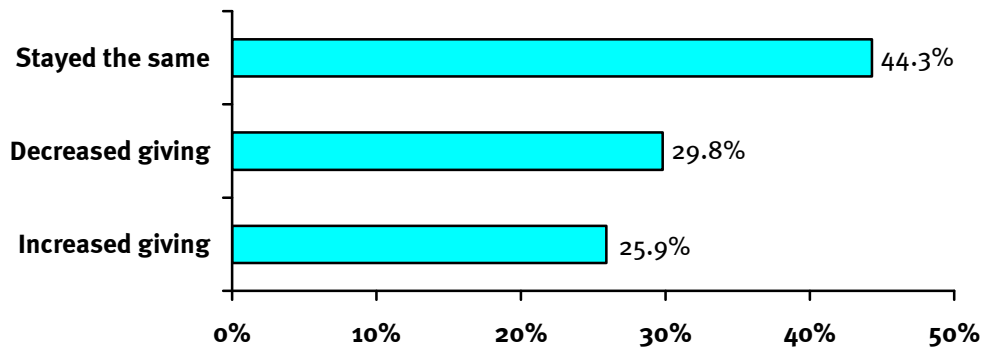
The data provided below is an average of the rankings, with “1” being least important and “6” being most important overall. Averages were calculated by adding the rankings, then dividing the total by the number who answered the question.

Figure 5.51 Importance of six building blocks to a successful like as reported by community respondents (n = 994)



WHAT IMPACT HAS THE CURRENT ECONOMY HAD ON YOUR PERSONAL CHARITABLE GIVING?
 Survey respondents were asked about the impact the economy has had on their charitable giving.

Figure 5.52 Economic impact on charitable giving (n = 993)



6. Findings

The findings section details how data gathered during the 2010 Community Needs Assessment helped determine funding priorities for the 2011 – 2014 Community Program Fund. Data from survey findings, the best practice scan, and background research was considered.

This work lays the foundation for monitoring and tracking the impact seen in the community investments that are made with donor contributions. Stewardship of donor gifts is central to the mission of United Way of Central New York. The organization is not only accountable to donors for oversight of all funded programs, but to those in need of services.

The needs assessment process is key to capturing a picture of the community. It takes into consideration factors ranging from population, geographic location, issues of greatest need, and new or emerging needs. In addition to creating a community profile, United Way's five Vision Areas were examined as a way to gauge the priorities of past allocation cycles and where adjustments could be made that would better align with the needs assessment findings.

The 2011 – 2014 Community Program Fund will see a shift in priorities enabling United Way to maximize community investments, improve its ability to track changes in the community, and address root causes of community problems. New funding priorities have been developed targeting four Focus Areas: EDUCATION, INCOME, HEALTH, and SAFETY NET.



The four Focus Area model will allow for a more targeted approach to the issues United Way supports, as well as setting a bar for the results that are measured.

United Way Worldwide's Advancing the Common Good framework was used as a template for developing the four Focus Area model. Advancing the Common Good features three key "pillars," or areas of focus: EDUCATION, INCOME, and HEALTH. The Onondaga County needs assessment showed that the community is faced with additional challenges not being addressed by United Way Worldwide's three-pillar model. Adjustments were made to the three pillars to better harmonize with this community.

The new model will have the following benefits:

- Streamline reporting practices
- Create a system in which programs receiving funding will be measuring and reporting on very specific outcomes and one or two similar indicators
- Assist United Way in recording standard measurements to be reported to donors
- Maximize community investments on targeted community issues
- Focus on changing root causes of problems, not just symptoms

A. EDUCATION

United Way of Central New York’s Focus Area of Education targets educating community members to achieve their potential. Programs funded through this area will address:

- preparing children and youth to succeed in school
- preparing young adults for successful advancement to work life or higher education
- giving community members the knowledge, skills and supports they need to establish strong families

CHILDREN AND YOUTH SUCCEED IN SCHOOL

The importance of education was an overarching theme in the surveys returned to United Way, both in the response options selected and the open-ended questions. Respondents indicated they felt education plays a key role in assisting individuals to be successful and engaged members of the community. Many respondents reported they felt there should be increased focus on educating children and youth, giving them a solid foundation on which to build their lives.

The Community Teen Survey, distributed as part of the needs assessment, showed that teens are dealing with multiple socioeconomic issues outside the classroom. The survey asked respondents to report on their experiences and to choose from pre-selected response options (*Figure 5.24, p. 38*). Top experiences identified were:

- 37.4% Failing in school/trouble learning
- 34.7% Drug/alcohol use
- 33.2% Family violence
- 32.6% Health problems
- 28.9% Mental illness/depression

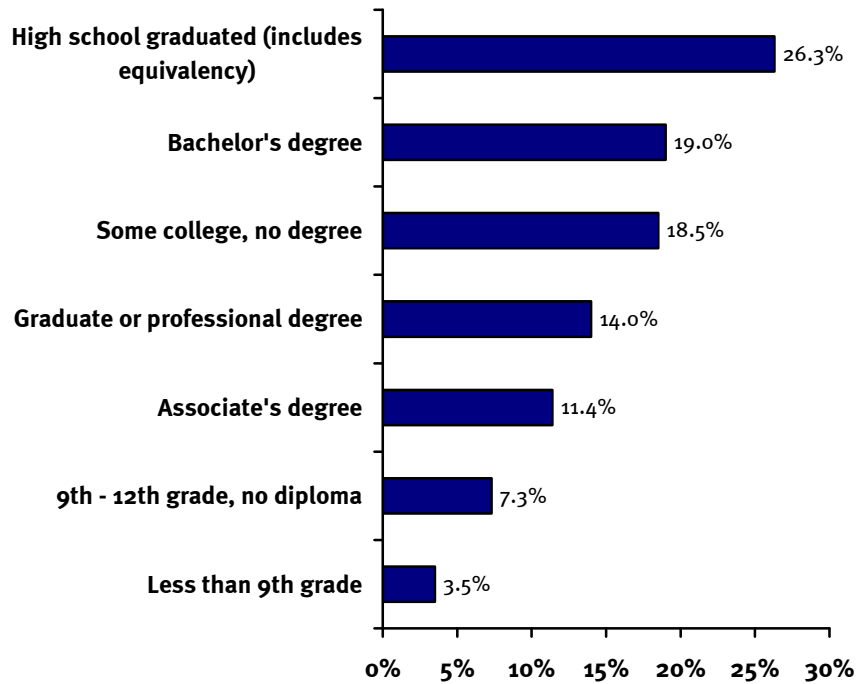
The vast majority of teens surveyed, 91.8%, indicated they were in school at the time they took the survey. Of those who reported not being in school, some explanations as to why included the following verbatim responses (p. 36):

- *got kicked out*
- *Didn't finish, working, taking care of son*
- *waiting for daycare to contact me*
- *I was skipping one class I do not like then they say I help jump so lame boy*
- *I had to work to support myself*
- *Because I was fighting im on home bond*

A solid education is the beginning of a better life not only for the individual but also for those touched by that individual, according to the National Center for Children in Poverty. It reported in 2007 that more than 60% of children in low-income families have parents whose highest level of educational attainment is a high school diploma or less. That can lead to a multitude of issues for those children to cope with, which can adversely impact their ability to focus and learn while in the classroom.

In Onondaga County, 26.3% of the people 18 years old and older in 2008 were estimated to have a high school diploma as their highest level of educational attainment, according to Census data. Additionally, 7.3% indicated “9th-12th grade, no diploma” as their highest educational attainment, and 3.5% indicated “Less than 9th grade.”

Figure 6.1 Highest level of educational achievement for Onondaga County residents 18 years and older



Source: 2008 American Community Survey 1-Year Estimates; U.S. Census Bureau

The Center on Education Policy’s February 2010 report, “Better Federal Policies Leading to Better Schools” reports:

Disadvantaged children as a group start school with an achievement gap. As they progress through the grades, their achievement continues to be shaped by social factors outside formal schooling, such as poverty, health and nutrition, parental education and involvement, access to high-quality child care and preschool, and availability of community resources for learning.

Providing children and youth access to services that help alleviate the stress they experience in juggling multiple responsibilities is a United Way goal. Children and youth can focus on better educational attainment if they have the support of programs that provide a caring and nurturing environment.

PREPARING YOUNG ADULTS

Findings from the Community Teen Survey show that many teens feel working is important. At the time the survey was taken, 26.5% of teen respondents were employed, while 73.5% were not (*Figure 5.28*, p. 42). Most of the teens that indicated they were not working, 90.5%, reported they would like a job.

Research has shown that the more education people have, the greater their earning potential, influencing their level of financial independence and self-sufficiency. According to the College Board, a nonprofit organization focusing on higher education issues, for members of all demographic groups, the average earnings increase measurably with higher levels of education. The College Board's 2007 Education Pays report finds that during their working lives, typical college graduates earn over 60% more than typical high school graduates, and those with advanced degrees earn over two to three times as much as high school graduates.

Not everyone has the means or the desire for further education. For those who choose a nontraditional track, such as entering the workforce directly after high school or not graduating at all, supports need to be available to prepare them to enter the workforce.

Teens that indicated an interest in employment cited the following as challenges in getting a job, or a better job. The responses below are verbatim from the Community Teen Survey. (*Figure 5.29*, p. 43):

- *economy*
- *injured currently*
- *don't know*
- *need more experience*
- *need to make money to help my family out with their bills*
- *alot wont hire overnight under 18*
- *drugs*
- *little experience*

Developing literacy skills for children, teens and adults is crucial for future success. Literacy skills are critical in attaining and retaining employment, advancing one's education, and in helping people become contributing members of society.

Onondaga County is estimated to have about 34,000 adults below basic literacy levels, according to 2009 National Center for Education statistics.

ESTABLISHING STRONG FAMILIES

Giving community members the knowledge, skills and supports they need to establish strong families can help eliminate or reduce some of the adverse conditions affecting teens. The majority of teens surveyed, 53.3%, indicated they have a strong and loving family. However, 32.6% reported experiencing family violence; 11.1% experienced homelessness; and 7.9% experienced hunger.

In the Program Participant Survey, of the respondents who said their emotional state was worse than it was three years ago, 65% indicated family problems were a reason for the decline (*Figure 5.15*, p. 25), and 51.9% of respondents indicating they were worse off and family problems were a reason used family support services provided by a nonprofit agency sometime during 2009.

Children greatly benefit from a supportive family environment. A study released by Simmons College faculty in 2007, “Family Matters: The Importance of Family Social Support, Feeling Valued, and Family Cohesion in Promoting Positive Adolescent Development,” found that:

Strong families are essential to positive development, including avoiding problems such as academic failure and mental disorders that may have implications for life-long functioning. The family exerts a powerful influence on the developing child and this impact continues into adolescence to a greater degree than previously believed.

It is also important to educate parents, families and individuals on how to avoid issues such as child abuse and neglect and domestic and sexual violence.

The Onondaga County Child Abuse Hotline received 5,225 calls in 2008, which was an increase from 4,200 in 2007, according to the McMahon/Ryan Child Advocacy Site in Syracuse.

Onondaga County’s Department of Social Services also saw an increase in the number of reports to its Child Protective Services division. There were 499 reports in 2009 compared to 435 in 2008, according to the department. It is unclear whether that is because there were more cases of abuse and neglect or because more cases were being reported.

Vera House, which supports victims of domestic and sexual violence, sheltered 465 women and children in emergency housing in 2008, according to its 2008 annual report. The agency also:

- received **4,818** crisis calls
- served **1,018** individuals with services such as short-term counseling, support groups, and advocacy
- served through specialized individual, family, and group counseling services **387** youth affected by sexual abuse and/or domestic violence

Vera House also reported that the Syracuse Police Department answered 10,622 domestic violence calls in 2008, and outside of Syracuse, police agencies responded to 5,151 domestic violence calls.

EDUCATION: TARGET ISSUES AND OUTCOMES

For the 2011 – 2014 Community Program Fund, United Way will institute new Target Issues and Outcomes focused on addressing issues in the EDUCATION Focus Area. Target Issues and Outcomes were developed through background research, survey responses, reviewing

United Way Worldwide’s Advancing the Common Good and United Way of Central New York’s five Vision Areas, and feedback from volunteers and executive directors from agencies currently receiving United Way funding.

