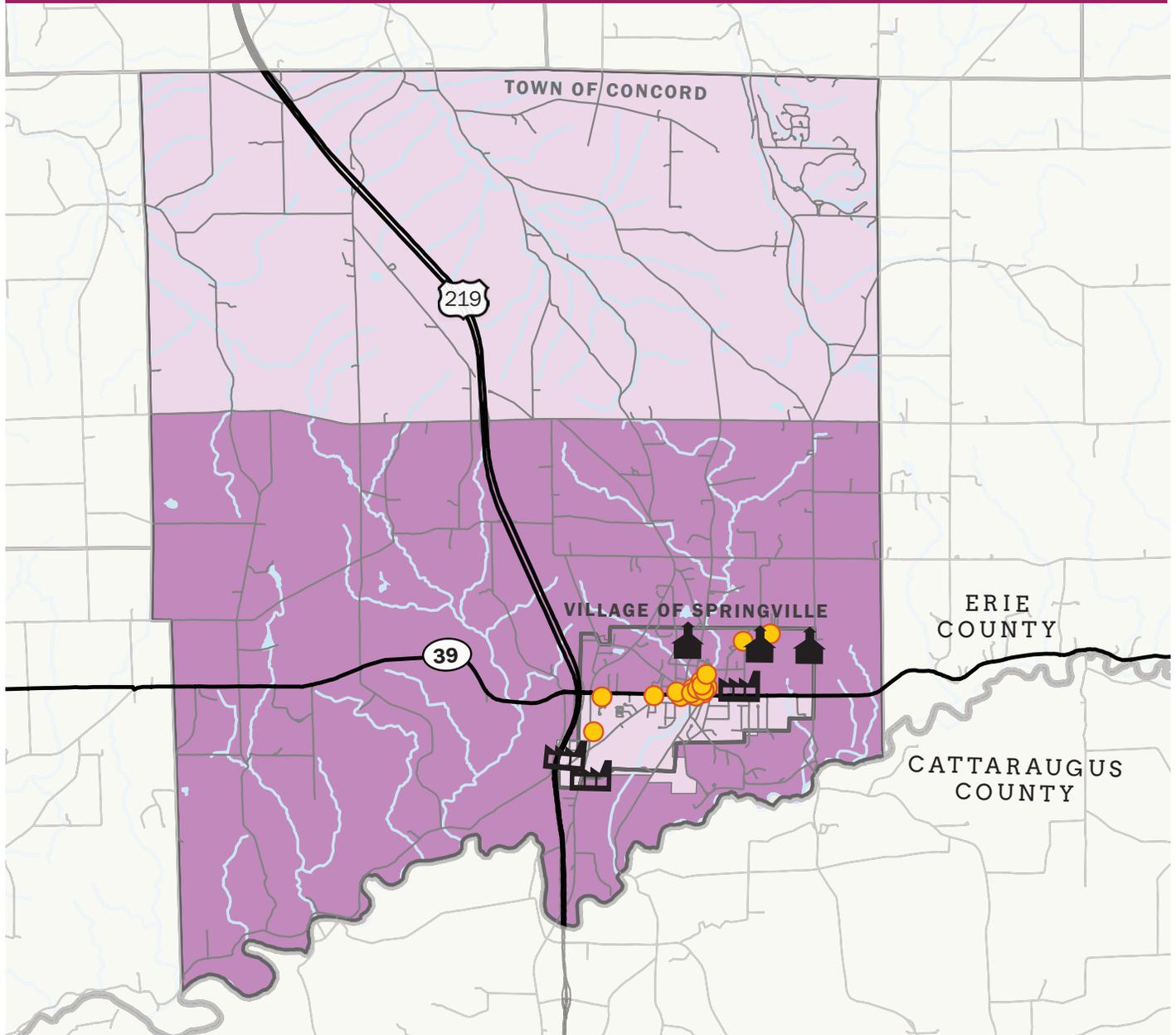


**STRENGTHENING
WNY's Safety Net**

A COMMUNITY REPORT
Town of
CONCORD
& Village of **SPRINGVILLE**



Report prepared for
The John R. Oishei Foundation
by the University at Buffalo
Regional Institute
April 2014



SERVICE PROVIDERS

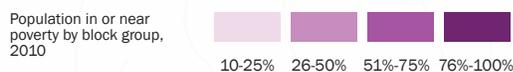
 **24 service providers** employing almost 930 employees exist in the community to provide a range of human services.

TRANSPORTATION

There is no public transit in Springville

POPULATION IN OR NEAR POVERTY

About 2,370 residents live on incomes under or near the federal poverty level



SCHOOLS 

Springville-Griffith Institute
School District:
2 elementary schools
1 middle school
1 high school
nearly 2,000 students total

TOP 3 EMPLOYERS 

Walmart SuperCenter
Bertrand-Chafee Hospital
Springville-Griffith School District

About This Report

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Background

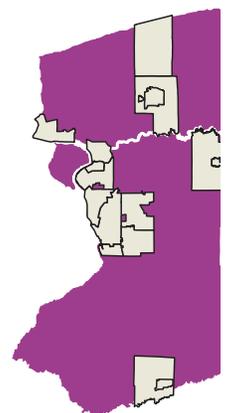
Between 2008 and 2009, regional employers shed almost 20,000 net jobs. The economic downturn, which continued into 2010, left large numbers of residents unemployed and unable to find new work for the first time in their lives. High levels of unemployment continue today. One out of 12 residents across the region seek work, and need for support continues to escalate.

While the majority of those in poverty live in urban areas like Buffalo and Niagara Falls, families in the region's suburbs and rural areas have experienced the biggest increase in poverty. One out of three with incomes below poverty now live outside urban areas where support services such as emergency food, housing and employment training are concentrated. Put another way, residents may be relatively far away from the services they need to get back on their feet. They may be unaware, too, of what's out there to help them. Meanwhile, service providers are challenged to expand capacity, improve access and generate additional revenues for expanded services, while at the same time, they may be dealing with funding cuts.

To strengthen the safety net in communities where residents are struggling the most, **The John R. Oishei Foundation created the Mobile Safety-Net Team Initiative in 2009** to go into dozens of communities in Erie and Niagara Counties to assess how the downturn in the economy is impacting residents, help connect residents with the services they need, build relationships with service providers and gather information about human service needs. The team has worked in 45 communities to date.



Twelve representative communities have been selected for additional assessment and investment as part of phase two of the Mobile Safety-Net Team initiative, which kicked off in 2012 and includes the team's partnership with the University at Buffalo Regional Institute. The purpose of phase two is to gather additional insights from residents, conduct focus groups, hear from organizations and develop a tool that will assist foundations and communities in strengthening the safety net of services. The Town of Concord, including the Village of Springville, is one of the 12 communities selected. The in-depth analysis and recommendations contained herein are grounded in this work of the **University at Buffalo Regional Institute** and the **Mobile Safety-Net Team** and are intended to spur thinking in the community on opportunities to create a stronger human services safety-net.



What Went Into This Report

Two Teams

This effort culminates months of research during 2013 and 2014 by the University at Buffalo Regional Institute team, working in partnership with the Mobile Safety-Net Team.

University at Buffalo
Regional Institute

Mobile Safety-Net Team
an initiative of The John R. Oishei Foundation

The work of the teams
within over several
months...

Who We Talked to and What We Looked at

Residents and agency providers allowed us to explore how the system was currently working and gain insights into how to improve it.

Residents



Resident Survey

175 resident surveys were completed, providing new data on the demographics of the community's at-risk population, their needs, urgent concerns, utilization of human services benefits and barriers to support services.

Resident Focus Groups and Interviews

Two focus groups with residents were conducted to gather insights into their most pressing concerns, barriers to accessing services and insights on how the system might be improved for them.

Agencies



Agency Interviews

Several human service agency representatives shared information on their programs and perspectives on opportunities.



Agency Focus Groups

A focus group with key providers held at the Trading Post in November 2013 shed light on human services needs, barriers and strategies for improving the landscape of services.

Secondary Data



Data Sources

Information and insights were gathered from diverse sources, including the 2010 Census, 2007-2011 American Community Survey, Social Explorer Reports, NYS Department of Health, NYS Education Department 2012 School Report Card and Reference USA.

Understanding the Report

The months of information gathering provided the structure for understanding the needs, the barriers and the strategies for improving the current system.

...led us to explore...

...which resulted in:

People



Places



Services



Insights &
Recommendations



STRENGTHENING WNY's Safety Net

A COMMUNITY REPORT Town of **CONCORD** & Village of **SPRINGVILLE**



A large population in poverty or close to it...

Across the town's population of 8,450...

...about

805

residents live on incomes under the federal poverty level.

...an additional

1,565

aren't in poverty but are close to it with incomes between 100-200% of poverty.

...about

2,370

are doing poorly or struggling financially. This is over one out of every four.

Beyond poverty, other alarming indicators and trends...

Poverty is growing. One in ten live under the poverty threshold, compared to one out of 15 in 2000.

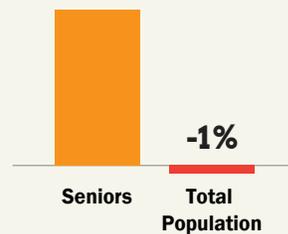
Vulnerable households may be managing more house than they can maintain. 1 out of 5 report a housing crisis*, while nearly half of vulnerable residents are homeowners, responsible for repairs to aging homes. Last year 41 buildings in Springville had 3+ years of unpaid taxes and qualified as potential foreclosures in the county tax sale.

The Village of Springville is a service hub not only for residents but those living in other towns. About four out of ten vulnerable surveyed were from Zip Codes entirely outside the Town of Concord, a percentage that's on par with what providers note.

38% of service seekers are non-residents

Concord is aging

19%



An older and quickly aging community exists here. One out of three is age 55 or up. Moreover, the town's population of seniors (age 65+) increased 19% since 2000. More seniors are living outside the Village of Springville in more isolated parts of town.

Teen pregnancy is a concern. Rates in Zip Code 14141 are up anywhere from 1.5 to 4.5 times higher than in Zip Codes representing communities such as Newfane, Newstead, Hamburg, Orchard Park, East Aurora and Eden.

Domestic violence accounts for a quarter of all calls to the police department in Springville.

1 out of 4 police calls are for domestic violence

Drug use and addiction are pressing concerns, according to providers, and at the root of increasing levels of crime. Springville is midway between Buffalo and Olean and is described as a transshipment point for drugs.

Two providers have ceased operations in Springville (Erie County DSS and Catholic Charities) because they had served too few clients to justify the expense.

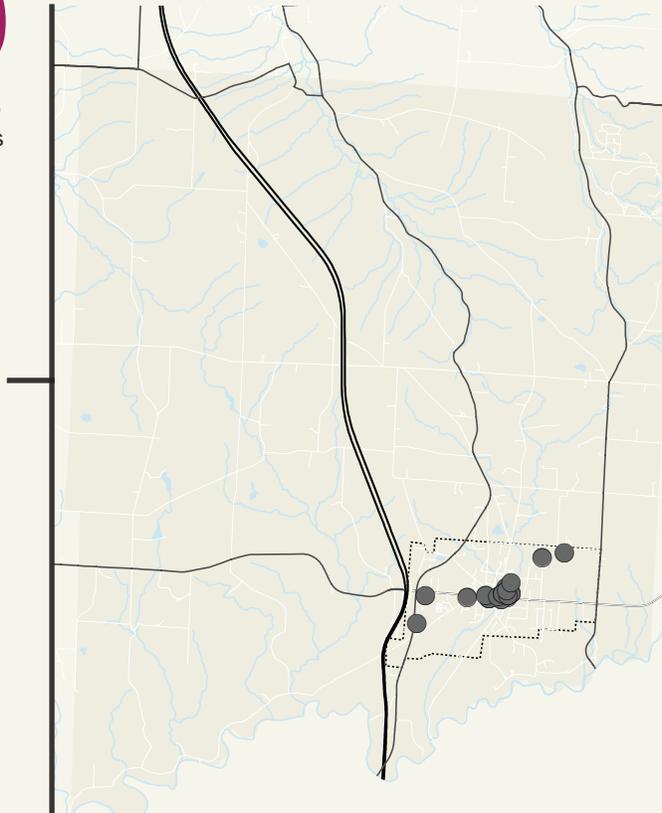
* Findings come from a survey of 108 at-risk households from Concord, reflecting a statistically significant sample size at a confidence level of at least 95% and with a confidence interval of 9.

Landscape of human services providers...

24 public and private providers employing almost **930**

exist to provide a limited range of human services to residents with food, clothing, education, youth programs, information services and more.

All are located in the Village of Springville, which is a service hub for both residents and non-residents, including those from Cattaraugus County where few providers exist.



strengths

Strengths of the system include the commitment and work of volunteers and churches; a well ranked school district with a new Family Support Center; notable senior supports to build upon; two community newspapers and many different youth programs.

gaps

Gaps exist for services to connect isolated seniors; parent programming and housing supports that engage the participation of those most in need; GED and job training; awareness and information on the availability of key supports, especially mobile services; affordable and flexible transportation options; drug prevention programming and domestic violence supports that are geographically closer to those in need.

Barriers and systemic challenges...

1 out of 3 residents surveyed in Springville say they have encountered difficulty getting services.



The cost of services and supports, even suggested donations, can impose **financial barriers for seniors and others living on a limited income.** Even a \$1 increase can deter those in need.

Pride and stigma create barriers, especially for seniors and mid-age adults who have always been self-sufficient and may be newly in need. There is a culture of independence that pervades rural life and creates barriers to stronger connections with residents. This is especially true for governmental programs such as food stamps. Some eligible residents are reluctant to apply, preferring to get needed food from a neighborhood pantry.

