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ASSESSING HUMAN SERVICES NEEDS IN ROCKLAND COUNTY

A COMMUNITY SURVEY

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SUMMARY

The United Way of Rockland County (UWRC) is in a strategic planning process as it moves towards a new business model. To inform this process, the UWRC was in need of a community needs assessment that could address the wide range of health and human services issues typically funded by United Way programs. While a number of needs assessments exist in the community, each is focused on a particular issue (e.g., health care) or sub-population (e.g., the very young, seniors). While the existing assessments are certainly helpful, the UWRC desired to conduct a community-wide survey to better ascertain actual and perceived needs of county residents. Survey findings are based on self-reported beliefs, experiences, and perceptions.

Selected findings regarding “problems” for the survey respondents or persons in their households include the following:

- ❖ More than one-third of respondents (35%) indicated that they did not have money for adequate housing or necessary repairs, and 32% say that not having enough money for utility bills is a problem.
- ❖ Nearly one-third (30%) say that they do not have enough money for legal help, and 26% say they do not have money for the “basics” (clothing, personal hygiene items, school supplies).
- ❖ While 25% of all respondents feel that juvenile crime/gangs are a problem, the rate is much lower in Suffern (16%), Nanuet (20%), and New City (17%), but

much higher in Haverstraw/W. Haverstraw (41%), Nyack (37%) and Spring Valley (37%).

- ❖ More than one in four respondents (27%) indicated that they have a problem affording medical care, compared to nearly half of black respondents (46%), 45% of those with household income less than \$20,000, and 43% of Spring Valley respondents.
- ❖ A need for parental care is substantial in Rockland County; 27% of respondents said that “not enough help for parents” is a problem for them. Twenty-one percent of respondents reported a problem with “not enough child care.”
- ❖ Alcohol and drug problems were particularly highly reported among Hispanic respondents, single parents, and in Spring Valley. Family violence was reported in high proportions among Hispanics, single parents, and in Nyack.

Selected findings regarding a reported need for services, and availability of such services:

- ❖ Among all respondents, 15% said they had a need for senior transportation in the last year, and of those, 37% found it unavailable (or approximately 5% of all respondents).
- ❖ One in five respondents indicated a need in the last 12 months for adult recreational activities and the same proportion needed social, recreational, or art services for youth. Among those who needed these services, 24% and 30%, respectively, found them to be unavailable.
- ❖ One in five respondents were in need of child care in the last year (21%), followed by the need for after school care (17%), sick child care (12%), and before school care (6%). Sick child care is the most difficult to find, with 63% of respondents who needed the service stating that it was unavailable.

- ❖ Eighteen percent of respondents needed public transportation in the last year, and of those, 41% indicated it was unavailable.
- ❖ Eleven percent needed job training or job readiness services, and 38% found those unavailable.
- ❖ Nearly one in ten (9%) indicated a need in the last year for emergency food or shelter, and of those, 43% found the services unavailable.

Selected findings regarding whether an issue is a problem in the respondent's neighborhood:

- ❖ Half the respondents say that a lack of affordable medical care is a problem for their neighborhood. This concern was lowest in Suffern (40%) and highest in Nyack (64%) and Spring Valley (59%). Other health-related issues said to be a problem are teenage pregnancy (39%), mental illness (36%), lack of specialty medical care (32%), and lack of services for the disabled (31%).
- ❖ Seven out of ten respondents indicated that an affordable housing shortage is a problem in their neighborhood. Nearly half the respondents (46%) believe that poverty is a problem, followed closely by the inability to pay utility bills and unemployment (44% and 43%, respectively). More than half the respondents in Nyack indicated that hunger is a problem in their neighborhood, compared to 34% overall.
- ❖ Respondents were asked whether a list of services (or lack/shortage thereof) were a problem in their neighborhood. Inadequate public transportation was the top named problem (45% of respondents), followed by shortage of recreational activities/facilities (44%) and lack of affordable legal services (41%).
- ❖ Nearly half of respondents (49%) felt that a lack of disaster planning is a problem. Lack of disaster planning was named as a problem for 61% of Haverstraw/W. Haverstraw residents and 60% of Nyack residents.

Recommendations As a result of the survey findings, CGR makes a series of recommendations for collaboration opportunities, as well as funding opportunities for UWRC. The major issues, concerns, or problems that are most apparent upon review of the survey data are as follows:

Selected Issues

Basic Needs/Hunger

One in three respondents indicated they do not have enough money for adequate housing/repairs (35%), or to pay utility bills (32%). One in four respondents do not have enough money for the basics (clothing, personal hygiene items, school supplies) (26%), or food (23%). These proportions were much higher among those with very low income, among black and Hispanic respondents, and among those in Spring Valley. Forty-three percent of respondents who needed emergency food or shelter in the last year could not find it available.

Collaboration Opportunity: UWRC could consider collaborating with local service agencies to determine whether individuals and families who are eligible for food stamps and other programs are receiving such benefits.

Also, for those who are just above the poverty line, or are otherwise nearly but not quite eligible for DSS services, UWRC should consider collaboration with agencies such as the Community Action Program (CAP), Community Centers such as Nyack Center, Volunteer Counseling Services, Catholic Charities, Jewish Family Services, and other non-profits who provide innovative programs and services to various subpopulations.

Funding Opportunity: UWRC could consider adding or increasing funding to local food banks and other agencies that provide emergency help, including help with utility bills.

UWRC should continue and expand their funding of the Tax Assistance Program (TAP) which helps individuals and families to receive the Earned Income Tax Credit (EITC), an important policy that helps to pull families out of poverty.

Child Care

Child care is clearly an important need in this community. Twenty-one percent of respondents indicated there is not enough child care in the community, with rates higher among low income respondents, black or Hispanic respondents, single parents, and respondents with a child under age 5 in the household. The greatest needs are for daily child care and after-school care, while the child care service reported to be most unavailable is sick child care, followed by before-school care.

Collaboration Opportunity: The UWRC already funds Child Care Resources of Rockland County. Perhaps further collaboration opportunities exist with this organization as well as Head Start and other child care and early childhood education programs to ensure all young children have access to affordable, quality child care.

Crime and School Safety

Concerns about crime, juvenile crime and gangs, and school safety recurred in the survey, but were highest among respondents who were low income, black, or Hispanic, and among those living in Haverstraw/W. Haverstraw, Nyack, and Spring Valley.

Collaboration Opportunity: The UWRC could engage the school districts on the issue of school safety and juvenile crime.

Disaster Planning

A high proportion of respondents (49%) felt that lack of disaster planning is a problem in their community. Lack of disaster planning was named as a problem for 61% of Haverstraw/W. Haverstraw residents, and 60% of Nyack residents.

Collaboration Opportunity: Since disaster planning involves all layers of government, it provides a clear collaboration opportunity. The UWRC should continue to work with County agencies such as the Health Department and the Department of Emergency Services, as well as federal agencies such as the Department of Homeland Security to ensure the non-profit community plays a role in disaster planning.

Job Skills

While the number one asset of Rockland County selected by respondents was the presence of job opportunities, 16% of respondents said they lack job skills, and 18% can't find permanent work. Eleven percent of respondents indicated that they have needed job training/readiness services in the last year,

and of those, 38% said that such services were unavailable. On a related issue, 5% of respondents needed literacy services, and nearly half (44%) said they were unavailable. When asked whether illiteracy was a problem in their neighborhood, 36% said that it was.

The Head Start assessment indicates that parents have less time for literacy activities, education, and training due to work requirements for welfare benefits.

Collaboration Opportunity: The UWRC could consider collaboration with Tomorrow’s Workplace in conjunction with the local Workforce Investment Board (WIB), to identify strategies to improve access to job training and other related services for those populations in need.

Legal Help

Thirty percent of respondents stated they did not have enough money for legal help, including 47% of low-income respondents. While the inability to afford legal help was higher among racial minorities, 23% of white respondents had trouble affording these services as well. The inability to afford legal help was present in each of the highest-reporting zip codes, ranging from 23% in Nanuet to 47% in Spring Valley.

Funding Opportunity: Since the need for affordable legal help appears to be broad, and cuts across many subgroups, the UWRC may wish to consider expanding funding to the Legal Aid Society of Rockland.

Mental Health/Family Counseling

Depression or mental health problems were reported as one of the most common personal problems. Rates were particularly high among single parents. A substantial minority of respondents indicated a need for mental health services or family counseling services in the last year, and many stated these services were unavailable (21% of those seeking mental health services, and 35% of those seeking family counseling).

The Head Start of Rockland County Community Assessment indicated that the need for mental health services has been “stretched to the limit.” The report also shows that the rates of reported and substantiated cases of domestic violence and child abuse had both increased in recent years. Further, the Rockland

CARES report indicates that domestic violence hotline service requests increased 72% between 1996 and 2003.

Funding Opportunity: The UWRC could add or increase funding to counseling agencies to increase the availability of such services, particularly those provided on a sliding scale basis to ensure access to persons at all income levels.

Collaboration Opportunity. Many important mental health service providers exist in Rockland County, including Jewish Family Services, the Mental Health Association, Volunteer Counseling Services, and others. The apparent need for services indicates an opportunity for UWRC to collaborate with these organizations to determine how to expand service provision.

Recreation

One in five respondents indicated a need in the last 12 months for adult recreational activities and the same proportion needed social, recreational, or art services for youth. Among those who needed these services, 24% and 30%, respectively, found them to be unavailable.

Collaboration Opportunity: With many recreation services provided at the Town level, the need for enhanced recreation services for adults and particularly for youth, provides an opportunity for the UWRC to collaborate with Towns, with local community centers throughout Rockland, as well as with the Rockland County Youth Bureau.

Senior Transportation

While seniors overall appear to be doing quite well in Rockland County based on survey results, one area that stood out as a need was public transportation for seniors. A substantial minority of seniors, as well as respondents who reported one or more persons age 65 or older in the household, reported needing this service; many of these respondents in need found it unavailable.

This survey finding is consistent with the findings of the Rockland County Office for Aging survey in 2001, which found that 32% of respondents did not drive a car, 29% said they use public transportation, and 15% use the TRIPS service.

Funding Opportunity: The UWRC could implement or increase funding to TRIPS or other transportation options for seniors in an

attempt to increase the number and frequency of bus routes in areas with a high concentration of seniors.

Opportunities Among Population Groups

Low Income

Respondents with very low annual household income, less than \$20,000, indicated more trouble affording housing, utility bills, legal help, and food compared to all respondents. Low income respondents were also more likely to report trouble affording medical care, including specialty medical care. They were more likely to state they lack job skills and to say they can't find temporary or permanent work.

Funding Opportunity: Many agencies in the community serve persons with low income. With such a broad array of needs among this population, opportunities to increase funding to the agencies serving them abound.

Racial Minorities

Black and Hispanic respondents consistently indicated a higher level of problems and needs in the survey results. While 26% of all respondents indicated they did not have enough money for the "basics," this compared to 48% of black respondents and 45% of Hispanic respondents. Eighteen percent of all respondents said they cannot find permanent work, compared to 35% of black respondents and 24% of Hispanic respondents. Forty-one percent of black respondents have needed social/recreational service for youth in the last year, compared to 27% of Hispanics and 14% of whites. While 8% of white respondents have needed family counseling in the last year, 21% of Hispanics and 23% of black respondents have had such a need.

Collaboration Opportunity: The much higher rate of problems and needs among the black and Hispanic communities presents an opportunity for the UWRC to collaborate with agencies that target these populations.

Seniors

Overall, Seniors responding to the survey are doing well—the proportion indicating they have trouble paying for bills and basic needs was lower than the total population, their concerns about crime were lower than average, and they reported far fewer personal problems such as stress and depression than all respondents on average. However, senior transportation stood out as a need for this population as described earlier in the recommendations. Further, among all respondents the need for more help for parents was higher than the need for more child care (27% and 21%, respectively); 29% of respondents said there is not enough care for seniors. A high proportion of respondents said they could not obtain home care for the elderly (40%), or nursing home care for seniors (29%), or adult day care (27%) when they needed it.

Collaboration Opportunity: The UWRC may wish to convene agencies that provide services to seniors and determine how to improve awareness of senior services such as adult day care and home care, and how to improve accessibility and affordability of these services. Again, the implementation of the 2-1-1 line may improve awareness and access to this information.

Single Parents

Respondents who indicated they are a single-parent household consistently show the greatest need for services. Compared to all respondents, single parents are nearly twice as likely to indicate they do not have enough money for food, 23 percentage points more likely to lack money to pay for utility bills, and are 21 percentage points more likely to lack money for legal help.

Single parents are nearly twice as likely as all respondents to state they can't find permanent work (30% versus 18%), and are more likely than all respondents to state they can't afford medical care (40% versus 27%). Single parents are more depressed, face more trouble with alcohol and drug abuse, and are much more likely to experience family violence than the respondent population-at-large. Single parents also struggle disproportionately with finding child care, social services for youth, and family counseling.

The need for child care was documented in the Head Start assessment. Many Head Start parents need to supplement the Head Start program with before- and after-school care, holiday care, etc. As an additional indicator of single-parent stress, 20.3%

of single mothers in Rockland County are in poverty, as well as 12.6% of single fathers (Census 2000).

Collaboration Opportunity: Since single parents are a relatively large and heterogeneous group, they provide an excellent opportunity for collaboration in the community. The UWRC could take the lead on engaging other agencies in discussion and strategies to provide improved supports to single parents in the county.

Funding Opportunity: Single parents need help providing their children with adequate child care, health care, and social and recreational opportunities. The UWRC could consider adding or increasing funding to agencies that provide such services.

Haverstraw, Nyack, and Spring Valley Residents

Haverstraw/W. Haverstraw, Nyack, and Spring Valley residents consistently showed higher levels of concern and problems than others responding to the survey. Respondents in Spring Valley were 20 percentage points more likely than all respondents to say they don't have enough money for utility bills; those in Haverstraw/W. Haverstraw were 12 percentage points more likely than all respondents. Spring Valley respondents were more than twice as likely as all respondents to say they lack job skills. Neighborhood crime was a concern for 40% of Nyack and Spring Valley respondents and 39% of Haverstraw/W. Haverstraw residents, compared to 24% of all respondents.

Collaboration Opportunity: The apparently greater challenges facing residents in Haverstraw, Spring Valley, and Nyack present an opportunity for the UWRC to engage service providers and schools in these communities to discuss opportunities to target needed services and supports.

Youth

Issues affecting youth are seen repeatedly in the report, including concerns about juvenile crime and gangs, unsafe schools, and the need for social/recreational/art activities. With single parents under stress, that indirectly affects youth as well.

Funding Opportunity: The need for more recreational and other social outlets for youth provides an excellent opportunity for new or expanded funding, through community centers and other agencies and organizations providing services to youth.

Collaboration Opportunity: To address the issues of crime and unsafe schools, greater collaboration is necessary and should include the school districts, law enforcement, the Rockland County Youth Bureau, and others.

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ACKNOWLEDGMENTS

The United Way of Rockland County, its Board, and its volunteers are due credit for initiating this important effort to determine the needs and concerns of the Rockland County community.

Thank you to Wells Fargo for providing the funds to print the community survey, resulting in wide distribution of the survey instrument.

Appreciation is also due to St. Thomas Aquinas College for providing a grant that partially covered consultant fees associated with this project.

Staff Team

Sarah Boyce, Associate Director, was the primary author of this report.

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Gail Koser, Director, contributed substantially to the survey design.

INTRODUCTION

The United Way of Rockland County (UWRC) is in a strategic planning process as it moves towards a new business model. To inform this process, the UWRC was in need of a community needs assessment that could address the wide range of health and human services issues typically funded by United Way programs. While a number of needs assessments exist in the community, each is focused on a particular issue (e.g., health care) or sub-population (e.g., the very young, seniors). While the existing assessments are certainly helpful, the UWRC desired to conduct a community-wide survey to better ascertain actual and perceived needs of a wide cross-section of county residents.

The UWRC engaged CGR to design a survey for distribution to the Rockland community, analyze the survey results, and generate this report on survey findings which includes recommendations for action.

PREVIOUS NEEDS ASSESSMENTS

UWRC provided CGR with other known needs assessments conducted in recent years on the Rockland County community. These included the following:

- Head Start Community Assessment (2005)
- Office for Aging Senior Citizen Needs Assessment Questionnaire (2001)
- Rockland CARES (1998-2004)
- Rockland County Community Health Assessment (2004)
- U.S. Census 2000 data were also analyzed

The Head Start assessment focused on children and family issues, the Health Assessment focused on public health issues, and the Office for Aging assessment focused on senior citizen issues. All provided important information in those specific areas, but they did not collect comprehensive information on the community. Rockland CARES was somewhat broader based, in that it

measured the community's progress on a variety of health and human service indicators over time. However, that assessment was based on metrics such as crime rates, high school drop out rates, and child abuse rates, rather than on individual perceptions of needs for services.

The UWRC wished to collect information from Rockland County residents directly, and to gather and report their own perceptions of the needs of themselves, their families, and their communities.

ROCKLAND COUNTY COMMUNITY SURVEY

Survey Design

CGR worked with UWRC to design a survey of persons who live and/or work in Rockland County. The survey was designed to identify major unmet community needs and priorities for potential future funding, as perceived and reported by the public. In addition to core questions about community needs and priorities, the survey included selected demographic and other descriptive questions such as age, zip code, income levels, race/ethnicity, and gender, which allowed for analysis across subgroups. The survey can be found in the Appendix.

Survey Distribution

The UWRC was responsible for distribution and collection of surveys. Surveys were distributed in various ways, including the following:

- Selected non-profit and for-profit agencies who distributed surveys to client groups;
- Distribution through various neighborhood, faith community, business and other civic groups;
- Various businesses who conduct United Way campaigns distributed the survey to employees;
- Tax Assistance Program respondents were all asked to complete a survey;

- Town, County, and State governmental agencies disseminated the survey to their staff and clients;
- Samples of callers to the newly launched 2-1-1;
- A web link to the survey was included in the local newspaper;
- The Rockland County Department of Social Services made the survey available to clients; and
- School districts aided with distribution, in some cases sending it home with students, and others made it available through family resource centers.

CGR received slightly more than 2,000 surveys, including 1,455 that were completed and used in the analysis. Surveys not included in the analysis either did not include demographic information, or were received considerably after the deadline.

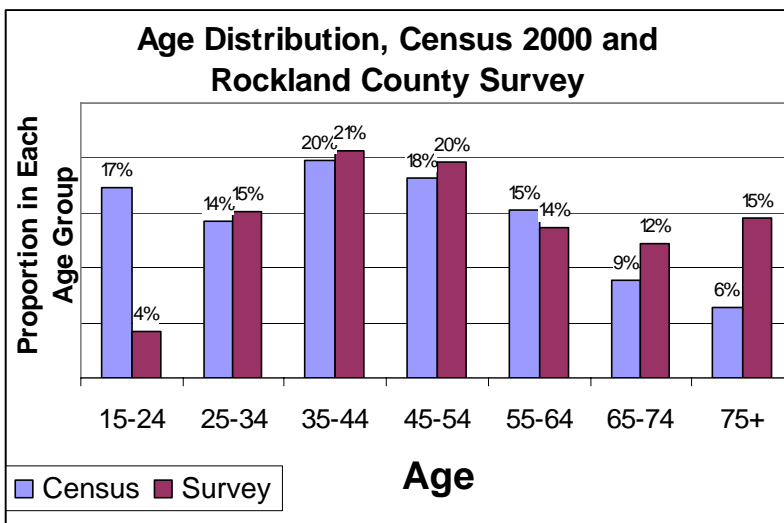
This report highlights selected survey findings, including major differences in response patterns across various subgroups. More detailed and comprehensive findings can be found in the tables and charts in the Appendix.

Demographics and Representativeness of Sample

While the surveys were not distributed and collected using a scientific, random sample approach, the demographic and economic characteristics of those who responded nonetheless represent the true Rockland County population well as compared to Census 2000 data. Survey respondents matched Census 2000 data particularly well on income, race/ethnicity, marital status, employment status, household composition and zip code, as shown in detail in Appendix Figures 1 and 2.

While the Rockland population is split evenly between males and females, the survey respondents were more heavily female (78%). This is likely due to the over-sampling among the elderly, survey distribution in some cases through schools which could have led more often to mothers than fathers completing the survey, and the fact that women are often household decision-makers on health care decisions and the need for human services.