TARGET ISSUE: Readiness to achieve in school

- Outcome 1:** All children and youth are prepared to succeed in later grades
- Outcome 2:** Provide supports to young people so they can graduate from high school
- Outcome 3:** Children and youth make progress towards age-appropriate physical, emotional, social and cognitive skills at major developmental milestones
- Outcome 4:** Youth improve their academic skills
- Outcome 5:** Improved quality of childcare

TARGET ISSUE: Productive and engaged youth

- Outcome 1:** Young adults are prepared to make a successful transition to work life
- Outcome 2:** Young adults are prepared to make a successful transition to higher education
- Outcome 3:** Individuals increase skills for independent living

TARGET ISSUE: Increased knowledge/awareness

- Outcome 1:** Parents demonstrate improved parenting knowledge and skills
- Outcome 2:** Increased awareness of community issues relating to disabled populations
- Outcome 3:** Increased awareness of community issues relating to mental health, chemical dependency or domestic violence
- Outcome 4:** Children experience a decrease in incidence, or risk of, abuse and neglect
- Outcome 5:** Providers of educational services increasingly leverage resources and create greater efficiency in their strategies through collaboration

B. INCOME

United Way of Central New York’s Income Focus Area targets promoting financial stability and economic self-sufficiency. Programs funded through this area will address:

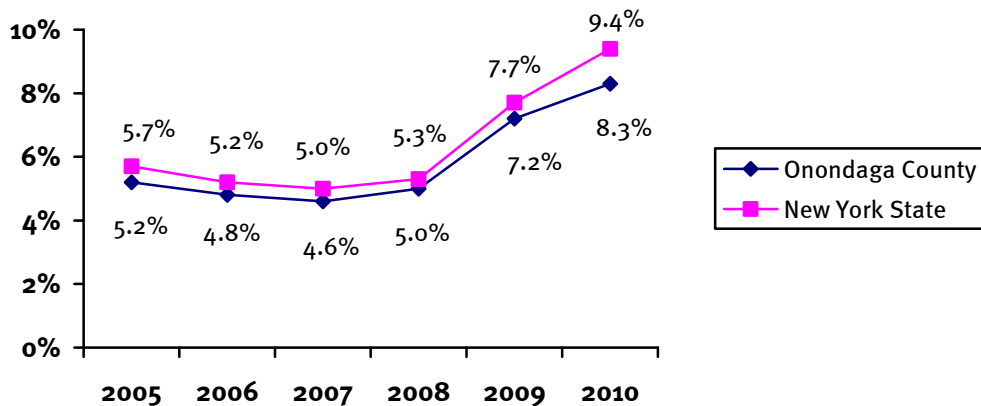
- developing job skills for unemployed and underemployed workers that lead to job advancement
- improving people’s abilities to function in the community by acquiring and improving their financial literacy skills
- improving people’s levels of economic self-sufficiency

DEVELOPING JOB SKILLS

Having the necessary skills to acquire a good paying job is imperative to being able to achieve financial stability and independence. Unemployment and debt were the top two reasons on the Program Participant Survey that people currently accessing social services gave for being worse off financially compared to three years ago (*Figure 5.13*, p. 23).

The number of unemployed has been growing since New York State went into a recession in January 2007, according to the New York State Department of Labor. Between 2008 and 2009, New York State lost 245,400 private sector jobs, and the state's average annual unemployment rate climbed from 5.3% in 2008 to 8.4% in 2009- its highest level since 1992, according to the New York State Department of Labor Division of Research and Statistics (Appendices F & G).

Figure 6.2 Unemployment rate for Onondaga County and New York State

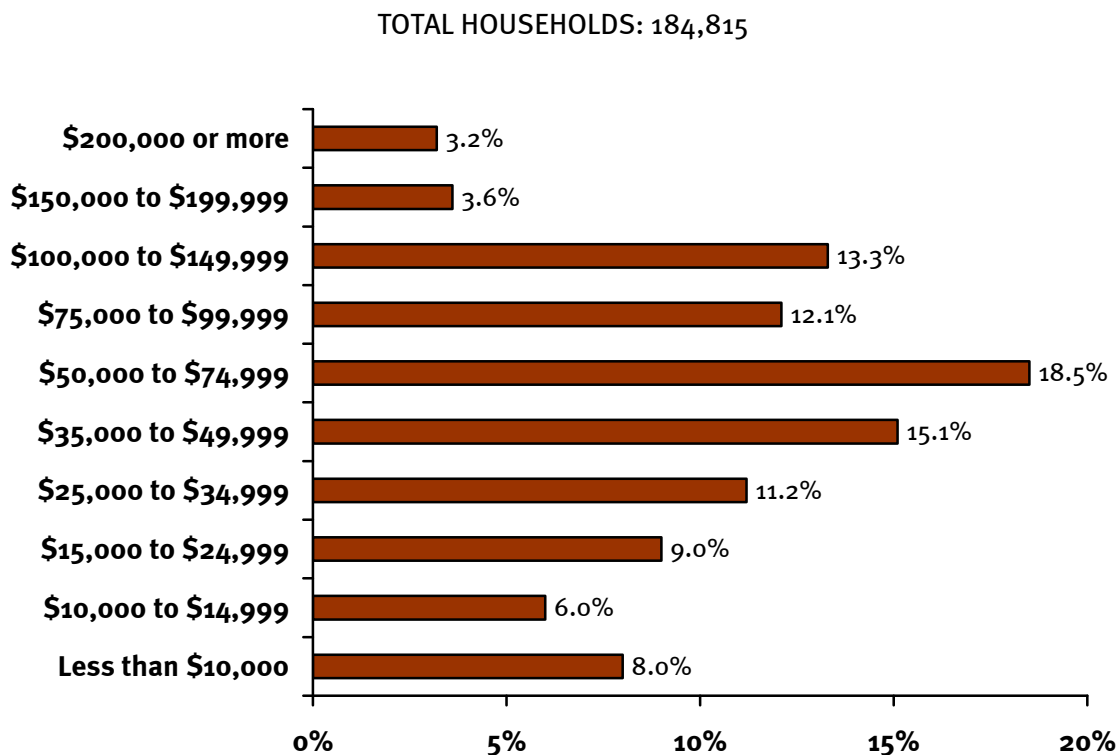


Source: New York State Department of Labor, Division of Research & Statistics

U.S. Census estimated that Onondaga County had 11.7% of its residents living in poverty in 2008 and the city of Syracuse had 29.7%. Census poverty estimates were calculated by comparing family income to a set of thresholds that vary by family size, composition and age of householder. For example, the federal poverty line in 2008 was \$17,033 for a family of three.

In Onondaga County, 14% of the total households were estimated to have made less than \$15,000 in income and benefits in 2008, falling well below the federal poverty line, according to Census data.

Figure 6.3 Income and benefits (2008 inflation-adjusted dollars)



Source: 2008 American Community Survey 1-year Estimates; U.S. Census Bureau

The numbers of people living below the poverty line have been growing, likely because of the economic recession. From 2007 to 2008, the number of people living in the city of Syracuse whose income was below the poverty line jumped by 12.2%, from 17.5% in 2007 to 29.7% in 2008, according to Census. Onondaga County also saw an increase in the number of its residents whose income was below the poverty line- from 8.3% in 2007 to 11.7% in 2008, according to Census.

Table 1 Comparisons of poverty

Federal Poverty Line for 2008 is \$17,033 for a family of three					
RESIDENTS WITH INCOME BELOW POVERTY LEVEL IN 2008			RESIDENTS WITH INCOME BELOW POVERTY LEVEL IN 2007		
City of Syracuse	Onondaga County	New York State	City of Syracuse	Onondaga County	New York State
29.7%	11.7%	13.6%	17.5%	8.3%	6.1%
<ul style="list-style-type: none"> Poverty estimates compare family income to a set of thresholds that vary by family size and composition and age of householder. If a family's gross income is less than the dollar value of the threshold the household falls under, then that family, and every individual in it, are considered to be in poverty. More than 39.9% of the children in the city of Syracuse live in households with incomes below the federal poverty line. More than half of the residents of Buffalo, Rochester, and Syracuse have incomes below 200% poverty, and more than 10% of these residents and those in the city of Albany live in extreme poverty with incomes less than 50% of poverty. African American (21.9%) and Hispanic (24.8%) New Yorkers are disproportionately represented amongst those living below the poverty line both within New York State and its cities. 					

Sources: US Census Bureau, Poverty: 2008 American Community Surveys/Issued September 2009
www.city-data.com: Syracuse, NY Poverty Rate Data, 12/05/09
 New York State Community Action Association, Fact Sheet for 2007

The Annie E. Casey Foundation's Kids Count Indicator Brief, "Reducing the Child Poverty Rate" reports nearly one in five children living in the United States, or 18%, lived in poverty in 2007. The report also mentions that between 2000 and 2007, the number of children living in poverty increased by 14.7 percent, from 12.2 million to 13.1 million.

In Onondaga County, 13.9% of children under 18 years of age were estimated to have lived in poverty in 2008, according to Census. In Syracuse, that number was estimated at 39.9%.

Children can be greatly impacted by a family's economic circumstance and material well-being, according to America's Children: Key National Indicators of Well-Being, 2009. Compared with children living in families that are not in poverty, children living in poverty are more likely to have difficulty in school, to become teen parents, and as adults earn less and be unemployed more frequently, according to the report.

Helping people develop their skills to acquire a good paying job, and then assisting them in retaining that job, is one way to decrease those poverty numbers. The Annie E. Casey Foundation's Kids Count Indicator Brief, "Reducing the Child Poverty Rate" states, "To pull their families out of poverty, adults also need opportunities to prepare for better-paying jobs and career advancement."

ACQUIRING AND IMPROVING FINANCIAL LITERACY

It is important to provide individuals with the knowledge and skills to competently manage their finances.

The Program Participant Survey asked respondents how their financial state compared to three years ago. About 37% indicated they were worse off (*Figure 5.12*, p. 22). Of those, 37.6% said they were worse off because of debt (*Figure 5.13*, p. 23).

Financial literacy is key in bridging the gap for many in terms of responsibly managing finances and planning for the future, which in turn can influence overall well-being. Unfortunately, average high school graduates lack basic skills in managing their personal financial affairs, according to the American Association of Family & Consumer Sciences web site. The association also reports that the consequences can be detrimental to families and individuals:

Family financial failures have both personal and societal costs. Certainly the additional stress on family members and family relationships is detrimental to overall health. And, there is a correlation between family violence and family stresses such as financial problems.

About 28% of Program Participant Survey respondents indicated their emotional state was worse than it was three years ago (*Figure 5.14*, p. 24). Of those who reported being worse off, 66.3% cited financial difficulties as the cause for the decline (*Figure 5.15*, p. 25).

Helping individuals and families improve their financial literacy skills is also important because it will ultimately benefit the community. Financially secure people contribute to a community's economic well-being.

According to the American Association of Family & Consumer Sciences web site: "An effective and efficient marketplace requires knowledgeable consumers who make informed choices. Therefore, financial literacy is important for the individual, family, and community."

IMPROVING ECONOMIC SELF-SUFFICIENCY

Financial literacy skills provide a gateway for people to begin to build a better life and become more economically self-sufficient.

In the Program Participant Survey, respondents reported that in 2009:

- 43.1% used emergency food, clothing, or shelter services
- 37.4% used housing assistance services for help with a mortgage, rent or utilities

Program participants also reported experiencing hunger and homelessness, 20% and 33.3% respectively (*Figure 5.11*, p. 21).

Helping people develop skills to increase their level of economic self-sufficiency will allow them to meet their basic needs of food, clothing or shelter and, ultimately, begin to build their assets.

Only 37% of lower-income working families have a checking or savings account with at least \$300 saved, according to the Survey of Income and Program Participation of the Bureau of Labor Statistics. That amount, \$300, is what is needed for a single typical emergency, as evidenced by the average loan obtained through payday loans, according to United Way Worldwide.

As people become more financially self-sufficient, they can begin to think about and plan for building their assets, such as moving toward home ownership. Respondents to the United Way Program Participant survey on average ranked “stable housing” as the second most important building block to a successful life.

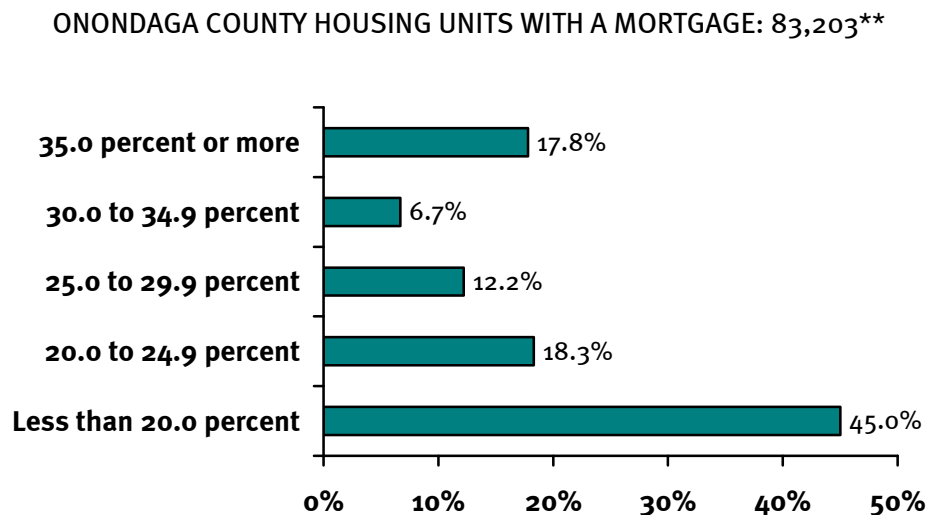
It is important to ensure that people are ready to take that step and not end up over their head in housing related costs.