Springville is almost 45 minutes away from the region's urban core in Buffalo

Options for traveling are limited for the 179 households without a vehicle. No public transit lines run in or out of this community. Many people in need catch rides with friends and family. Those who are socially or geographically isolated may not have this option.

There is a hesitancy among residents to travel for services, especially to urban areas like Buffalo, a 45 minute drive away and a destination that some perceive as a “jungle” where nothing good can happen. Fear of urban settings creates barriers to visiting even Orchard Park and Blasdell where, until recently, the closest domestic violence supports existed.

Public transit is not an option

Attempts to connect with those most in need with housing and parenting supports have been largely unsuccessful. A free parenting group attracted educated, better-off parents. Meanwhile, a new housing rehabilitation program created by the Village of Springville generated little interest despite evident need.

Many organizations depend on volunteers and a limited number of already-stretched staff, some working just part time. These operations may not have the capacity to easily expand to fill gaps and/or meet rising levels of need.

There has been rising demand for services such as food, alongside cuts in funding. One key provider described how they have recently lost a notable share of their operating budget.

Lack of information and awareness limits both providers and residents. Providers say that their capacity to make referrals would be strengthened if there was a centralized calendar and better coordination of programs and services. Meanwhile, conversations with residents suggests that lack of awareness and misconceptions of eligibility requirements may unnecessarily limit the use of services that may be beneficial.

Misconceptions and lack of awareness limit the reach of useful services

While some towns across the region provide significant human services, the Town of Concord, with only nine full-time employees, is limited in its capacity to do so, especially with operations at the property tax cap. The town does not, for instance, have a dedicated coordinator of senior programming, even though it was recently awarded a grant for the construction of a new senior center.

Recommendations to strengthen the safety net of human services...

RECOMMENDATION	STRATEGIES	MODEL TO CONSIDER
Create a coalition of human services providers	<p>Build a coalition of governmental, not-for-profit and faith-based providers to facilitate collaboration</p> <p>Include representation from nontraditional stakeholders, including the business/retail sector, as well as resident representation</p>	The West Seneca Council of Churches is a local coalition that meets regularly with non-church providers such as the school district to work in partnership on selected issues and initiatives.
Increase awareness and coordination of existing human services	<p>Strengthen existing information channels, including the community's two newspapers</p> <p>Raise awareness at existing hubs and through established networks (Love INC, Trading Post, Family Support Center, library)</p> <p>Support the school district's willingness to promote awareness through their video looping capacity</p>	Arounja.com is an online mapping tool for helping providers and residents of Erie County identify helpful resources in their community. http://eriny.arounja.org/
Increase awareness of and availability of enriching after-school activities for youth	<p>Compile a listing and calendar for existing program and services</p> <p>Grow programming offered by existing providers such as the Boys and Girls Club and Springville Youth Incorporated</p> <p>Strengthen coordination and linkages (transportation and other) between school, after-school programs and home to ensure that youth activities reinforce school programming and address needs of students and their families</p>	Boston AfterSchool & Beyond is a partnership that has increased after-school experiences for students through the engagement of community providers. http://www.bostonbeyond.org/initiatives/networks
Strengthen supports for addiction and drug prevention	<p>Integrate proven components of drug prevention strategies, particularly mentoring, into existing youth programs</p> <p>Partner with health professionals at Bertrand Chaffee Hospital and primary care providers in the area to raise awareness of prescription abuse and misuse</p> <p>Promote supports and treatment for addiction and substance abuse</p>	The Sweet Home Family Support Center is a successful local model for offering prevention, intervention and counseling for youth and families within a school district. http://district.shs.k12.ny.us/community/fsc
Bolster supports for housing and homeowners	<p>Raise awareness of existing housing supports (HEAP, Empower NY, Springville's Housing Rehabilitation Program, Love INC, Caring Crew and Erie County's)</p> <p>Raise awareness of financial and legal services to prevent foreclosures and help homeowners make essential, affordable repairs</p>	HOPI (Home Ownership Preservation Initiative) has prevented thousands of foreclosures in Chicago by serving as a one-stop shop for information, referral and housing counseling for homeowners in crisis. https://www.cityofchicago.org/city/en/depts/dcd/supp_info/home_ownership_preservation-foreclosureprevention.html
Expand supports for isolated seniors	<p>Support the school district's interest in establishing an adopt-a-grandparent program</p> <p>Consider a model such as Hearts & Hands Faith in Action, an organization that is helping low-income seniors in other rural communities in Erie County age in place with supports like transportation, friendly visits, phone pals, and handyman repairs.</p>	DOROT connects socially isolated seniors to interactive telephone-based programs covering a wide variety of topics: hobbies, health, support groups, games, etc. Friendship programs are also available in the NYC area. http://www.dorotusa.org/
Strengthen work and family supports, especially for parents in poverty and domestic violence victims	<p>Make vocational training available in Springville, especially for jobs supported by the local economy such as in health care</p> <p>Strengthen partnerships with the Family Justice Center to expand their footprint in this town</p> <p>Ramp up outreach and greater awareness of domestic violence and the presence of a new local resource through partnerships with health providers and businesses</p>	Domestic violence is being addressed as a public health concern by hospitals in partnership with community organizations. Anne Arundel Medical Center's initiative offers a best practice. http://www.aahs.org/domesticviolence/
Bolster supports for a largely volunteer driven sector	<p>Explore opportunities for funding a human services coordinator</p> <p>Strengthen partnerships with regional providers and rural neighbors</p> <p>Engage foundations in Cattaraugus County for assistance related to multi-county issues</p>	Rural Assistance Center (RAC) is a national resource for strengthening local health and human services safety-nets through information and best practices. http://www.raonline.org/

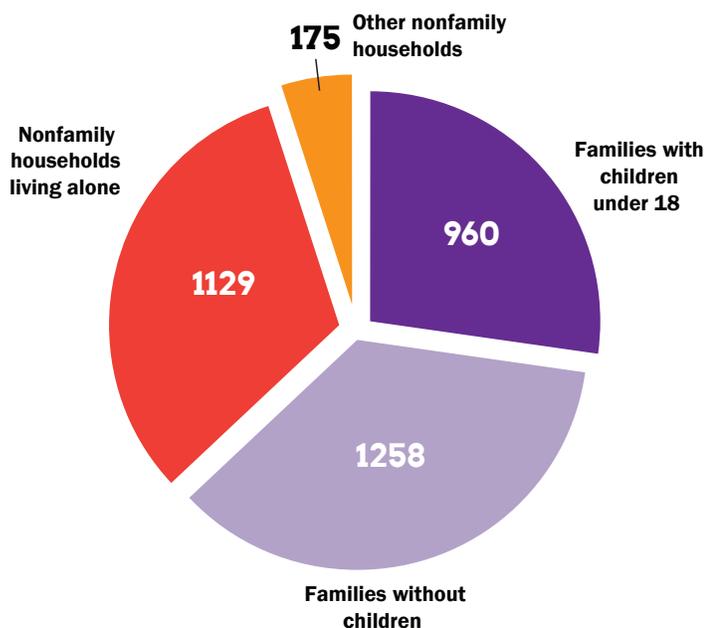
Context for Action

People in Need

Individuals
and families of
Concord, where
we work, how
much we earn
and where we
go to school

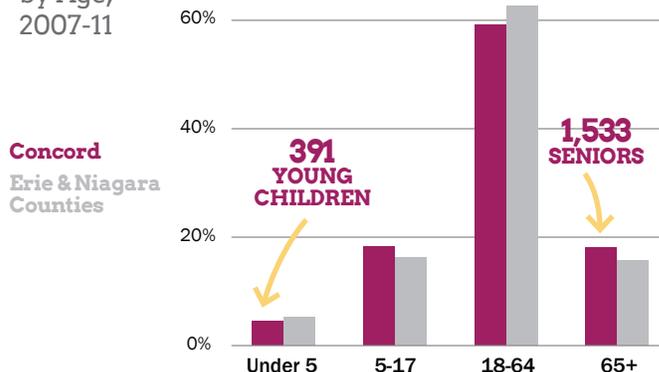


Households by Type, 2011



Source: 2007-11 American Community Survey

Population by Age, 2007-11



Potentially At-Risk Populations, 2007-2011

Adults with HS education or less	2,943
Veterans	696
Foreign-born individuals	320
Non-white individuals	321
Single parents	351

Source: 2007-11 American Community Survey

Individuals and Families

Approximately 8,490 individuals live in the Town of Concord; about half of them in the Village of Springville. This overall figure represents a very small increase in Concord's population since 1990: a 1.3% increase over the last 20 years. This increase, however, has not been gradual: the town's population actually declined from 2000-2010, mainly due to population loss outside the Village of Springville.

1.3%
Concord's population increase over the past 20 years

Source: 1990 and 2010 Census

Over half of Concord's population is between the ages of 18-64 and 18% is 65 years or older, which is at or past the age of retirement. A greater proportion of people 65 years or older live in the Village of Springville than in other parts of town. However, the population of seniors in the more isolated, rural parts of town (outside the Village of Springville) has been growing more rapidly than in the village over the past decade.

Altogether, one in ten are older seniors, age 75 or more, an age where demand for services and support tends to increase.

With an average of 2.2 people per household, households in Concord tend to be small, but not much smaller than they generally are throughout Erie County (2.3). Households with children under the age of 18 are a minority, comprising only 27.5% of all households in Concord. About 35% of households are families without children and 32% are households in which individuals live by themselves.

Aside from young children and seniors, who are sometimes economically vulnerable because of age-related work barriers and other needs, adults with a high school degree or less are another sizable group of concern. In Concord, there are 2,943 individuals (or 48% of the population 25 years or older) with a high school degree or less who, as a result of their limited educational level, may lack access to higher paying jobs and are thus more likely to be struggling economically.

Employment by Sectors, 2007-2011

	Town of Concord	Erie County
Private, for-profit	67%	66%
Public sector	12%	17%
Private, non-profit	11%	10%
Self-employed/unpaid family	10%	7%

Source: 2007-2011 American Community Survey

Concord's Top 10 Employers

Employer	# of Employees
Walmart Supercenter	428
Bertrand Chaffee Hospital	327
Springville-Griffith School District	238
Lowe's Home Improvement	150
Peerless-Winsmith Inc	130
Horschel Brothers Precision	125
Preschool Learning Center	120
Fiddler's Green Manor Home	110
Jennie Chaffee Nursing Home	96
Tops Friendly Market	94

Source: Reference USA and NYS Education Department

Work and Income

Despite its rural setting and opportunities for employment in agriculture, forestry, fishing and hunting, and mining, less than 4% of residents are employed in this sector. Instead,

Concord's economy has concentrated on professional services over the past 20 years, primarily in the areas of health care and education. Retail is the second most important source of jobs.

Currently, the top employers are in the retail, healthcare, and manufacturing industries. The Springville-Griffith Central School District is a major employer in the area, with 238 jobs (including teachers, professionals, and others). Also among the top employers in Concord are three companies that offer services for the aging population: Fiddler's Green Manor Home, Jennie Chaffee Nursing Home, and Hart Associates of Springville.

While the proportion of residents employed in the private sector has remained fairly constant since the 1990s, there has been a decline in public sector employment among residents (from 15% in 1990 to 12% in 2007-2011) that may have contributed to a rise in

The West Valley Demonstration Project, which benefited the community through good-paying jobs, has scaled back.

self-employment (6.2% in 1990 vs. 10% in 2007-2011). Although most Concord residents work outside Springville and Concord, self-employment is more common among workers who live outside Springville and employment in the non-profit sector is more common among workers who live in the Village.

The median household income for the town as a whole is \$47,539, but it is slightly lower in Springville. Leaving the town enables residents to earn higher wages, but many must travel between 30 and 45

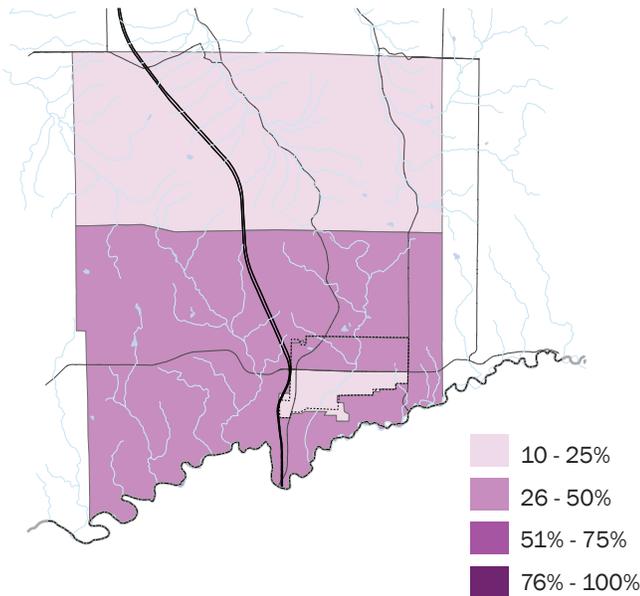
minutes to work. **% Households by Income Level**

	Town of Concord	Village of Springville
\$0 - \$25k	24%	29%
\$25k - \$100k	60%	57%
\$100k - \$200k	16%	14%
\$200k +	1%	0%

Source: 2007-2011 American Community Survey

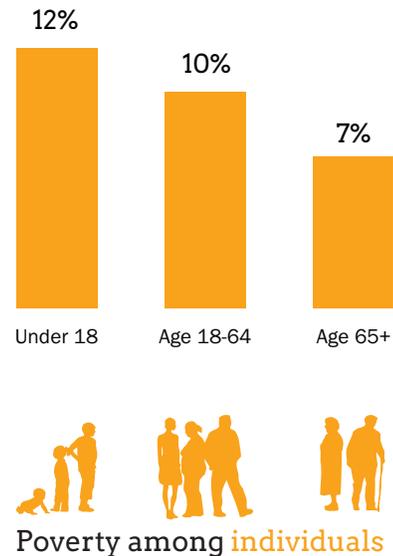
throughout the region. However, more people from around the region (2,950 to be exact) come to work in Springville than the number of residents working in Springville and Concord, although it tends to be for lower-paying jobs. Indeed, providers say Springville is a retail center, attracting residents from Salamanca, Gowanda and other rural areas with Wal-Mart and other shopping destinations.