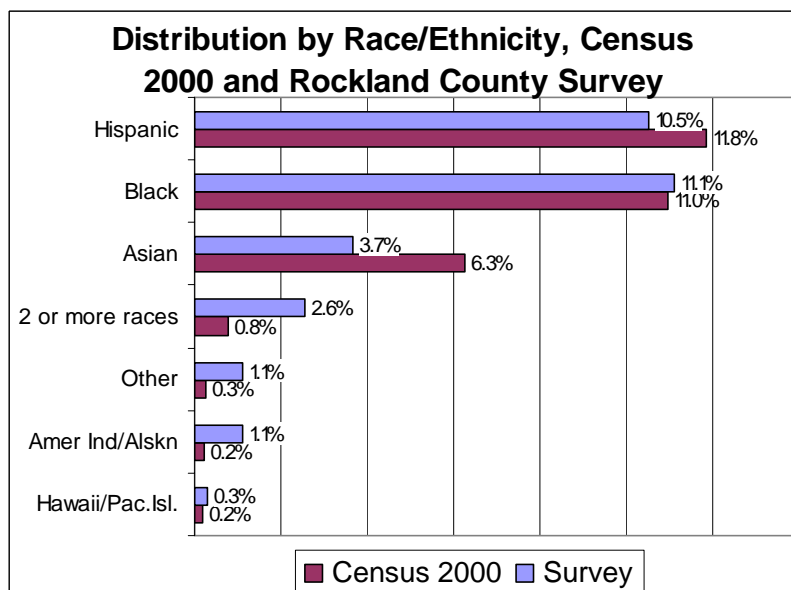
The survey population matched the county population well on persons ages 25 to 74, but the survey sample had a higher proportion of seniors ages 75 and older, and a smaller proportion of those ages 15 to 24.



The over-sampling among seniors was intentional since that population currently receives a high proportion of UWRC funding. Those in the younger age group were difficult to reach given the distribution methods used.

Households by income grouping matched the Census data well for income levels between \$40,000 and \$124,999. Households below the \$40,000 level were over-represented in the survey data, which we see as beneficial given that these are often the families seen as important recipients of UWRC program funding. Those households over \$125,000 were under-represented in the survey sample, but still comprised 14% of total respondents.

The survey respondents represented the full population very well



by race and ethnicity. Eleven percent of both the full population and the survey sample were black/African-American, 12% of the full population and 11% of the survey sample were Hispanic, and 6% of the full population and 4% of the survey sample were Asian.

Twenty percent of the Rockland County population lives alone, compared to 18% of survey respondents, and 29% of households include one or more persons ages 65 and older,

compared to 24% of survey respondents. Single parent households are over-represented in these data; 6% of Rockland County households are headed by single parents according to Census 2000, compared to 12% of survey respondents. Again, since single parents often are in need of services for themselves, their children, or their parents, such overrepresentation makes sense.

All zip codes are represented in the survey data, with a higher number of responses coming from some of the most populated zip codes, as shown in the map in the Appendix.

Interestingly, 50% of survey respondents indicated that they regularly do volunteer work in their community, and 29% said they have heard about the United Way's 211 line.

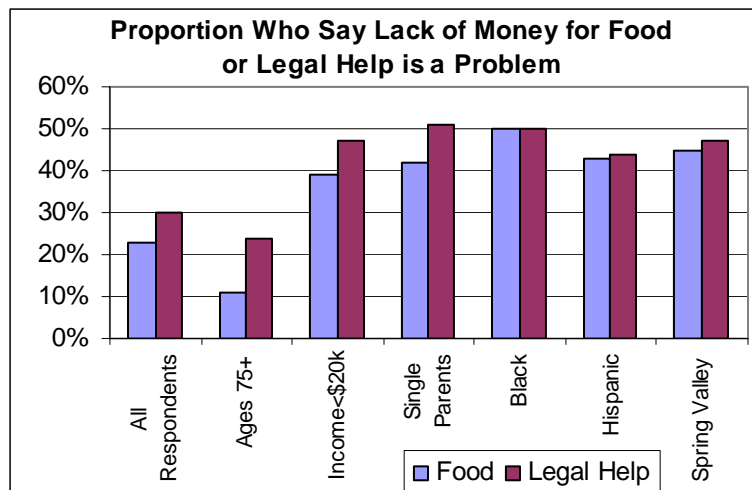
QUESTION 1: ARE ANY OF THE FOLLOWING ISSUES A PROBLEM FOR YOU OR SOMEONE IN YOUR HOUSEHOLD?

The first survey question asked whether a list of 28 issues were a problem for the survey respondent or someone in their household. Respondents indicated whether the issue was a “major problem,” a “minor problem,” or “not a problem.” CGR analyzed the results of this question first for the full survey population, and then by subgroup. Detailed results can be found in Figures 3 through 9 in the Appendix, and are summarized here.

Not Enough Money For...

More than one-third of respondents (35%) indicated that they do not have money for adequate housing or necessary repairs, and 32% say that not having enough money for utility bills is a problem. Nearly one-third (30%) say that it is a problem that they do not have enough money for legal help, and 26% say they do not have money for the basics (clothing, personal hygiene items, school supplies).

These results vary substantially among specific sub-groups. For example, while 23% of all respondents say they do not have enough money for food, this rate is much higher among those with household incomes under \$20,000 (39%), single parents

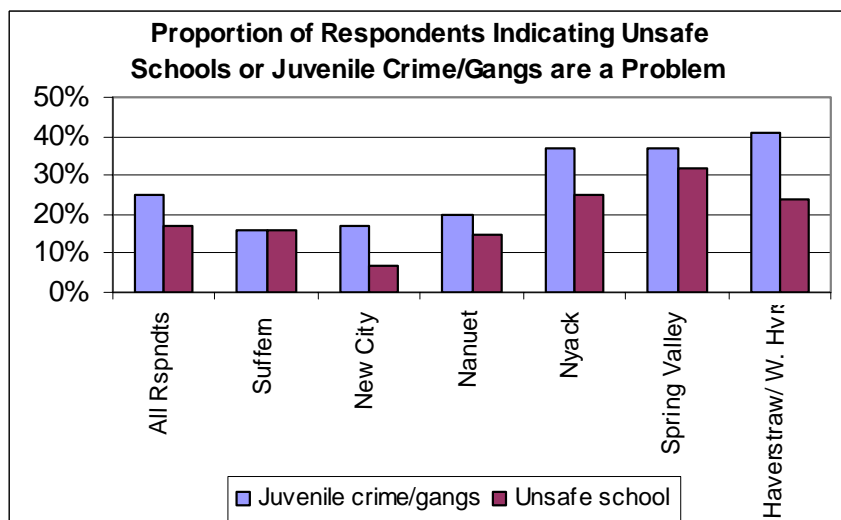


(42%), those who are black (50%) or Hispanic (43%), and those in Spring Valley (45%). Similarly, while the lack of money for legal help is a problem among 30% of all respondents, the rate is much higher among those with low-income, single parents, minorities, and those in Spring Valley, among others. For more detailed comparisons among sub-groups, see the Appendix.

Crime and Safety Issues

The survey asked whether juvenile crime/gangs, neighborhood crime, unsafe neighborhoods, or unsafe schools are a problem. Seventeen percent of respondents feel that unsafe schools are a problem, and one-quarter feel the other crime and safety issues are a problem.

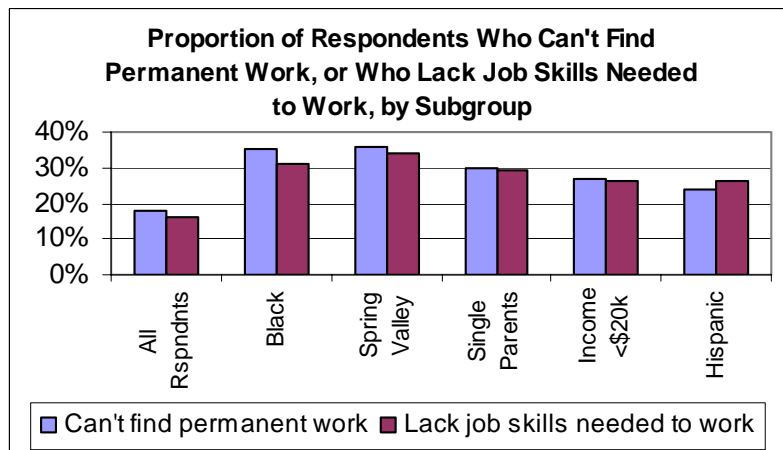
The biggest differences by subgroup were among different zip code areas. As shown below, while 25% of all respondents feel that juvenile crime/gangs is a problem, the rate is much



lower in Suffern (16%), Nanuet (20%), and New City (17%), but much higher in Haverstraw/W. Haverstraw (41%), Nyack (37%) and Spring Valley (37%). Similarly, the proportion of respondents who feel their schools are unsafe varies from a low of 7% in New City to a high of 32% in Spring Valley.

Employment Issues

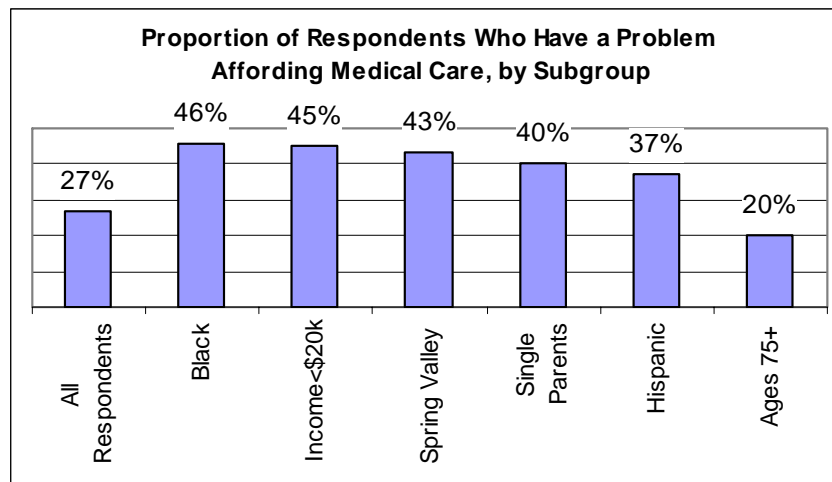
Almost one in five respondents (18%) indicated they have a problem finding permanent work, and a similar proportion (16%) say they lack job skills needed to find work.



Black respondents are twice as likely as all respondents to say they can't find permanent work, and black respondents, those in Spring Valley and single parents are all about twice as likely as all respondents to say they have a problem with a lack of job skills needed to work.

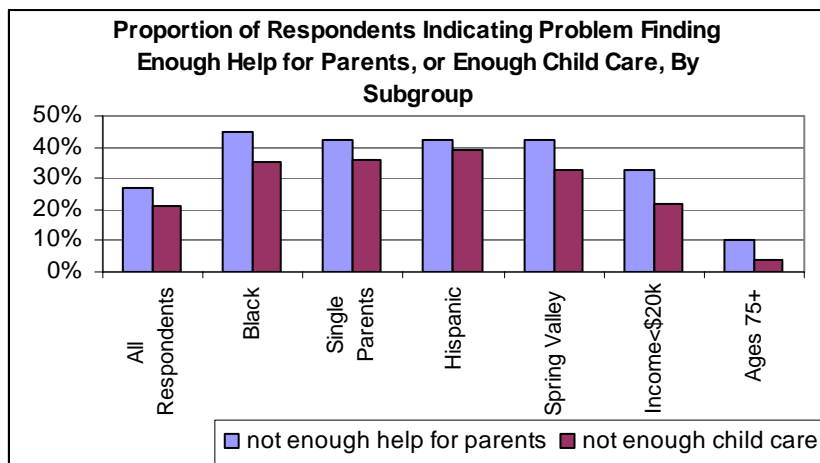
Health Care

More than one in four respondents (27%) indicated that they have a problem affording medical care, and 18% stated they cannot “get” medical care (whether due to cost or access is unknown). Affordability was a problem for nearly half of black respondents (46%), 45% of those with household income less than \$20,000 and 43% of Spring Valley respondents. Seniors ages 75 and older were less likely to indicate a problem affording medical care, probably due to the near universal access to Medicare for those ages 65 and older.



Parental Care and Child Care

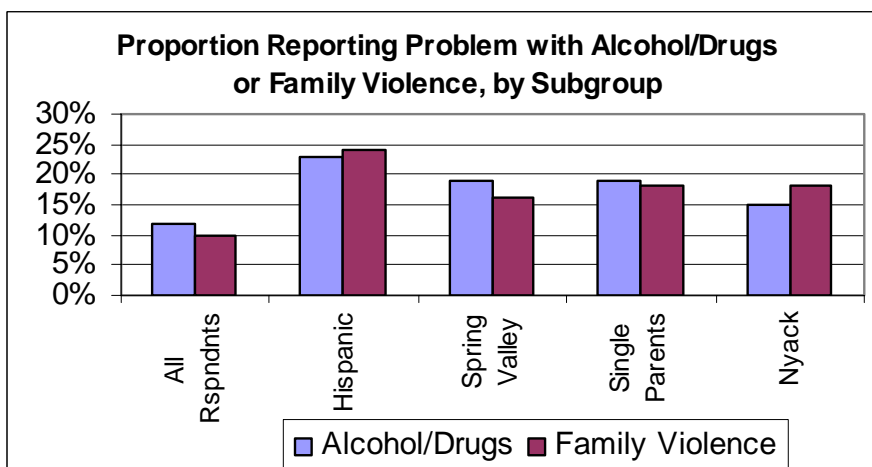
A need for parental care is substantial in Rockland County; 27% of respondents said that “not enough help for parents” is a problem for them. While this is left undefined, it is a bigger problem among respondents than the problem of “not enough child care” which was reported by 21% of respondents.



Personal Problems

The survey asked respondents about personal problems including stress, depression, family violence and others. Nearly 2 in 3 respondents (62%) indicated that stress is a problem for them. Seniors were particularly less likely to report stress (27% of those ages 75 and older).

Alcohol and drug problems were particularly highly reported among Hispanic respondents, single parents, and in Spring Valley. Family violence was reported in high proportions among Hispanics, single parents, and in Nyack.



QUESTION 2: HAVE YOU OR ANYONE ELSE IN YOUR HOUSEHOLD HAD A NEED FOR SERVICES IN THE LAST 12 MONTHS?

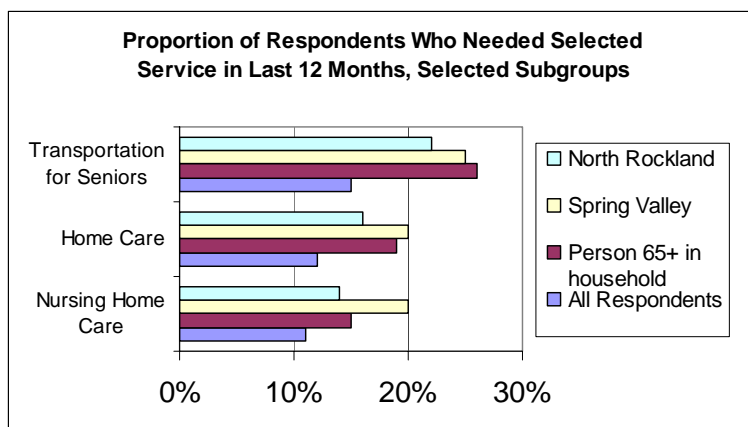
Respondents were asked whether they or anyone in their household had a need for any of 26 different services in the last twelve months. If so, they were asked if the services were readily available, and if not, the reasons for unavailability. Appendix figures 10 through 17 present the detailed results from this question, while highlights are discussed below.

Services for Seniors or Persons with Disabilities

Respondents were asked whether they had a need for selected services for seniors and/or persons with serious illness or disability, including transportation, adult day care, nursing home care, home care, and hospice care. Among all respondents, 15% said they had a need for senior transportation in the last year, and of those, 37% found it unavailable (or approximately 5% of all respondents). Twelve percent of respondents had a need for services for people with disabilities, and of those, 35% found them unavailable.

In examining the results by subgroup, the need for senior services or services for those with disabilities was relatively consistent across most groups. However, the need was noticeably higher among households that included one or more persons age 65 and older, and among respondents from Spring Valley and North Rockland. While 15% of all respondents needed transportation

for seniors, the rate was 26% among those respondents who had one or more persons ages 65 or older living in the household, was 25% among Spring Valley respondents, and 22% among North Rockland residents. Similar patterns were found for the need for home care and nursing home care.



Recreational Services

One in five respondents indicated a need in the last 12 months for adult recreational activities and the same proportion needed social, recreational, or art services for youth. Among those who needed these services, 24% and 30%, respectively, found them to be unavailable.

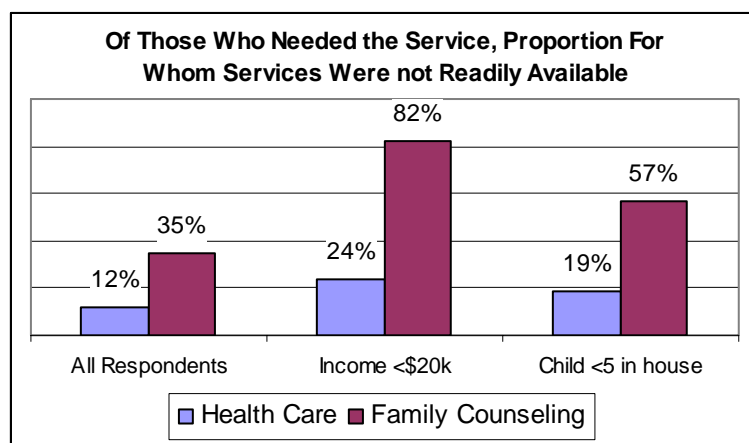
Not surprisingly, persons ages 75 and older were somewhat more likely to indicate a need for social/recreational/art service for seniors compared to all respondents (25% versus 17%). Black respondents were somewhat more likely than all respondents to indicate a need for various recreational services. For example, 20% of all respondents needed social/recreational/art services for youth, while among black respondents this proportion was 41%.

Health/Mental Health Services

Nearly half (44%) of all respondents needed health care and dental care in the last 12 months, which is to be expected. Of those who needed it, 12% found health care was unavailable and 15% found dental care unavailable. The rate of unavailability was much higher among those with low income—24% of those who needed it found health care to be unavailable, and 32% of those who needed dental care found it unavailable.

Twelve percent of all respondents indicated a need for family counseling, compared to 23% of black respondents, 21% of

Hispanic respondents, and 27% of single parent respondents. Only 7% of those with low income needed family counseling in the last year, but of those, 82% found it unavailable. Similarly, while 14% of those with a child under age 5 in the house needed family counseling, 57% found it unavailable.



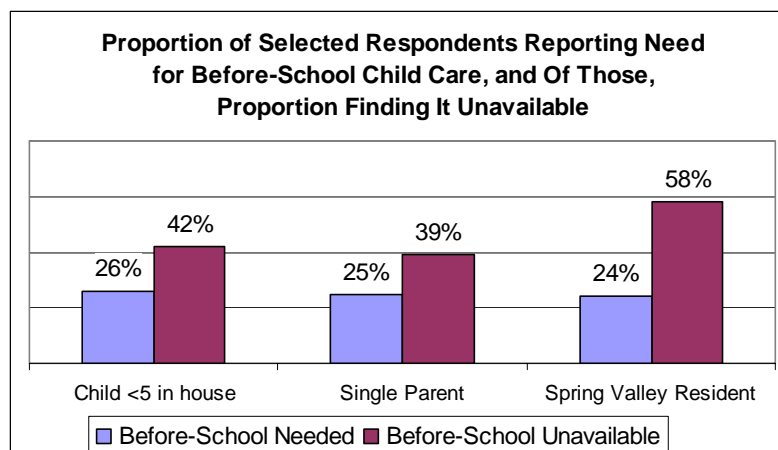
Child Care Services

One in five respondents were in need of child care in the last year (21%), followed by the need for after school care (17%), sick child care (12%), and before school care (6%). Clearly sick child care is

the most difficult to find, with 63% of respondents needing the service stating that it was unavailable, compared to about one-third of respondents finding the other categories of child care unavailable.

The need for child care was lower among those with low income (under \$20,000), but the rate of unavailability was higher. Nearly half of low income respondents needing child care could not find it (47%), and 70% of those needing after school care found it unavailable.

Expense was the dominant reason for child care unavailability, as well as a lack of eligibility. It is not clear what the eligibility criteria were, but they could have been for subsidized child care slots, for example. For sick child care unavailability, the dominant reason given was a lack of awareness of this service.



Other Services

Survey respondents were asked about their need for five other services: public transportation, Family Resource Centers, job training/job readiness, emergency services—food or shelter, and literacy services. Eighteen percent of respondents needed public transportation in the last year, and of those, 41% indicated it was unavailable. Twelve percent of respondents said they needed the Family Resource Center in their school, and of those nearly one in five (19%) said it was unavailable. Eleven percent needed job training or job readiness services, and 38% found those unavailable.

Nearly one in ten (9%) indicated a need in the last year for emergency food or shelter, and of those, 43% found the services unavailable. Finally, only a small proportion of respondents (5%) needed literacy services, but 44% could not access them.