The U.S. Department of Housing and Urban Development Office of Community Planning & Development web site states:

“The generally accepted definition of affordability is for a household to pay no more than 30 percent of its annual income on housing. Families who pay more than 30 percent of their income for housing are considered cost burdened and may have difficulty affording necessities such as food, clothing, transportation and medical care.”

Census estimates show that in Onondaga County in 2008, 24.5% of the housing units with a mortgage cost the homeowners 30% or more of their household income.

Figure 6.4 Selected monthly owner costs* as percentage of household income



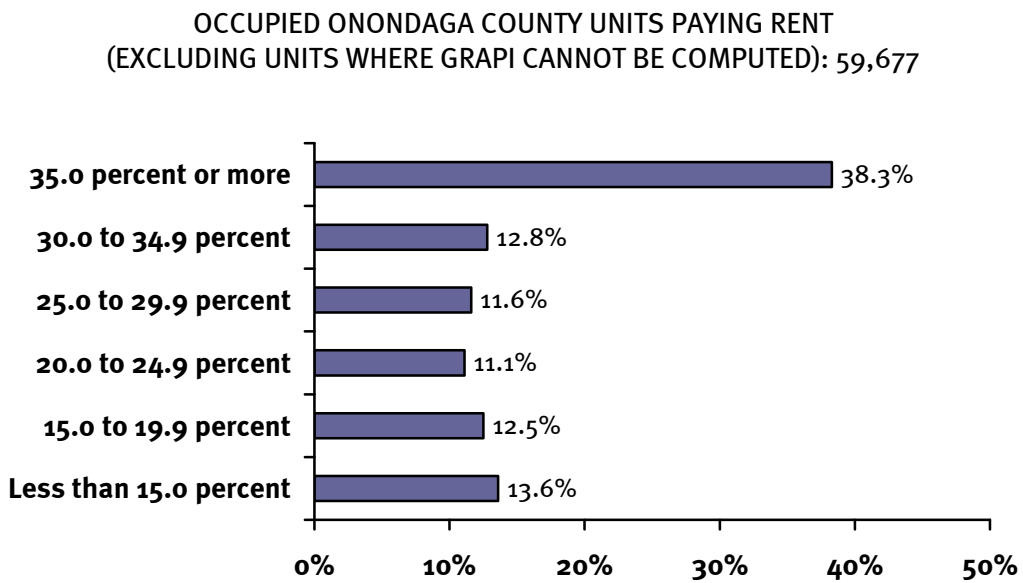
Source: 2008 American Community Survey 1-Year Estimates; U.S. Census Bureau

* U.S. Census Bureau defines selected monthly owner costs as the sum of payments for mortgages, deeds of trust, contracts to purchase, or similar debts on the property (including payments for the first mortgage, second mortgages, home equity loans, and other junior mortgages); real estate taxes; fire, hazard, and flood insurance on the property; utilities (electricity, gas, and water and sewer); and fuels (oil, coal, kerosene, wood, etc.). It also includes, where appropriate, the monthly condominium fee for condominiums and mobile home costs (installment loan payments, personal property taxes, site rent, registration fees, and license fees).

** this number excludes units where the selected monthly owner costs as a percentage of household income cannot be computed

Of those housing units rented in Onondaga County in 2008, it is estimated that 38.3% of the units cost the renters 35% or more of their household income, according to Census data.

Figure 6.5 Gross rent as a percentage of household income (GRPI).



Source: 2008 American Community Survey 1-Year Estimates; U.S. Census Bureau

* U.S. Census Bureau defines gross rent as the contract rent plus the estimated average monthly cost of utilities (electricity, gas, and water and sewer) and fuels (oil, coal, kerosene, wood, etc.) if these are paid by the renter (or paid for the renter by someone else).

United Way Worldwide supports helping people gain and sustain assets as a way to move people out of poverty:

Research conducted over the past decade demonstrates that assets increase household stability, decrease economic strain, and decrease the likelihood of poverty transmittal from one generation to the next.

INCOME: TARGET ISSUES AND OUTCOMES

For the 2011 – 2014 Community Program Fund, United Way will institute new Target Issues and Outcomes focused on addressing issues in the INCOME Focus Area. Target Issues and Outcomes were developed through background research, survey responses, reviewing United Way Worldwide’s Advancing the Common Good and United Way of Central New York’s five Vision Areas, and feedback from volunteers and executive directors from agencies currently receiving United Way of Central New York funding.

TARGET ISSUE: Workforce development and training

Outcome 1: Individuals access tools and strategies that help improve their job skills and advance their careers

Outcome 2: Individuals attain job readiness/retention skills

TARGET ISSUE: Gaining and sustaining assets

Outcome 1: Individuals/families establish and maintain savings or checking accounts and have money saved for emergencies

Outcome 2: Individuals/families increase the skills necessary to obtain/stabilize housing

Outcome 3: Individuals/families access financial education that enables them to manage their financial resources

TARGET ISSUE: Increased economic self-sufficiency

Outcome 1: Individuals are able to function at an increased level of economic self-sufficiency

Outcome 2: Providers of financial stability services increasingly leverage resources and create greater efficiency in their strategies through collaboration

C. HEALTH

United Way of Central New York’s Focus Area of Health targets improving people’s wellness. Programs funded in this area will address:

- maternal health and child well-being
- seniors
- healthy youth and adults

Health is an issue that touches upon all segments of the community, regardless of income, age or social standing; and can reach into all aspects of an individual’s life- especially work and education, according to United Way Worldwide.

“Good health allows children to learn better and adults to increase their income through productive work. Conversely, health problems often lead to increased school absences (a predictor of dropping out of high school) among children, as well as increased on-the-job absences by adults,” according to United Way Worldwide.

MATERNAL HEALTH AND CHILD WELL-BEING

Besides turning to close family and friends, 42.1% of the pregnant/parenting teens answering the Community Teen Survey said they did not know where else to go to seek help (*Figure 5.31*, p. 47). Of those who said they did not know where to go (p. 47), they said:

- *because I got it*
- *I just don't know*
- *don't have any trust for anyone other than the baby father*
- *IDK*
- *never been in this situation*
- *no resources*

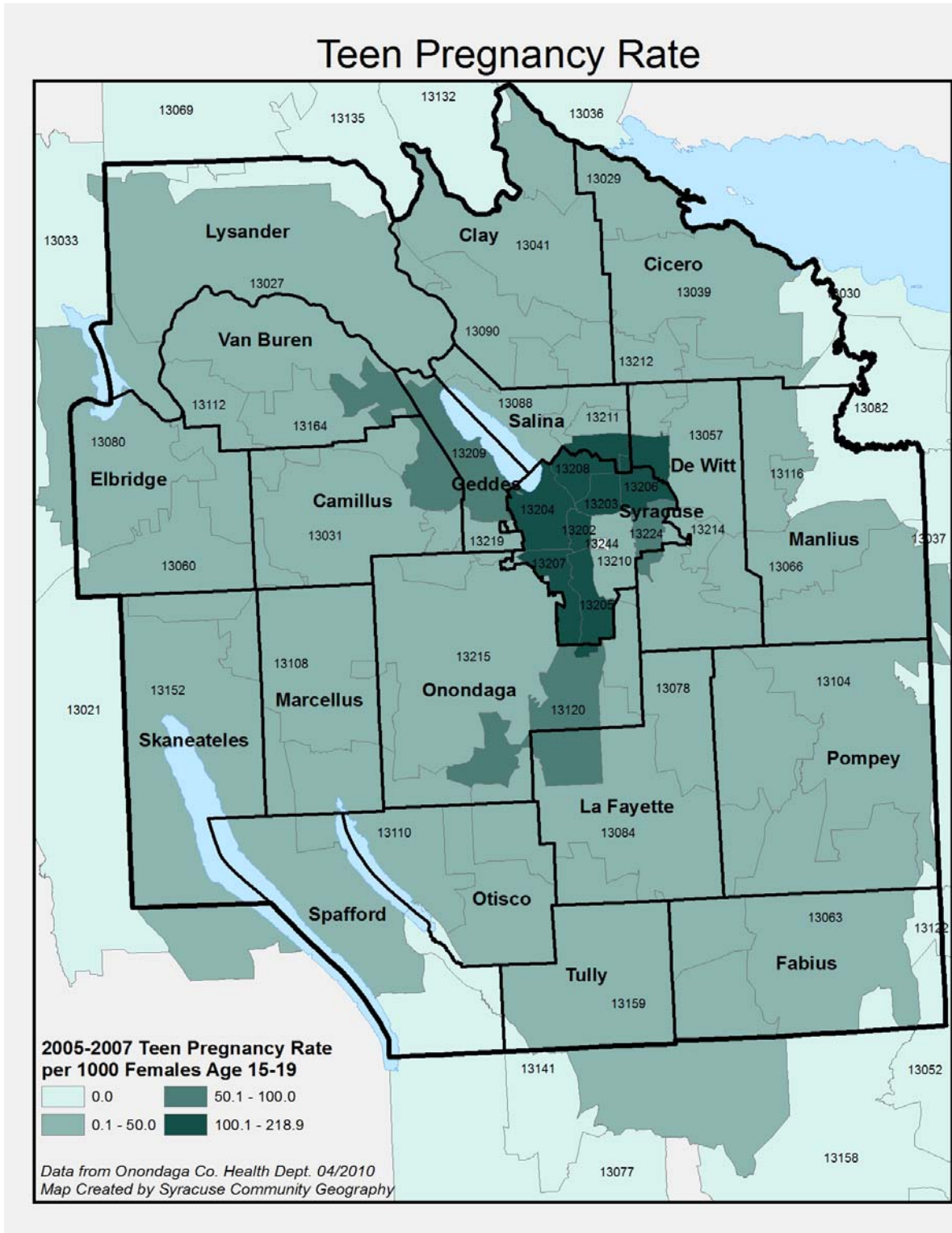
Background research and survey data show there is a need to provide for healthy infants and their mothers, especially teen mothers who may not have support structures in place to help care for a child or themselves during a pregnancy.

New York State has the 11th highest teen-pregnancy rate in the nation, and five Syracuse zip codes rank in the state’s top 10% for teen pregnancy rates, according to Children’s Consortium, a local nonprofit that supports caregivers of children.

Seven Syracuse-area zip codes had a significantly higher average number of teen pregnancies than the rest of Onondaga County from 2005-2007, according to data from the Onondaga County Health Department. Each of those zip codes (*Figure 6.6*) had an average that was more than 100 pregnancies for every 1,000 females ages 15-19, according to the county. The highest was 13202, with 218.9 pregnancies for every 1,000 females ages 15-19.

Those same seven zip codes also had higher percentages of births receiving late or no prenatal care compared to the rest of the county, according to Onondaga County (*Figure 6.7*).