Population in or near poverty, 2010



Source 2006-10 American Community Survey

Rates of Poverty by Age, 2007-11



Source: 2007-11 American Community Survey

Poverty

In Concord, there are 806 individuals living in poverty and another 1,566 individuals managing on incomes between 100% and 200% of the federal poverty level. Altogether, nearly 30% of the population is considered to be poor or struggling, and need has been on the rise. Today, one in ten is living under the poverty threshold compared to one out of 15 in 2000.

Yet not everyone in Concord is affected equally by poverty. The group with the largest number of individuals in poverty is adults between the ages of 18 to 64, which accounts for 60% of individuals living in poverty. Of families in poverty (142), 37% are those of single mothers and 21% are of married couples with children. However, poverty tends to be much more of a problem among families with single mothers

than among families with single fathers and married couples with children: 25% of families with single mothers live in poverty vs. only 14% of families with single fathers and 5% of families with married couples with children living in poverty. Human service providers say teen pregnancy contributes, and the data substantiate this. The teen pregnancy rate in Zip Code 14141 is 1.5 to 3 times higher than

in Zip Codes representing other rural communities of the region such as Newstead, Newfane and Aurora.

In terms of race, the group with the greatest amount of individuals living in poverty is white (664, or 82% of all individuals living in poverty). However, although non-whites account for only 18% of the population living in poverty, 44% of all non-whites in Concord live in poverty, which means that poverty tends to be more of a problem among non-whites than among whites.

In terms of location, a greater proportion of struggling individuals live in the Village of Springville (56%) than outside of it (43%). This is especially true in the case of adults aged 65 and over, of which there are three and a half times more living in poverty in Springville (9.2%) than in other parts of town (3.2%).

60% of individuals in poverty are between the ages of 18 and 64.

\$18.07 Maximum daily amount a family of three lives on at the federal poverty level, per person

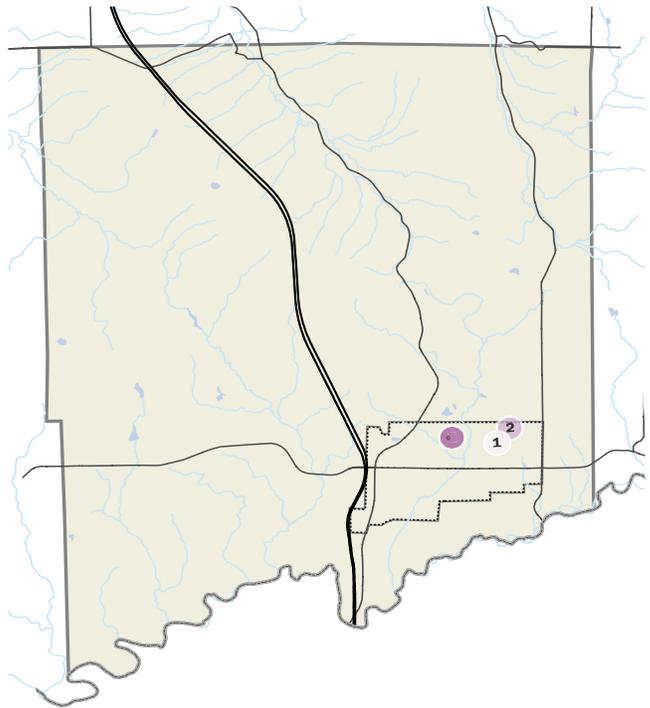
\$20.08 Daily cost of owning and operating a car

Source: 2014 Federal Poverty Guidelines, and Edmunds.com

Schools in the Springville-Griffith Institute Central School District	Enrollment, 2011	% Qualify for Free/Reduced Lunch
ELEMENTARY		
Colden ES (K-5)*	247	21%
1 Springville ES (K-5)	567	36%
MIDDLE		
2 Middle School (6-8)	490	26%
HIGH		
3 High School (9-12)	650	16%

*Note that while Colden ES is located within the Springville Griffith Institute CSD, it is not located within the Town of Concord.

Source: NYS Education Department 2012 School Report Card



Source: NYS Education Department 2011 School Report Card and NYS GIS Clearinghouse

Education

The Springville-Griffith Institute Central School District contains two elementary schools, one middle school, and one high school. Altogether they enroll 1,954 students. A quarter of the students qualifies for free or reduced price lunch.

In 2012, children in the Springville-Griffith Institute Central School District performed on par or slightly better than other children in the region and the state in both English Language Arts (ELA) and Math. In fourth grade, however, performance was lower in schools located in the Village of Springville: 68% of students attending the Springville Elementary School met or exceeded the standards for ELA and 71% met or exceeded the standards for math, while 80% of students attending the Colden Elementary School met or exceeded the standards for ELA and 82% met or exceeded the standards for math.

Performance is also slightly lower among the district’s economically disadvantaged students: whereas 38% of economically disadvantaged students failed to meet fourth grade ELA and math standards, approximately 20% of students that are economically better off failed to meet fourth grade ELA and math standards. In eighth grade, the difference is more significant: 72% of economically disadvantaged students failed to meet eighth grade ELA standards while only 35% of financially better off students failed; and 36% of economically disadvantaged students failed eighth grade math while only 17% of financially better off students did.

Educational Attainment of Adults Age 25+, 2007-11

	Town of Concord	Erie & Niagara Counties
Less than High School	13%	12%
High School	36%	31%
Some College/Associate’s Degree	30%	30%
Bachelor’s Degree or Higher	22%	27%

Source: 2007-11 American Community Survey

Students in Springville are more likely to finish high school than other students in the region and New York State; and the drop-out rate is considerably lower. Only 1% of students in Springville drop out of high school, compared to 12% in Erie and Niagara Counties and 14% in all of New York State. Furthermore, the vast majority of high school graduates in 2012 (79%) had plans to continue on with post-secondary education. This interest in post-secondary studies contrasts dramatically with the educational attainment achieved by the majority of adults in Concord. Indeed, only 22% of adults 25 years or older had a bachelor’s degree or higher in 2007-2011.

Context for Action

Concord's Most Vulnerable



Demographics,
service usage,
urgent needs
and barriers

Assessing the Need

175 households completed the Mobile Safety-Net Team's Community Needs Assessment. 108 came from Zip Codes within the Town of Concord.

This one-page questionnaire gathered data and information on demographics, urgent needs, concerns and barriers experienced by residents in getting human services.

Assessments were completed at the Trading Post, once with the meal crowd and once with those there for the Food Express Truck. Surveys were also collected at Concord Town Hall where the Concord Senior Citizens group meets.

What human services are residents receiving?

The majority (60%) of Concord residents surveyed at a variety of sites and venues across town report receiving some form of human services support or living in a household with someone who does.

The most common types of benefits reported by those who receive support

Food Stamps	74%
Medicaid Insurance	66%
HEAP	49%
SSI/SSD	46%
Rent with Assistance	45%

88%

of those receiving some form of public assistance qualify for and receive more than one kind of benefit.

Pending applications. Among those currently receiving some form of public assistance, more than half have a pending application for public assistance for themselves or another member of their household. The most common pending applications are for SSI/SSD, food stamps, and cash benefits.

Meanwhile, only 9% of those not currently receiving any benefits has a pending application for public assistance.

Are there indicators of greater need?

The need for support with food, health insurance, housing costs and cash assistance is likely greater than indicated by the current number of recipients since both those receiving benefits and those who don't report experiencing access barriers. Altogether, about one in five (21%) says there is difficulty getting services.

27%

of survey takers report having an urgent concern.

The most urgent concerns of those surveyed

No money for food	16%
Utility shut-off notice	9%
Foreclosure/Eviction	6%

Urgent Concerns. About one in four survey takers reported having an urgent concern, a slightly lower proportion than other communities like Tonawanda (30%) but more than double that in Newstead (10%). The top concern was having no money for food,

followed by concerns related to suspension of utility services.

Lack of Health Insurance.

Almost one in eight reported that someone in their household lacks health insurance. Thirteen percent of respondents indicated that at least one adult in their household lacked health insurance. Children seemed more likely to be covered, with no respondents indicating that a child in the household lacks insurance.

Non-residents. Although their responses were not included in the survey analysis here, approximately 38% of survey takers (67 out of 175 total) were from Zip Codes entirely outside the Town of Concord. This suggests that Concord plays a role in the delivery of services to residents in surrounding communities, a finding that providers in Concord confirm.

What's causing this situation?

Limited skills, low incomes.

Half of Concord residents indicated they only have a high school degree or a GED, which often means individuals lack skills that qualify them for higher paying jobs. In fact, over half of surveyed residents reported a monthly household income of less than \$1,250 (\$15,000 annually), which is below the poverty line for a household of two, the average in Concord. Furthermore, nearly half (45%) of employed residents surveyed have part-time jobs, which tend to pay less than full-time jobs and offer no benefits.

These low incomes, however, also have to do with the fact that 36% of participating town residents are retired.

108 surveyed

Seniors relying mostly on income from Social Security receive approximately 40% of what they used to earn when they worked. Thirty-six percent of participating town residents indicated Social Security is a main source of income.

Long-term unemployment.

17% of survey takers said they are unemployed, yet only 2% reported receiving income from unemployment insurance. This suggests their unemployment is long-term and has extended past the eligibility period for benefits.

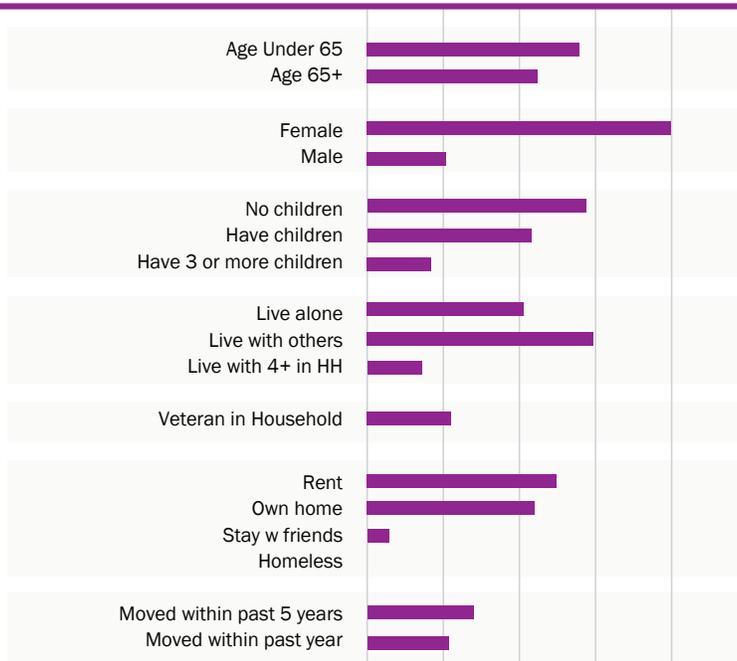
What's worse, long-term unemployment may already be affecting job seekers' morale: 42% of those unemployed indicated they are not looking for work.

Limited transportation options.

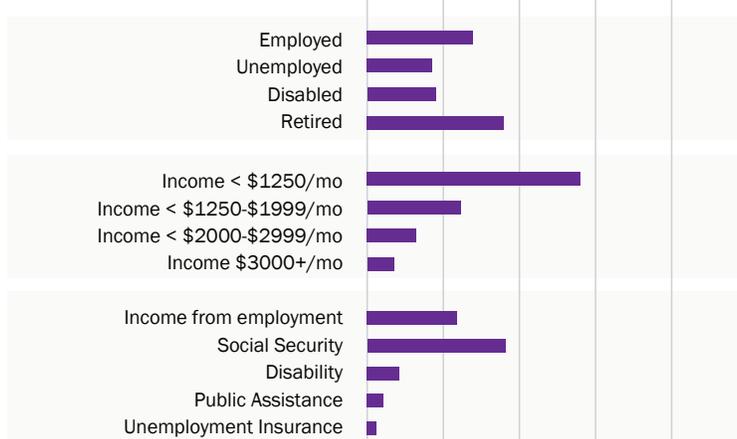
While 68% of Concord residents surveyed own a car, the rest rely on very limited ways of getting around: 13% report that they walk or ride a bike and 15% depend on rides from family and friends. Without a car or public transportation, residents cannot access all jobs and services. Those who live away from the town center or don't have close neighbors or family are the most severely affected by the lack of transportation options. In fact, the second most frequently mentioned barrier to services is difficulty traveling. The cost of gas exacerbates barriers.

High housing costs relative to income. Survey responses suggest that many residents do not have high enough income to cover their living expenses. Half of survey takers rent and 44% own the place they live in; and 26% of those who rent and 13% of those who own earn less than \$1,250 per month. Those who live on their own (41% of survey takers) lack the additional income that larger households can count on.