Higher proportions of black and Hispanic respondents reported a need for each of these five services in the last year, as compared to all respondents. While 11% of all respondents needed job training, one in four black respondents and one in four Hispanic respondents indicated this need. Black respondents were twice as likely to need to use the Family Resource Center (23%), as well as 18% of Hispanic respondents.

The need for public transportation was particularly high in Spring Valley (37%), and of those, 33% reported it was unavailable. The need for emergency food or shelter was also highest in Spring Valley (23%), with 60% reporting it was unavailable. Among all reasons reported for unavailable emergency food and shelter, 38% of the time the reason was a lack of awareness, and 35% of the time it was ineligibility. These were the primary reasons for unavailability of job training and literacy services as well.

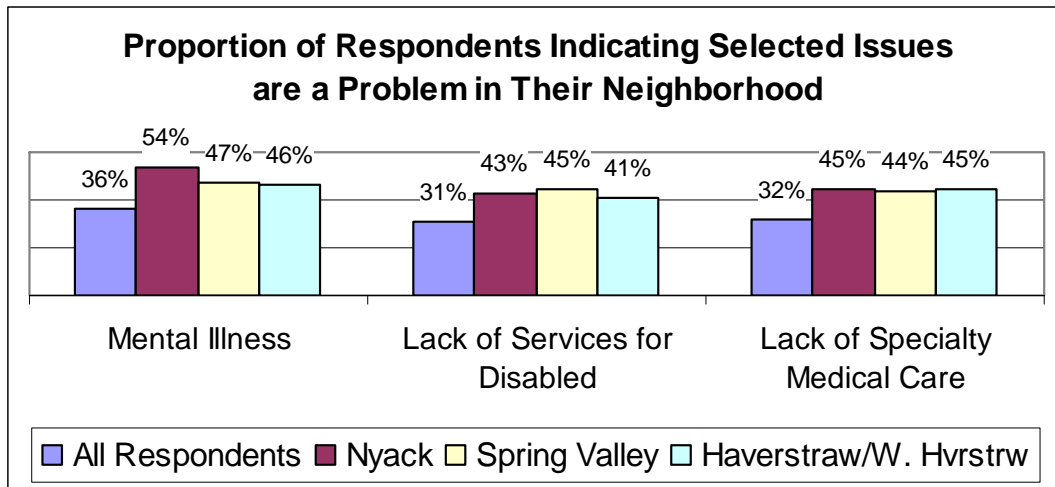
QUESTION 3: PLEASE INDICATE WHETHER ANY OF THE FOLLOWING ARE PROBLEMS FOR YOUR NEIGHBORHOOD

While questions 1 and 2 asked respondents about their own problems and needs for service or the needs of those persons in their household, question 3 asked whether a list of 26 issues are a problem for their neighborhood, defined as the town, village, or hamlet where the respondent lives. Since this question asks for people's perceptions of other people's problems, it is perhaps not as reliable as the responses in question 1 or 2. Nonetheless, perceptions are important, and the responses are revealing. Appendix figures 18 and 19 show the results for question 3, and highlights are discussed below.

Health/ Mental Health

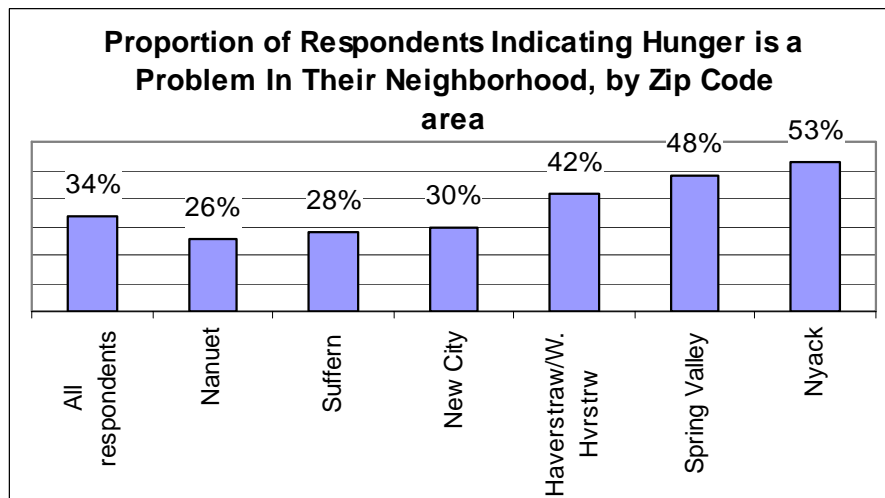
Half the respondents say that a lack of affordable medical care is a problem for their neighborhood. This concern was lowest in Suffern (40%) and highest in Nyack (64%), Spring Valley (59%), and Haverstraw/W. Haverstraw (54%). Other health-related

issues said to be a problem are teenage pregnancy (39%), mental illness (36%), lack of specialty medical care (32%), and lack of services for the disabled (31%). Higher proportions of respondents in the zip codes representing Haverstraw, Nyack, and Spring Valley consistently responded that these issues were a problem in their neighborhoods.



Economic Issues

Seven out of ten respondents indicated that an affordable housing shortage is a problem in their neighborhood, with 55% stating that it's a major problem. More than six in ten respondents in the highest-reporting zip codes (Suffern, Nanuet, New City, Nyack, Haverstraw/W. Haverstraw, and Spring Valley) stated this is a

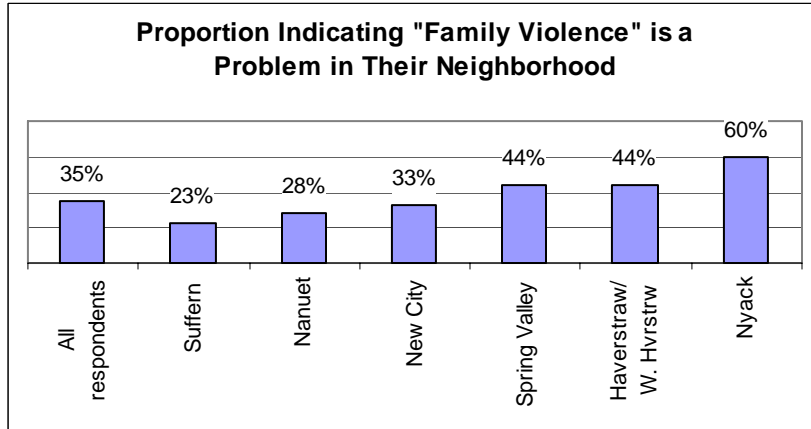


problem. Nearly half the respondents (46%) believe that poverty is a problem, followed closely by the inability to pay utility bills and unemployment (44% and 43%, respectively). One-third of respondents indicated that hunger is a problem in their neighborhood, including half the respondents in

Nyack and Spring Valley.

Personal Problems

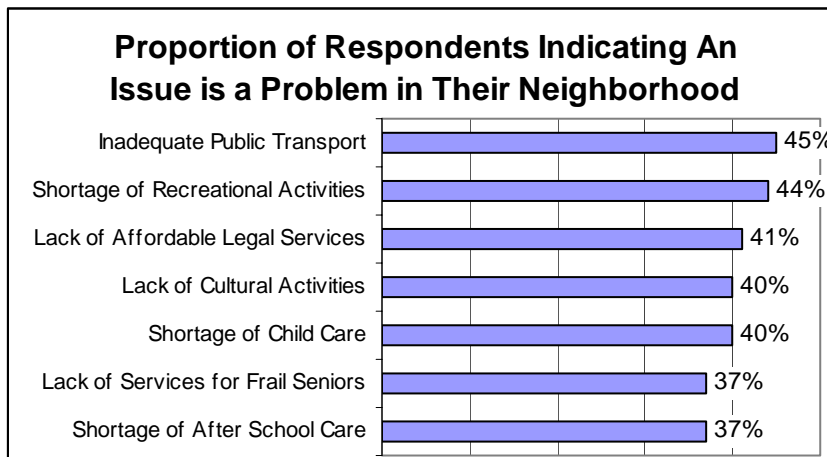
A substantial minority of respondents feel that alcoholism or drug abuse is a problem in their neighborhood (41%), and a similar proportion (41%) feel that discrimination is a problem. About one-third of respondents indicated that illiteracy and family violence are problems (36% and 35%, respectively).



Family violence—abuse of children, adults, or seniors—was noted by 35% of respondents as a problem in their neighborhood. A very high proportion of Nyack respondents (60%) noted family violence as a problem.

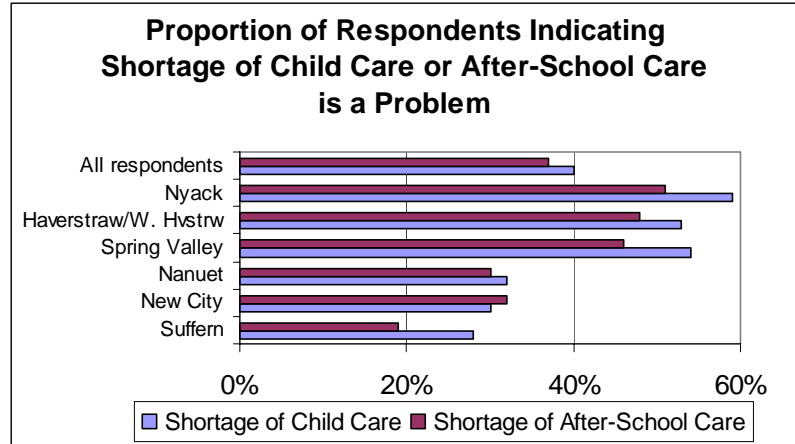
Services

Respondents were asked whether a number of services (or lack/shortage thereof) were a problem in their neighborhood.



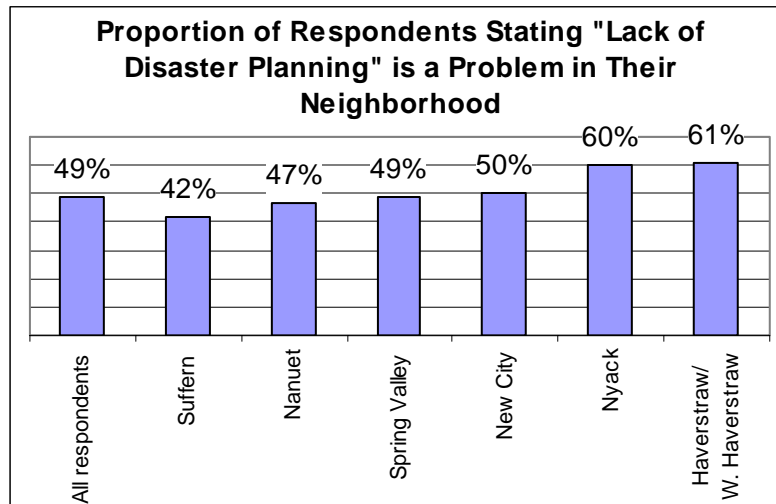
Inadequate public transportation was the top named problem (45% of respondents), followed by shortage of recreational activities/facilities (44%) and lack of affordable legal services (41%).

The biggest variation by zip code was seen in the need for child care and after-school care.



Other Issues

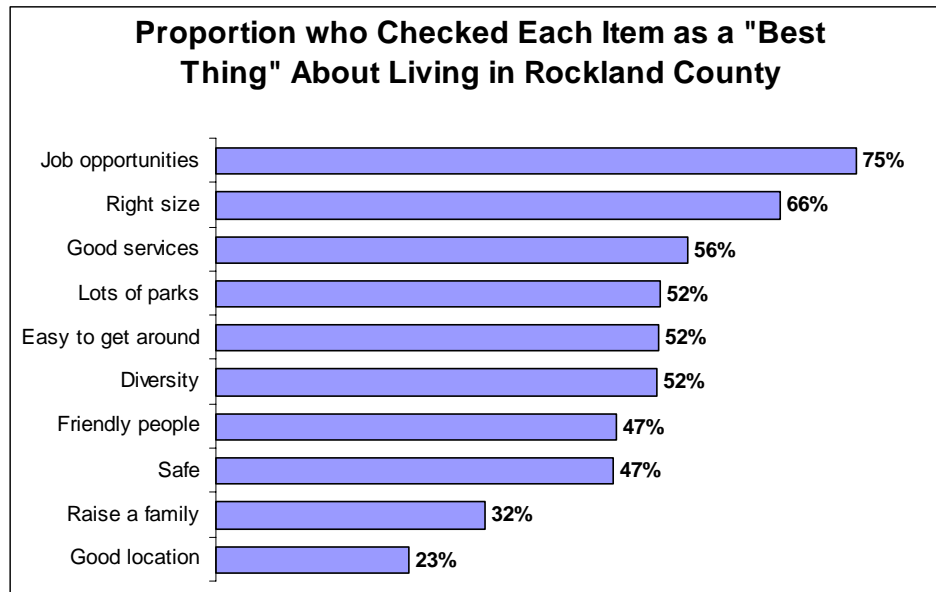
The survey also asked respondents about crime, lack of disaster planning, poor work preparation in the schools, and poor college preparation in the schools. More than half of respondents (53%) stated that crime is a problem in their neighborhood, and 49% felt that lack of disaster planning is a problem. Lack of disaster planning was named as a problem for 60% of Nyack residents and 61% of Haverstraw/W. Haverstraw residents. Poor work and college preparation were seen as a problem by 29% of respondents.



QUESTIONS 4 AND 5: COMMUNITY ASSETS

Question 4 asked respondents whether or not people in their neighborhood care about each other, and whether people help each other out. Three-quarters of respondents indicated that people do care about each other, and nearly as many, 71%,

indicated that people help each other out.



Question 5 asked respondents to check off the best things about living in Rockland County, and were presented with a list of ten items. The most often selected item was job opportunities (75%), followed by Rockland County

being the “right size” (66%). Only one-third of respondents selected “good place to raise a family” and 23% selected “good location.”

CONCLUSIONS AND RECOMMENDATIONS

A number of important concerns and problems among the Rockland County population were raised in this survey process. CGR has highlighted the most outstanding or notable issues throughout the presentation of data in the report, with more detailed data in the Appendix.

The UWRC has influence in the community in two primary ways: through funding of service-providing organizations, and through encouraging community collaboration. For example, UWRC supported the collaboration necessary to bring the 2-1-1 dialing

code to Rockland County, which provides enhanced access to human services in the community.

Below we highlight key findings from the data analysis, and suggest how the UWRC might best approach selected issues found to present needs, and selected population groups found to have special needs.

Selected Issues

Basic Needs/Hunger

One in three respondents indicated they do not have enough money for adequate housing/repairs (35%), or to pay utility bills (32%). One in four respondents indicated they can't afford the basics (clothing, personal hygiene items, school supplies) (26%), or food (23%). These proportions were much higher among those with very low income, among black and Hispanic respondents, and among those in Spring Valley. Forty-three percent of respondents who needed emergency food or shelter in the last year could not find it available. It is not clear from the survey whether those services were actually unavailable, or whether the respondents were simply unaware of where to find them. If it is an awareness issue, perhaps the recent implementation of the 211 line will help alleviate that situation. One in three respondents (34%) indicated that hunger is a problem in their neighborhood.

Collaboration Opportunity: UWRC could consider collaborating with local service agencies to determine whether individuals and families who are eligible for food stamps and other programs are receiving such benefits.

Also, for those who are just above the poverty line, or are otherwise nearly but not quite eligible for DSS services, UWRC should consider collaboration with agencies such as the Community Action Program (CAP), Community Centers such as Nyack Center, Volunteer Counseling Services, Catholic Charities, Jewish Family Services, and other non-profits who provide innovative programs and services to various subpopulations.

Funding Opportunity: UWRC could consider adding or increasing funding to local food banks and other agencies that provide emergency help, including help with utility bills.

UWRC should continue and expand their funding of the Tax Assistance Program (TAP) which helps individuals and families to receive the Earned Income Tax Credit (EITC)— an important policy that helps to pull families out of poverty.

Child Care

Child care is clearly an important need in this community. Twenty-one percent of respondents indicated there is not enough child care in the community, with rates higher among low income respondents, black or Hispanic respondents, single parents, and respondents with a child under age 5 in the household. The greatest needs are for daily child care and after-school care, while the child care service reported to be most unavailable is sick child care, followed by before-school care.

Collaboration Opportunity: The UWRC already funds Child Care Resources of Rockland County. Perhaps further collaboration opportunities exist with this organization as well as Head Start and other child care and early childhood education programs to ensure all young children have access to affordable, quality child care.

Crime and School Safety

Concerns about crime, juvenile crime and gangs, and school safety recurred in the survey, but were highest among respondents who were low income, black, or Hispanic, and among those living in Haverstraw/W. Haverstraw, Nyack, and Spring Valley.

Collaboration Opportunity: The UWRC could engage the school districts on the issue of school safety and juvenile crime.

Disaster Planning

A high proportion of respondents (49%) felt that lack of disaster planning is a problem in their community. Lack of disaster planning was named as a problem for 61% of Haverstraw/W. Haverstraw residents, and 60% of Nyack residents.

Collaboration Opportunity: Since disaster planning involves all layers of government, it provides a clear collaboration opportunity. The UWRC should continue to work with County agencies such as the Health Department and the Department of Fire and Emergency, as well as federal agencies such as the Department of Homeland Security to ensure the non-profit community plays a role in disaster planning.

Job Skills

While the number one asset of Rockland County selected by respondents was the presence of job opportunities, 16% of respondents said they lack job skills, and 18% can't find permanent work. Eleven percent of respondents indicated that they have needed job training/readiness services in the last year, and of those, 38% said that such services were unavailable. On a related issue, 5% of respondents needed literacy services, and nearly half (44%) said they were unavailable. When asked whether illiteracy was a problem in their neighborhood, 36% said that it was.

The Head Start assessment indicates that parents have less time for literacy activities, education, and training due to work requirements for welfare benefits.

Collaboration Opportunity: The UWRC could consider collaboration with Tomorrow's Workplace in conjunction with the local Workforce Investment Board (WIB), to identify strategies to improve access to job training and other related services for those populations in need.

Legal Help

Thirty percent of respondents stated they did not have enough money for legal help, including 47% of low-income respondents. While the inability to afford legal help was higher among racial minorities, 23% of white respondents had trouble affording these services as well. The inability to afford legal help was present in each of the highest-reporting zip codes, ranging from 23% in Nanuet to 47% in Spring Valley.

Funding Opportunity: Since the need for affordable legal help appears to be broad, and cuts across many subgroups, the UWRC may wish to consider expanding funding the Legal Aid Society of Rockland.

Mental Health/Family Counseling

Depression or mental health problems were reported as one of the most common personal problems. Rates were particularly high among single parents. A substantial minority of respondents indicated a need for mental health services or family counseling services in the last year, and many stated these services were unavailable (21% of those seeking mental health services, and 35% of those seeking family counseling).

The Head Start of Rockland County Community Assessment indicated that the need for mental health services has been “stretched to the limit.” The report also shows that the rates of reported and substantiated cases of domestic violence and child abuse had both increased in recent years. Further, the Rockland CARES report indicates that domestic violence hotline service requests increased 72% between 1996 and 2003.

Funding Opportunity: The UWRC could add or increase funding to counseling agencies to increase the availability of such services, particularly those provided on a sliding scale basis to ensure access to persons at all income levels.

Collaboration Opportunity: Many important mental health service providers exist in Rockland County, including Jewish Family Services, the Mental Health Association, Volunteer Counseling Services, and others. The apparent need for services indicates an opportunity for UWRC to collaborate with these organizations to determine how to expand service provision.

Recreation

One in five respondents indicated a need in the last 12 months for adult recreational activities and the same proportion needed social, recreational, or art services for youth. Among those who needed these services, 24% and 30%, respectively, found them to be unavailable.

Collaboration Opportunity: With many recreation services provided at the Town level, the need for enhanced recreation services for adults and particularly for youth provides an opportunity for the UWRC to collaborate with Towns, with local community centers throughout Rockland, as well as with the Rockland County Youth Bureau.

Senior Transportation

While seniors overall appear to be doing quite well in Rockland County based on survey results, one area that stood out as a need was public transportation for seniors. A substantial minority of seniors, as well as respondents who reported one or more persons age 65 or older in the household, reported needing this service; many of these respondents in need found it unavailable.

This survey finding is consistent with the findings of the Rockland County Office for Aging survey in 2001, which found that 32% of

respondents did not drive a car, 29% said they use public transportation, and 15% use the TRIPS service.

Funding Opportunity: The UWRC could implement or increase funding to TRIPS or other transportation options for seniors in an attempt to increase the number and frequency of bus routes in areas with a high concentration of seniors.

Opportunities Among Population Groups

Low Income

Respondents with very low annual household income, less than \$20,000, indicated more trouble affording housing, utility bills, legal help, and food compared to all respondents. Low income respondents were also more likely to report trouble affording medical care, including specialty medical care. They were more likely to state they lack job skills and to say they can't find temporary or permanent work.