Figure 6.6 Teen pregnancy rate in Onondaga County



2005-2007 Teen Pregnancy Rate Per 1,000 female population age 15-19
(births + abortions + spontaneous fetal deaths)

- 13027 – 20.1
- 13029 – 48.1
- 13031 – 18.7
- 13039 – 21.4
- 13041 – 31.1
- 13057 – 29.2
- 13060 – 43.2
- 13063 – 20.8
- 13066 – 9.7
- 13078 – 17.8
- 13080 – 23.3
- 13084 – 17.4
- 13088 – 44.1
- 13090 – 29.0
- 13104 – 10.1
- 13108 – 9.9
- 13110 – 17.7
- 13112 – 22.6
- 13116 – 20.6
- 13120 – 80.4
- 13152 – 6.3
- 13159 – 20.6
- 13164 – 31.4
- 13202 – 218.9**
- 13203 – 125.9**
- 13204 – 172.4**
- 13205 – 145.1**
- 13206 – 102.4**
- 13207 – 120.1**
- 13208 – 140.6**
- 13209 – 53.8
- 13210 – 23.2
- 13211 – 46.0
- 13212 – 36.2
- 13214 – 12.9
- 13215 – 10.8
- 13219 – 25.6
- 13224 – 61.6

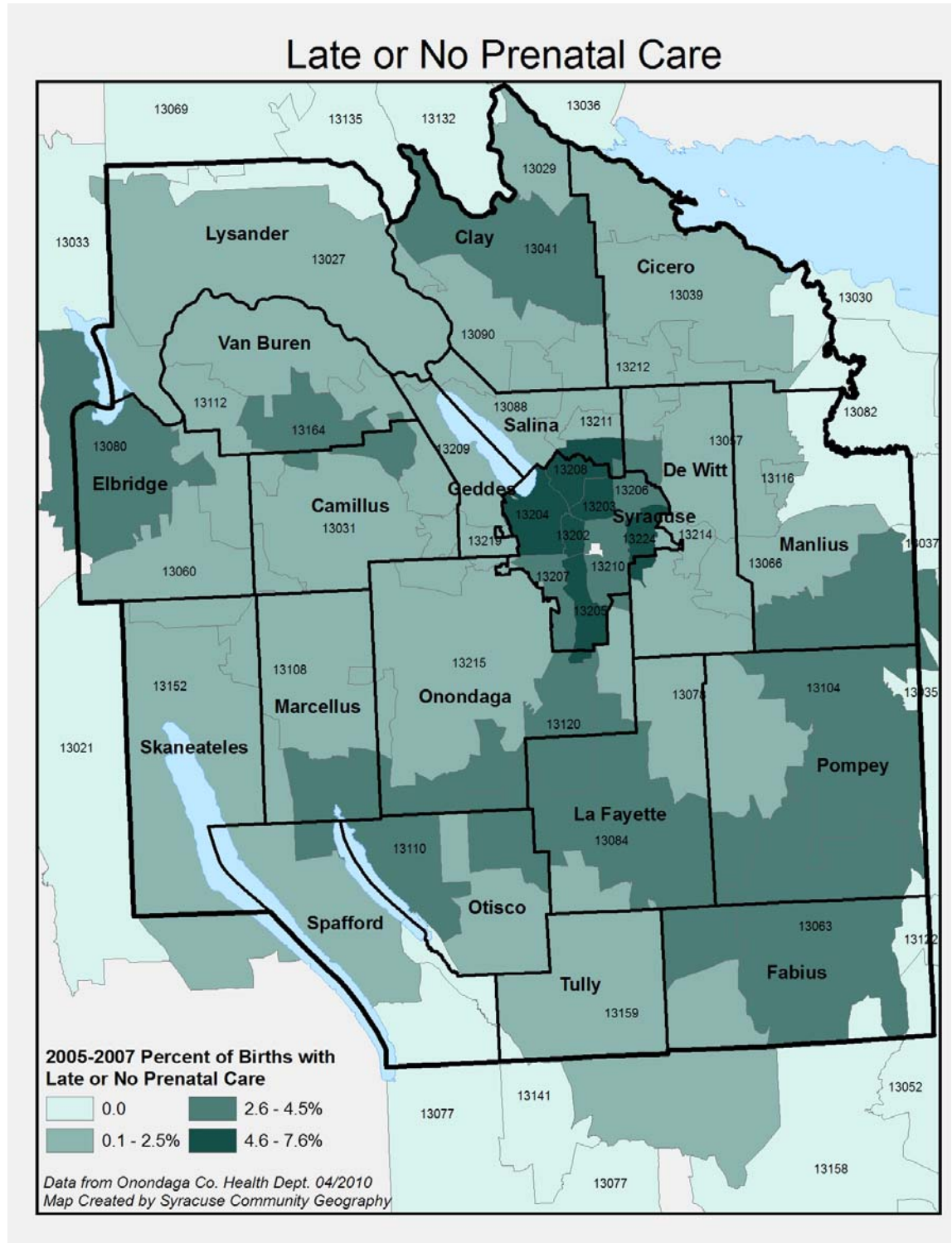
* zip codes not listed had fewer than 10 births during the 3-year period

Percent of Births with Late or No Prenatal Care

Figure 6.7 Percentage of births within Onondaga County with late or no prenatal care

- 13027 – 1.8
- 13029 – 1.3
- 13031 – 1.5
- 13039 – 1.4
- 13041 – 2.8
- 13057 – 1.8
- 13060 – 0.9
- 13063 – 4.1
- 13066 – 2.3
- 13078 – 1.2
- 13080 – 3.0
- 13084 – 3.4
- 13088 – 2.0
- 13090 – 2.2
- 13104 – 2.8
- 13108 – 1.2
- 13110 – 3.8
- 13112 – 1.9
- 13116 – 1.7
- 13120 – 3.6
- 13152 – 1.0
- 13159 – 0.7
- 13164 – 2.8
- 13202 – 6.0**
- 13203 – 5.5**
- 13204 – 6.1**
- 13205 – 7.6**
- 13206 – 4.3**
- 13207 – 4.1**
- 13208 – 5.4**
- 13209 – 2.2
- 13210 – 3.9
- 13211 – 2.2
- 13212 – 2.5
- 13214 – 2.4
- 13215 – 1.6
- 13219 – 2.1
- 13224 – 7.0**

* zip codes not listed had fewer than 10 births during the 3-year period



Some of the challenges pregnant or parenting teens reported on the Community Teen Survey included money issues and juggling responsibilities such as caring for their children while trying to hold down a job or attend school. Teen moms are also prone to mental health issues. Adolescent mothers are more likely than adult mothers to experience depressive symptoms, 48% compared to 13%, according to Children’s Consortium.

SENIORS

An emerging trend that was noted in the last needs assessment, and introduced again in the 2010 assessment, is the need for support services for the elderly. Nationally and locally there is an emerging senior population, and United Way survey respondents indicated that their needs should be addressed.

U.S. Census estimated that 12.8% of the nation’s population in 2008 was 65 years old and over. Locally, 13.8% of Onondaga County’s total population in 2008 was estimated to be made up of individuals 65 years old and older, according to Census. That group of seniors was the second largest population group in the county in 2008, exceeded only by people ages 45 to 54, which made up 15.5% of the county population, according to Census.

Seniors (people 65 years and older) were estimated to take up a smaller percentage of Syracuse’s total population, 11.3%.

Table 2 Population by age

AGE	Syracuse city Pop. 134,217	Onondaga County Pop. 452,633
Under 5 years	6.5%	5.9%
5 to 9 years	5.6%	5.8%
10 to 14 years	5.5%	6.7%
15 to 19 years	10.3%	8.1%
20 to 24 years	13.9%	7.9%
25 to 34 years	15.7%	12.2%
35 to 44 years	10.3%	12.8%
45 to 54 years	12.5%	15.5%
55 to 59 years	5.1%	6.5%
60 to 64 years	3.4%	4.9%
65 to 74 years	4.6%	6.7%
75 to 84 years	4.7%	4.9%
85 years and over	2.0%	2.2%
Median Age (yrs)	29.2	38.2
<ul style="list-style-type: none"> • 2008 American Community Survey 1-Year Estimates <i>ACS Demographic and Housing Estimates: 2008</i>		

The growing need for services for seniors was noted in the United Way Community survey. Elderly services was among the top three services Community Survey respondents noted as the most important among 19 options. Community Survey respondents also reported that elderly services was the second most used service by that group.

There were pockets of the Onondaga County community where there were higher percentages of people 65 years old and over living from 2006-2008, according to Census data. Manlius was estimated to have 16.8% of its residents aged 65 or older between January 2006 and December 2008; the town of Onondaga, 19%; and Skaneateles, 16.3%.

The senior population faces a number of challenges the community must be prepared to support. Senior adults with no family or social connections are often isolated, and there are increasing connections between physical conditions and mental health disorders, according to Onondaga County's Office of Aging and Youth.

Mental health needs in this population need to be met. One in every five people over the age of 55 experiences a mental disorder that is not part of normal aging, according to the county's Office of Aging and Youth. The state estimates that only 20-25% of elderly individuals with mental illness receive services from mental health professionals while others prefer to be treated by their primary physician, or their illness goes undiagnosed, according to the New York State Office of Mental Health.

The nation's population 65 and over was expected to increase from 35 million in 2000 to 40 million in 2010, a 15% increase; and then to 55 million in 2020, a 36% increase for that decade, according to the U.S. Administration on Aging.

The New York State Office of Mental Health reports,

This dramatic increase in the number of older adults that will require mental health services raises concerns about the ability of health, mental health, and aging services to provide adequate access to services that respond to the unique needs of older adults in a coordinated way.

If mental health needs are not addressed, they can result in diminished functioning, substance abuse and poor life quality that ultimately increase mortality, according to the Onondaga County Office of Aging and Youth.

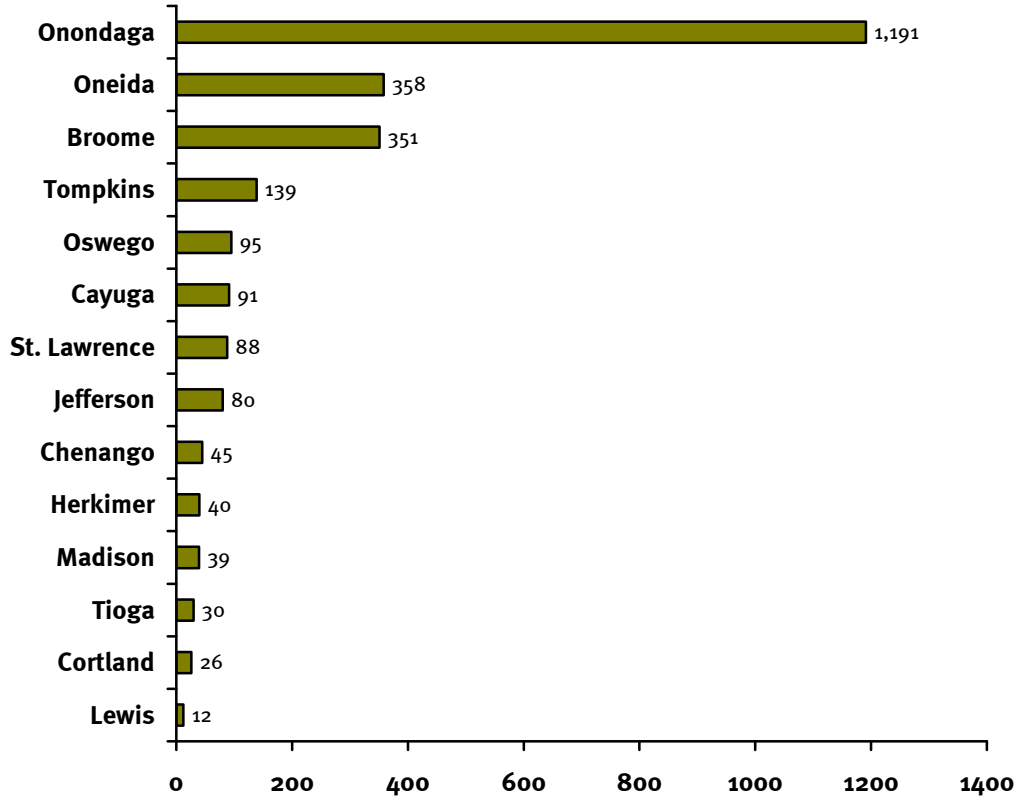
HEALTHY YOUTH AND ADULTS

Certain behaviors can be detrimental to an individual's health, such as using drugs or tobacco, abusing alcohol, being overweight, not practicing abstinence or safe sex and being involved in violence. Programs that help people find alternatives to risky behaviors such as these can improve people's mental and physical health and well-being. The needs assessment showed that the community would benefit from these types of programs.

Of the 14 counties served by the Central New York HIV Care Network, Onondaga County had the greatest number of AIDS cases in 2007, the most recent year data is available from the state, according to the Central New York HIV Care Network's "County Level HIV/AIDS

Summary: 2009.” Onondaga County reported 1,191 AIDS cases. Oneida County was the next closest, with 358 cases, and Tompkins County had 139. Data excludes prisoner populations.