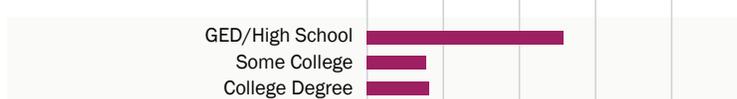
Individuals and Families



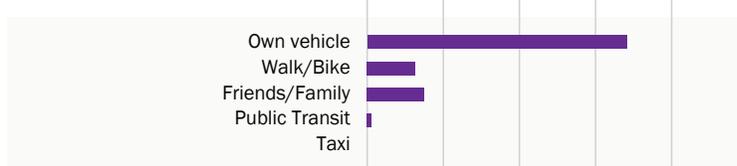
Work and Income



Education



Transportation



Source: Mobile Safety-Net Team Community Needs Assessment, 2013

Barriers Residents Face

Even though most survey takers's income is below the poverty level for the average household size in Concord, being turned away for services because of income limits was the most frequent barrier reported. This suggests that struggling households, those slightly above the poverty line, are seeking help. Difficulty associated with traveling was the second most common barrier described by survey respondents. What's notable is that the majority of those reporting difficulty in traveling actually own a car, suggesting that it is perhaps the distance related to necessary travel that's creating barriers.

Focus

groups and interviews with

residents in Concord shed light on findings from the survey and revealed additional barriers.

Lack of transportation services for those without cars is a pervasive problem, and many families are just one needed repair away from becoming carless. That's when everything becomes more difficult -- getting kids home from after school programs, getting to work, shopping, all of the ordinary and necessary trips of daily life. The alternatives, meanwhile, are hard to navigate because of a whole range of limits on where vans go, who can ride, and how much must be paid. Some residents say transit service consisting of just two or three trips a day from Springville to Buffalo would make things easier.

A Voice from the Community

Safe and sanitary housing is also a tenuous condition for lower income households.

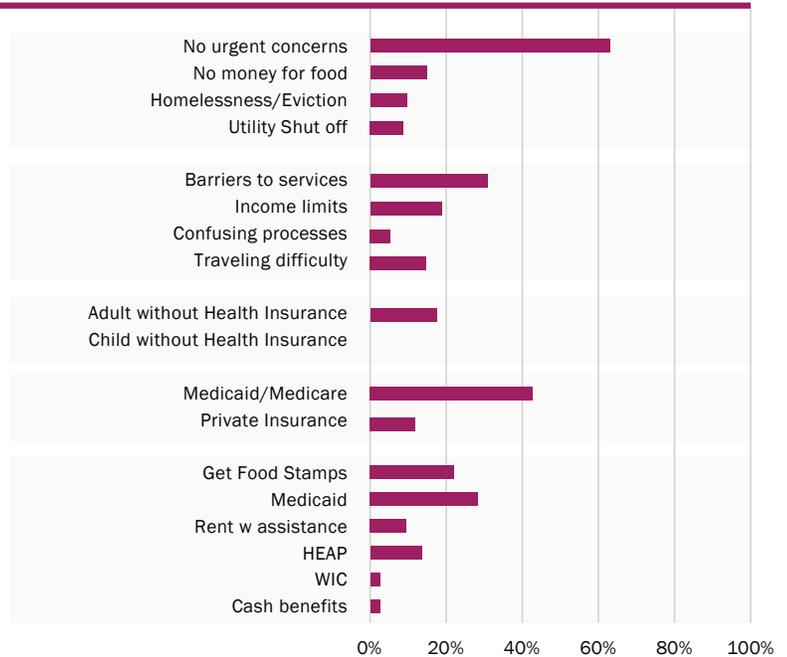
Lower income families who own their own homes can find themselves displaced by fire or building failure without resources to replace clothing, furniture and other household items -- let alone the dwelling itself. Meanwhile, renters depend on the good intentions of landlords. Others may need assistance through programs like HEAP but not meet income limits to qualify or have help to make the application.

Some residents talk about how there is nothing for young people to do in Springville, especially for those who have graduated from high school but remain in the community. The spectre of kids "hanging around" and the fear that disconnected youth are likely to turn to drugs, perhaps even crime, is unsettling to

many. Better access to job training, continuing education opportunities, and social or recreational programs are a felt need.

A sense of isolation -- cultural and economic as well as geographic -- is a basic fact of life in Springville. It's not merely that it is a long drive to Buffalo or even Orchard Park. Simple distance makes it more difficult to do a great many things. But beyond that, there is a sense that young people are unaware of what opportunities lie beyond the horizon in the wider world. Some languish in their hometowns. Others yearn to get out as soon as they can. Yet many who leave later decide to return, once they have compared the benefits of living in the big city with the joys of the rural community. Perhaps the community can find new ways to open up these choices to young people.

Needs & Barriers



Source: Mobile Safety-Net Team Community Needs Assessment, 2013

1 out of 3 residents surveyed in Springville say they have encountered difficulty getting services.



Voices from the Community

Insights and perspectives from those with first-hand experience

These are stories about real people,* individuals in the Town of Concord who agreed to talk with us and share some of their personal accounts. We asked them about the challenges they face, the services and supports that have been helpful to them, barriers, and their goals for the future. Through these individuals, this study's findings are humanized, and a clearer picture emerges as to the interconnectedness of issues.

**Names have been changed for privacy purposes*



Donna

Coping with self-employment with fluctuating income

Donna and her husband are self-employed and the work fluctuates from season to season. So does the income.

"With us it's feast or famine," she says. "Sometimes we have a lot of money. Sometimes I don't know how we're going to buy food."

When the famine times come she's grateful to get the fresh fruits and vegetables that Wal-Mart donates to the Trading Post. Bruised or blemished or not, "it's awesome."

Donna and her family qualify for SNAP benefits but they haven't applied. Sometimes they need them but sometimes they don't. She wouldn't feel comfortable taking them during the times when they don't need them. Yet her mother-in-law foregoes the benefit of a visit from Meals on Wheels because it costs too much.

Transportation isn't a big problem. They have a car, although sometimes it seems they're just one repair away from trouble. The car is often put to use to drive her mother-in-law to shopping and doctor appointments. She's aware there is a van service and sometimes she's used it but usually she doesn't. It's too much of a "pain."

Making it on an income that goes up and down month by month isn't easy. But it's a lot more secure because they qualify for Medicaid.

"I don't know what we'd do without that," she says. "They've covered everything."

A Voice from the Community



Marilyn

For one mother, the school district is a crucial resource

Marilyn has bounced between Buffalo and Springville for most of her life, most recently returning from the big city to the small town two years ago.

A Voice from the Community

She had a job she loved but the grant that funded it ran out. Around the same time a spate of housing mishaps -- bedbugs, carbon monoxide, landlord conflicts -- found Marilyn and her two children in a shelter and then back to Springville to the helping hands of her mother.

She had a third shift job as a baker there but had to quit to take care of the children, including a new baby. A job as a hotel housekeeper led to a promotion but then dismissal after Marilyn got ill and the baby got sick, too. The employer fought her unemployment claim and now she is on TANF, SNAP, and Medicaid.

She is certified as a medical office assistant but there are no job openings. She would volunteer at the hospital "just to get my foot in the door" but they aren't interested.

Her job search is more difficult for the lack of a car. "There's no transportation out here." The Trailways Bus that stops at the 219 off-ramp can get you to Buffalo but not back the same day, but it's the only option to get to a dentist that accepts Medicaid.

It would be easier in Buffalo but her oldest hated school there and loves it in Springville. It was a long bus ride to a crowded classroom in the city. Now he gets up before the alarm clock, gets himself ready and out the door.

She has 30 days to find a job before the welfare expires. Only one thing will untangle all those problems: a job.



June

Finding help in helping others

June was fully employed, happy and self-sufficient well past normal retirement age. But a series of setbacks upended her life. A child died tragically. Then she was unable to work after being injured by a falling tree limb and subsequently laid off from a job she loved.

With nothing much to do, she found herself spending a little too much time at the casino. Not that she lost a lot of money. Not that it wasn't a wanted distraction from her grief. It was just an empty experience. That's when she started working at the Trading Post, initially just a few hours one day a week. Now it's pretty much full time.

"I've fallen in love with the place," June said. "The support you get here is phenomenal."

Fifty or sixty people a day come to the place, looking for food, clothing, and some fellowship. June is an energetic and vivacious person and she makes sure everyone gets a smile, a warm greeting and other things they need.

"If someone can't afford something," she says, "I won't let them go out of here with an empty bag."

A Voice from
the
Community

Every morning there is coffee and baked goods and people to talk with. There's surplus produce and day-old bread donated by Tops and Wal-Mart. And there are warm clothes, boots, and diapers for mothers with infants. If a client doesn't have transportation she can help them find a way home. Maybe she gets more than she gives.

"I walk away happy every day," June said. "I try to make sure everyone who comes here does, too."

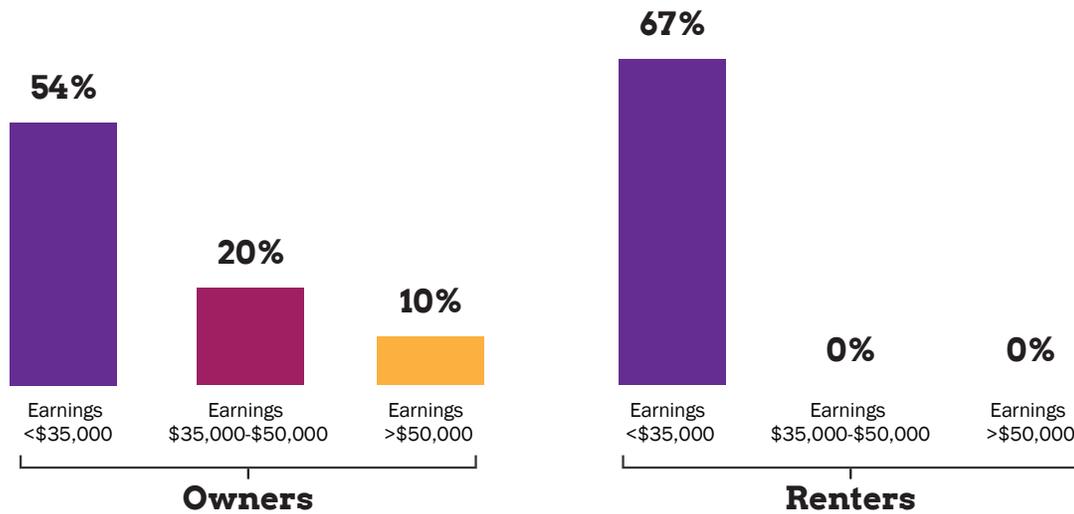
Context for Action

Places in Need



Where we live,
how we travel
and the safety
levels in our
community

Households in Concord Paying 30% or More of Their Income on Housing, by Income Category, 2007-11



Source: 2007-11 American Community Survey

Housing

There are 3,728 housing units in the Town of Concord. Most of these houses are occupied (95%), primarily by their owners (88%), and can generally be described as single-family, detached homes (73%). Outside the Village of Springville 12% of housing units are mobile homes. This is much higher than across the county where this kind of home comprises less than 2% of housing.

Although the vacancy rate is low, the areas outside the Village of Springville are the ones most affected by the presence of vacant housing: about 69% of Concord's vacant units are outside of Springville. Also located outside of Springville are 80% of the town's mobile homes. Mobile homes, which are often used as an indicator of poverty, account for approximately 7% of all housing units in Concord, a proportion that is higher than what is found across Erie County (1.4%). Meanwhile, the Village of Springville is where 79% of the town's renter-occupied housing units are located.

**2 out of 3
low-income
homeowners and
renters are
cost burdened**

Housing costs for renters are lower in Concord than throughout Erie County; for homeowners, however, they are higher. The average rent in Concord is \$518 compared to \$715 throughout the county. About 41% of renter-occupied housing units in Concord (401 units in total) are spending 30% or more of their household income on housing costs. In contrast, the median housing costs for housing units with a mortgage are \$1,376 and \$521 for housing units without a mortgage (across Erie County, the figures are \$1,299 and \$516, respectively). Approximately 28% of units with a mortgage and 15% of units without a mortgage (550 units in total) spend 30% or more of the household income on housing costs.

The community is already impacted by the difficulty many households have maintaining a healthy proportion of spending on housing costs. Properties in distress are evidence of this. Last year in the Village of Springville, 41 buildings had at least three years of unpaid taxes, qualifying for foreclosure in Erie County's tax sale. Seniors managing on a fixed income and other lower-income homeowners are disproportionately affected by housing costs, especially costly repairs and rising home heating costs.

What are the traveling options for those without a car?

Provider	Qualifying Populations	Description of Transportation Services	User Cost	Advance Notice	Wheelchair Accessible
Rural Transit Service (549-5098)	Age 62 or up, disabled, low/mod income	Local transportation weekdays between 8:30 and 4 pm	Suggested donations of \$3/trip	Yes - 48 hours	No
Going Places Van (592-4946)	Age 60 and up	Transportation to and from medical appointments anywhere in the region.	\$4 per round trip regardless of distance	Yes, immediately after medical appointment is made	No
Love, INC (592-3761)	All ages and populations within 10 mile radius	Medical appointments and trips for social services take priority. However, most volunteer drivers will not go to the City of Buffalo.	A donation is suggested.	1 week advance notice	No
Taxi (from outside the community; no local taxi services exist)	All	Transportation to any area destination.	Transportation to Blassdell, 25 miles away, costs between \$75-\$100	Less than a day	No

Transportation

The majority of workers living in Concord use a car, truck, or van to go to work (87%). The rest use some other form of transportation to go to work (less than 2%), walk to work (6%), or work at home (4%). Public transportation is not an option because there is no service to or from Concord.