Funding Opportunity: Many agencies in the community serve persons with low income. With such a broad array of needs among this population, opportunities to increase funding to the agencies serving them abound.

Racial Minorities

Black and Hispanic respondents consistently indicated a higher level of problems and needs in the survey results. While 26% of all respondents indicated they did not have enough money for the "basics," this compared to 48% of black respondents and 45% of Hispanic respondents. Eighteen percent of all respondents said they cannot find permanent work, compared to 35% of black respondents and 24% of Hispanic respondents. Forty-one percent of black respondents have needed social/recreational service for youth in the last year, compared to 27% of Hispanics and 14% of whites. While 8% of white respondents have needed family counseling in the last year, 21% of Hispanics and 23% of black respondents have had such a need.

Collaboration Opportunity: The much higher rate of problems and needs among the black and Hispanic communities presents an opportunity for the UWRC to collaborate with agencies that target these populations.

Seniors

Overall, Seniors responding to the survey are doing well—the proportion indicating they have trouble paying for bills and basic needs was lower than the total population, their concerns about crime were lower than average, and they reported far fewer personal problems such as stress and depression than all respondents on average. However, senior transportation stood out as a need for this population as described earlier in the recommendations. Further, among all respondents the need for more help for parents was higher than the need for more child care (27% and 21%, respectively); and 29% of respondents said there is not enough care for seniors. A high proportion of respondents said they could not obtain home care for the elderly (40%) or nursing home care for seniors (29%), or adult day care (27%) when they needed it.

Collaboration Opportunity: The UWRC may wish to convene agencies that provide services to seniors and determine how to improve awareness of senior services such as adult day care and home care, and how to improve accessibility and affordability of these services. Again, the implementation of the 2-1-1 line may improve awareness and access to this information.

Single Parents

Respondents who indicated they are a single-parent household consistently show the greatest need for services. Compared to all respondents, single parents are nearly twice as likely to indicate they do not have enough money for food, 23 percentage points more likely to lack money to pay for utility bills, and are 21 percentage points more likely to lack money for legal help.

Single parents are nearly twice as likely as all respondents to state they can't find permanent work (30% versus 18%), and are more likely to state they can't afford medical care (40% versus 27%). Single parents are more depressed, face more trouble with alcohol and drug abuse, and are much more likely to experience family violence than the respondent population-at-large. Single parents also struggle disproportionately with finding child care, social services for youth, and family counseling.

The need for child care was documented in the Head Start assessment. Many Head Start parents need to supplement the Head Start program with before- and after-school care, holiday care, etc. As an additional indicator of single-parent stress, 20.3% of single mothers in Rockland County are in poverty, as well as 12.6% of single fathers (Census 2000).

Collaboration Opportunity: Since single parents are a relatively large and heterogeneous group, they provide an excellent opportunity for collaboration in the community. The UWRC could take the lead on engaging other agencies in discussion and strategies to provide improved supports to single parents in the county.

Funding Opportunity: Single parents need help providing their children with adequate child care, health care, and social and recreational opportunities. The UWRC could consider adding or increasing funding to agencies that provide such services.

*Haverstraw, Nyack,
and Spring Valley
Residents*

Haverstraw/W. Haverstraw, Nyack, and Spring Valley residents consistently showed higher levels of concern and problems than others responding to the survey. Respondents in Spring Valley were 20 percentage points more likely than all respondents to say they don't have enough money for utility bills; those in Haverstraw/W. Haverstraw were 12 percentage points more likely than all respondents. Spring Valley respondents were more than twice as likely as all respondents to say they lack job skills. Neighborhood crime was a concern for 40% of Nyack and Spring Valley respondents and 39% of Haverstraw/W. Haverstraw residents, compared to 24% of all respondents.

Collaboration Opportunity: The apparently greater challenges facing residents in Haverstraw, Spring Valley, and Nyack present an opportunity for the UWRC to engage service providers and schools in these communities to discuss opportunities to target needed services and supports.

Youth

Issues affecting youth are seen repeatedly in the report, including concerns about juvenile crime and gangs, unsafe schools, and the need for social/recreational/art activities. With single parents under stress, that indirectly affects youth as well.

Funding Opportunity: The need for more recreational and other social outlets for youth provides an excellent opportunity for new or expanded funding, through community centers and other agencies and organizations providing services to youth.

Collaboration Opportunity: To address the issues of crime and unsafe schools, greater collaboration is necessary and should include the school districts, law enforcement, the Rockland County Youth Bureau, and others.

APPENDIX

Figure 1

Survey Respondents' Demographic Data Compared to Census

Variable	Percent Census	Percent Survey
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Gender		
Male, >15	49%	22%
Female, >15	51%	78%
Total	100%	100%

Age		
15-24	17%	4%
25-34	14%	15%
35-44	20%	21%
45-54	18%	20%
55-64	15%	14%
65-74	9%	12%
75+	6%	15%
Total >15	100%	100%

Income <i>Census data uses different categories, assumed linear distribution for estimation</i>		
<19,999	13%	18%
20,000-39,999	13%	22%
40,000-59,999	13%	14%
60,000-79,999	13%	13%
80,000-99,999	13%	9%
100,000-124,999	9%	11%
125,000-199,999	18%	9%
>200,000	7%	5%
Total	100%	100%

Race <i>Census data based on total population, all ages</i>		
Am Indian/Al.	0%	1%
Black	11%	11%
Hawaii/Pac.Isl.	0%	0%
Hispanic	12%	11%
Two or more	1%	3%
Asian	6%	4%
White	69%	70%
Other	0%	1%
Total	100%	100%

Variable	Percent Census	Percent Survey
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Marital <i>Census data for age >15</i>		
Single	26%	24%
Married	61%	52%
Living Together		4%
Seperated	8%	4%
Widowed	5%	16%
Total	100%	100%

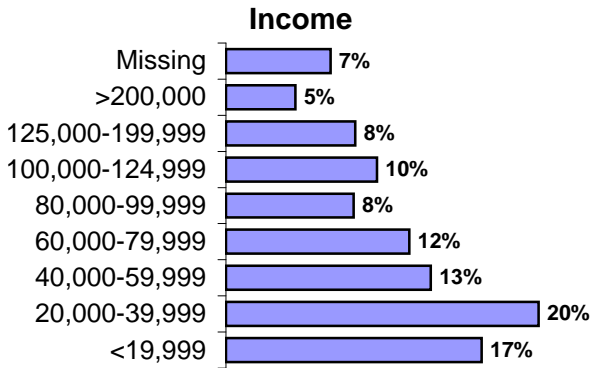
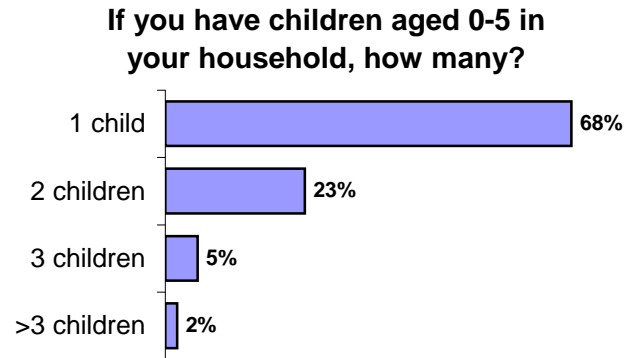
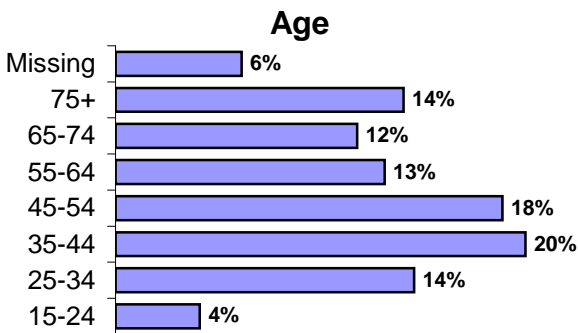
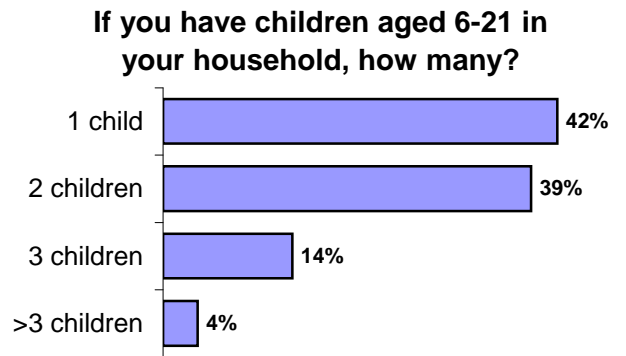
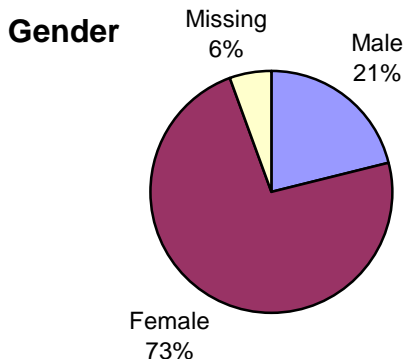
Employment Status <i>Census data for age >15</i>		
Employed	62%	69%
Unemployed	3%	2%
Not in Labor Force	34%	29%
Total	100%	100%

Household Composition <i>Census Data for Children Aged 0-18 in Household</i>		
Alone	20%	18%
65+ in household	29%	24%
0-18 (census)/ 0-21 (survey) in household	44%	46%
Single parent	6%	12%
Total	100%	100%

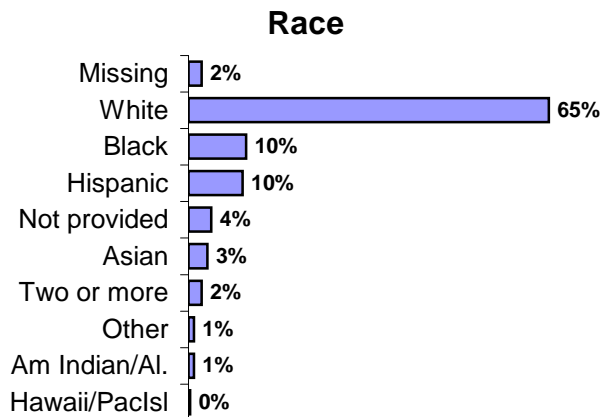
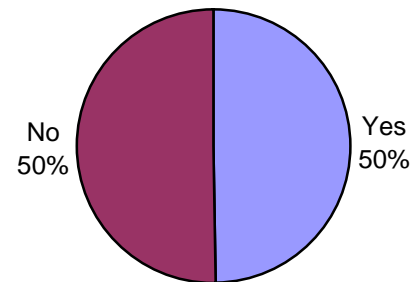
Zip code <i>Census data includes all ages (2000)</i>		
West Haverstraw (10993)	1%	4%
Suffern (10901)	2%	5%
West Nyack (10994)	2%	2%
Pomona (10970)	3%	4%
Garnerville (10923)	3%	4%
Valley Cottage (10989)	3%	4%
Haverstraw (10927)	4%	5%
Stony Point (10980)	4%	5%
Pearl River (10965)	5%	4%
Nyack (10960)	5%	8%
Nanuet (10954)	8%	16%
New City (10956)	11%	10%
Monsey (10952)	11%	4%
Spring Valley (10977)	17%	13%
Other	19%	11%

Figure 2

Demographics of Survey Respondents



Do you regularly do volunteer work in your community?



Have you heard about the United Way's 211 help line?

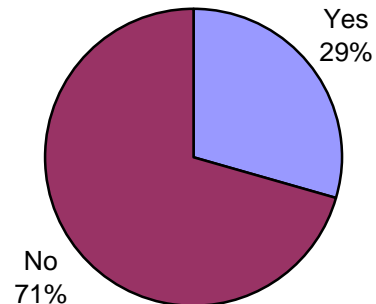
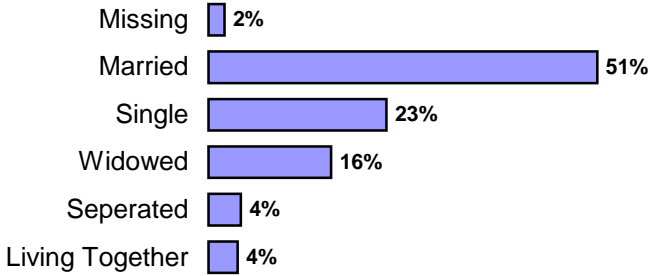


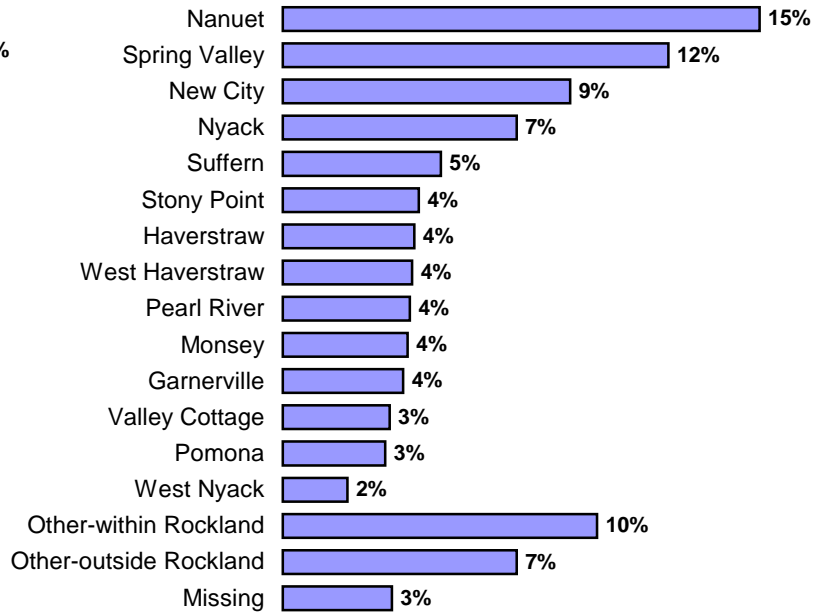
Figure 2 - Continued

Demographics of Survey Respondents

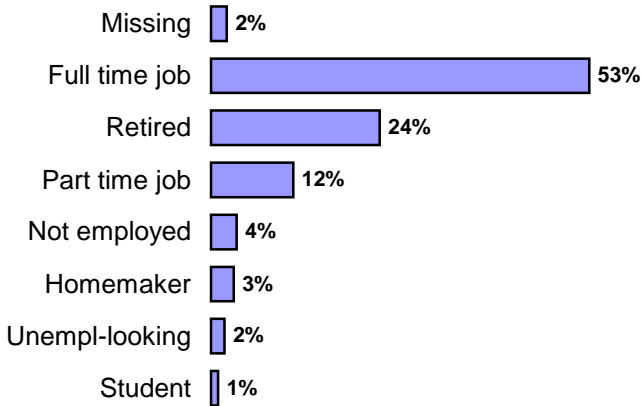
Marital Status



What is the zip code where you live?

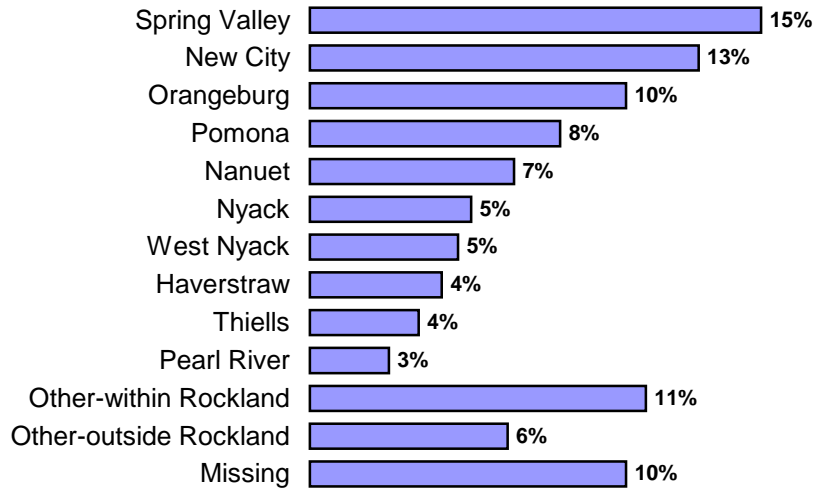


Employment Status

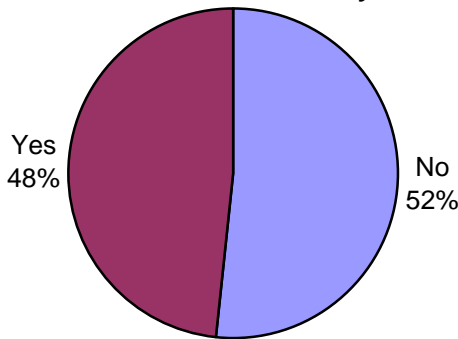


What is the zip code where you work?

Answers from employed respondents only



Do you work for organization that provides health, education and/or human service in Rockland County?



Household composition

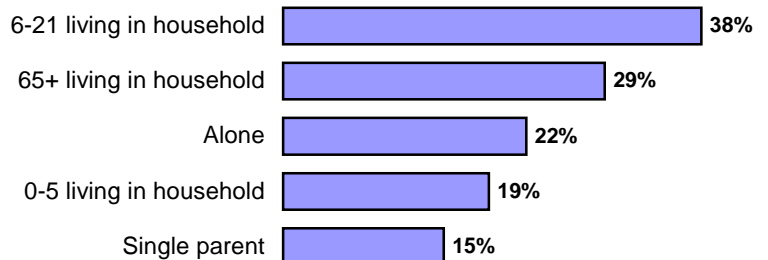


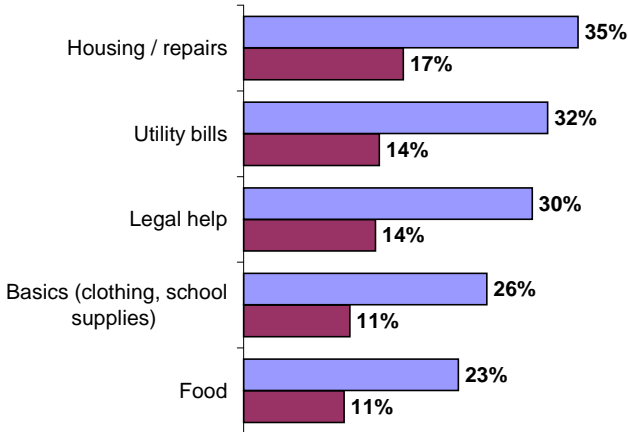
Figure 3

Question 1: Are any of the following issues a problem for you or someone in your household?