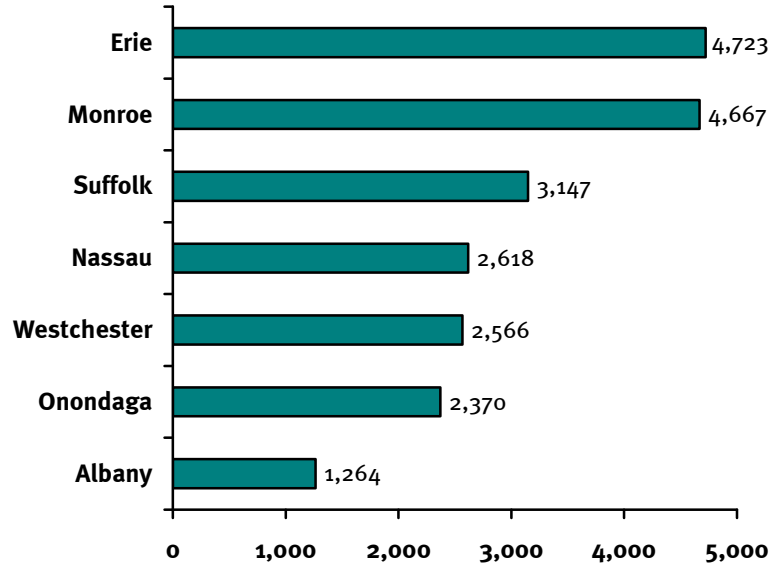
Figure 6.8 Cases of AIDS by county, 2007



Source: Central New York HIV Care Network

Onondaga also had one of the greatest number of cases of Chlamydia in the state in 2007. It was one of seven of 57 New York State counties that reported more than 1,000 cases of Chlamydia, according to the New York State Health Department. Onondaga County had the sixth highest reported number in the state- 2,370 cases.

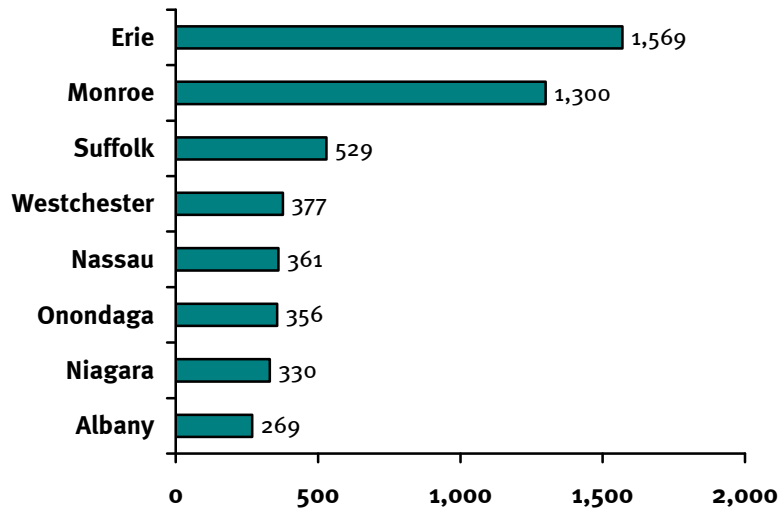
Figure 6.9 Cases of Chlamydia by county, 2007 – reported cases of 1,000 or more



Source: New York State Department of Health

Onondaga also ranked sixth in the number of reported gonorrhea cases- 356, according to the state.

Figure 6.10 Cases of Gonorrhea by County, 2007



Source: New York State Department of Health

About 35% of Program Participant Survey respondents (*Figure 5.11*, p. 21) and 34.7% of the Community Teen Survey respondents said they have experienced drug/alcohol use (*Figure 5.24*, p. 38). Drug/alcohol use was also among the top three experiences identified by Program Participant and Community Teen survey respondents.

Of the 10 answer options, Program Participant Survey respondents selected “health problems” the most often, with 68.1% of the respondents indicating they have experienced health problems (*Figure 5.11*, p. 21). About 33% of the teens mentioned health problems as an issue they have experienced (*Figure 5.24*, p. 38).

Health problems also have the potential to negatively impact an individual’s emotional state. Disability/illness was selected by 51.3% of the program participants as a reason for a decline in their emotional state compared to three years ago (*Figure 5.15*, p. 25).

Mental health issues continue to need to be addressed. One in 10 Americans has a mental illness including 45,000 people in Onondaga County, according to the county’s Department of Mental Health 2009 Annual Report. Mental illness is the leading illness-related cause of disability, a major cause of suicide, and contributes to school failure, poor overall health, incarceration, and homelessness according to the report.

Half of the calls handled by Onondaga County’s Youth Bureau in 2009 were requests from parents looking for services for their children with mental health and behavioral problems, according to the Department of Aging and Youth 2009 Annual Report.

Survey respondents indicated that they viewed having a healthy, safe lifestyle as important. Program Participant respondents ranked “Healthy, safe living” as the most important building block to a successful life (*Figure 5.21*, p. 33). It was also among the top priorities of those who answered the Community Expert survey (*Figure 5.38*, p. 56).

HEALTH: TARGET ISSUES AND OUTCOMES

For the 2011 – 2014 Community Program Fund, United Way will institute new Target Issues and Outcomes focused on addressing the issues mentioned above surrounding the Focus Area HEALTH. Target Issues and Outcomes were developed through background research, survey responses, reviewing United Way Worldwide’s Advancing the Common Good framework and United Way of Central New York’s five Vision Areas, and feedback from volunteers and executive directors from agencies currently receiving United Way of Central New York funding.

TARGET ISSUE: Maternal health and child well-being

Outcome 1: Parents-to-be improve their ability to identify and accomplish goals relating to health

Outcome 2: Improved quality of child well-being

TARGET ISSUE: Seniors

Outcome 1: Seniors increase their personal safety and well-being

TARGET ISSUE: Healthy youth and adults

- Outcome 1:** Youth and adults demonstrate positive alternatives to risky behaviors*
- Outcome 2:** Individuals demonstrate positive growth in areas of behavior and social development
- Outcome 3:** Individuals/families increase their personal/family safety and well-being
- Outcome 4:** Providers of community wellness services increasingly leverage resources and create greater efficiency in their strategies through collaboration

*Risky behavior for both youth and adults is defined as:

- violence
- tobacco use
- drug use
- alcohol abuse
- drunk driving
- unprotected sex
- weight-related issues
- poor overall health

D. SAFETY NET

United Way of Central New York’s Safety Net Focus Area targets providing supports for community members in crisis. Programs funded through this area will address:

- meeting the basic needs of people in crisis
- increasing people’s knowledge to deal with crisis and move towards independence

MEETING BASIC NEEDS

Being able to provide for the community’s basic needs is essential. More people are having difficulty meeting their basic needs of food, clothing and shelter, likely because of the soured economy. Providing help for people in crisis was a resounding concern raised in the needs assessment.

This concern echoed those raised in the prior needs assessment completed in 2007. “Providing a safety net during crisis” was viewed then by 42% of the community experts surveyed as the most pressing human services need in Central New York- and that was before the downturn in the economy.

Needs assessment research for the 2010 project indicates that it is appropriate for United Way to continue to provide support for community members to have a bed to sleep in, a nutritious meal throughout the day, and clothing to meet their needs.

United Way Program Participant Survey respondents ranked “Providing safety net services for those in crisis” as the second most important human services need, behind improving the lives of children (*Figure 5.20*, p. 31). Program participants also indicated that they are using emergency food, clothing or shelter services to meet their basic needs (*Figure 5.16*, p. 26).

Feeding America, the nation’s largest domestic hunger-relief charity, commissioned a 2009 study that details the challenges many Americans face in meeting their basic needs. Many of the client households served by Feeding America food banks reported their household incomes were inadequate to cover their basic household expenses, according to the report, *Hunger in America 2010*.

In the United Way Program Participant Survey, 47.9% of the respondents indicated they were unemployed at the time they took the survey. About 62% indicated their annual household income was between \$15,000 and \$24,999, the lowest income category choice. Eleven percent of the total sample group of 327 surveyed wrote on the survey that their household income was less than \$15,000 (*Figure 5.3*, p. 14). Census estimates that 14% of Onondaga County households made less than \$15,000 in 2008, according to the American FactFinder one-year estimate.

The Food Bank of Central New York, which serves 11 counties including Onondaga County, is part of the Feeding America network and participated in the national group’s study. “Hunger in Central and Northern New York,” the FoodBank of Central New York’s report, indicates

that some local families are faced with tough decisions when it comes to spending their money. Their report states:

- 42% of client households served reported having to choose between paying for food and paying for rent or mortgage
- 41% had to choose between paying for food and paying for utilities/heating fuel
- 25% had to choose between paying for food and paying for medicine/medical care

Some individuals may never get past the issues in their lives that create crisis. It is important to have programs in place that can help improve the quality of life for those people.

INCREASING KNOWLEDGE

If people's basic needs are addressed, they can begin to deal with the issues that caused their crisis. Educating people on how to manage crisis issues can help them transition to a more fulfilling, independent life.

Respondents to the United Way Program Participant Survey and the Community Teen Survey indicated a number of experiences that could throw them into a crisis situation.

Of the program participants who indicated the types of experiences they have had:

- 30.2% experienced **family violence**
- 26.7% experienced **sexual assault/harassment**
- 54.4% experienced **mental illness/depression**

Of the teens who indicated the types of experiences they have had:

- 32.6% experienced **family violence**
- 16.3% experienced **sexual assault/harassment**
- 28.9% experienced **mental illness/depression**

Pregnant and parenting teens that answered the United Way survey indicated that some needed help in juggling their many responsibilities. Without adequate supports, those teens could easily spiral into crisis.

According to The National Campaign to Prevent Teen Pregnancy:

- Fewer than four in ten mothers, or 38%, who have a child before they turn 18 have a high school diploma
- Teen mothers are likely to have a second birth relatively soon—about one-fourth of teenage mothers have a second child within two years of the first birth—which can further impede their ability to finish school or keep a job, and to escape poverty
- Approximately one-quarter of teen mothers go on welfare within 3 years of the child's birth

Safety net services, such as case management and counseling, enable individuals and families to manage whatever their crisis situation may be, offsetting what could be harmful situations that prohibit them from having a fulfilling, independent life.

SAFETY NET: TARGET ISSUES AND OUTCOMES

For the 2011 – 2014 Community Program Fund, United Way will institute new Target Issues and Outcomes focused on addressing the issues mentioned above surrounding the Focus Area SAFETY NET. Target Issues and Outcomes were developed through background research, survey responses, reviewing United Way Worldwide’s Advancing the Common Good framework and United Way of Central New York’s five Vision Areas, and feedback from volunteers and executive directors from agencies currently receiving United Way of Central New York funding.

TARGET ISSUE: Emergency housing

Outcome 1: Homeless individuals/families receive shelter

TARGET ISSUE: Food assistance

Outcome 1: Individuals/families in need of food receive assistance

TARGET ISSUE: Crisis prevention

Outcome 1: Individuals increase the knowledge and skills necessary to manage/prevent crisis

TARGET ISSUE: Increase independence

Outcome 1: Improved quality of community safety net services

Outcome 2: Providers of community safety net services increasingly leverage resources and create greater efficiency in their strategies through collaboration

Outcome 3: Individuals and families experiencing emotional or behavioral crisis are able to function independently or maintain independence in the community

Outcome 4: Individuals and families experiencing emotional or behavioral crisis demonstrate an improved level of functioning

E. Moving Forward

This report will provide assistance to United Way volunteers in determining program funding during the 2011 – 2014 Community Program Fund application process. During the second phase of the application process volunteers will work to ensure programs that receive an allocation award are focusing on making positive change in the Target Issues and Outcomes developed during this project. Once a program is funded, United Way staff will monitor the impact each program makes with the community investments awarded by tracking Target Issues and Outcomes.

The report is being released to the public so there can be healthy community discussions about the identified Focus Areas, Target Issues, and Outcomes.

7. Study Limitations

The accuracy of the information and data contained within this report has been checked and verified to the degree possible. If there are errors of fact, we apologize in advance and ask they be brought to our attention.

While this process has produced a wealth of information, staff and volunteers identified several limitations in the fact-gathering process. The primary challenge faced during the needs assessment was conducting the entire project in-house from development, coordination, and execution. Past assessments were used as a reference point and guide, as was the expertise of United Way volunteers, to move the project forward, determine next steps, and analyze data.

Some of the challenges encountered during the project are listed below. To learn more about United Way's process, please call 315.428.2211.

- **TIME CONSTRAINTS:** The project commenced September 2009 and was slated to end April 2010. That gave staff seven months to plan, execute, analyze and draw conclusions. Data collection took the bulk of the time, especially creating and distributing surveys to targeted population groups, as well as collecting and sorting through the returned data.
- **FINANCIAL CONSTRAINTS:** The needs assessment was executed using existing United Way resources. These means were guided by what was available in-house, such as paper, envelopes, and postage for survey mailings; printing materials on office equipment; and internet usage already offered in the office. No additional money was available for large-scale printing or to solicit outside consultation.
- **SURVEY METHODS:** SurveyMonkey, an internet survey tool, was used to access population groups for the United Way surveys. Its outreach capabilities proved incredibly beneficial. However, there were limitations in terms of survey respondents being unable to save their surveys to return to at a later time. This proved especially problematic with the Community Expert Survey. This survey was geared towards executive directors and/or senior level staff and contained questions that asked for agency data that may not have been readily available. Because of this, there was a high percentage of Community Expert respondents who did not complete the survey. Some returned to the survey at a later time, inflating the number of respondents. Internet Protocol (IP) web addresses were isolated to capture a true number of unduplicated completed returns.
- **CATEGORIZING RESPONSES:** Responses gathered from open-ended United Way survey questions were sorted by the number of times a particular response was given. The sorting process proved time consuming as well as subjective. This process was sometimes simple, but in most cases reducing responses to one or two words and

categorizing them in themes for the purposes of tabulating data proved challenging. In some instances responses did not fit into a category.