Although life in Concord is largely auto-dependent, 179 households across town lack a vehicle. More than half of these households consist of renters, suggesting those without a car have lower incomes, are in poverty, or are at risk in another way. While there is no significant difference between the geographic distribution of homeowners and renters without a car in the range of 15 to 64 years of age or among homeowners without a car 65 years or older, there is a difference in the geographic distribution of renters 65 years or older without a car: they live exclusively in the Village of Springville. Being in the village is a huge advantage to this population, given that Springville is rated by WalkScore.com as a “very walkable” location, which means that “Most errands can be accomplished on foot.”

Of greater concern are the seniors who own a home outside the village and do not have a car. This population’s access to basic goods and services relies entirely on the availability and vehicles of family members, neighbors, friends, and service providers.

While options exist, the most flexible ones are the most expensive. Also, despite the town’s increasing senior population, no options exist for those who are wheelchair bound.

Characteristics of Householders Lacking a Vehicle, 2007-2011

Household by Age	# Renters	# Owners	TOTAL
Householder Under Age 65	68	23	91
Householder Age 65+	57	31	88
Total	125	54	179

Source: 2007-11 American Community Survey

Domestic violence accounts for 1 out of 4 police calls in Springville

Crime

While some describe the community as safe, more concur that crime has been on the rise in recent years. Providers attribute this to an uptick in drug activity. Lots of drug exchanges are reported to occur in Springville, fostered by its location half way between Buffalo and Olean and right off of Route 219. Leaders from the police department say drugs are at the crux of other crime being increasingly reported, especially break-ins and theft. Teens look for things to trade in for drugs.

Leaders from the school, however, point to a challenge that's wider than drug use by teenagers lacking supervision and constructive activities. They see parents battling addiction to painkillers and ADHD prescriptions drugs like Adderall and Ritalin prescribed to their children. It impacts their ability to effectively parent, and while church-based supports exist, providers say that the parents most in need are also the ones who are most difficult to engage.

Springville
is described as a
drug access hub

Domestic violence is another pressing public safety concern in the community. Representatives from the Springville Police Department (which patrols the community with additional coverage by the Erie County Sheriff) report that a quarter of all police calls are domestic

violence related. Representatives from the Family Justice Center concur, saying the data show that Springville has one of the highest rates of domestic violence in the region, per capita. Other incidents are never reported. (According to the National Coalition Against Domestic Violence, the majority of domestic violence cases go unreported.) Police representatives described these calls as some of the worst they respond to, requiring at least two officers due to the risk of harm involved.

While family violence is common, there has been no local place for victims to turn, until recently. Through the Erie County Sheriff's Department, the community now has a domestic violence advocate, positioned within the Springville Village Court offices - in the heart of the community - two days a week. With the exception of this resource, the nearest safe havens are in Blasdell and Orchard Park, where the Family Justice Center has a satellite office.

Landscape of Services



Concord
service
providers,
their strengths,
system gaps,
barriers and
promising
developments

Landscape of Services

Twenty-four public and private human service agencies operate in the Town of Concord – concentrated in the Village of Springville – but often providing services to a much broader area.

These emphasize education, health care, and programming for youth and seniors, but also provide food, clothing, and transportation.



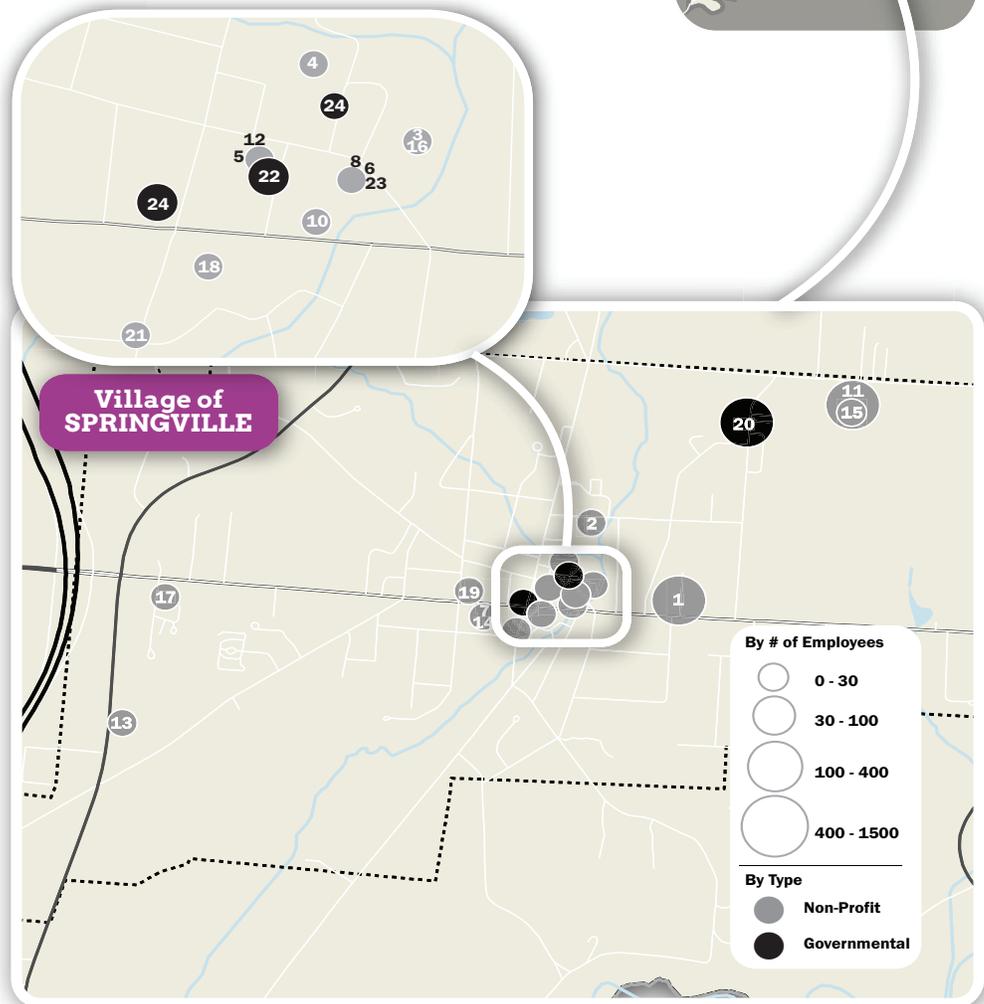
Springville-Griffith Institute school district and Bertrand Chaffee Hospital are the largest in terms of employment, budget, and volume of programming. Most other agencies are small – with fewer than 10 employees.

Church-based services are an important part of the picture with organizations like Love INC and the Trading Post providing a broad range of services.

While many of these agencies are clustered near the center of the village, gaps in transportation make it hard for many residents, especially those without vehicles, to access these services.

Almost 930
employees across
24
providers
in Concord offer core
human services to
those in need.

**Town of
CONCORD**



HUMAN SERVICES: AGENCY NAME		Target Population				Services										
		Teen Parents	Veterans	Seniors	Homeless	Food	Clothing	Education Training	Affordable Housing	Transportation	Mental Health Addictions	Health/Wellness	Legal	Youth Programs	Financial Literacy	Crime/Juvenile Information/Referral
1	Bertrand Chaffee Hospital															
2	Boys & Girls Club of Springville															
3	Catholic Health OB-GYN Clinic															
9	Concord Public Library, Hulbert Library															
5	Concord Seniors			✓												
6	Fellowship Hill Ministry															
7	Fidelis Springville Office															
8	Going Places Van			✓												
9	Healthy Community Alliance (Gowanda)															
10	Love INC (Love In The Name Of Christ)															
11	Preschool Learning Center															
12	Rural Transit Service															
13	Salvation Army															
14	SCENe (Springville-Concord Elder Network)			✓												
15	Spectrum Human Services															
16	Springville Academy (Head Start Program)															
17	Springville Concord Food Pantry															
18	Springville Crossing Church															
19	Springville Meals on Wheels			✓												
20	Springville-Griffith Institute Central School District															
21	Springville Youth Incorporated (SYI)															
22	Town of Concord			✓												
23	Trading Post Community Care Center	✓	✓	✓	✓											
24	Village of Springville															
	Village of Springville Police															

See Data Sources and Notes for definitions

Strengths of the System

Concord and Springville manifest a strong **culture of volunteerism**, with a large proportion of human services being provided by unpaid individuals through churches and other organizations (the flip side of which is a lack of paid professionals to do the same).

The community is favored by the presence of **Bertrand Chaffee Hospital** which provides emergency and out-patient services not only for residents of the town and village but people from four different counties.

The Springville-Griffith Institute Central School District is ranked among the top quartile of upstate New York school districts with strong graduation rates, high test scores, and a wide variety of educational, recreational, and support services including universal pre-Kindergarten. Declining enrollment, however, is putting pressure on district budgets.

Two high-capacity, volunteer-mobilizing faith-based service organizations exist in Springville: Love INC and the Trading Post. Core to its mission, Love INC offers information and referral, as well as services through its network of churches. Meanwhile, the Trading Post provides a food pantry, soup kitchen, thrift shop and other programming for families in need.

Two effective **Meals on Wheels** programs operate in the community and the Food For All organization visits Springville monthly to assist families with application for SNAP benefits.

The **Springville Concord Elder Network (SCENE)** provides a range of services for seniors with a broad reach beyond Concord to communities in Erie, Wyoming, and Cattaraugus counties.

Residents report a **general sense of security** with credit going to both the Springville Police Department and Erie County Sheriff.

The Springville Journal provides local news coverage and information in print delivered door-to-door as well as on-line and residents enjoy **WVSQ 1330 AM**, one of the last of the old time local radio stations.

Springville's **municipally owned electric utility** company provides residents with low rates and access to the Independent Energy Efficiency Program for home energy audits and updates.

The Springville Auction is a unique asset to the community, offering residents access to a wide range of goods while generating economic activity and creating an ongoing social event.

Gaps in Services

There is widespread concern about a **growing “culture of poverty”** or “intergenerational poverty” understood as the result of limited job opportunities, single parents who have little time to spend with their children, and young people who drop out of school or get pregnant.

Despite some progress, **teen pregnancy** is seen as creating a prevalent “ripple effect” from families beset by economic distress and educational under-achievement.

Lack of job opportunities is seen as widespread, with mostly low-wage openings in the immediate vicinity (Wal-Mart is one of the largest employers) and better jobs largely at the end of long commutes. West Valley Reprocessing Facility and Bertrand Chaffee Hospital offer the few high-quality opportunities close by.

Job-training resources are in short supply with BOCES programs at some distance in Ellicottville and limited community college programs available in Arcade or Orchard Park.

Housing deterioration is seen as another by-product of economic distress, especially in the Village of Springville where many homes are old with growing maintenance needs that homeowners of low and moderate incomes cannot afford to meet.

Concord and Springville have **rapidly growing senior populations** which will soon translate into greater demands for support and services, especially for people living away from the village and other centers of the community.

There is **growing concern about crime**, in particular because of the prevalence of drug activity pegged to Springville's role as the transshipment point for drugs between Buffalo and Olean. The

spillover locally comes in the form of break-ins and other crime.

DOMESTIC VIOLENCE is a high concern where local services are lacking

Although Spectrum Services provides addiction treatment there is a reported **rehab services** to deal with an uptick in drug abuse, especially prescription medications.

Although largely hidden from view, **domestic violence continues** to be a serious problem with unmet needs for shelter, counseling, prevention, and other supports.

While the Concord Town Supervisor's departmental secretary is described as knowing pretty much everything about what's offered in the community and serves as an information channel, **this role represents a gap since it's outside her training and job description and may actually limit the delivery of the range of human services a trained advocate could connect residents to.**

The
SCHOOL
is a focal point
for youth services

Barriers to Connecting with Residents

By far, the **lack of transportation services** for those who don't have access to an automobile is the most serious barrier for residents trying to connect with any kind of service or activity. There is no regularly scheduled public transit in Concord and the closest Metro Bus stop is in Boston.

Rural Transit provides some service but only within the Town of Concord and only by appointment. Other van services are limited to seniors or persons on Medicare. Otherwise, people are dependent on neighbors to catch a ride to shopping, work, health care, school or other activities.

There remains **a stigma attached to anyone asking for help**. The rural culture of rugged individualism leads people – and not just seniors – to declare “I'm doing fine,” rather than accept assistance from a public or not-for-profit agency.

Even **nominal charges for service present a deterrent** to participation in a wide range of programs. Persons in households with tight budgets or fixed incomes are frequently discouraged from taking advantage of services such as Meals on Wheels (just \$5.35 for the hot lunch) or van rides.

The Erie County Department of Social Services and Catholic Charities have each discontinued satellite centers in Springville because **the volume of contacts was seen as insufficient to justify the expense**.

After school programming provided by the Springville Griffith Institute district is limited to three days a week by lack of funds for late buses.

Some providers report that the people who seem to be **most in need of services** – things like parenting classes or home rehabilitation instruction – are the **least likely to attend**, either through lack of time, motivation, or information.

While many types of service are best or most likely offered in Downtown Buffalo, **many residents express fear of the city** as a place of crime and danger, refusing to go or going only if carrying firearms.

With transportation or not, Concord/Springville's **distance from the urban center** presents a barrier to anyone seeking education, employment, health care and other services.

While the Town of Concord will be getting a new senior center, it **lacks an adequately funded and coordinated senior citizen program**. A patchwork of programs and services currently exists, with some funded, at least partially, by the town. Greater coordination would maximize use of a new center and may open opportunities for new programmatic funding for this growing population segment.

Promising Developments

The historic Village of Springville has seen **an upsurge in reinvestment**, in part through the New York Main Street Program. Fifteen storefronts have been renovated. New businesses have moved in. A new pocket park has been created. A new community arts center has become the catalyst for a growing arts community. And Springville's historic railway station has been restored and renovated as the Spring Creek Pharmacy.