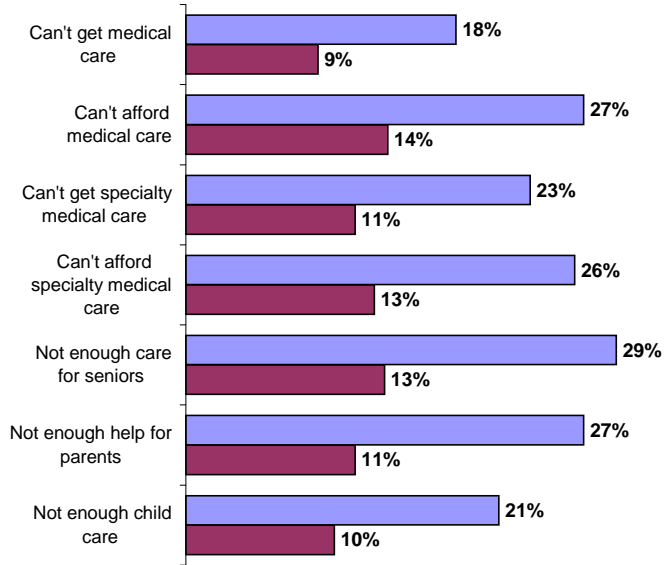
All Respondents

Problem Major Problem

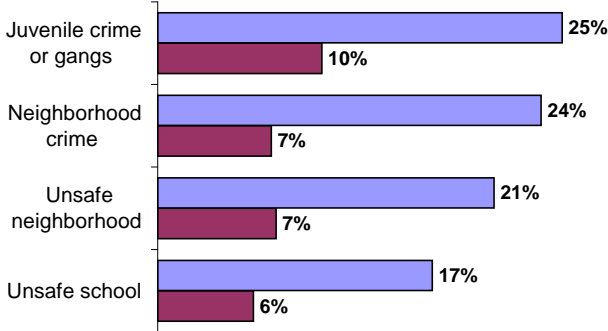
Not Enough Money for:



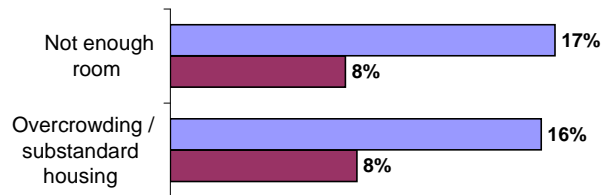
Health Care/Child Care/Senior Care



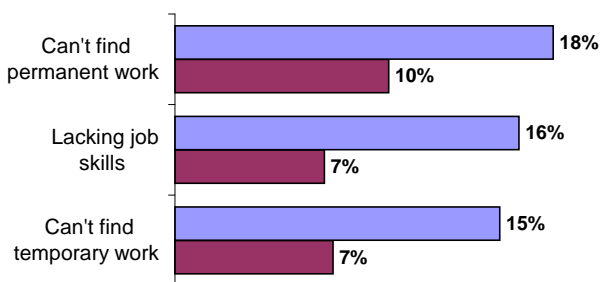
Crime and Safety Issues



Housing Problems



Problems Finding a Job



Personal Problems

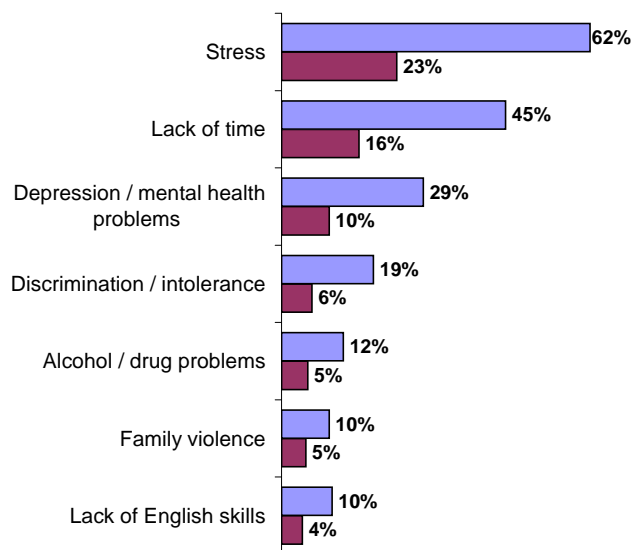
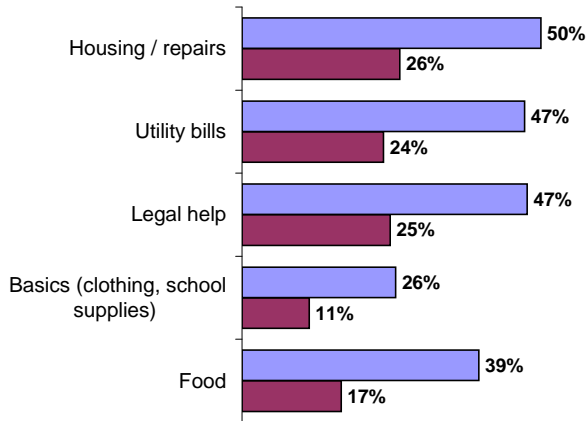


Figure 4

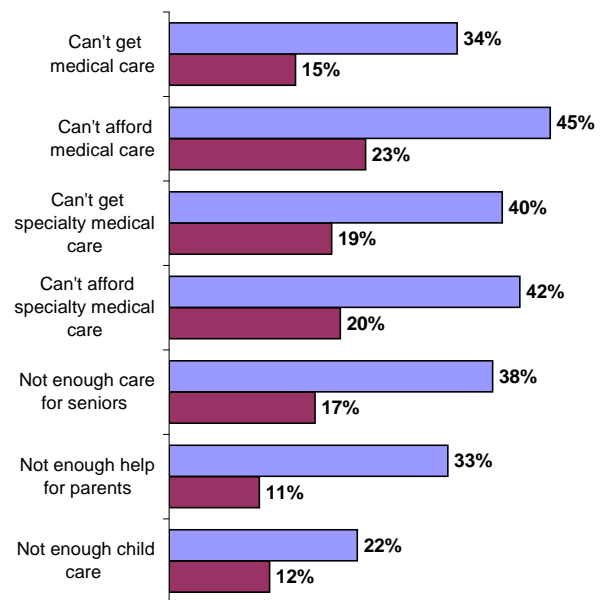
Question 1: Are any of the following issues a problem for you or your household?
 Respondents with Low Income (less than \$19,999)

Problem Major Problem

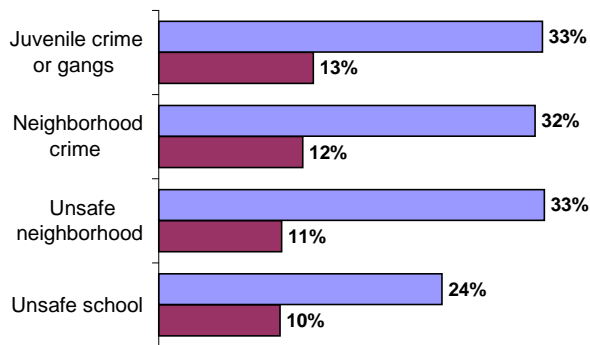
Not Enough Money for:



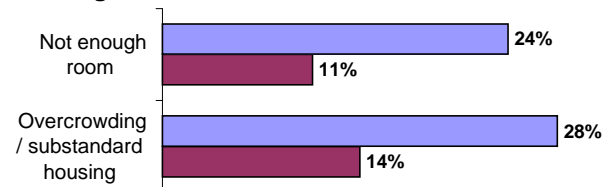
Health Care/Child Care/Senior Care



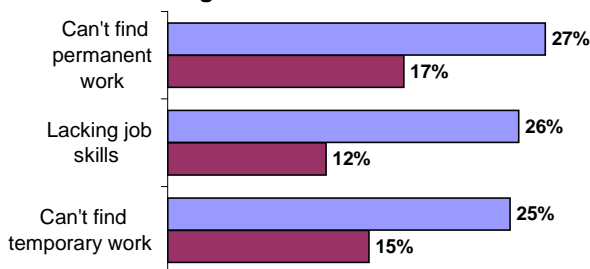
Crime and Safety Issues



Housing Problems



Problems Finding a Job



Personal Problems

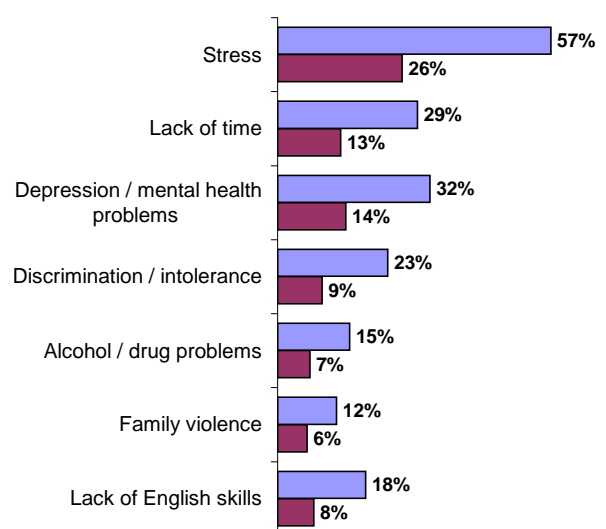
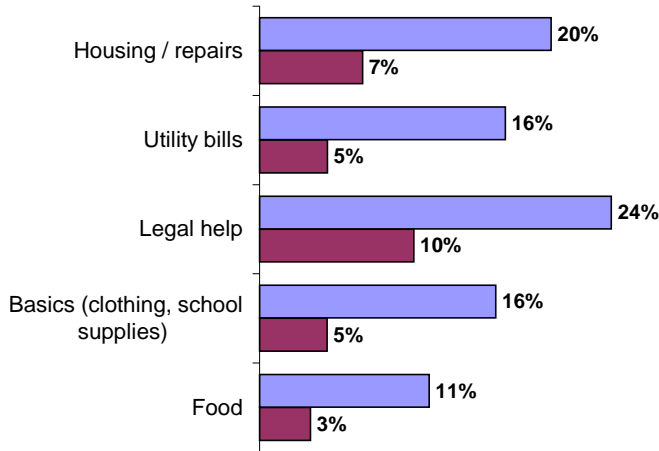


Figure 5

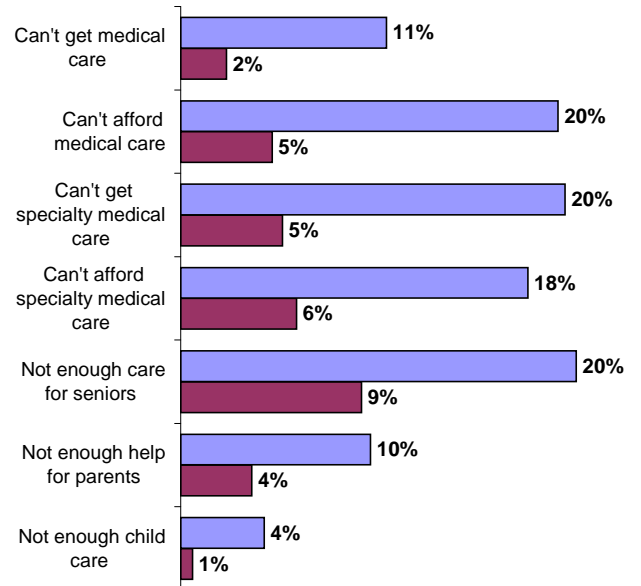
Question 1: Are any of the following issues a problem for you or your household?
 Respondents Aged 75+

Problem Major Problem

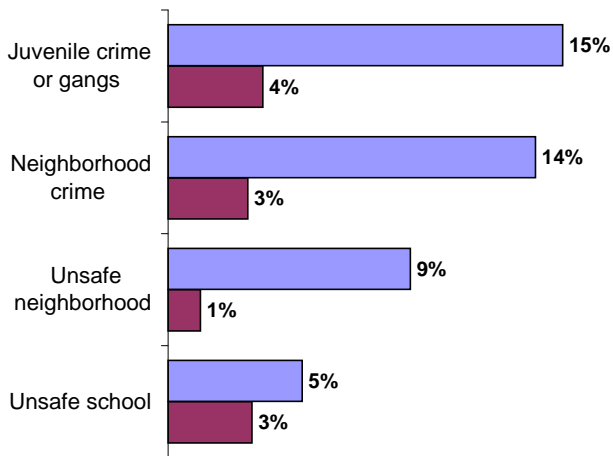
Not Enough Money for:



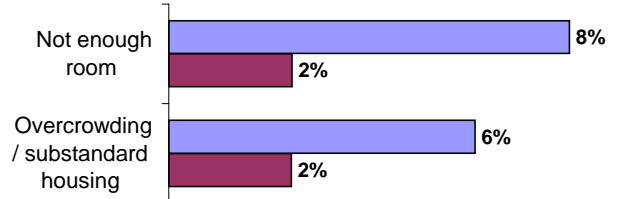
Health Care/Child Care/Senior Care



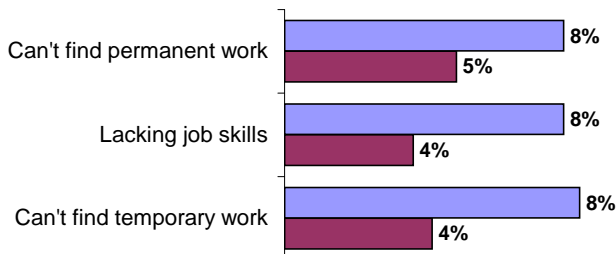
Crime and Safety Issues



Housing Problems



Problems Finding a Job



Personal Problems

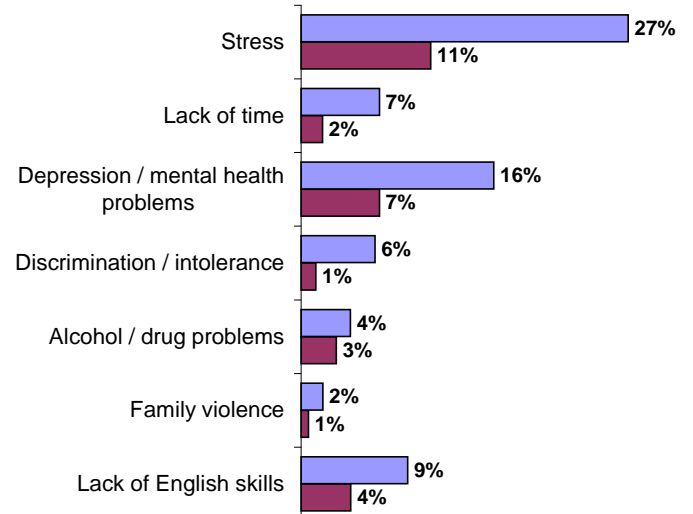


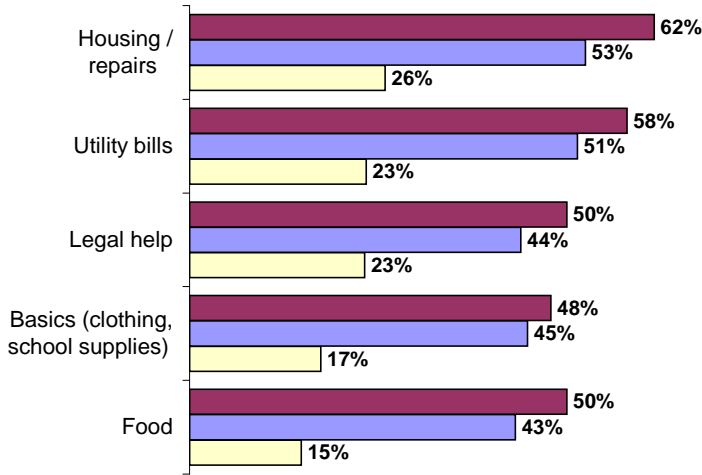
Figure 6

Question 1: Are any of the following issues a problem for you or your household?

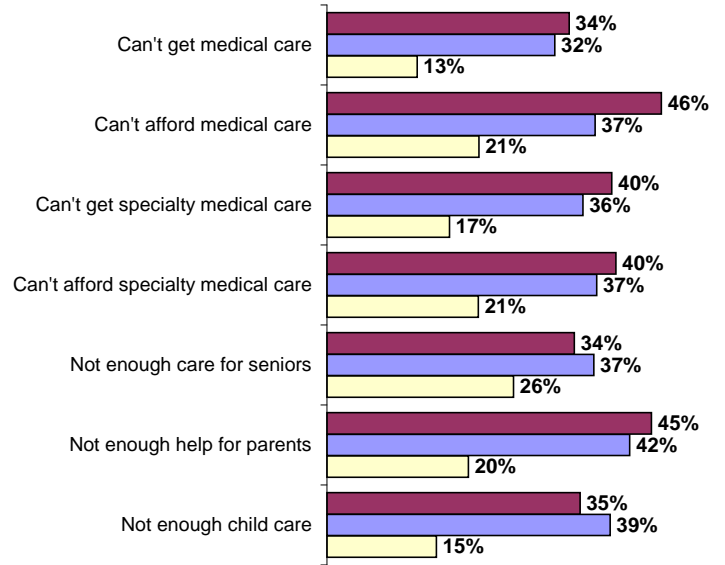
Respondents Indicating Problem, by race



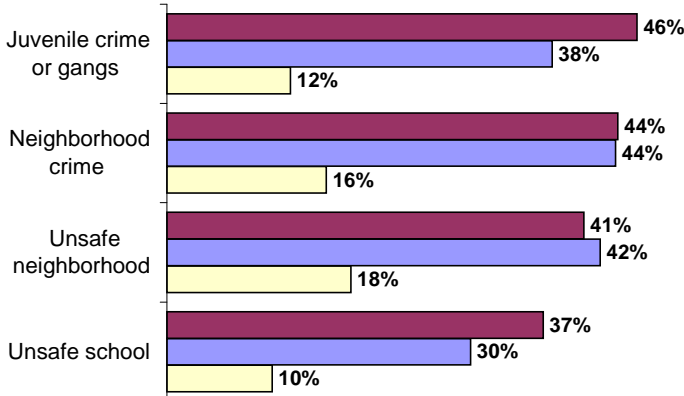
Not Enough Money for:



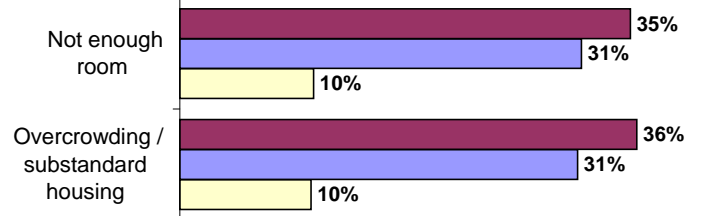
Health Care/Child Care/Senior Care



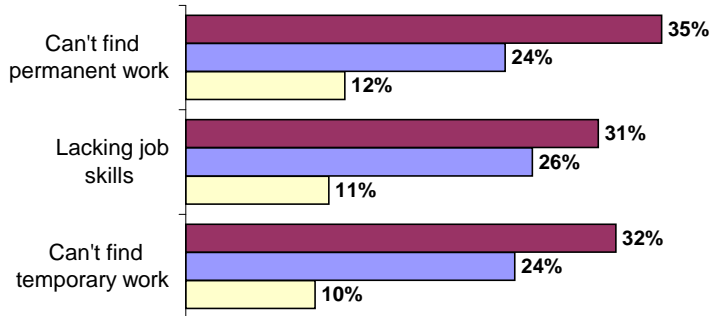
Crime and Safety Issues



Housing Problems



Finding a job



Personal Problems

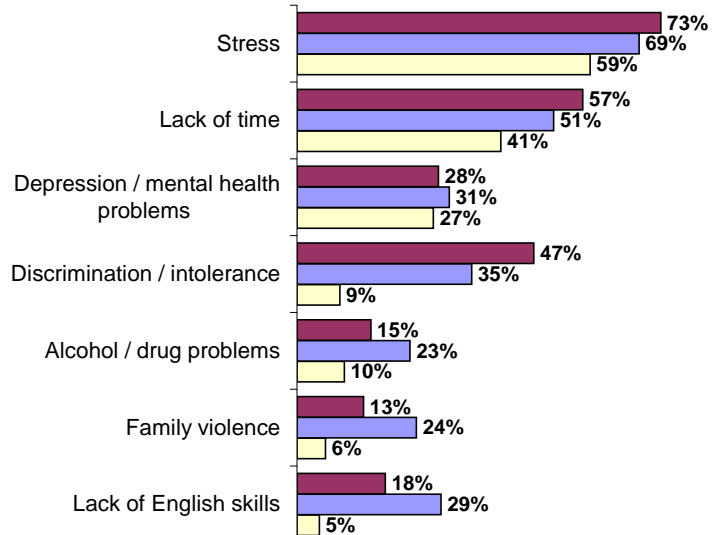


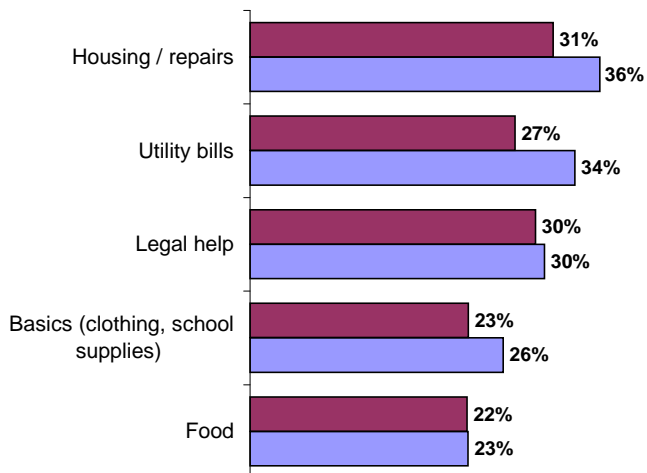
Figure 7

Question 1: Are any of the following issues a problem for you or your household?