- **SAMPLE GROUP:** The overall total United Way survey sample group, that of the four surveys combined, was not a diverse pool of individuals. The majority of survey respondents polled were those who filled out the Community Survey. The initial outreach to this group was 9,621, with 1,085 returning a survey either through direct mail solicitation or SurveyMonkey.
- **SUBJECTIVE RESPONSES:** Answers to United Way survey questions in which responses were subjective were difficult to interpret. For example, there were questions in the Teen and Program Participant surveys that asked respondents to describe their home situation. They were then given four answer options. In the interest of brevity, we did not examine further the domains of family life to assess the factors that comprised their original response.
- **SURVEY CLEANING:** Some individual survey question responses were eliminated because the survey directions were misinterpreted, such as rating services rather than ranking them and answering follow-up questions even if the first part of the question was not answered.
- **QUESTION INTERPRETATION:** For some United Way survey questions respondents may have interpreted the language differently than what staff intended.
- **SKEWED RESPONSES:** Some response percentages may be higher or lower based on whether a large or small sample of respondents came from a particular population group, causing some results to be skewed by that group's responses.
- **DATA CONSTRAINTS:** The data we elected to capture in some instances went back as far as 1980, which proved beneficial in tracking trends and movement over a long period of time. However, there were constraints in the kind of information available that far back. Finding the most current data was sometimes difficult with recent data being reported by the U.S. Census Bureau as estimates for 2008. In some cases, estimates were not available.

8. Acknowledgments

The United Way staff would like to thank all those who completed the needs assessment surveys. Their input was critical to ensuring that the community was represented in this process and that the United Way continues to support the community by funding those programs that are most needed.

Staff would also like to thank volunteers who helped analyze survey data and provided valuable feedback during project discussions: Rebecca Bostwick, Elizabeth Brown Thoreck, Helen Druce, Marion Ervin, Paula Freedman, John Graham, Joseph Lebediker, Tom McKeown, Peg Miller, Sascha Milligan, Sharon Northrup, Cynthia O'Connor, Dann O'Shea, Jean Reilly, Carrie Jefferson Smith, Casey Sprock, Debra Stehle, Mary Studdiford, Gail Tauber, Kate Thomsen, Christine Vogelsang, John Warren and Martha Winslow.

Executive directors from United Way's partner nonprofit agencies provided valuable feedback in shaping the Community Program Fund funding structure, and we would like to thank them for their insight.

Jonnell Robinson, Syracuse University's Community Geographer, was instrumental in helping staff determine what data to represent in map form and developing maps used within this report.

9. Appendices

This section contains material not included in the body of the United Way Community Needs Assessment report. It is data that was used in shaping the findings of the project and that may enhance the reader’s understanding of United Way of Central New York’s assessment process.

Appendix A: United Way of Central New York Service Area II

Appendix B: Program Participant Survey..... III

Appendix C: Community Teen Survey..... IX

Appendix D: Community Expert Survey XIII

Appendix E: Community Survey XIX

Appendix F: Onondaga County Unemployment Rates..... XXIV

Appendix G: NYS Unemployment Rates..... XXV

Appendix H: Importance of Human Services XXVI

Appendix A: United Way of Central New York Service Area



Source: Syracuse University Geography

Appendix B: Program Participant Survey

Your answers to the questions below will assist us in designing services to better meet the needs of residence of Onondaga County. **YOUR ANSWERS ARE CONFIDENTIAL. YOUR NAME WILL NOT APPEAR WITH ANY OF THE ANSWERS.**

These beginning questions are *OPTIONAL* but we appreciate your responses. Your answers will provide us with helpful demographic information.

Sex: Male Female

Age: 18 – 20 21 – 39 40 – 59 60 – 64 65 – 74 75+

Which best describes you? (*check up to **TWO** that best describe you*)

African American

Latino

Alaskan Native

Multi-Racial

American Indian

Native Hawaiian

Asian

Pacific Islander

Black

White

Hispanic

Other: _____

1. In what city, town or village do you live? _____

2. What is your zip code? _____

3. Highest level of education attained:

Did not graduate from high school

Trade/professional license

High school diploma

College associate/bachelors degree

GED

Graduate school / advanced degree

4. Current work status: (*check up to **TWO** that best describe your current status*)

Employed

Newly unemployed

Self-employed

Looking for employment

Full-time

Student

Part-time

Retired

Unemployed

5. What is your annual household income?

\$15,000 – \$24,999

\$75,000 – \$99,999

\$25,000 – \$34,999

\$100,000 – \$149,999

\$35,000 – \$54,999

\$150,000+

\$55,000 – \$74,999

6. Does ANYONE in your household have health insurance? Yes No

7. Does EVERYONE in your household have health insurance? Yes No

8. Do YOU currently have health insurance? Yes No (*skip to b*)

a. If Yes, what type:

Through my employer

Medicaid

Through spouse/other family member

Medicare

Self-pay

Other: _____

b. If No, why not?

Don't need it

Paper work too difficult

Don't know what it is

Too expensive

Don't know how to get it

Other:

Over income limit

9. Including yourself, how many people live in your household?

1 – 2

10 – 19

3 – 5

20+

6 – 9

10. What is the **primary** language spoken in your household?

Arabic

Sign Language

Chinese

Spanish

English

Sudanese

German

Vietnamese

Italian

Other: _____

Polish

11. What, if any, **other** languages are spoken in your household? (*check up to TWO that apply*)

- | | |
|----------------------------------|--|
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Sign Language |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> English | <input type="checkbox"/> Sudanese |
| <input type="checkbox"/> German | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Italian | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Polish | |

12. Which of these have you experienced? (*check all that apply*) Health problems

- | | |
|---|--|
| <input type="checkbox"/> Criminal activities | <input type="checkbox"/> Street violence/gangs |
| <input type="checkbox"/> Drug/alcohol use | <input type="checkbox"/> Mental Illness/depression |
| <input type="checkbox"/> Family violence | <input type="checkbox"/> Racism |
| <input type="checkbox"/> Homelessness | <input type="checkbox"/> Sexual assault / harassment |
| <input type="checkbox"/> Hunger/no food available | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Failing in school/trouble learning | |

13. Which best fits your home living situation:

- | | |
|---|---|
| <input type="checkbox"/> Very strong and loving | <input type="checkbox"/> Sometimes okay, sometimes pretty bad |
| <input type="checkbox"/> Basically well cared for, but a few minor issues | <input type="checkbox"/> Very bad / dangerous |

14. How would you compare your FINANCIAL situation to three years ago?

- Better off (*skip to question 15*) About the same Worse off

a. What is keeping you from being better off financially? (*check all that apply*) Debt

- | | |
|---|---|
| <input type="checkbox"/> Unemployment | <input type="checkbox"/> Need GED |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Poor Job Market |
| <input type="checkbox"/> Family responsibilities | <input type="checkbox"/> Lack of connections / experience |
| <input type="checkbox"/> Fixed Income | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Need Additional Education/Training | |

15. How would you compare your EMOTIONAL situation to three years ago?

- Better off (*skip to question 16*) About the same Worse off

a. If *No*, what is keeping you from being better off emotionally? (*check all that apply*)

- | | |
|---|---|
| <input type="checkbox"/> Financial difficulties | <input type="checkbox"/> Work stresses |
| <input type="checkbox"/> Disability / Illness | <input type="checkbox"/> Can't get the help I need |
| <input type="checkbox"/> Family problems | <input type="checkbox"/> Don't know where/how to get help |

Other: _____

16. How important is each of the following in our community?

	Very Low Priority	Low Priority	Medium Priority	High Priority	Very High Priority
Academic Enrichment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy/Community-wide Needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumer Credit Counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Violence Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Food, Clothing, or Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment Assistance/Job Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Assistance/Earned Income Tax Credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing Assistance: Mortgage/Rent/Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation (medical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Please RANK IN ORDER the following human service needs in terms of importance, with “1” being the **most important overall** and “5” being the least important.

- ___ Improving the lives of children.
- ___ Helping teens succeed in life.
- ___ Providing a safety net of services for those in crisis.
- ___ Helping people with physical disabilities and impairments.
- ___ Helping people with personal, emotional and family problems.

18. Please RANK IN ORDER the following building blocks to a successful life, with “1” being the **most important overall** and “6” being the least important.

- ___ Affordable child care
- ___ Succeeding in school
- ___ Healthy, safe living
- ___ Financial savings plan for the future
- ___ Stable housing

19. What do you think are the most positive things in your community?

20. What do you feel United Way of Central New York should consider in the future?

21. Please **CHECK all** programs used by you/your household in 2009 that were **provided by non-profit agencies**.

Please also **CIRCLE** those you used for the **FIRST TIME** in 2009.

- | | |
|---|--|
| <input type="checkbox"/> Academic Enrichment | <input type="checkbox"/> Financial Assistance/Earned Income Tax Credit |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Housing Assistance: Mortgage/Rent/Utilities |
| <input type="checkbox"/> Consumer Credit Counseling | <input type="checkbox"/> Legal Services |
| <input type="checkbox"/> Disability Services | <input type="checkbox"/> Mental Health Care |
| <input type="checkbox"/> Domestic Violence Programs | <input type="checkbox"/> Nutrition Services |
| <input type="checkbox"/> Elderly Services | <input type="checkbox"/> Substance Abuse Programs |
| <input type="checkbox"/> Emergency Food, Clothing, or Shelter | <input type="checkbox"/> Transportation (medical) |
| <input type="checkbox"/> Employment Assistance/Job Training | <input type="checkbox"/> Youth Development |
| <input type="checkbox"/> Family Support Services | <input type="checkbox"/> Other: _____ |

22. The economy has affected many people in Onondaga County. Did you use the services above due to the current economy? Yes No

23. Did you have trouble using the programs you needed? Yes No

a. If *Yes*, why? (*check all that apply*)

- | | |
|--|---|
| <input type="checkbox"/> Cost is too high | <input type="checkbox"/> No one speaks my language |
| <input type="checkbox"/> Did not know about it | <input type="checkbox"/> Not available in my area |
| <input type="checkbox"/> Difficulty accessing | <input type="checkbox"/> Not open at convenient times |
| <input type="checkbox"/> Location is unsafe | <input type="checkbox"/> Reputation of program |
| <input type="checkbox"/> Long waiting lists | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Need transportation | |

24. Did the services you received meet your needs? Yes No

Thank you for your help!

Please return your survey to:
 Community Impact Division, United Way of Central New York, P.O. Box 2129, Syracuse, NY 13220
 FAX: 315.428.2227

Appendix C: Community Teen Survey

Your answers to the questions below will be very helpful in letting us know what services for teenagers you think your community needs. **YOUR ANSWERS ARE CONFIDENTIAL. YOUR NAME WILL NOT APPEAR WITH ANY OF THE ANSWERS.**

These beginning questions are *OPTIONAL* but we appreciate your responses. Your answers will provide us with helpful demographic information.

Are you? Male Female

Age: 12 – 13 14 – 15 16 – 17 18 - 19 Other: _____

Which best describes you? (*check up to **TWO** that best describe you*)

- | | |
|---|---|
| <input type="checkbox"/> African American | <input type="checkbox"/> Latino |
| <input type="checkbox"/> Alaskan Native | <input type="checkbox"/> Multi-Racial |
| <input type="checkbox"/> American Indian | <input type="checkbox"/> Native Hawaiian |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Pacific Islander |
| <input type="checkbox"/> Black | <input type="checkbox"/> White |
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> Other: _____ |

1. In what city, town or village do you live? _____

2. What is your zip code? _____

3. Which best fits your home living situation?

- | | |
|---|---|
| <input type="checkbox"/> Very strong and loving | <input type="checkbox"/> Sometimes okay, sometimes pretty bad |
| <input type="checkbox"/> Basically well cared for, but a few minor issues | <input type="checkbox"/> Scary bad / dangerous |

4. Are you in school? Yes No
 a. If Yes, what grade? _____

b. If No, why not? _____

5. Do you expect to go to college?

- Yes (*skip to question 6*) No Undecided

a. If No or Undecided, why?