The Concord Historical Society raised \$40,000 in private donations to erect **a new community clock** in downtown Springville, creating a new civic focal point for the community.

Plans are underway and funding is expected for the **repair of the old Route 219 bridge** across Cattaraugus Creek, a project that will help maintain an important local connector between Springville and the Cattaraugus County communities to the south.

The Springville Griffith Institute Central School district has **re-opened its Family Support Center** providing students and their parents access to a full-time social worker and part time counselor.

Senior to senior computer classes have been a big hit, pairing senior citizens with seniors at the high school for one-on-one computer instruction. The program helps seniors from the pre-digital generation stay connected via the internet and helps build relationships between young people and their elders.

Springville Crossing Church has established a program of **Christian-based addiction counseling** for those suffering from alcohol and drug abuse.

Bertrand Chaffee Hospital recently **emerged from bankruptcy** following a period of financial distress, ensuring that services will continue to be provided for the foreseeable future.

People Inc. recently opened a **senior housing complex** in Springville, offering 42 handicapped adaptable units for people 62 and older with a full range of elder support services available.

Catholic Health recently began providing OB-GYN services at a clinic located in the heart of the Village. It accepts all insurance, including Medicaid, and has on-site social workers.

The Town of Concord was recently awarded \$100,000 in CDBG funds for the construction of a **senior center, to be located in the Village of Springville**.

The **Erie County Sheriff has recently opened a Domestic Violence Counseling Office** at 65 Franklin Street in the Village of Springville.

Catholic Health's
new clinic for women
recently opened

Insights from the Field

Recommendations and Best Practices

Where we gathered our information and what we are reporting

These insights, recommendations and strategies for achieving them are intended to spur thought and assist the community in developing its own priorities and action plans.

They come from a distillation of information gathered from a wide range of sources: interviews with human services providers the Mobile Safety-Net Team; follow-up interviews with Boys and Girls Club of Springville, the Family Justice Center of Erie County, and Love INC, a provider focus group held at the Trading Post in November 2013 which about a dozen providers attended; and focus groups with residents held at the Trading Post and the Springville-Griffith School District. One-on-one interviews of other residents offered additional insights. Local data from secondary sources also inform these findings and recommendations.



Create a coalition of human services providers

Springville and Concord enjoy a well-developed infrastructure of human service providers anchored by public schools, the local hospital, and volunteer agencies. Yet there is no broadbased forum and little precedent for coordination and collaboration among the 22 entities involved. And there is some evidence of overlap in services even as some needs go unmet. Creating a structure and a process for sharing information, coordinating activities, and working together could help all agencies do more with less and target limited resources more strategically.

STRATEGIES

Build a coalition of governmental, not-for-profit and faith-based providers to facilitate information sharing, coordination and collaboration. The coalition should add representatives of schools, hospital, not-for-profit agencies and residents at-large to the members of the established clergy team that already meets monthly.

The coalition should consider representation from key human services providers outside the town (such as the Family Justice Center) for services that need strengthening (domestic violence).

It will be important to include representation from non-traditional stakeholders such as the business and retail sectors, resident representatives, as well as, perhaps, representation from an agency in Cattaraugus County such as the Community Action Partnership,

The coalition should form quickly, be inclusive, set simple procedures for its operation, and meet regularly to discuss and act on issues of common concern across educational, health and mental health, employment, transportation, housing, and basic needs providers.

In doing so, it's crucial to keep in mind that in a time of contracting resources adding even one more meeting to the regular schedule can place added stress on participants. Agencies need to see that participation will be in their organizational self-interest as well as for the greater good.

WHO NEEDS TO ACT?

The short answer is "everyone." But it's possible to approach the formation of such a coalition in a number of ways. The existing clergy alliance could act to invite others in. A trusted community leader might be asked to chair the process. Or a neutral convener, such as the Oishei Foundation's Mobile Safety-Net Team, might bring the various parties together. Whichever path is taken, it's important to share information about the process with those who choose to join as well as those who decide to wait.

MODELS TO CONSIDER

The West Seneca Council of Churches is a local coalition that meets regularly with non-church providers such as the school district to work in partnership on selected issues and initiatives.

MODELS TO CONSIDER

America on Track

America On Track is a non-profit organization based in Orange County, California that helps disadvantaged youth and their families do better in school, prevent addictions, and improve their communities. For their model efforts, America On Track founders were recognized in 1998 with the President's Service Award. Their success lies in the strength of their mentoring programs: They don't just match and supervise mentors and mentees, they focus on recruiting great volunteers and on further developing them as mentors and community advocates. Teens that mentor 4th to 6th grade students through the "Emerging Leaders Program" form part of their Teen Council and receive advanced training and coaching in leadership and advocacy. Other mentoring programs focus on building skills beyond those directly related to academic achievement. In the program for children who have one or both parents in a federal, state, or local prison, adult mentors help children build conflict resolution skills while their caretakers participate in health and parenting seminars. The organization says these programs help "maintain positive connections and attitudes towards school" and raise awareness of the consequences and negative effects of drugs and gang involvement. Funds come from government grants and private donations. Referrals and visibility in the community come from partnering with schools.

<http://www.ocontrack.org/index.html>



Raise awareness and improve coordination of existing human services

In a small, close-knit community like Springville/Concord, information tends to travel by word of mouth. But even prevailing social networks won't necessarily ensure that the people who need services most will find out about them or that word will get out to the community's most isolated rural or elderly residents. Still, the community has a lot of resources for communicating with residents -- agency websites, ongoing relationships between home and school, and the local news media. One of the obvious tasks of the coalition recommended above will be to create ways to make more effective use of the communications channels that are already available.

STRATEGIES

Work through the new safety net coalition recommended previously to compile and maintain a comprehensive, consolidated body of up-to-date information on available human services in the Springville/Concord area -- in effect the complete directory of services offered in the community, how to reach the agencies in question, and how to qualify.

Encourage participants to share the directory in full, even as they maintain their own information and outreach efforts. Key

participants would include the Town of Concord's website, Love INC's calendar of events, the Trading Post's Information Station, the Springville Journal, the Family Support Center (FSC) at the school, as well as libraries, churches and other community websites. All of these outlets can be used in general to raise awareness of available services in the community.

Work with human services agency staff, agency volunteers, staff at the schools (especially the school nurse and social worker at the FSC) and the Springville Police Department to promote accurate and informed word-of-mouth and appropriate referrals, in effect giving the directory a human face and voice.

Support the willingness of the school district to promote awareness at events that draw residents from the community (e.g. concerts) and employing their capacity to use videos to loop human services information.

WHO NEEDS TO ACT?

Leadership of the safety net coalition needs to identify extra resources to lead the compilation of the human services directory. All the participants in the coalition -- but especially the larger organizations with the most active websites, as well as those who seek to be information and referral hubs such as Love INC -- need to support the compilation and dissemination of a directory once developed. Once comprehensive information is in place, training with front-line providers can proceed in support of word-of-mouth outreach.

MODELS TO CONSIDER

Arounja.com is an online mapping tool for helping providers and residents of Erie County identify helpful resources in their community.

<http://eriony.arounja.org/>

MODELS TO CONSIDER

DOROT

Dorot is a non-sectarian, but culturally Jewish non-profit organization that serves seniors in Manhattan and Westchester County, NY. Dorot, which means "generations" in Hebrew, focuses on "reducing seniors' social isolation" by connecting them to other seniors and to younger people. The organization arranges friendly visits, meal deliveries, and escort services and has a homelessness prevention program, transitional housing, and training and support services for caregivers and geriatric professionals. Its phone-based "University Without Walls" program has been a big hit, particularly with homebound seniors or those who "have outlived or lost touch with their family and friends." The program offers 50-minute lectures and seminars on a wide range of topics by academic, religious, and community partners. Seniors can browse a print or online catalog that lists all courses along with the name and affiliation of the speaker, and the date and time of the session. Single sessions are free while multi-session courses are \$15. Registration is by mail, phone, fax or the web. Seniors in as far as Upstate New York, Florida, and Israel have dialed in at scheduled times and engaged in lively conversation with people with similar interests. Funding for this and other programs comes mainly from individuals and corporations. Participants are usually referred to the program by independent service providers or partner organizations.

<http://www.dorotusa.org/>



Increase awareness of and availability of enriching after-school activities for teens

There's a widespread perception in Springville/Concord that young people don't have enough to do. They hang around, seem likely to get in trouble, are tempted by drugs and alcohol or worse. More than that, young people, while in high school or after graduation, seem to lack a sense of the opportunities and experiences that lie beyond the immediate community. Young people need an expanded array of activities: sports, community activities, employment opportunities, and more. Some have suggested that Springville youth need to hear from people who grew up there but "made it" somewhere "bigger."

STRATEGIES

Building on the work suggested above, compile a listing and calendar for existing youth-oriented programs to help raise awareness of what's already available, both at the school and in the community.

Working through the coalition, strengthen coordination and linkages between school, after-school programs and home to ensure that youth activities reinforce school programming, address student needs (e.g. for drug and pregnancy prevention information) and remove barriers (such as transportation) through partnerships with organizations that have access to volunteers and vans.

Consider engaging seniors around town to help fill gaps in programming for youth. Grandparents as Reading Partners has been a success in the rural Town of Newstead. Springville has its own precedent in "Senior to Senior" computer instruction. Such programs facilitate valuable person-to-person exchanges and give young people access to mentors and role models.

Strengthen links between the school district and other educational institutions that provide employment and career development opportunities including mentoring, internships, job specific training, and other interventions. Emphasize to young people that they do have choices and low-wage employment in their hometown isn't the only option. Dream It Do It Western New York is an initiative that is preparing youth for good-paying jobs in advance manufacturing that many school districts in the region are implementing or exploring.

WHO NEEDS TO ACT

While the coalition needs to be involved in this initiative, the appropriate lead agency might be the school district. Other partners would include the Boys and Girls Clubs, Christian Youth Corp., Inc., sports leagues, post-secondary and job training institutions, area churches, and more.

MODELS TO CONSIDER

Boston AfterSchool & Beyond is a partnership that has increased after-school experiences for students through the engagement of community providers.

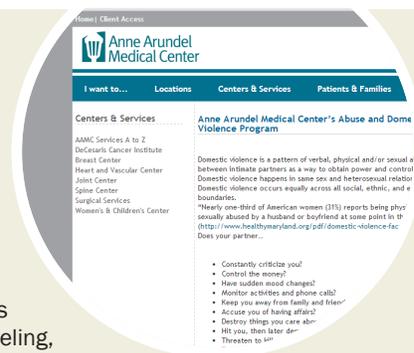
<http://www.bostonbeyond.org/initiatives/networks>

MODELS TO CONSIDER

Anne Arundel Medical Center

The Anne Arundel Medical Centers (AAMC) is a regional, not-for-profit health system based in Annapolis, Maryland that is nationally recognized as a model for hospital-based abuse and domestic violence programs. Its focus is on training medical professionals throughout the system to identify and respond to victims of child abuse, vulnerable adult abuse, intimate partner violence, and sexual assault. If abuse is identified, then the patient is referred to the Domestic Violence Program and receives crisis counseling, safety assessment and planning, reporting and injury documentation (legally required in some cases), treatment, and periodic follow-up. Staff services include violence and PTSD prevention, and support for those involved in difficult cases. The Program helps "decrease hospitalizations, workplace costs and liability, misdiagnoses, and the high-cost of specialty care." It is run by one supervisor and two office staff on weekdays, and by on-call staff on weeknights and weekends. A specialist for patient care is available 24/7. Funding comes from hospital revenue and state and federal grants, such as the Victims of Crime Act (VOCA). The program has its own advisory board, comprised of nurses, AAMC's Foundation, the Wellness and Outreach Unit, and the Patient Safety and Physician's groups.

<http://www.aahs.org/domesticviolence/>



Bolster supports for housing and homeowners

The combination of low incomes, old housing, and a growing senior population all point to an oncoming housing crisis in Springville/Concord. The housing stock has suffered years of deferred maintenance and homeowners -- especially seniors -- don't have the money to make needed repairs. These needs are compounded by high home energy bills. If homeowners are going to keep themselves in safe and sanitary shelter, they are going to need some help with maintenance, energy updates, energy bills, taxes and mortgage payments.

STRATEGIES

Work through the coalition to raise awareness of a full range of existing programs to support safe, affordable, efficient housing. Springville's Housing Rehabilitation Program provides financing and technical assistance to homeowners. Love INC and Caring Crew provide similar services on a volunteer basis. Residents can also apply for HEAP (Home Energy Assistance Program) as well as assistance under Erie County's Mobile Home Repair Program and Weatherization Assistance Program.

Information on the programs can be provided through a comprehensive directory or even more directly, such as through inserts on resident property tax bills, and by word of mouth.

Use these same channels to help raise awareness of financial and legal services to prevent foreclosures and help homeowners make

essential, affordable repairs, including programs based outside the town for which residents are eligible.

WHO NEEDS TO ACT

Municipal governments in Springville and Concord should take the lead in coordinating and promoting programs for home maintenance, repair, energy assessment, and updates. A potential key partner exists in the Southtowns Rural Preservation Corporation. Front-line providers like the Trading Post and Love INC should join efforts to improve access to programs like HEAP. The Affordable Housing Clinic in the University at Buffalo Law School is another potential partner for improving access to credit and assisting with foreclosure prevention.

MODELS TO CONSIDER

HOPi (Home Ownership Preservation Initiative) has prevented thousands of foreclosures in Chicago by serving as a one-stop stop for information, referral and housing counseling for homeowners in crisis.