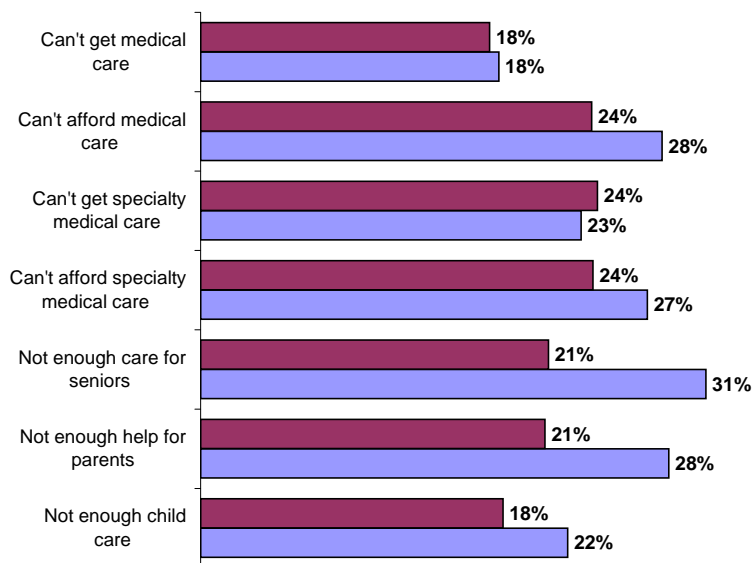
Respondents Indicating Problem (by gender)

Male Female

Not Enough Money for:



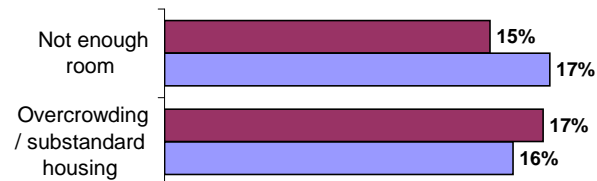
Health Care/Child Care/Senior Care



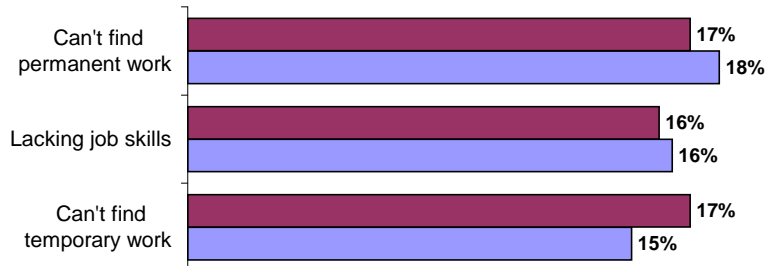
Crime and Safety Issues



Housing Problems



Finding a job



Personal Problems

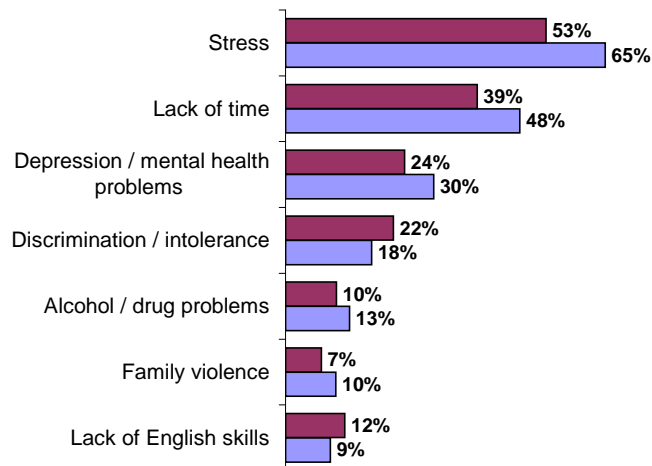


Figure 8

Question 1: Are any of the following problems a problem for you or your household?

Respondents indicating problem, by geographic area

	Community/ZIP code							
	All	Suffern (zip 10901)	Nanuet (zip 10954)	New City (zip 10956)	Nyack (zip 10960)	Spring Valley (zip 10977)	Haverstraw/W Haverstraw (zips 10927 & 10993)	North Rockland (zips 10923, 10927, 10980, 10984, 10986, 10993)
Not enough money for:								
Food	23%	23%	17%	17%	26%	45%	28%	26%
Housing	35%	35%	28%	25%	43%	59%	41%	39%
Utility bills	32%	31%	26%	24%	38%	52%	44%	38%
Basics (clothing, school supplies)	26%	30%	19%	21%	33%	48%	36%	31%
Legal help	30%	39%	23%	25%	35%	47%	38%	34%
Housing problems:								
Overcrowding / substandard housing	16%	12%	11%	9%	20%	39%	18%	18%
Not enough room	17%	14%	13%	11%	22%	34%	20%	18%
Problems finding a job:								
Can't find temporary work	15%	14%	11%	13%	18%	31%	17%	16%
Can't find permanent work	18%	16%	10%	17%	24%	36%	14%	17%
Lacking job skills	16%	13%	10%	12%	19%	34%	19%	19%
Health care/Child care/Senior care:								
Can't get medical care	18%	14%	12%	16%	26%	30%	27%	22%
Can't afford medical care	27%	29%	21%	22%	31%	43%	30%	28%
Can't get specialty medical care	23%	26%	17%	20%	33%	42%	27%	23%
Can't afford specialty medical care	26%	30%	22%	21%	34%	41%	32%	28%
Not enough child care	21%	13%	22%	14%	24%	33%	26%	24%
Not enough care for seniors	29%	34%	24%	23%	28%	37%	40%	37%
Not enough help for parents	27%	27%	24%	20%	26%	42%	33%	31%
Crime and safety issues:								
Unsafe school	17%	16%	15%	7%	25%	32%	24%	20%
Unsafe neighborhood	21%	14%	16%	10%	35%	45%	35%	27%
Neighborhood crime	24%	13%	21%	17%	40%	40%	39%	31%
Juvenile crime or gangs	25%	16%	20%	17%	37%	37%	41%	34%
Personal problems:								
Stress	62%	60%	54%	63%	66%	77%	66%	63%
Lack of time	45%	36%	47%	36%	51%	54%	38%	42%
Depression / mental health problems	29%	29%	23%	34%	37%	34%	27%	31%
Alcohol / drug problems	12%	11%	10%	10%	15%	19%	17%	14%
Family violence	10%	8%	9%	6%	18%	16%	13%	10%
Lack of English skills	10%	10%	8%	7%	14%	19%	12%	11%
Discrimination / intolerance	19%	13%	15%	13%	26%	39%	25%	21%

Figure 9

Question 1: Are any of the following problems a problem for you or your household?

Respondents indicating problem, by household composition

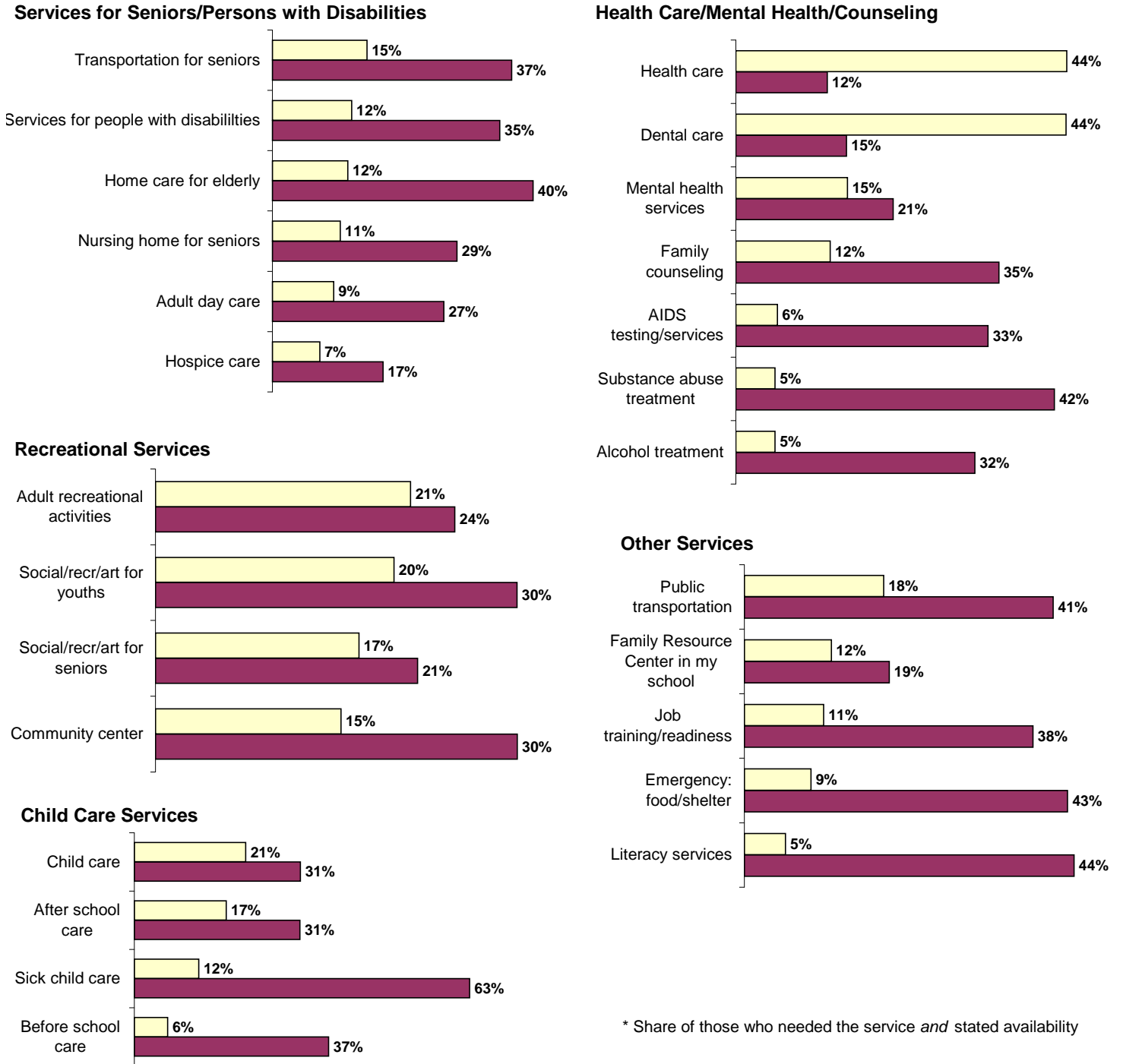
	Household Composition				
	With Child Age 0-5	With Child Age 6-21	65+ in Household	Single Parent	Alone in Household
Not enough money for:					
Food	34%	26%	19%	42%	23%
Housing	46%	40%	30%	61%	33%
Utility bills	45%	37%	27%	55%	29%
Basics (clothing, school supplies)	38%	30%	23%	49%	26%
Legal help	37%	33%	30%	51%	34%
Housing problems:					
Overcrowding / substandard housing	29%	19%	13%	27%	11%
Not enough room	31%	22%	14%	32%	10%
Problems finding a job:					
Can't find temporary work	25%	17%	14%	25%	11%
Can't find permanent work	27%	19%	17%	30%	13%
Lacking job skills	22%	20%	14%	29%	14%
Health care/Child care/Senior care:					
Can't get medical care	21%	18%	18%	26%	20%
Can't afford medical care	32%	28%	27%	40%	30%
Can't get specialty medical care	27%	22%	24%	29%	27%
Can't afford specialty medical care	31%	27%	26%	35%	29%
Not enough child care	42%	30%	15%	36%	12%
Not enough care for seniors	29%	26%	35%	28%	33%
Not enough help for parents	37%	34%	24%	42%	19%
Crime and safety issues:					
Unsafe school	24%	21%	14%	27%	15%
Unsafe neighborhood	28%	24%	17%	36%	23%
Neighborhood crime	31%	27%	23%	39%	24%
Juvenile crime or gangs	30%	29%	22%	38%	25%
Personal problems:					
Stress	68%	69%	50%	80%	54%
Lack of time	63%	61%	27%	63%	21%
Depression / mental health problems	29%	30%	26%	42%	28%
Alcohol / drug problems	16%	15%	12%	19%	10%
Family violence	13%	11%	8%	18%	8%
Lack of English skills	14%	11%	10%	15%	9%
Discrimination / intolerance	25%	22%	13%	28%	15%

Figure 10

Question 2: Have you or anyone in your household had a need for any of these services in Rockland County during the past 12 months? If so, were they available?

All Respondents

Needed Unavailable*



* Share of those who needed the service and stated availability

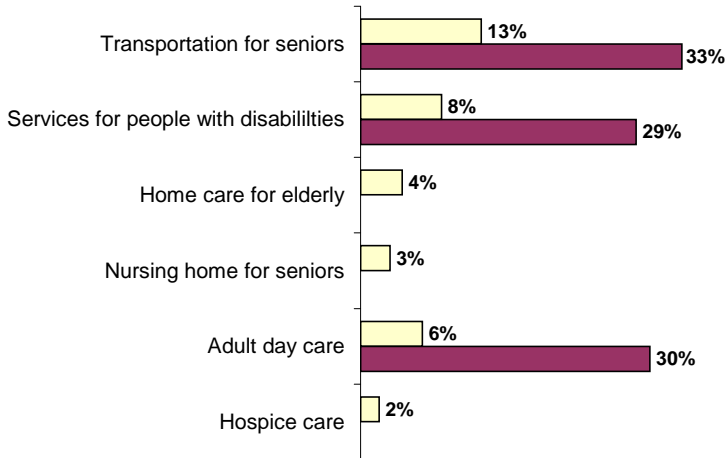
Figure 11

Question 2: Have you or anyone in your household had a need for any of these services in Rockland County during the past 12 months? If so, were they available?

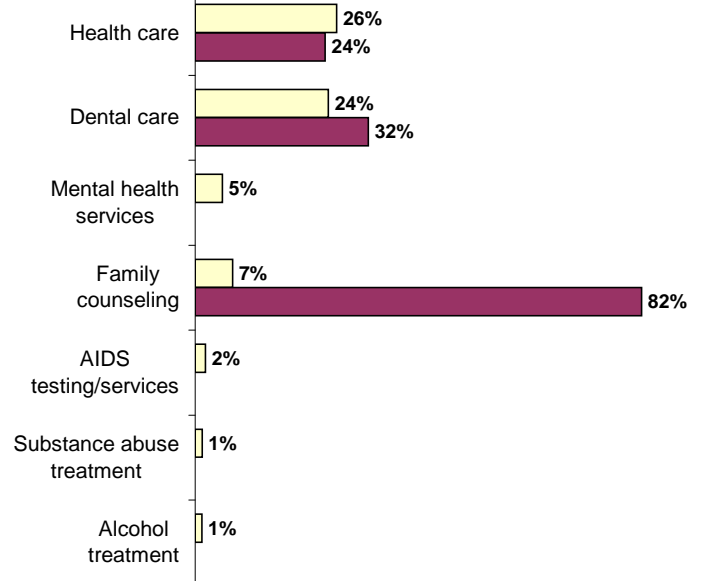
Respondents with Low Income (less than \$19,999)

Needed Unavailable*

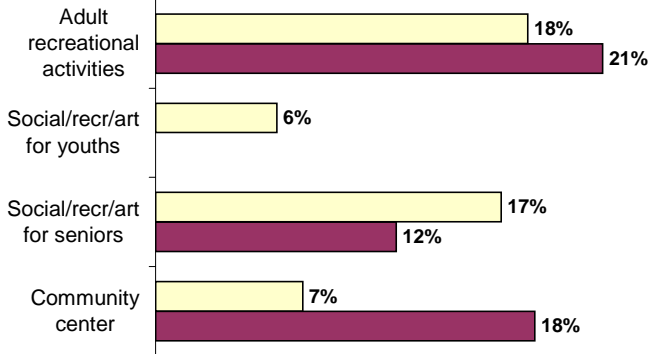
Services for Seniors/Persons with Disabilities



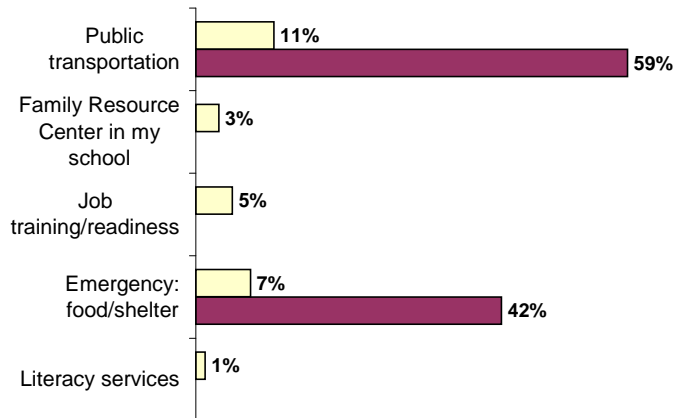
Health Care/Mental Health/Counseling



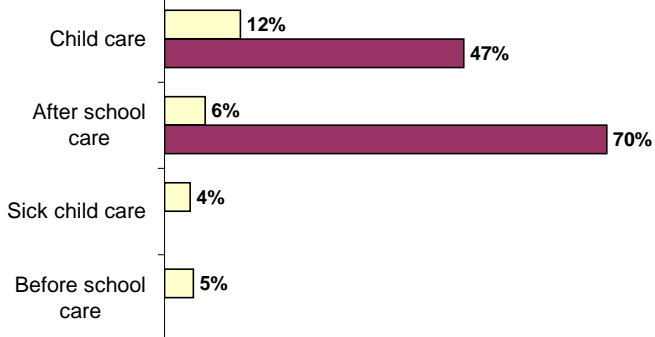
Recreational Services



Other Services



Child Care Services



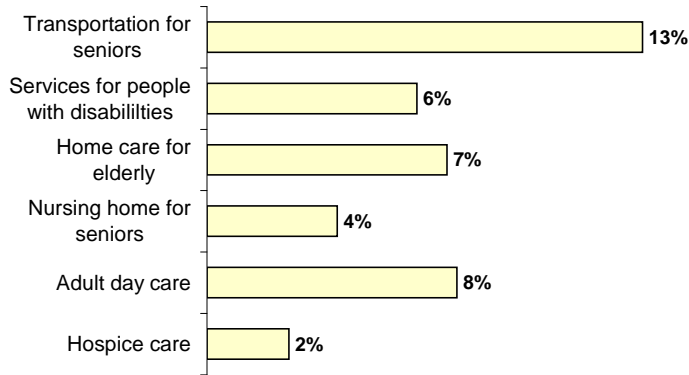
* Share of those who needed the service and stated availability
Only shown if 10 or more respondents stated availability

Figure 12

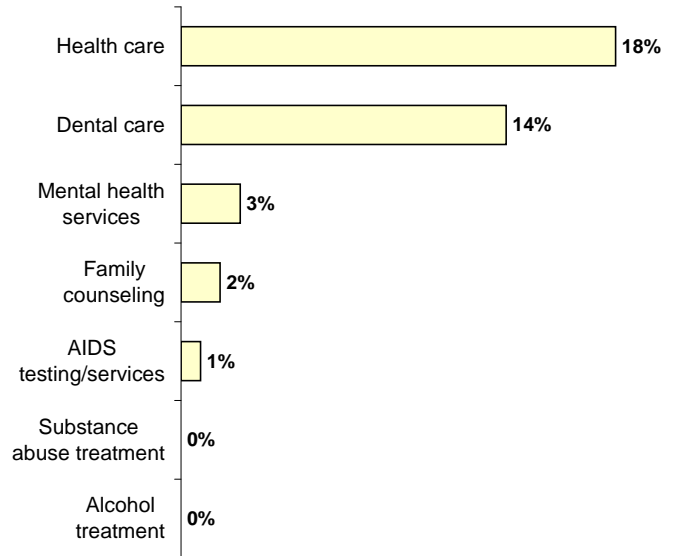
Question 2: Have you or anyone in your household had a need for any of these services in Rockland County during the past 12 months?

Respondents Aged 75+ Who Needed Service

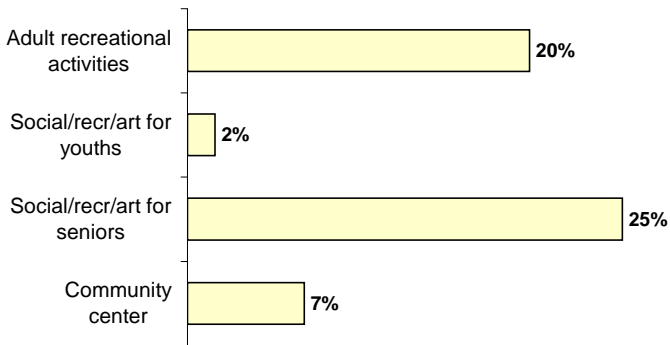
Services for Seniors/Persons with Disabilities



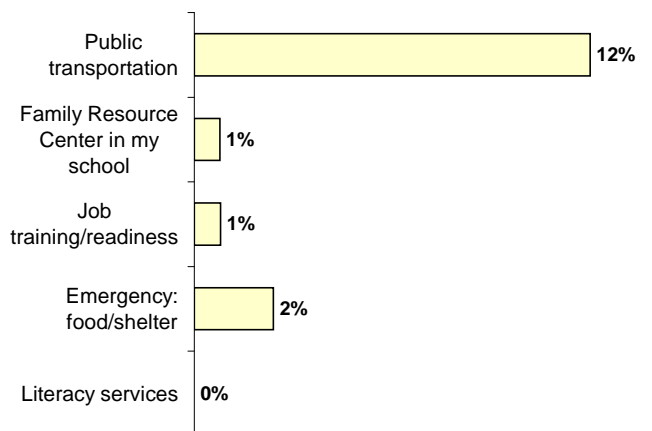
Health Care/Mental Health/Counseling



Recreational Services



Other Services



Child Care Services

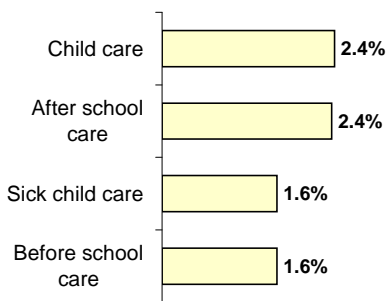


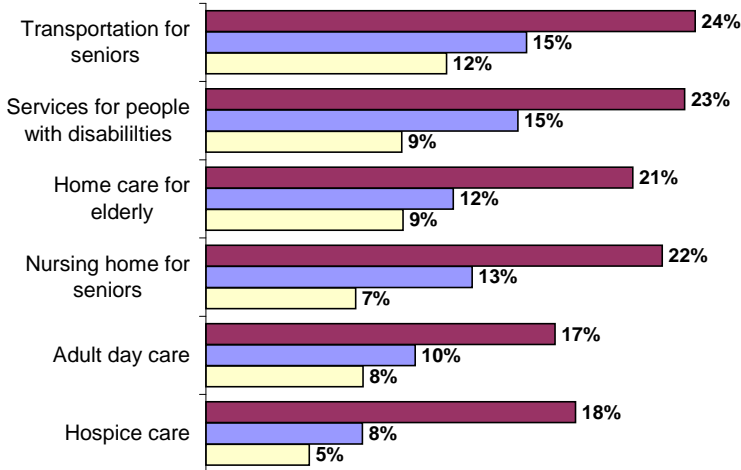
Figure 13

Question 2: Have you or anyone in your household had a need for any of these services in Rockland County during the past 12 months?