- | | |
|--|---|
| <input type="checkbox"/> Can't afford it | <input type="checkbox"/> Entering vocational school |
| <input type="checkbox"/> Don't know how to apply | <input type="checkbox"/> Parental responsibilities |
| <input type="checkbox"/> Don't want to | <input type="checkbox"/> Want to work |
| <input type="checkbox"/> GPA too low | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Entering military | |

b. If *No* or *Undecided*, what kind of support would you need to go to college?

- | | |
|---|--|
| <input type="checkbox"/> Academic support | <input type="checkbox"/> GED |
| <input type="checkbox"/> Child care | <input type="checkbox"/> Help with application process |
| <input type="checkbox"/> Financial assistance | <input type="checkbox"/> Other: _____ |

6. Which of these have you experienced? (*check all that apply*)

- | | |
|---|--|
| <input type="checkbox"/> Health problems | <input type="checkbox"/> Failing in school |
| <input type="checkbox"/> Criminal activities | <input type="checkbox"/> Street violence/gangs |
| <input type="checkbox"/> Drug/alcohol use | <input type="checkbox"/> Mental illness/depression |
| <input type="checkbox"/> Family violence | <input type="checkbox"/> Racism |
| <input type="checkbox"/> Homelessness | <input type="checkbox"/> Sexual assault / harassment |
| <input type="checkbox"/> Hunger/no food available | <input type="checkbox"/> Other: _____ |

7. In what program(s) are you currently involved? (*check all that apply*)

- | | |
|---|---|
| <input type="checkbox"/> Academic tutoring | <input type="checkbox"/> Religious-related activities |
| <input type="checkbox"/> Recreation program | <input type="checkbox"/> Youth job /internship |
| <input type="checkbox"/> Career planning/job training | <input type="checkbox"/> Arts / Dance / Music |
| <input type="checkbox"/> Sports | <input type="checkbox"/> Violence intervention |
| <input type="checkbox"/> Drug or alcohol program | <input type="checkbox"/> None |
| <input type="checkbox"/> Parenting programs | <input type="checkbox"/> Other: _____ |

8. What did you like/not like about the above-mentioned programs you attend?

9. Would you like to be involved in more programs?

Yes No (*skip to b*)

a. If Yes, what kind of programs would you like? (*check all that apply*)

- | | |
|---|--|
| <input type="checkbox"/> Academic tutoring | <input type="checkbox"/> Religion-related activities |
| <input type="checkbox"/> Recreation program | <input type="checkbox"/> Youth job services/internship |
| <input type="checkbox"/> Career planning/job training | <input type="checkbox"/> Youth recreation services |
| <input type="checkbox"/> Sports | <input type="checkbox"/> Arts / Dance / Music |
| <input type="checkbox"/> Drug or Alcohol program | <input type="checkbox"/> None |
| <input type="checkbox"/> Parenting programs | <input type="checkbox"/> Other: _____ |

b. If No, why don't/can't you participate in more programs? (*check all that apply*)

- | | |
|--|--|
| <input type="checkbox"/> Bullying | <input type="checkbox"/> Kicked out |
| <input type="checkbox"/> Cost | <input type="checkbox"/> No time |
| <input type="checkbox"/> Don't know any | <input type="checkbox"/> School responsibilities |
| <input type="checkbox"/> Don't want to | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Grades | <input type="checkbox"/> Work |
| <input type="checkbox"/> Home responsibilities | <input type="checkbox"/> Other: _____ |

10. Are you currently employed? Yes (*skip to question 11*) No

a. If No, did you work at any time in 2009? Yes No

b. If you are *NOT* working, would you like to have a job? Yes No

c. What difficulties do you face in getting a job/a better job? (*check all that apply*)

- | | |
|--|---|
| <input type="checkbox"/> Age | <input type="checkbox"/> Pregnant/parenting |
| <input type="checkbox"/> Criminal record | <input type="checkbox"/> School |
| <input type="checkbox"/> Don't have the time | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Don't know how to apply | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Don't want to | |
| <input type="checkbox"/> No experience | |
| <input type="checkbox"/> Not enough education | |
| <input type="checkbox"/> No one's hiring | |

11. Are you a pregnant or parenting teen? Yes No (*skip to 12*)

a. If Yes, do you receive support from one or more of the following? (*check all that apply*)

- | | |
|--|--|
| <input type="checkbox"/> Father of the child | <input type="checkbox"/> Other family relative |
| <input type="checkbox"/> Mother of the child | <input type="checkbox"/> Family friend |
| <input type="checkbox"/> Your father | <input type="checkbox"/> Your church |
| <input type="checkbox"/> Your mother | <input type="checkbox"/> Social Service agency |
| <input type="checkbox"/> Your grandparent | <input type="checkbox"/> Other: _____ |

b. What challenges have you experienced in taking care of your child?

c. What challenges have you had staying in school because of your pregnancy or parenting responsibilities?

d. If you needed help taking care of your child, do you know where to go besides close family and friends? Yes No

e. If Yes, where would you go? _____

f. If No, why not? _____

12. What do you feel United Way of Central New York should consider in the future?

Thank you for your help!

Please return your survey to:
Community Impact Division, United Way of Central New York, P.O. Box 2129, Syracuse, NY 13220
FAX: 315.428.2227

Appendix D: Community Expert Survey

United Way of Central New York would like your help in determining how it can best meet the needs of Onondaga County residents. As a service provider or community leader, you encounter the problems and needs of these residents on a daily basis. Your input is very important to this study and very much appreciated. **YOUR ANSWERS ARE CONFIDENTIAL. INFORMATION GATHERED IN THIS SURVEY WILL ONLY BE REPORTED IN THE AGGREGATE.**

1. In what city, town or village is your main administrative office located? _____

2. What is the primary service area zip code of your agency/organization? _____

3. What type of agency/organization do you represent?

<input type="checkbox"/> Government <input type="checkbox"/> NPO <input type="checkbox"/> University/higher learning	<input type="checkbox"/> Public school <input type="checkbox"/> Other: _____
--	---

4. Agency annual budget:

<input type="checkbox"/> <\$1 million <input type="checkbox"/> \$1 - \$5 million	<input type="checkbox"/> \$5 million - \$10 million <input type="checkbox"/> >\$10 million
---	---

5. Does your agency/organization currently receive Community Program Fund funding from United Way of Central New York?

Yes No

6. What position do you currently hold at your agency/organization?

<input type="checkbox"/> CEO /Executive Director/President <input type="checkbox"/> Chancellor/ Superintendent	<input type="checkbox"/> Program Director / School Principal <input type="checkbox"/> Other: _____
---	---

7. What type of services does your agency/organization provide? For each of the service areas that apply, please provide the following additional information: numbers of people served, on waiting lists, or turned away. Please also indicate the **one primary** funding source for each service area by number.

Type of Service	# Served	# on Waiting List	# Turned Away	Primary Funding Source 1 – Donations 2 – Fee for Service 3 – Government 4 – Grant 5 – United Way 6 – Other
Academic Enrichment				
Advocacy/Community-wide Needs				
Child Care				
Consumer Credit Counseling				
Disability Services				
Domestic Violence Programs				
Elderly Services				
Emergency Food, Clothing, or Shelter				
Employment Assistance/Job Training				
Family Support				
Financial Assistance/EITC				
Housing Assistance: Mortgage/Rent/Utilities				
Legal Services				
Mental Health Care				
Nutrition Services				
Substance Abuse Programs				
Transportation (medical)				
Youth Development				
Not involved in direct service provision				

8. Please list any significant service areas that were **not** listed above.

Type of Service	# Served	# on Waiting List	# Turned Away	Primary Funding Source 1 – Donations 2 – Fee for Service 3 – Government 4 – Grant 5 – United Way 6 – Other

9. How have **OVERALL NEEDS** changed over the past three years within the population groups below?

	Increased Dramatically	Increased	Stayed the same	Decreased	Decreased Dramatically
Children 0 – 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children 5 – 12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teens/Young Adults 13 – 24	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults 25 – 55	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults 56 – 74	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults 75+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeless Individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individuals with Psychiatric or Mental Health Problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low Income Families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Middle Income Families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physically or Developmentally Disabled Individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How has **DEMAND FOR YOUR SERVICES** changed within these population groups over the past three years?

	Increased Dramatically	Increased	Stayed the same	Decreased	Decreased Dramatically
Children 0 – 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children 5 – 12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teens/Young Adults 13 – 24	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults 25 – 55	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults 56 – 74	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults 75+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeless Individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individuals with Psychiatric or Mental Health Problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low Income Families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Middle Income Families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physically or Developmentally Disabled Individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. How important are the following types of programs for our community?

	Not At All Important	Somewhat Unimportant	Important	Somewhat Important	Very Important
Academic Enrichment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy/Community-wide Needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumer Credit Counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Violence Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Food, Clothing, or Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment Assistance/Job Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Assistance/EITC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing Assistance: Mortgage/Rent/Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mental Health Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation (medical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. What is the **ONE** most significant barrier that prevents individuals and families from becoming self-sufficient and independent?

- | | |
|--|--|
| <input type="checkbox"/> Accessing services | <input type="checkbox"/> Literacy issues for consumers |
| <input type="checkbox"/> Lack of awareness of programs | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Lack of cultural diversity | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Language barrier | |

13. Please rank the following human service needs in terms of importance for our community, with “1” being the **most important overall** and “5” being the least important.

___ Improving the lives of children so they are physically, emotionally, and educationally ready to succeed.

___ Developing the lives of youths and teens so they have the skills and supports to become successful.

___ Providing a safety net of services so individuals and families have the help they need in times of crisis.

___ Helping families and individuals acquire the skills and supports that enable them to live at their highest degree of independence.

___ Helping people with personal and family problems so they can improve their functioning and well-being.

14. Please rank the following building blocks to a successful life in terms of importance for our community, with “1” being the **most important overall** and “6” being the least important.

___ Parents gain access to good quality, affordable child care.

___ Children are ready for school and are able to adjust and adapt.

___ Youths have the skills and supports to graduate from high school within four years.

___ Youths and adults more frequently choose positive alternatives to risky behavior.

___ People have the skills to build financial savings and plan for the future.

___ People have the skills and supports to get and keep stable housing.

15. What community priorities should United Way of Central New York consider in the 2011 – 2014 Community Program Fund allocation cycle?

Thank you for your help!

Please return your survey to:
Community Impact Division, United Way of Central New York, P.O. Box 2129, Syracuse, NY 13220
FAX: 315.428.2227

Appendix E: Community Survey

United Way of Central New York is asking for community views on areas of greatest need. Please take a few minutes to answer the questions below to help us make better decisions about helping the people of Onondaga County. **YOUR ANSWERS ARE CONFIDENTIAL.**

The following questions are *OPTIONAL* but we appreciate your responses. Your answers will provide us with helpful demographic information.

Sex: Male Female

Age: 18 – 20 21 – 39 40 – 59 60 – 64 65 – 74 75+

Which best describes you? (*Check the **TWO** that best describe you*)

- | | |
|---|---|
| <input type="checkbox"/> African American | <input type="checkbox"/> Latino |
| <input type="checkbox"/> Alaskan Native | <input type="checkbox"/> Multi-Racial |
| <input type="checkbox"/> American Indian | <input type="checkbox"/> Native Hawaiian |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Pacific Islander |
| <input type="checkbox"/> Black | <input type="checkbox"/> White |
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> Other: _____ |

1. In what city, town or village do you live? _____

2. What is your zip code? _____

3. Are you? (*Please check all that apply*)

- | | |
|---|---|
| <input type="checkbox"/> Community Member | <input type="checkbox"/> United Way Volunteer (<i>i.e. cabinets, committees, teams, etc.</i>) |
| <input type="checkbox"/> United Way Donor | <input type="checkbox"/> Community Volunteer |
| <input type="checkbox"/> Success By 6 Policy Council Member | <input type="checkbox"/> Other (<i>please specify</i>): _____ |
| <input type="checkbox"/> United Way Board Member | |

4. Highest level of education attained:

- | | |
|--|--|
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> College degree |
| <input type="checkbox"/> GED | <input type="checkbox"/> Graduate school/Professional degree |

5. Current work status: (check the **TWO** that best describe your current status)

- | | |
|--|---|
| <input type="checkbox"/> Employed | <input type="checkbox"/> Newly unemployed |
| <input type="checkbox"/> Self-employed | <input type="checkbox"/> Looking for employment |
| <input type="checkbox"/> Full-time | <input type="checkbox"/> Student |
| <input type="checkbox"/> Part-time | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Unemployed | |

6. What is your yearly household income?

- | | |
|--|--|
| <input type="checkbox"/> \$15,000 – \$24,999 | <input type="checkbox"/> \$75,000 – \$99,999 |
| <input type="checkbox"/> \$25,000 – \$34,999 | <input type="checkbox"/> \$100,000 – \$149,999 |
| <input type="checkbox"/> \$35,000 – \$54,999 | <input type="checkbox"/> \$150,000+ |
| <input type="checkbox"/> \$55,000 – \$74,999 | |

7. Do you currently have health insurance? Yes No

a. If Yes, what type:

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Through my employer | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Through my spouse /other family member | <input type="checkbox"/> Medicare |
| <input type="checkbox"/> Self-pay | <input type="checkbox"/> Other: _____ |

b. If No, why not?