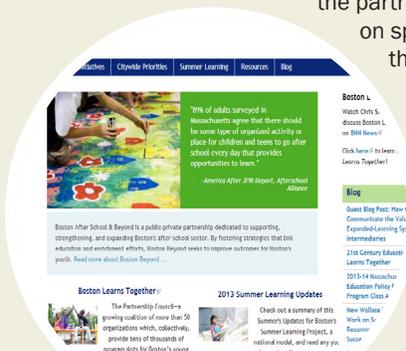
https://www.cityofchicago.org/city/en/depts/dcd/supp_info/e_ownership_preservation-foreclosureprevention.html

MODELS TO CONSIDER

Boston After School and Beyond

Boston After School and Beyond is a public-private partnership that seeks to expand the opportunities available for local youth to learn and develop skills through after-school, weekend and summer programs. The partnership focuses on bringing schools and service providers together to "examine issues related to student learning and development," develop a common language and goals, and policies and programs that meet youth's needs. There are at least three networks that help to coordinate provider participation in the partnership: one for teens in general, one focused on environment, and a third focused

on sports. The partnership also benefits from networking at a national level through the Collaborative for Building After-School Systems (CBASS). Although most of the partnership's efforts are directed at helping to sustain and expand in-school after-school programs, one of their stand-out initiatives is the BOSTONNavigator website and integrated database. This website and database allows both policy-makers and families to search and review thousands of youth programs in the Boston area. Programs are searchable by age group, program type, and ZIP code. Funding for this and the rest of the partnership's initiatives comes from philanthropic organizations and public sources. While they report to spend six cents of every dollar received on program services, they also mention that they "re-grant" two thirds of the funding they receive. www.bostonbeyond.org



Strengthen supports for addiction and drug prevention

The combination of Springville's position as a transshipment point for illegal drugs and the prevalence of teens and young adults with not enough to do makes drug abuse a particularly pressing problem in this community. Abuse of prescription drugs is described as a growing problem. Alcohol abuse is always a threat for young people. Intervention and treatment is generally available but only at the point where drug problems have reached crisis proportions (medical emergency, motor vehicle violation, or arrest). Preventive and early intervention opportunities should be pursued.

STRATEGIES

Integrate proven components of drug prevention strategies into existing youth programs. Particularly promising are mentoring programs, especially peer-based approaches, to provide credible, trustworthy information and advice to young people tempted by drugs.

Partner with health professionals at Bertrand Chaffee Hospital and primary care providers in the area to raise awareness among adults, especially parents and seniors, on patterns of prescription abuse and misuse. In both cases, an ounce of prevention is worth more than a pound of cure.

When drug issues do reach a point of crisis, improve promotion of supports and treatment for addiction and substance abuse available through the hospital, school, and churches, such as Addictions Victorious Meetings at Springville Crossing Church.

WHO NEEDS TO ACT

A partnership between Bertrand Chaffee Hospital, as the main health care provider in the community, and Springville Griffith Institute school district, as the primary point of contact with vulnerable young people, should lead a broad-based effort. Additional partners should include the Boys and Girls Club of Springville, Spectrum Services as a major provider of care, and active faith based organizations like Springville Crossing Church.

MODELS TO CONSIDER

The Sweet Home Family Support Center is a successful local model for offering prevention, intervention and counseling for youth and families within a school district.

<http://district.shs.k12.ny.us/community/fsc>

Expand services for isolated seniors

One of the most important demographic trends in the Concord area is the rapid growth of the over-65 population combined with an increase in the number of households in poverty. Rural residents are prone to be isolated. Older residents who become less mobile, are less healthy, and whose incomes are both fixed and modest are even more vulnerable. Single elders are in particular need of support. Some additional programming is needed, but the primary need is for people who can simply "check in" with the elderly and seek more formal assistance when the individual is in greater need.

STRATEGIES

Other coalition members should consider supporting the school district's interest in establishing an adopt-a-grandparent program that matches school children with isolated seniors to offer social supports and opportunities via friendly telephone calls or Skype. The "Senior to Senior" computer instruction program in the schools is early evidence that this sort of pairing might be well-accepted.

Consider a model such as Hearts & Hands Faith in Action, an organization that is helping seniors in rural communities in northern and eastern Erie County age in place through a variety of volunteer-based supports (transportation, friendly visits, small jobs around the house). Canopy of Neighbors is another model being implemented in certain neighborhoods in the City of Buffalo.

Other strategies might include a program of aggressive coordination for the more efficient use of limited van transportation resources. Otherwise, simple measures like offering Meals on Wheels to qualifying residents at no charge might improve both nutrition and supervision of isolated adults.

WHO NEEDS TO ACT

The consortium of human services agencies can provide the organizational platform for strategically expanded services to isolated seniors. Clearly, the school district needs to be actively involved. The faith-based organizations have an obvious role to play. Meals on Wheels may need some help with additional fund-raising which other partners could provide. A more active involvement by the NFTA, their consultants, or others, may be needed to address service gaps for basic transit.

MODELS TO CONSIDER

DOROT connects socially isolated seniors to interactive telephone-based programs covering a wide variety of topics - hobbies, health, support groups, games, etc. Friendship programs are also available in the NYC area.

<http://www.dorotusa.org/>

Strengthen work and family supports for parents in poverty and victims of domestic violence

Roughly a quarter of police calls in Springville are for domestic violence. Given the reluctance of many to report domestic violence, especially in a small-town setting, it can only be assumed that the problem is even worse than it appears. Yet problem-specific resources available in the community are severely limited. Although those who might intervene -- police, health care professionals, school staff, legal actors and others are in the picture -- no agency in town has a primary focus on domestic violence and there is no direct service such as shelter for victims of violence in the home. Springville/Concord needs a "lead agency" on domestic violence to pull the other needed players together in a concerted response.

STRATEGIES

Make vocational training available in Springville, especially for jobs supported by the local economy as in health care. A partnership between the school district's community education department, BOCES, Catholic Health, Project SERVE (Fellowship Hill Ministries) and local employers like the hospital may make this possible.

Strengthen the pipeline for vocational careers by taking advantage of programs like Dream It Do It Western New York.

Continue to engage the Family Justice Center of Buffalo as a catalytic leadership organization that can strengthen links between victims of domestic violence in the Springville area with the constellation of direct service, law enforcement, legal, health care, mental health, and other organizations that victims need. Some of the resources needed already exist in the community, particularly with the recent opening of a Domestic Violence Counseling Office. Partnerships with a regional specialist organization like FJC can deepen local capacity even further. Raise awareness of domestic violence and promote the new Domestic Violence Counseling Office via the local media and outreach material at in neutral venues.

WHO NEEDS TO ACT

The coalition of providers, which is the initial recommendation of this report, should reach out to the Family Justice Center to initiate a partnership. Members of the coalition that need to take an active role include the school district, the hospital, and the front-line faith based service organizations, as well as agencies like Spectrum Inc.

MODELS TO CONSIDER

As a public health concern, domestic violence is being addressed by hospitals in partnership with community organizations. Anne Arundel Medical Center's initiative offers a best practice.

<http://www.aahs.org/domesticviolence/>

Bolster supports for a largely volunteer-driven sector

"Safety-net" services everywhere depend heavily on volunteer energy, but in a cash-strapped rural community like Concord, the role of people who help without benefit of compensation is even more important. Maintaining existing services will mean preventing "burnout" among current volunteers and recruiting new ones. Expanding services will require an even greater effort to grow the cadre of volunteers, make sure they are rewarded in non-monetary ways, and coordinate their efforts for greatest impact. Improved training can also help enhance the experience of volunteers and increase their impact. But if this community has an expandable pool of resources at all, it is volunteers.

STRATEGIES

The coalition should explore opportunities to create a multi-agency human services resource coordinator -- someone to facilitate information sharing, coordination, and volunteer recruitment, training, and advancement. This might be a part-time position to begin with the role expanding as impact and funding warrant. Such a position might be supported from public funds, contributions from participating agencies, philanthropic support or a combination thereof.

Such a coordinator would work across agencies serving as a kind of go-between, connector, or convener of the coalition itself, working to strengthen partnerships among regional providers that could help staff with recruitment, training, recognition and otherwise.

The coalition should also reach out to foundations in Cattaraugus County (and elsewhere) for assistance related to multi-county issues facing local providers. Residents who live in one county but need to seek assistance in another county often need assistance in navigating application processes, for example.

WHO NEEDS TO ACT

While broad support is needed to make this strategy work, it is most dependent of all on true collaboration through the coalition. A human services resource coordinator might be located administratively in one agency or another. But it would serve and be accountable to all of the agencies that it worked to connect.

MODELS TO CONSIDER

Rural Assistance Center (RAC) is a national resource for strengthening local health and human services safety-nets through information and best practices.

<http://www.raconline.org/>

Appendices

Appendix A - Data Sources and Notes

1.1 Cover Map

Service providers: The human service providers that are mapped are listed on pages 25 of the report. The cover map does not represent these providers by their employment size or organizational status as the inside map (see page 24) does.

Population in poverty: The map draws upon 2006-10 American Community Survey data at the block group level, with all municipal boundaries for the map from U.S. Census Bureau's 2011 and 2012 Tiger Line Shape files. Those in or near poverty are individuals whose income is under 200% of the federal poverty level.

Transportation: The NFTA does not have any routes running out to Springville so the map does not include any public transit lines or bus stops.

Schools: The location of elementary and secondary schools in the Town of Concord is from the 2012 NYS School Report Card database available from the NYS Education Department. Total enrollment reflects total students enrolled at these schools during 2011-12. Schools within the Springville-griffith Institute District that are located outside the Town of Concord are not shown on this map.

Major Employers: The community's top three employers, based on employment size, are shown on the map. Employment size was determined using Reference USA's 2012 Business Database and the NYS Education Department's 2011 NYS School Report Card database for school district employment.

Map Layers: Boundary files for the Town of Concord and Village of Springville, including census tracts, block groups, parks, roads, water bodies and more, were mapped using data from the NYS GIS Clearinghouse and the U.S. Census Bureau 2011 and 2012 Tiger Line Shape files.

1.2 Executive Summary

Population in poverty: The 2007-11 American Community Survey are the sources of data on individuals living in or near poverty and total. Those in poverty are individuals with incomes under the federal poverty level. Those near poverty are defined as those with incomes between 100% and 200% of the federal poverty level. Newfane's total population of 9,666 is from the 2010 Census.

Indicators and trends: Population and demographic aging trends since 2000 are from the 2000 Census and the 2007-11 American Community Survey.

The percentage of residents reporting a housing crisis and the percentage of non-residents seeking services in Concord is from a survey of at-risk residents described in Data Sources and Notes Section 1.3. See the subsection on "Concord's Most Vulnerable."

Rates of teen pregnancy by Zip Code are from the 2009-2011 New York State Vital Statistics Data as of March, 2013 and reflecting the County/Zip Code Perinatal Data Profile.

Other indicators and trends come from conversations with human services providers gathered as part of an agency focus group held at the Trading Post on November 4, 2013.

1.3 Context for Action

People in Need

Individuals and Families: Population and household counts are from the 2007-11 American Community Survey. Population data from the 1990 and 2000 U.S. Census were used to calculate changes from these dates for both the total population and trends by age group.

As defined by the Census, families are housing units where two or more persons related by birth, marriage or adoption reside. Non-family households include persons living alone or with another person not related by birth, marriage or adoption.

Population by Age: The 2007-2011 American Community Survey is the source of population counts by age group. Percentages are calculated by dividing the number of individuals in various age groups by the total population for the Town of Concord and Erie and Niagara Counties, respectively.

Potentially At-Risk Populations: These are individuals and households that have experienced higher than average rates of poverty as a result of barriers to education and/or work, either themselves or by those they are dependent on, as in the case for young children. Counts are from and/or calculated using data from the 2007-11 American Community Survey. The listing is not intended to be inclusive of all possible groups that may be economically vulnerable but rather some of those that are significant to the Town of Concord, Village of Springville or Erie County.

Work and Income: Employment by sector for residents of Concord is from the 2007-11 American Community Survey, while the town's top employers is primarily from Reference USA's Business 2012 Database. One exception was for the school district where total employment was calculated using NYS Education Department's 2012 NYS School Report Card database.

Households by income level were calculated using data from the 2007-11 American Community Survey. This was also the data source on the median income in Concord and Erie County, respectively.

Poverty: The 2006-11 American Community Survey is the source of data on individuals and families living in or near poverty. Income relative to poverty level is provided for individuals by age group, race and for families by family type. Poverty rates are calculated by dividing total individuals or families with incomes under the federal poverty threshold by the total number of individuals or families, respectively. The map shows the percentage of individuals living in or near poverty (in households with incomes under 200% of the federal poverty level) by census block group.

The daily amount a family of three lives on at the federal poverty level is calculated by dividing the 2013 annual poverty threshold for this family size by the number of family members and the number of days in a year.

Edmunds was used to calculate the cost of car ownership. The estimate is based on the purchase of a used 2008 Chevrolet Cobalt. In addition to the cost of the car itself (about \$6,800), the cost reflects, taxes and fees, financing, fuel, insurance, maintenance and repairs. \$20.00 is the average daily cost over five years of ownership.

Education: Student enrollment figures are from the 2012 School Report Card database, available from the NYS Education Department. The percentage of children qualifying for free and reduced priced lunch are from the same source and reflect children from households where the family income is under 185% of the federal poverty level.

Academic performance, graduation data, and data on the post-secondary plans of students are from the NYS Education Department's 2012 School Report Card data set.

Educational attainment levels are from the 2007-11 American Community Survey.