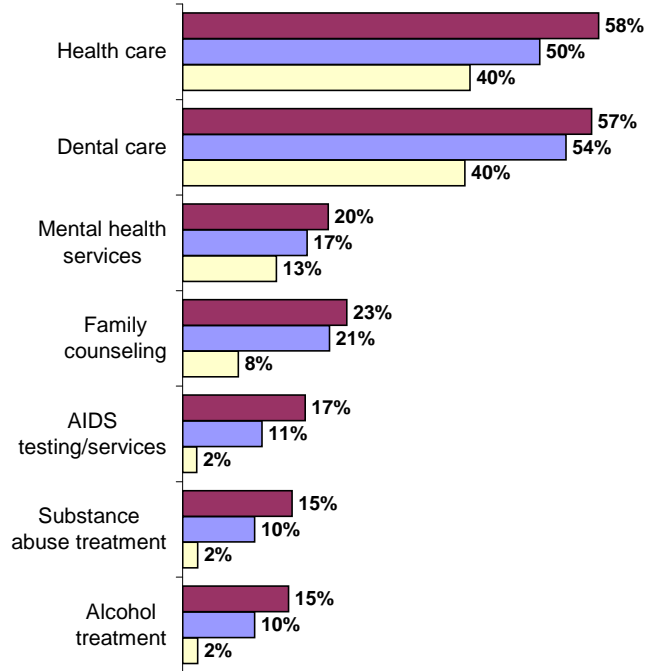
Respondents Who Needed Service, by Race

Black Hispanic White

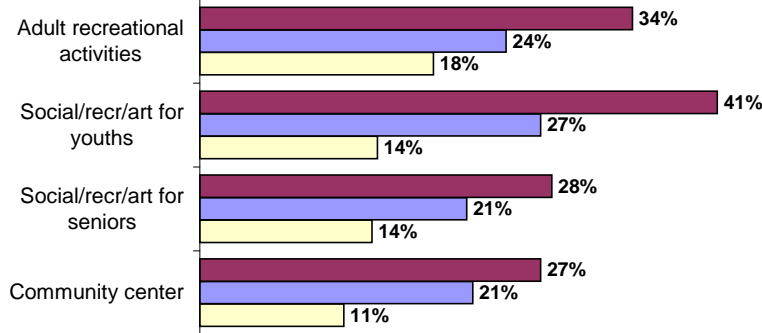
Services for Seniors/Persons with Disabilities



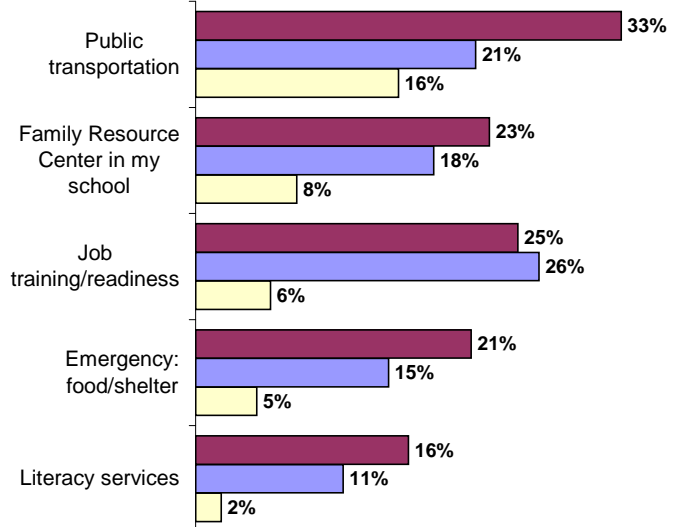
Health Care/Mental Health/Counseling



Recreational Services



Other Services



Child Care Services

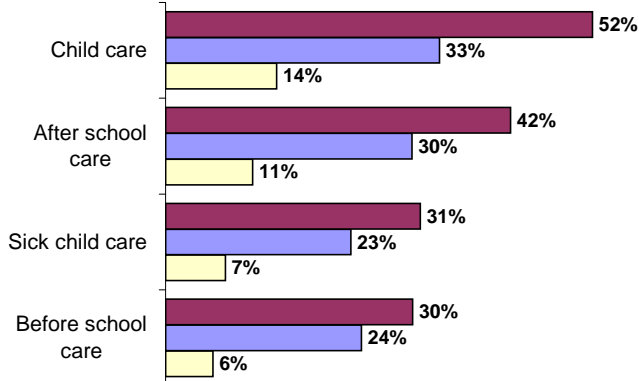


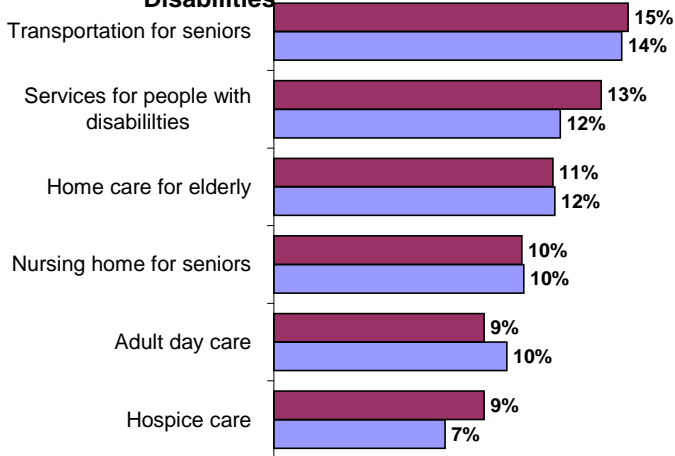
Figure 14

Question 2: Have you or anyone in your household had a need for any of these services in Rockland County during the past 12 months?

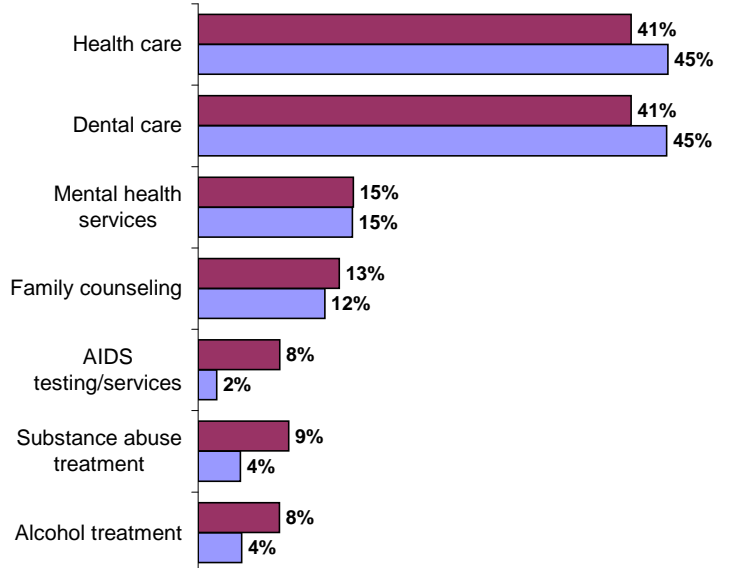
Respondents Who Needed Service, by Gender

Male Female

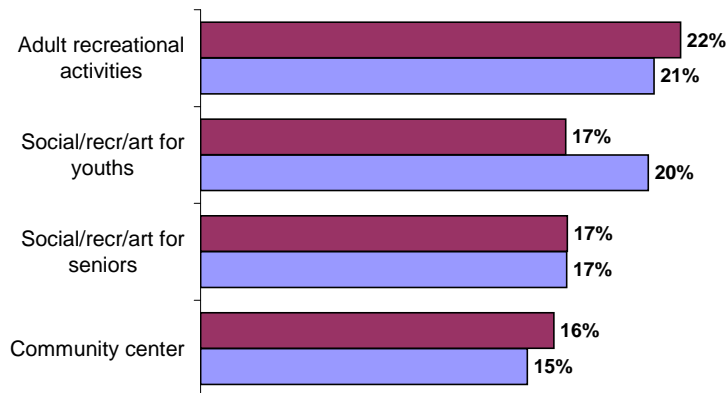
Services for Seniors/Persons with Disabilities



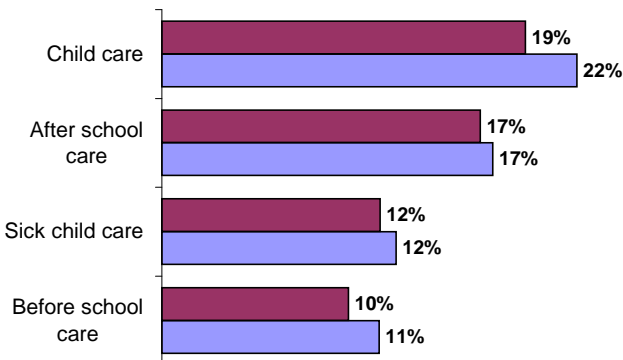
Health Care/Mental Health/Counseling



Recreational Services



Child Care Services



Other Services

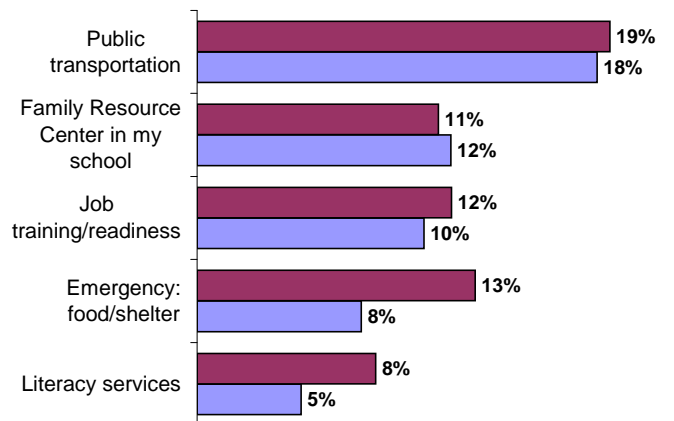


Figure 15

Question 2: Have you or anyone in your household had a need for any of these services in Rockland County during the past 12 months? If so, were they available?

	Person age 0-5 in household		Person age 6-21 in household		Person age 65+ in household		Live alone		Single parent	
	Needed	% Unavailable*	Needed	% Unavailable*	Needed	% Unavailable*	Needed	% Unavailable*	Needed	% Unavailable*
Child care services:										
Child care	60%	30%	33%	29%	10%	53%	7%	NA	43%	32%
Before school care	26%	42%	20%	36%	6%	NA	5%	NA	25%	39%
After school care	38%	33%	31%	30%	10%	54%	6%	NA	34%	32%
Sick child care	32%	65%	20%	61%	6%	NA	4%	NA	26%	66%
Recreational services:										
Social/recre/art for youths	37%	28%	37%	28%	12%	38%	8%	NA	23%	38%
Social/recre/art for seniors	13%	42%	14%	22%	29%	18%	24%	26%	17%	13%
Adult recreational activities	20%	38%	21%	29%	29%	17%	26%	25%	22%	30%
Community center	20%	35%	22%	29%	15%	26%	12%	29%	21%	38%
Services for seniors:										
Adult day care	10%	NA	10%	21%	16%	21%	10%	36%	8%	NA
Nursing home for seniors	10%	NA	10%	29%	15%	24%	12%	42%	8%	NA
Hospice care	8%	NA	7%	20%	8%	17%	7%	NA	8%	NA
Home care for elderly	10%	NA	10%	38%	19%	41%	15%	40%	9%	NA
Services for people with disabilities	9%	NA	11%	41%	14%	33%	14%	35%	12%	36%
Transportation for seniors	11%	36%	12%	40%	26%	41%	20%	28%	14%	33%
Health care/mental health/counseling:										
Health care	51%	19%	50%	12%	36%	11%	39%	17%	16%	25%
Dental care	50%	19%	52%	15%	36%	14%	41%	23%	54%	26%
Family counseling	14%	57%	19%	33%	10%	29%	8%	NA	27%	34%
Mental health services	12%	23%	17%	21%	13%	27%	13%	20%	24%	20%
Alcohol treatment	8%	NA	7%	33%	6%	NA	3%	NA	8%	NA
Substance abuse treatment	8%	NA	6%	36%	6%	NA	3%	NA	9%	NA
AIDS testing/services	10%	NA	7%	38%	5%	NA	4%	NA	10%	30%
Other services:										
Emergency: food/shelter	13%	42%	10%	53%	11%	40%	8%	NA	13%	NA
Public transportation	22%	19%	20%	33%	18%	37%	22%	54%	23%	30%
Job training/readiness	18%	33%	12%	43%	10%	NA	7%	NA	18%	38%
Literacy services	9%	NA	7%	NA	4%	NA	4%	NA	10%	NA
Family Resource Center in my school	20%	19%	21%	14%	9%	23%	4%	NA	24%	20%

* Share of those who needed the service *and* stated availability. NA if too few respondents stated availability (less than 10 respondents)

Figure 16

Question 2: Have you or anyone in your household had a need for any of these services in Rockland County during the past 12 months? If so, were they available?

	Suffern (zip 10901)		Nanuet (zip 10954)		New City (zip 10956)		Nyack (zip 10960)		Spring Valley (zip 10977)		Haverstraw/W Haverstraw (zips 10927,10993)		North Rockland (zips 10923, 10927, 10980, 10984, 10986, 10993)	
	Needed	% Unavail-able*	Needed	% Unavail-able*	Needed	% Unavail-able*	Needed	% Unavail-able*	Needed	% Unavail-able*	Needed	% Unavail-able*	Needed	% Unavail-able*
Child care services:														
Child care	4%	NA	23%	28%	19%	31%	20%	NA	38%	41%	31%	36%	27%	32%
Before school care	4%	NA	12%	20%	5%	NA	9%	NA	24%	58%	22%	23%	17%	19%
After school care	8%	NA	24%	25%	13%	20%	14%	NA	33%	55%	24%	13%	20%	27%
Sick child care	4%	NA	10%	71%	12%	NA	11%	NA	26%	67%	16%	NA	15%	58%
Recreational services:														
Social/recre/art for youths	8%	NA	34%	19%	13%	NA	19%	NA	31%	58%	26%	50%	24%	52%
Social/recre/art for seniors	12%	NA	16%	24%	14%	20%	6%	NA	23%	36%	35%	13%	29%	14%
Adult recreational activities	16%	NA	24%	20%	22%	17%	15%	NA	31%	40%	34%	6%	29%	24%
Community center	6%	NA	9%	19%	17%	40%	11%	NA	18%	50%	26%	10%	18%	18%
Services for seniors:														
Adult day care	6%	NA	9%	18%	6%	NA	5%	NA	18%	NA	13%	NA	13%	NA
Nursing home for seniors	14%	NA	11%	45%	8%	NA	6%	NA	20%	NA	16%	NA	14%	20%
Hospice care	4%	NA	8%	NA	3%	NA	4%	NA	13%	NA	13%	NA	10%	NA
Home care for elderly	8%	NA	11%	70%	11%	NA	6%	NA	20%	40%	17%	NA	16%	36%
Services for people with disabilities	16%	NA	9%	NA	8%	NA	4%	NA	19%	64%	16%	NA	18%	27%
Transportation for seniors	10%	NA	12%	38%	8%	NA	2%	NA	25%	53%	21%	NA	22%	25%
Health care/mental health/counseling:														
Health care	31%	NA	39%	13%	43%	6%	44%	14%	59%	27%	54%	10%	49%	11%
Dental care	29%	NA	40%	11%	42%	7%	49%	22%	57%	27%	56%	32%	51%	19%
Family counseling	4%	NA	16%	30%	12%	NA	12%	NA	19%	42%	20%	NA	17%	45%
Mental health services	12%	NA	12%	38%	22%	0%	18%	17%	22%	36%	17%	NA	17%	16%
Alcohol treatment	2%	NA	5%	NA	2%	NA	5%	NA	14%	NA	5%	NA	7%	NA
Substance abuse treatment	0%	NA	5%	NA	5%	NA	5%	NA	13%	NA	5%	NA	7%	NA
AIDS testing/services	0%	NA	6%	NA	2%	NA	6%	NA	14%	NA	11%	NA	9%	NA
Other services:														
Emergency: food/shelter	8%	NA	7%	NA	8%	NA	8%	NA	23%	60%	10%	NA	10%	NA
Public transportation	8%	NA	19%	20%	10%	NA	14%	NA	37%	33%	30%	18%	22%	43%
Job training/readiness	2%	NA	9%	NA	12%	NA	11%	NA	23%	NA	17%	NA	16%	NA
Literacy services	2%	NA	6%	NA	3%	NA	6%	NA	12%	NA	10%	NA	8%	NA
Family Resource Center in my school	4%	NA	25%	8%	8%	NA	6%	NA	20%	30%	16%	NA	11%	NA

* Share of those who needed the service *and* stated availability. NA if too few respondents stated availability (less than 10 respondents)

Figure 17

Question 2: Reasons for Unavailable Services

Question:	Total # of reasons given	Reason									
		All	Too far away	Inconvenient hours	Language problems	Waiting lists	No transport	Too expensive	Not aware	Not eligible	Not welcome
Child care services:											
Child care	68	100%	6%	4%	4%	6%	9%	37%	7%	24%	3%
Before school care	46	100%	11%	9%	4%	7%	2%	35%	4%	24%	4%
After school care	58	100%	7%	7%	3%	5%	10%	31%	9%	24%	3%
Sick child care	49	100%	10%	8%	2%	0%	2%	22%	33%	20%	2%
Recreational services:											
Social/recre/art for youths	62	100%	5%	13%	2%	2%	15%	24%	16%	18%	6%
Social/recre/art for seniors	51	100%	6%	10%	6%	8%	12%	8%	27%	16%	8%
Adult recreational activities	51	100%	6%	10%	6%	8%	12%	8%	27%	16%	8%
Community center	45	100%	13%	13%	4%	0%	2%	2%	42%	18%	4%
Services for seniors:											
Adult day care	42	100%	2%	12%	5%	7%	5%	10%	26%	26%	7%
Nursing home for seniors	39	100%	0%	3%	5%	8%	0%	28%	18%	31%	8%
Hospice care	30	100%	3%	3%	7%	7%	13%	10%	17%	33%	7%
Home care for elderly	53	100%	6%	4%	9%	8%	6%	21%	21%	25%	2%
Services for people with disabilities	40	100%	5%	5%	3%	8%	8%	15%	25%	30%	3%
Transportation for seniors	42	100%	5%	5%	0%	7%	24%	12%	24%	21%	2%
Health care/mental health/counseling:											
Health care	52	100%	4%	4%	2%	0%	2%	44%	13%	29%	2%
Dental care	64	100%	5%	3%	2%	3%	3%	45%	14%	23%	2%
Family counseling	46	100%	4%	4%	9%	2%	2%	33%	11%	28%	7%
Mental health services	38	100%	8%	0%	3%	3%	3%	26%	16%	34%	8%
Alcohol treatment	26	100%	4%	4%	4%	0%	0%	4%	35%	42%	8%
Substance abuse treatment	25	100%	0%	4%	4%	0%	4%	12%	20%	48%	8%
AIDS testing/services	25	100%	4%	8%	4%	0%	0%	8%	32%	44%	0%
Other services:											
Emergency: food/shelter	34	100%	3%	0%	0%	6%	9%	6%	38%	35%	3%
Public transportation	66	100%	20%	15%	2%	9%	20%	5%	12%	17%	2%
Job training/readiness	47	100%	15%	2%	2%	4%	6%	4%	38%	23%	4%
Literacy services	30	100%	17%	3%	3%	0%	0%	3%	33%	37%	3%
Family Resource Center in my school	35	100%	9%	6%	6%	3%	3%	0%	37%	29%	9%
Total	1129	100%	7%	7%	4%	5%	7%	20%	22%	26%	5%