- | | |
|---|---|
| <input type="checkbox"/> Don't need it | <input type="checkbox"/> Paper work too difficult |
| <input type="checkbox"/> Don't know what it is | <input type="checkbox"/> Too expensive |
| <input type="checkbox"/> Don't know how to get it | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Over the income limit | |

8. From your perspective, how high a priority is each of the following services in our community? *(Please check)*

	Very Low Priority	Low Priority	Medium Priority	High Priority	Very High Priority
Academic Enrichment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy/Community-wide Needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumer Credit Counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Violence Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Food, Clothing, or Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment Assistance/Job Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Assistance/EITC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing Assistance: Mortgage/Rent/Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation (medical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Please rank the following human service needs in terms of importance to you, with “1” being the **most important overall** and “5” being the least important.

- _____ Improving the lives of children so they are physically, emotionally, and educationally ready to succeed.
- _____ Developing the lives of youths and teens so they have the skills and supports to become successful.
- _____ Providing a safety net of services so individuals and families have the help they need in times of crisis.
- _____ Helping families and individuals acquire the skills and supports that enable them to live at their highest degree of independence.
- _____ Helping people with personal and family problems so they can improve their functioning and well-being.

10. Please rank the following building blocks to a successful life in terms of importance to you, with “1” being the **most important overall** and “6” being the least important.

- ___ Parents gain access to good quality, affordable child care.
- ___ Children are ready for school and are able to adjust and adapt.
- ___ Youths have the skills and supports to graduate from high school within four years.
- ___ Youths and adults more frequently choose positive alternatives to risky behavior.
- ___ People have the skills to build financial savings and plan for the future.
- ___ People have the skills and supports to get and keep stable housing.

11. What community priorities should United Way of Central New York consider as it looks towards the future?

The economy has affected many people in Onondaga County. Questions 12 – 14, inquire to the impact the current economy has had on your life and whether or not you have had to access non-profit agency-sponsored programs serving Onondaga County to help transition you and your household through a difficult time.

12. Please **CHECK ALL** non-profit agency-sponsored programs used by you/your household in 2009. Please also **CIRCLE** those that you used for the **FIRST TIME** in 2009.

- | | |
|---|--|
| <input type="checkbox"/> Academic Enrichment | <input type="checkbox"/> Financial Assistance/EITC |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Housing Assistance: Mortgage/Rent/Utilities |
| <input type="checkbox"/> Consumer Credit Counseling | <input type="checkbox"/> Legal Services |
| <input type="checkbox"/> Disability Services | <input type="checkbox"/> Mental Health Care |
| <input type="checkbox"/> Domestic Violence Programs | <input type="checkbox"/> Nutrition Services |
| <input type="checkbox"/> Elderly Services | <input type="checkbox"/> Substance Abuse Programs |
| <input type="checkbox"/> Emergency Food, Clothing, or Shelter | <input type="checkbox"/> Transportation (medical) |
| <input type="checkbox"/> Employment Assistance/Job Training | <input type="checkbox"/> Youth Development |
| <input type="checkbox"/> Family Support | <input type="checkbox"/> Other: _____ |

13. Did you access these services due to the current economy? Yes No

14. What impact has the current economy had on your personal charitable giving?

Increased giving

Decreased giving

Stayed the same

Thank you for your help!

Please return your survey to:
Community Impact Division, United Way of Central New York, P.O. Box 2129, Syracuse, NY 13220
FAX: 315.428.2227

Appendix F: Onondaga County Unemployment Rate (%)

Year	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Annual Average
2010	8.3	8.2											
2009	7.2	7.8	7.6	7.1	7.6	8.0	7.8	7.5	7.8	7.7	7.5	7.6	7.6
2008	5.0	5.1	5.1	4.4	4.9	5.1	5.3	5.3	5.7	5.5	5.8	6.2	5.3
2007	4.6	4.6	4.2	3.9	4.0	4.1	4.2	3.8	4.1	3.9	4.0	4.3	4.1
2006	4.8	5.0	4.8	4.4	4.4	4.5	4.7	4.2	4.2	3.8	3.9	3.8	4.4
2005	5.2	5.2	4.7	4.4	4.5	4.5	4.6	4.1	4.5	4.1	4.5	4.2	4.5
2004	5.8	5.5	5.6	4.9	5.0	5.2	5.3	4.7	4.8	4.6	4.6	4.8	5.1
2003	5.5	5.4	5.1	4.9	4.9	5.3	5.2	4.9	5.1	4.9	5.2	5.0	5.1
2002	5.7	5.6	5.4	5.1	4.8	4.9	4.9	4.5	4.6	4.4	4.7	4.7	4.9
2001	4.3	3.9	3.8	3.4	3.4	3.8	3.9	4.0	4.1	4.2	4.7	4.9	4.0
2000	4.1	4.1	3.7	3.3	3.3	3.3	3.5	3.3	3.4	3.2	3.4	3.4	3.5
1999	3.6	3.7	3.6	3.2	3.4	3.5	3.5	3.2	3.8	3.5	3.5	3.5	3.5
1998	4.1	4.1	4.0	3.2	3.5	3.4	3.3	3.4	3.8	3.2	3.0	3.1	3.5
1997	4.4	4.3	4.1	3.6	3.8	3.8	3.8	3.6	4.2	3.8	3.6	3.6	3.9
1996	4.8	4.7	4.7	4.3	4.4	4.1	4.1	3.6	3.9	3.7	3.6	3.6	4.1
1995	5.1	4.9	4.9	4.7	4.7	4.4	4.5	4.5	4.7	4.1	4.2	4.2	4.6
1994	5.9	6.0	5.8	5.2	5.0	5.1	4.9	4.6	4.8	4.8	4.6	4.3	5.1
1993	6.6	6.7	6.2	5.7	6.1	6.0	5.8	5.5	5.8	5.6	5.3	5.1	5.9
1992	7.2	7.5	6.9	6.4	6.6	6.5	6.5	6.0	6.6	6.1	6.0	5.9	6.5
1991	6.1	6.5	7.1	6.1	6.1	5.9	5.6	5.3	5.9	5.7	6.1	6.2	6.1
1990	4.3	4.4	4.0	3.7	3.7	3.3	3.2	3.0	3.6	3.5	4.5	4.3	3.8

Source: Local Area Unemployment Statistics Program; New York State Department of Labor

Appendix G: NYS Unemployment Rate (%)

Year	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Annual Average
2010	9.4	9.3											
2009	7.7	8.2	8.2	7.7	8.1	8.6	8.8	8.6	8.7	8.7	8.5	8.8	8.4
2008	5.3	5.0	4.9	4.4	4.8	5.0	5.4	5.5	5.5	5.5	5.9	6.5	5.3
2007	5.0	4.8	4.4	4.1	4.2	4.5	4.9	4.5	4.5	4.4	4.4	4.7	4.5
2006	5.2	5.4	5.0	4.7	4.4	4.6	5.0	4.5	4.3	4.0	4.2	4.1	4.6
2005	5.7	5.7	5.1	4.8	4.8	4.9	5.1	4.7	5.0	4.8	5.1	4.8	5.0
2004	7.0	6.7	6.7	5.9	5.6	5.9	5.9	5.4	5.3	5.1	5.1	5.2	5.8
2003	7.0	6.9	6.5	6.2	6.1	6.5	6.5	6.2	6.3	6.2	6.2	6.0	6.4
2002	6.8	6.7	6.6	6.3	6.0	6.0	6.2	5.9	5.7	5.8	6.2	6.3	6.2
2001	4.8	4.8	4.6	4.3	4.1	4.4	4.7	4.9	5.0	5.3	5.7	6.0	4.9
2000	5.3	5.2	5.0	4.3	4.4	4.4	4.6	4.5	4.3	4.2	4.2	4.1	4.5
1999	5.9	6.0	5.6	5.2	4.9	5.3	5.5	5.1	5.2	4.8	4.7	4.5	5.2
1998	6.7	6.7	6.5	5.4	5.3	5.3	5.7	5.3	5.4	5.3	5.2	5.1	5.7
1997	7.2	7.2	7.1	6.5	6.3	6.5	6.7	6.3	6.3	6.0	5.7	5.8	6.5
1996	7.0	6.8	7.0	6.5	6.3	5.9	6.4	5.8	5.7	5.7	6.0	6.1	6.3
1995	6.9	6.7	6.5	6.5	6.2	6.1	6.5	6.4	6.3	6.0	6.0	6.2	6.4
1994	8.3	8.2	8.0	7.4	6.7	6.8	7.0	6.6	6.3	6.2	5.9	5.7	6.9
1993	9.2	8.9	8.2	7.7	7.7	7.7	7.8	7.5	7.4	7.6	7.4	7.4	7.9
1992	9.0	9.3	8.8	8.2	8.5	8.9	9.0	8.6	8.7	8.3	8.3	8.4	8.6
1991	7.3	7.5	7.6	7.2	7.4	7.2	7.3	7.1	7.0	7.1	7.4	7.8	7.3
1990	5.8	5.8	5.4	5.1	5.0	4.7	5.1	4.9	5.3	5.4	5.6	5.8	5.3

Source: New York State Department of Labor, Division of Research & Statistics

Appendix H: Importance of Human Services

The data below represent responses provided on the Community Survey for those who selected *Other* as a response option. Responses are verbatim from the Community Survey.

HOW IMPORTANT IS EACH OF THE FOLLOWING IN OUR COMMUNITY?

The responses below represent those that were given as feedback to selecting *Other* as a response option.

- *family planning services*
- *Transportation for ppl with disabilities is extremely important. Hard to get food, affordable, reliable service*
- *economic development/jobs*
- *medical care for all*
- *Assistance needed to unemployed: who cannot go on line to find work. more assistance availability, counseling in financial planning, financial responsibility*
- *programs for veterans*
- *volunteer help*
- *Cultural enrichment*
- *parks/environment*
- *Planned Parenthood*
- *employment/jobs*
- *school completion for minorities*
- *anti drug abuse and hard law enforcement*
- *Helping inner city children get to college*
- *Financial literacy*
- *Increase volunteerism*
- *International diplomacy – culture awareness and education*
- *Non Governmental*
- *Litter Awareness*
- *child infant – family education, teach people to be parents*
- *parental counseling*
- *food pantry*
- *Head Start*
- *Family Planning; School Participation by Parents (MP)*
- *Arts programs for children/youth*
- *Community Tutoring Like Imagine Syracuse*
- *Education re: Available Services & their Access*
- *YOUTH CRIME*
- *Community organizing to empower residents to improve own lives*
- *ESL and literacy programs for people who are Deaf*
- *Transportation – respite and basic needs*

- *child abuse prevention*
- *Immigrant refugee advocacy*
- *support the deaf community*
- *deaf community*
- *summer camp programs*
- *building relationships among people who are separated – suburb/city, black/white, african/african America, italians/Burmese*
- *historic preservation*
- *employment support for persons with felony records*
- *neighborhood respect*
- *job creation*
- *neighborhood revitalization*
- *helping people get off social services*
- *elderly services*
- *reentry after jail/prison*
- *Literacy*
- *Refugee: health prevention strategies*
- *helping young adults get a HS degree and beyond*
- *daycare for elderly and respite care*
- *Building healthier communities*
- *volunteerism program*
- *low/no cost personal identification*
- *Basic education – adults*
- *urban renewal (residential)*
- *Unfortunately, most of these things are needed in Syracuse but we need to get a way from a model of sustaining poverty and create better pathways out of poverty, like job training, youth programming, etc.*
- *Community Linkages...ways to get involved*
- *grandparents raising children support*
- *more afterschool programs*
- *violence prevention programs*
- *Head Start*
- *Cultural enrichment*
- *Serving Rural Areas*
- *autism services*
- *Education in City Schools*
- *parenting classes for parents of children with disabilities*
- *Culturally and linguistically responsive training accessible to English-language learners*
- *neighborhoods/community advocacy*
- *Health Care*
- *vocational education for youth and young adults*
- *Home care services for the elderly*
- *Help people with vision and hearing*
- *Mental Health care for Children/adolescents*
- *Teenage Violence*
- *Services for crime victims*

- *Not sure what advocacy/community-wide refers to*
- *Literacy initiatives*
- *Community Planning – Sidewalks, parks, environmental changes*