Concord's Most Vulnerable

175 adults seeking out services in Concord completed a one-page questionnaire providing demographic and socioeconomic data as well as information on human services needs, concerns, benefits, and access barriers. 108 of these surveys were completed by individuals living in a Zip Code falling at least partially within the town of Concord and offering a foundation for the analysis contained in this report. An additional 67 residents from Zip Codes fully outside the Town of Concord completed the survey, as well. These surveys were analyzed separately.

The survey was prepared by the Mobile Safety-Net Team with input from the University at Buffalo Regional Institute. It was administered by the Mobile Safety-Net Team during 2013 at several different venues across the town, including the Trading Post, once with the meal crowd and once with those there for the Food Express Truck. Surveys were also collected at Concord Town Hall where the Concord Senior Citizens group meets.

Survey sites were selected to capture a representative sample of residents in poverty or at risk of poverty as well as a cross section of neighborhoods from within the town. Because the survey captured only those residents who are able to physically get to these sites, the survey findings may under-represent those who are unable to leave their homes due to disability or lack of transportation.

Where residents needed assistance completing the survey and the survey was conducted in the presence of Mobile Safety-Net Team members, assistance was provided by reading the survey questions to residents and helping them complete the survey instrument. Otherwise, clients completed surveys on their own.

Survey data were coded by the Mobile Safety-Net Team and analyzed by the University at Buffalo Regional Institute. The 108 surveys represent a sample of Concord's vulnerable population that is statistically significant with a confidence level of 95% and with a confidence interval of 9. As stated earlier, surveys completed by household representatives who reported a Zip Code corresponding to an area entirely outside the Town of Concord were not included in the full analysis.

Not all survey respondents answered every survey question. While survey takers were encouraged to answer all questions, partially completed surveys were accepted from those who declined to answer particular questions. The question soliciting information on household income had the lowest level of responses, with 86 answering this question. This number of responses close to a sample size of 92 or better, needed to obtain a statistically significant sample size for Concord's at-risk population within a 95% confidence interval +/- 10%.

The 60% of survey respondents who are said to receive some form of human support services or live in a household with someone who does reflect those survey takers saying they receive food stamps, Medicaid, cash benefits, unemployment, disability income, HEAP, SSI/SSD, WIC, and/or rental assistance. This information is captured by multiple questions on the survey and the findings from

these questions are aggregated to calculate an overall percentage of those receiving some kind of assistance.

The chart presents selected findings from the questionnaire. The variables shown are in many cases an aggregation of two or more response categories. Where percentages across subcategories add up to over 100, it is because survey takers were allowed to select more than one category as their response to the question, as is the case of the question soliciting information on respondent household's sources of income and types of human benefits they receive.

Percentage shown are calculated based on the number of respondents answering the particular survey question, which may be less than the full sample.

Because the survey asked about benefits households are currently receiving or have applied for, responses associated with seasonal benefits such as HEAP may be sensitive to the time of year when the survey was conducted.

Places in Need

Housing: Housing costs as a percentage of income for renters and owners are from the 2007-11 American Community Survey. Costs include mortgages, second mortgages, rent, utilities (electricity, gas, water, sewer), homeowners insurance and property taxes. This was also the source of information on median housing values, median rents and the proportion of residents who own and rent.

According to the U.S. Department of Housing and Urban Development, households paying more than 30% of income on housing are considered cost burdened, as this standard is generally accepted as the cut-off for affordable housing. Those paying more than 50% are considered severely burdened. Low-income households lacking affordable housing are at particular risk of not being able to afford other necessities such as food, clothing, medical care and transportation. The U.S. Census Bureau tracks household data for both the 30% and 50% standard.

The number of homes in foreclosure is from Mayor Krebbs who took part on an agency focus group at the Trading Post on November 4, 2013.

Transportation: Vehicle access data for households in Concord are from the 2006-11 American Community Survey. This is also the source of data on how workers in Concord travel to their jobs.

Information about transportation options for those without access to a vehicle was gathered via telephone from the sources listed in the table. While the community no longer have a locally-based taxi service, many companies offer transportation from Springville to destinations outside the community. The taxi companies that were sampled here included Queen City Taxi, 24/7 Taxi Service, Buffalo Airport Taxi Cab and W55 Transportation, all offering service from

Springville to Blasdell and other destinations.

Crime: Information on crime in the community is drawn entirely from input gathered from a focus group with human services providers held at the Trading Post in November 2014, as crime for the town or village is not separately reported by state or federal crime-reporting agencies.

1.4 Landscape of Human Services

Human services organizations typically provide food to the hungry, jobs training to unemployed adults, shelter to the homeless, youth development to children at risk, recovery to those affected by disaster, and assistance to victims of crime. The listing shown includes human services organizations as well as those that may not be officially classified as human services organizations but have been identified as providing critical services to vulnerable populations.

The analysis draws upon organizational data compiled by the Mobile Safety-Net Team and supplemented by information, particularly employment levels from Reference USA's 2014 Business Database, the 2012 Census of Governments, Guidestars' database of nonprofits, NYS Education Department's 2012 Report Cards, and information gathered via agency interviews. Both nonprofits and governmental agencies are included.

Only organizations with operational sites within the Town of Concord are included in this listing for the purpose of analyzing what supports residents have physical access to within the community. Organizations with sites outside the town are not included on this list, even if they offer services to many residents. The Family Justice Center, with an office in Buffalo and satellite location in Orchard Park, is an example.

Organizations providing services to target populations such as veterans, teen parents, seniors and the homeless are those whose organizational mission it is to connect with these particular populations (such as the services for seniors offered by SCENE, the Springville-Concord Elder Network). Alternatively, they may have significant programming for these populations (such as the senior supports offered through the Town of Concord), including specialized information to support these populations and they seek to connect with additional services.

Service categories are defined as follows:

Food – includes food pantries as well as organizations providing on-site meals to residents such as at school or through a senior lunch program.

Clothing – includes clothes closets and sites where free or low-cost clothing is available.

Education/Training – includes places of formal education and early childhood education as well as sites for job training, GED, literacy skills, community/continuing education, and parenting training.

Includes organizations offering support services such as homework help and job assistance.

Sites for workforce development and vocational education are included, even if these are one of other programs offered by an agency. Education and training programs for selected population are included as well, such as those offered for individuals with disabilities.

Affordable Housing – subsidized housing and other non-market rate homes and rental units available to lower-income populations. Also included are sites providing access to supports such as rental assistance, utility assistance, weatherization, emergency housing repair, HEAP, and tax credits.

Transportation – includes organizations that offer transportation via buses, vans and shuttles, as part of the suite of services they regularly provide (such as the school district). Also includes agencies that regularly offer transportation supports such as bus tokens and deliveries of food.

Mental Health/Addictions - includes sites providing mental health treatment including counseling and addictions support groups. Covers out-patient and residential programs. Does not include organizations that only serve as a source of information for mental health services.

Health/Wellness – includes sites and organizations offering health services, preventive medical exams and/or screening, particularly for lower-income or vulnerable populations. Does not include organizations that only serve as a source of medical/health insurance information. Nor does this category include programs providing primarily fitness or recreational benefits.

Legal - includes legal assistance for low-income populations, especially assistance in obtaining benefits. Includes such assistance for limited populations only such as seniors or the disabled.

Youth Programs - includes providers of after-school programs and activities for school-age youth. Also included are mentoring programs. This category does not include programming provided as part of a residential treatment program for youth. Nor does it include programs providing only information about youth programs.

Financial literacy - includes financial literacy training and budget counseling services. Includes programs for limited vulnerable populations.

Crime/Juvenile – includes crime prevention programs, juvenile justice, and victim assistance programs.

Information/Referral - includes agencies, programs and positions providing information and referral to a wide variety of human support services for individuals and families.

Providers are classified as governmental if they are an arm of a local, state or federal level agency or department.

Appendix B - Resident Questionnaire

MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT

MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT

Thank you for participating in this survey. Your answers will assist us in better understanding the needs in the community and help us build a stronger safety net that more readily connects residents to the human services they need. Please select one response unless indicated otherwise. **Your answers will remain completely confidential.**

Age _____ Gender (M/F) _____ Zip Code _____ Location _____

Including yourself, how many people are in your household?

- Adults (18 and older) _____
- Children (under 18) _____

Has anyone in your household ever served in the armed forces?

- Yes¹
- No²

Are there any urgent concerns or special needs that you or someone in your household might have?

- Utility shut-off notice¹
- Foreclosure / eviction²
- Homelessness³
- No money for food⁴
- Domestic violence⁵
- No urgent concerns⁶
- Other: _____⁷

Has anyone in your household ever encountered any difficulty in getting necessary services they need (such as assistance with food, housing, utilities, medical care, etc.)?

- Yes¹
- No²

If you marked "yes", please describe what barriers were faced:

- Traveling to get services is difficult¹
- I don't speak / read English well²
- I can't get there during the hours the agency is open³
- I've been turned away because of income limits⁴
- It can be physically difficult for me to leave my home⁵
- It's too much of a hassle because the process is confusing⁶
- Other: _____⁷

What is your current employment status? (select all that apply)

- Employed full-time¹
- Employed part-time²
- Unemployed, looking³
- Unemployed, not looking⁴
- Student⁵
- Retired⁶
- Disabled⁷
- Other: _____⁸

What are your household's sources of income? (Select all that apply)

- Employment¹
- Unemployment insurance²
- Public assistance³
- Social Security⁴
- Pension⁵
- Disability⁶
- Worker's compensation⁷
- Child Support⁸
- No Income⁹
- Other: _____¹⁰

How much money is currently received from these sources to support your household each month (net income)?

What is your primary form of transportation?

- Bicycle¹
- Family / Friends²
- Own vehicle³
- Taxi⁴
- Public Transportation⁵
- Walk⁶
- Car Share Service⁷
- Other: _____⁸

If you don't own a vehicle and are not a regular public transit user, why don't you use public transit more often?

- Too expensive¹
- Takes too long to get places²
- No service to where I need to go³
- No evening or weekend service⁴
- Buses don't run often enough⁵
- It's too long to walk to bus stop⁶
- Service isn't reliable⁷
- I don't feel safe⁸
- Schedule is too confusing⁹
- Other (please specify): _____¹⁰

Appendix B - Resident Questionnaire (Continued)

What is the current employment status of other adults in your household? (select all that apply)

- Employed full-time¹
- Employed part-time²
- Unemployed, looking³
- Unemployed, not looking⁴
- Student⁵
- Retired⁶
- Disabled⁷
- Not Applicable / No other adults in household⁸
- Other: _____⁹

What is your current living situation?

- Own¹
- Rent, with assistance²
- Rent, without assistance³
- Staying with friend / family⁴
- Homeless⁵
- Other: _____⁶

How long have you lived at your current address?

- Less than 3 mos.¹
- 3 mos. – 1 year²
- 1-5 years³
- 6 - 10 years⁴
- More than 10 years⁵

What is the highest level of education/training you've completed?

- High School / GED¹
- Some College²
- College Degree (2-yr or 4-yr)³
- Post-graduate degree⁴
- Military⁵
- Trade School⁶
- Did not finish high school⁷

Does anyone in your household lack health insurance? (select all that apply)

- Yes, one or more adults do not have health insurance¹
- Yes, one or more children do not have health insurance²
- No, we all have health insurance³

If insured, select the type of health insurance currently used by members of your household (please select all that apply):

- Private insurance¹
- Managed care (HMO, PPO)²
- Medicare (65+, disabled)³
- Medicaid⁴
- Government (VA, Child Health Plus, Family Health Plus)⁵
- Health Savings Account⁶
- Other: _____⁷
- Do not know/Unsure⁸
- Do not have health insurance⁹

Are you, or is anyone in your household currently receiving any of the following forms of public assistance?

- Food stamps¹
- Medicaid²
- Cash benefits³
- HEAP⁴
- SSI / SSD⁵
- WIC⁶
- Other _____⁷
- None⁸

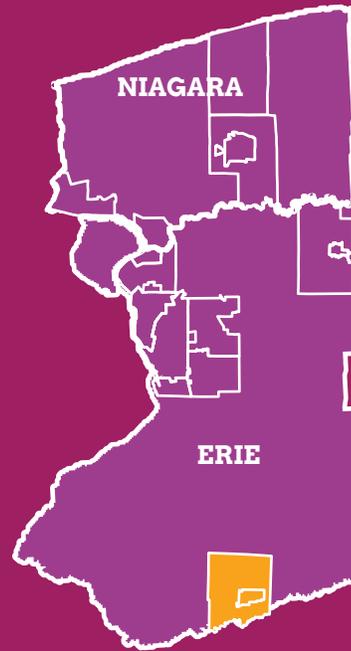
Does anyone in your household have a pending application for any of the following?

- Food stamps¹
- Medicaid²
- Cash benefits³
- HEAP⁴
- SSI / SSD⁵
- WIC⁶
- Other _____⁷
- None⁸

If you have an immediate need and would like someone to call you for assistance, please write your name and phone number on the back of this survey and a member of our team can contact you. Thank you!

A COMMUNITY REPORT
Town of
CONCORD
& Village of SPRINGVILLE

This is a collaborative effort of the **University at Buffalo Regional Institute** and the **Mobile Safety-Net Team** established by **The John R. Oishei Foundation**. Commissioned by The John R. Oishei Foundation this assessment presents a detailed analysis of Concord's human services needs, key resources, barriers, and opportunities for strengthening the system, and in turn, residents. The insights and recommendations provided are intended to assist the foundation community, human services providers and other stakeholders in closing gaps and developing comprehensive, efficient and cost-effective strategies for connecting with a greater number of economically vulnerable individuals and families.



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