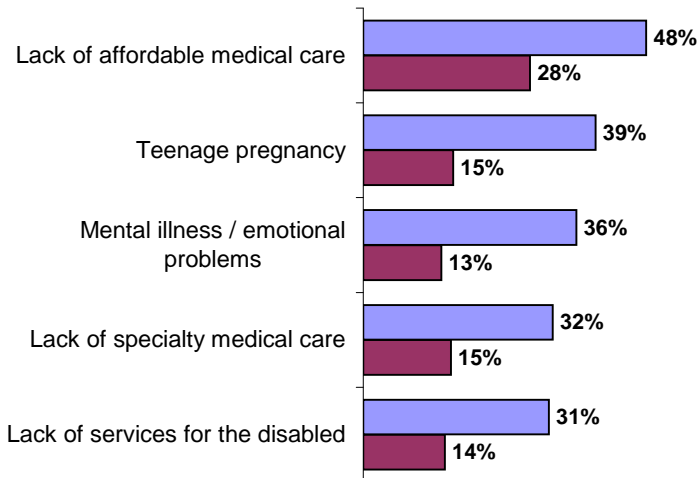
Figure 18

Question 3: Indicate whether you believe any of the following are problems for your neighborhood

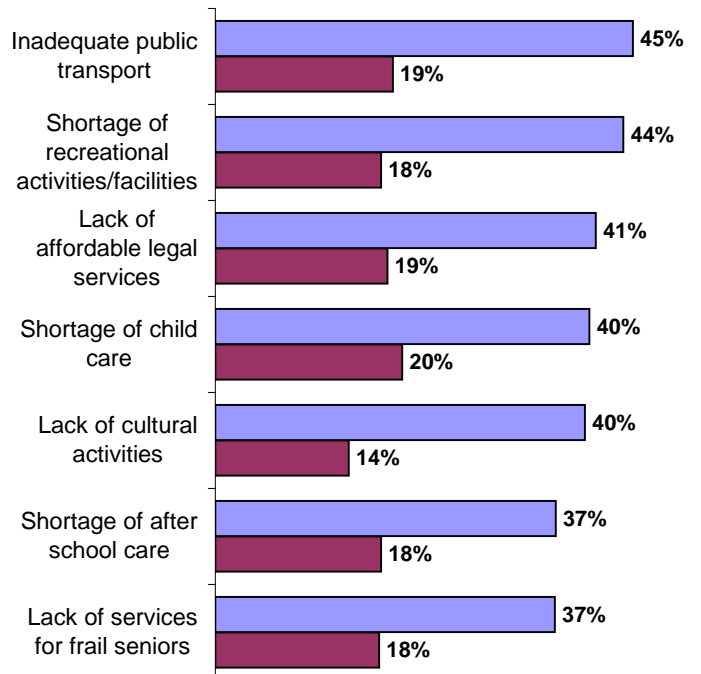
All Rockland County Respondents

Problem Major Problem

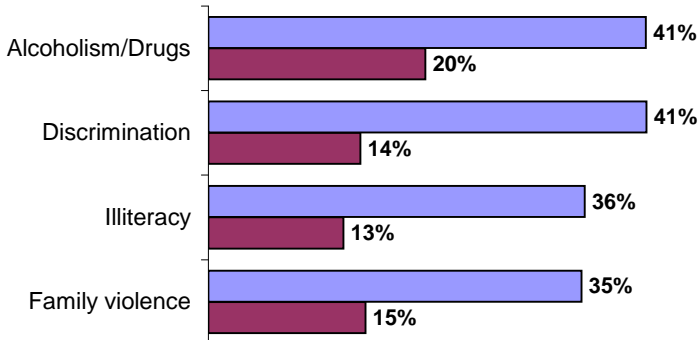
Health



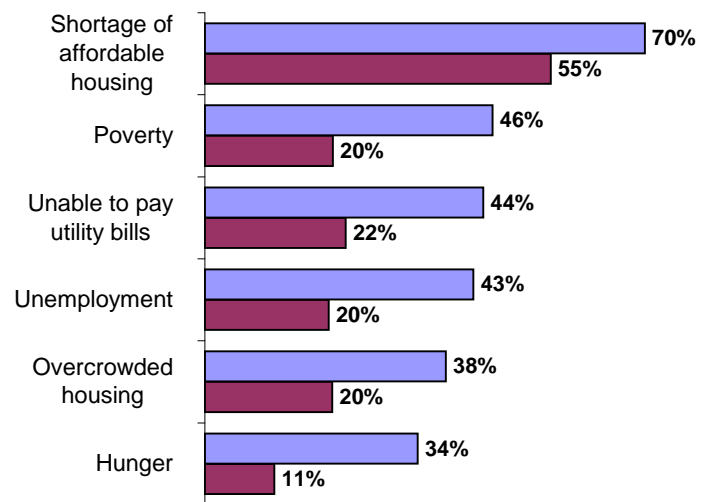
Services



Personal



Economic Issues



Other

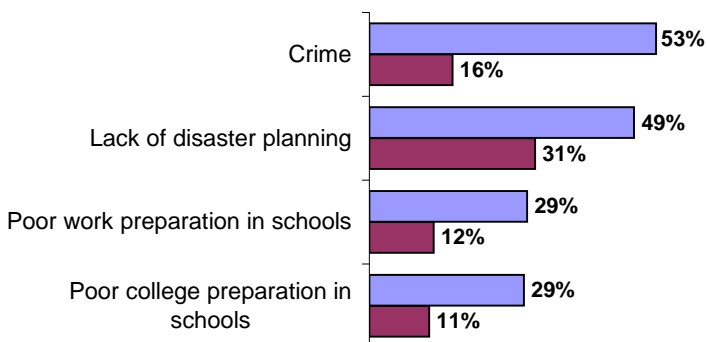


Figure 19

Question 3: Indicate whether you believe any of the following are problems for your neighborhood

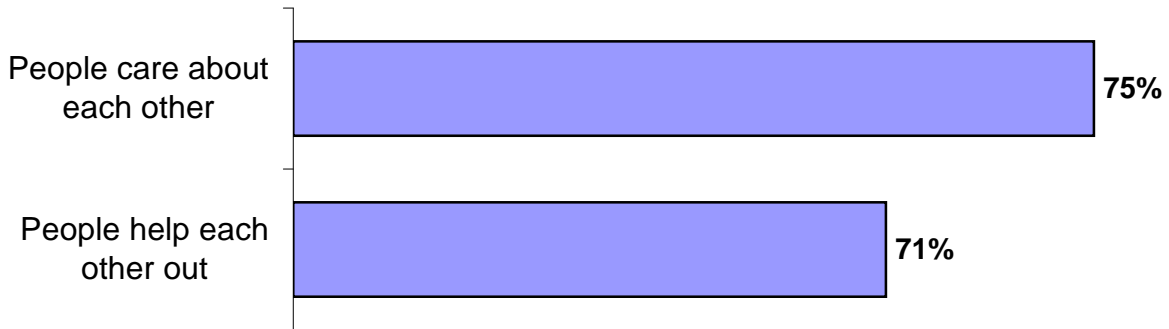
Respondents indicating problem, by geographic area

	Geographic Area							
	Total	Suffern (zip 10901)	Nanuet (zip 10954)	New City (zip 10956)	Nyack (zip 10960)	Spring Valley (zip 10977)	Haverstraw/W Haverstraw (zips 10927/10993)	North Rockland (zips 10923, 10927, 10980, 10984, 10986, 10993)
Health:								
Lack of affordable medical care	48%	40%	41%	48%	64%	59%	54%	50%
Teenage pregnancy	39%	22%	34%	32%	57%	48%	48%	46%
Mental illness/emotional problems	36%	23%	26%	35%	54%	47%	46%	40%
Lack of specialty medical care	32%	18%	25%	26%	45%	44%	45%	41%
Lack of services for disabled	31%	19%	22%	31%	43%	45%	41%	36%
Services:								
Inadequate public transport	45%	40%	31%	45%	46%	52%	44%	48%
Shortage of recreational activities/facil.	44%	29%	37%	33%	54%	56%	55%	55%
Lack of affordable legal services	41%	42%	29%	39%	52%	54%	55%	49%
Shortage of child care	40%	28%	32%	30%	59%	50%	53%	48%
Lack of cultural activities	40%	29%	38%	33%	39%	52%	54%	47%
Shortage of after school care	37%	19%	30%	32%	51%	46%	48%	42%
Lack of services for frail seniors	37%	28%	28%	36%	49%	44%	44%	41%
Personal:								
Alcoholism/Drugs	41%	29%	38%	37%	58%	49%	50%	44%
Discrimination	41%	26%	32%	37%	67%	51%	49%	47%
Illiteracy	36%	25%	29%	29%	53%	48%	50%	44%
Family violence	35%	23%	28%	33%	60%	44%	44%	37%
Economic Issues:								
Shortage of affordable housing	70%	66%	64%	63%	77%	72%	74%	74%
Poverty	46%	37%	40%	39%	67%	57%	55%	53%
Unable to pay utility bills	44%	36%	38%	38%	55%	57%	57%	53%
Unemployment	43%	42%	34%	37%	54%	55%	57%	52%
Overcrowded housing	38%	34%	22%	24%	56%	59%	56%	51%
Hunger	34%	28%	26%	30%	53%	48%	42%	35%
Other:								
Poor college preparation schools	29%	22%	21%	22%	51%	43%	32%	28%
Poor work preparation schools	29%	21%	19%	28%	48%	43%	32%	29%
Lack of disaster planning	49%	42%	47%	50%	60%	49%	61%	56%
Crime	53%	38%	54%	45%	73%	65%	67%	61%
Average	41%	31%	33%	36%	56%	51%	51%	46%

Figure 20

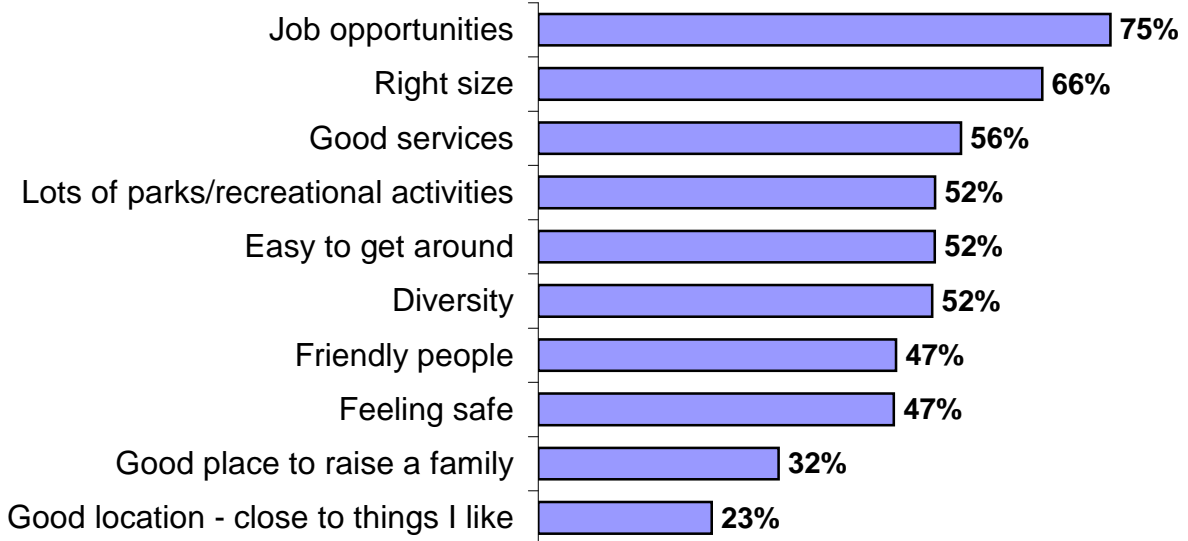
Question 4: Identify the strengths of your neighborhood

% of respondents who checked 'true'



Question 5: Check the best thing(s) about living in Rockland County

% of respondents who checked each response





ABOUT YOU - THIS INFORMATION IS ABSOLUTELY CONFIDENTIAL

We need the following information to count your survey.

7. Gender A. Male B. Female

8. Age A. 15-24 B. 25-34 C. 35-44 D. 45-54 E. 55-64 F. 65-74 G. 75+

9. Check your household income

A. Under \$19,999 E. \$80,000 to \$99,999
 B. \$20,000 to \$39,999 F. \$100,000 to \$124,999
 C. \$40,000 to \$59,999 G. \$125,000 to \$199,999
 D. \$60,000 to \$79,999 H. \$200,000 and over

10. Check your race/ethnic background

A. American Indian or Alaskan D. Hispanic G. White
 B. Black E. Two or more races H. Other race _____
 C. Hawaiian or Pacific Islander F. Asian I. I would rather not provide

11. Check your marital status

A. Single C. Living together E. Widowed
 B. Married D. Separated

12. Check your employment status

A. Employed full time C. Military E. Not employed G. Student
 B. Employed part time D. Homemaker F. Unemployed but looking H. Retired

13. Do you work for an organization that provides health, education and/or human services in Rockland County? A. Yes B. No

14. Household composition

A. Do you live alone? Yes No
 B. Is there anyone 65+ in the household? Yes No
 C. Are there children 0 to 5 in the household? Yes No If so, how many? _____
 D. Are there children ages 6 to 21 in the household? Yes No If so, how many? _____
 E. Are you a single parent? Yes No

15. Do you regularly do volunteer work in your community? A. Yes B. No

16. Have you heard about the United Way's 211 help line? A. Yes B. No

17. What is your zip code where you live _____

18. What is the zip code where you work _____



Your Opinion Matters to United Way of Rockland County!

By completing this survey, you will be helping your United Way to determine where to direct future funding and to further improve the quality of life in Rockland. Everyone who is 18 or older who lives and/or works in Rockland is encouraged to complete this anonymous survey here or on the web at www.uwrc.org. The results will be made public in the Spring of 2006. Thank you for your help!

1. Please check (✓) if any of the following issues are a problem for you or someone in your household.

Issues	Major Problem	Minor Problem	Not a Problem
1. Not having enough money for food			
2. Not having enough money to pay for adequate housing or necessary repairs			
3. Not being able to pay utility bills			
4. Not having enough money to buy the basics (such as clothing, personal hygiene items, school supplies)			
5. Overcrowding or substandard housing			
6. Not having enough room in your home for everyone who lives there			
7. Not being able to afford legal help			
8. Not being able to find temporary work			
9. Not being able to find permanent work			
10. Not having job skills to work			
11. Personal stress			
12. Limited time for both my work and my family			
13. Not enough child care			
14. Not enough care for seniors			
15. Not enough help for parents			
16. Unsafe school			
17. Unsafe neighborhood			
18. Crime in my neighborhood			
19. Juvenile crime or gangs			
20. Having depression or mental health problems			
21. Experiencing alcohol or drug problems			
22. Experiencing family violence e.g. child, adult and/or senior			
23. Not being able to get medical care			
24. Not being able to afford medical care			
25. Not being able to get specialty medical care			
26. Not being able to afford specialty medical care			
27. Cannot read/write English well enough to get along			
28. Experiencing discrimination or intolerance			

Thank you so much for your time and opinions.

Please send completed surveys to:
 Mary Antonelli, UWRC, M&T Bank Building, 2nd Floor, 135 Main Street, Nyack, NY 10960
 Phone: 845-358-8929 ext. 14 Fax: 845-358-8250 Email: m.antonelli@uwrc.org



Thanks to Wells Fargo for providing the funds to print this survey.



2. Have you (or anyone in your household) had a need for any of the following services in Rockland County during the past 12 months? If so, were the services available? If not, please identify why the services were not available to you (or someone in your household) by circling the correct number(s) in the last column using the list below.

Services in Rockland County	Needed Service		Services Were Readily Available		If No, Reasons Services Were Not Available (See list below)
	Yes	No	Yes	No	
A. Child care					1 2 3 4 5 6 7 8 9
B. Before school care					1 2 3 4 5 6 7 8 9
C. After school care					1 2 3 4 5 6 7 8 9
D. Sick child care					1 2 3 4 5 6 7 8 9
E. Social, recreational or art for youth					1 2 3 4 5 6 7 8 9
F. Social, recreational or art for seniors					1 2 3 4 5 6 7 8 9
G. Recreational activities for adults					1 2 3 4 5 6 7 8 9
H. Adult day care					1 2 3 4 5 6 7 8 9
I. Nursing home for seniors					1 2 3 4 5 6 7 8 9
J. Hospice care					1 2 3 4 5 6 7 8 9
K. Home care for the elderly					1 2 3 4 5 6 7 8 9
L. Services for people with disabilities					1 2 3 4 5 6 7 8 9
M. Transportation for seniors					1 2 3 4 5 6 7 8 9
N. Emergency services-food or shelter					1 2 3 4 5 6 7 8 9
O. Health care					1 2 3 4 5 6 7 8 9
P. Dental care					1 2 3 4 5 6 7 8 9
Q. Family counseling					1 2 3 4 5 6 7 8 9
R. Mental health services					1 2 3 4 5 6 7 8 9
S. Alcohol treatment					1 2 3 4 5 6 7 8 9
T. Substance abuse treatment					1 2 3 4 5 6 7 8 9
U. Public transportation					1 2 3 4 5 6 7 8 9
V. Job training or job readiness					1 2 3 4 5 6 7 8 9
W. AIDS testing or services					1 2 3 4 5 6 7 8 9
X. Literacy services					1 2 3 4 5 6 7 8 9
Y. Family Resource Center in my school					1 2 3 4 5 6 7 8 9
Z. Community center					1 2 3 4 5 6 7 8 9
AA. Other, please specify _____					1 2 3 4 5 6 7 8 9

Reasons why services were not available:

- | | |
|---|------------------------------|
| 1. Services are too far away from my home | 6. Too expensive |
| 2. Service not open at convenient hours | 7. Not aware of services |
| 3. Staff does not speak my language | 8. Not eligible for services |
| 4. Waiting lists are too long | 9. Did not feel welcome |
| 5. Transportation is not available | |

3. FOR PEOPLE LIVING IN ROCKLAND COUNTY ONLY. ALL OTHERS SKIP TO QUESTION 6.

Please indicate whether you believe any of the following are problems for your neighborhood (the town, village or hamlet where you live).

Issues or Concerns	Major Problem	Minor Problem	Not a Problem	I don't Know
A. Hunger				
B. Shortage of affordable housing				
C. Teenage pregnancy				
D. Poverty				
E. Schools providing poor preparation for work				
F. Schools provide poor preparation for college				
G. Lack of affordable legal services				
H. Unemployment and/or underemployment				
I. Overcrowded housing				
J. Shortage of child care				
K. Lack of cultural activities				
L. Crime				
M. Shortage of recreational activities/facilities				
N. Mental illness or emotional problems				
O. Alcoholism and/or drug abuse				
P. Family violence-abuse of children, adults and/or seniors				
Q. Lack of affordable medical care				
R. Illiteracy				
S. Inadequate public transportation				
T. Discrimination or intolerance				
U. Lack of specialty medical care				
V. Lack of services for the disabled				
W. Lack of services for frail/isolated seniors				
X. Shortage of after school care				
X. Inability to pay utility bills				
Z. Lack of disaster planning				

4. Please identify the strengths of your neighborhood.

- A. I feel that people in my neighborhood care about each other. True False
- B. I feel that people in my neighborhood help each other out. True False

5. Please check (✓) the best thing(s) about living in Rockland County. Check ALL that apply.

- | | |
|--|---|
| <input type="checkbox"/> A. Good location, e.g. close to things I like | <input type="checkbox"/> G. Job opportunities |
| <input type="checkbox"/> B. Good services for me and my family | <input type="checkbox"/> H. Lots of parks and recreational activities |
| <input type="checkbox"/> C. Friendly and helpful people | <input type="checkbox"/> I. The right size |
| <input type="checkbox"/> D. Great diversity | <input type="checkbox"/> J. Feeling safe |
| <input type="checkbox"/> E. Easy to get around | <input type="checkbox"/> K. Other _____ |
| <input type="checkbox"/> F. Good place to raise a family | |

6. What is the ONE most critical problem you would like the United Way of Rockland County to address? _____



Rockland County Map

