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# THE ACCAA 2021 COMMUNITY NEEDS ASSESSMENT

August 2021

[www.accaa.org](http://www.accaa.org)



# THE ACCAA 2021 NEEDS ASSESSMENT

## INTRODUCTION

### Overview

The mission of Ashtabula County Community Action Agency (ACCAA) is to help people achieve self-sufficiency, and rise above issues of poverty. Over the years we have made an essential contribution to individuals and families in Ashtabula County by providing them with innovative and cost-effective services. In order to accomplish our mission we must provide programs that address verified and urgent local needs and fill gaps in service or resources to meet those needs.

Every three (3) years Community Action Agencies are required to complete a comprehensive analysis of conditions to identify existing and emergent community needs. The "Community Needs Assessment (hereafter Assessment) process allows us to review where we need to: add or improve services, make it easier to use existing services, and prioritize the most important types of service to better help the individuals and families we serve. The Assessment reviews the community landscape for any changes that the agency and the community need to be addressing.

### About The Agency

Created as a result of President Johnson's "War on Poverty" in 1964, ACCAA is a poverty fighting organization. As designated in our authorizing legislation, we are governed by a tri-partite board of directors comprised of one-third public sector, one-third private sector, and a minimum of one-third participants/low-income consumers of our programs.

Over the years while the mix of programs and services that ACCAA offers has changed based on the needs within the community, our core programs Community Service Block Grant (CSBG), Home Energy Assistance Program (HEAP), Weatherization, Senior Nutrition, Women, Infants, & Children (WIC), and Head Start, continue to provide valuable benefits to the residents of our county. Other programs currently operated by ACCAA are listed below. There are 5 program service areas- Health & Nutrition, Housing & Energy, Community Development, Planning Services, and Head Start, supported by Administration & Fiscal services.. In 2020, ACCAA consolidated operations reducing from five locations to three- Community Action Austinburg Road, Community Action Main Avenue, and Community Action State Road. This has helped to provide space for growth and provided greater convenience for customers. Also, to serve customers, satellite sites are co-located with partner organizations throughout the county. 160 employees provide services either at one of our offices, satellite sites, or in the home.

ACCAA typically has an annual operating budget of \$10.5 million comprised of federal, local, state, public and private funds. Due to the Coronavirus Pandemic we have experienced an influx of funds to assist residents impacted by COVID-19. We continue to receive award of funds aimed at helping people recover economically. The agency-wide budget projected for 2021 is \$11.9 million.

### Current ACCAA Programs

- 2-1-1 Ashtabula County including Enhanced Information & Referral for Seniors- Ashtabula County
- Head Start- Ashtabula County
- Emergency Energy Assistance- Ashtabula County
- Home Weatherization Assistance Program (HWAP)- Ashtabula, Lake, and Geauga Counties
- Minor Home Repair- Ashtabula County
- CARES Home Relief '21- Rent, Mortgage and Utility Assistance-COVID
- Local Food Access including Grounds-for-Growth, Farmers' Market Education Program
- New Hope Housing- Homeless Assistance
- Senior Nutrition Program including Meals On Wheels, and Senior Dining Sites
- WIC Program- Ashtabula County
- Home Visiting including Help Me Grow & MIECHV
- Empowerment Workshops
- Summer Food Service Program
- Speech and Audiology Services
- Dragon Empowerment Center- Community Learning Center
- Village Table Social Enterprise
- Homemaker

# THE ACCAA 2021 NEEDS ASSESSMENT

## THE COMMUNITY NEEDS ASSESSMENT

### About the Survey

ACCAA is required to conduct a comprehensive community needs assessment every three (3) years. The last assessment was completed in 2018 which means the next assessment is scheduled to be conducted in 2021. However, when the Coronavirus began interrupting life throughout the country, a special assessment was conducted in 2020 to determine the needs of people impacted by the unfolding pandemic. The 2020 COVID Community Needs Assessment is available in the Appendix and the summary of the assessment is provided later in this report.

The 2021 comprehensive survey tool was developed by reviewing the data from 2018 and identifying information for comparison (including a ranking the biggest problems in our community, specific basic needs status, and utilization of services). The 2021 survey tool had 65 questions; repeating some previous questions, as well as adding new questions to learn the current needs following a year of COVID-19 disruptions. Like the 2018 survey, the data to be collected were created within the following key domains important to thriving communities and related to ACCAA services specifically. The domains were: Housing, Nutrition, Emergency Services, Self-sufficiency, Health, Employment, Education, and Income Management. During this assessment we also included special focus on the needs of families with children, and the needs of older adults.



During the month of March 2021 we conducted our review of community-wide conditions to identify existing and emergent community needs. A total of 563 Assessment surveys responses were received. The survey tool was available online through Survey Monkey and in hard copy. The link for the online survey was issued to the public via email to various social and human service providers, governmental, and service organizations who were asked to circulate to their customers/clients and contacts, as well as through our ACCAA Facebook page and website. The hard copy was distributed to customers/clients of our ACCAA programs. Unlike past years, we were unable to obtain survey participation with the general public during local health fair and community events due to COVID-19 restrictions. The results of the Assessment and scan of the environment are summarized in this report. The survey questionnaire is included in the Appendix.

### Supplemental Resources

In addition to our local survey tools, to complete this report several sources and reports were used. The base demographic data and statistics are taken from one of the key sources, the *Ashtabula County Health Indicators Report* "Courtesy: Community Commons, <<http://www.communitycommons.org>, pulled on 2-8-2021." (Note this is based on the 2010 census data and is therefore similar to what was presented in the 2018 Assessment). This report is referenced in the Demographic section and the full report can be viewed on our agency website [www.accaa.org](http://www.accaa.org). Other sources include the US Census Bureau and American Community Survey, the Ashtabula County Community Health Needs Assessment, and various other reports and surveys that highlight various populations and topics for Ashtabula County. Some references are cited in the narrative, listed on the Resources/Links page in the back of the report, and others are attached in the Appendix.

### Overall Results

We asked basic questions to establish the demographic composition of the survey respondents. We also asked questions based on the domains identified. But the core of our survey was identification of the biggest problems in our community. In 2018, we asked the key question "What do you feel are the biggest problems in our community?" Participants were asked to rank nine (9) concerns starting with "1st" being the biggest problem down to "9th" ninth biggest. In 2015 we asked the question with slightly different wording... "What is the biggest problem in your community?" In the current 2021 survey we again asked "What do you feel are the biggest problems in our community?" The answers from the surveys are ranked in the chart below showing the comparison over the past three assessments.

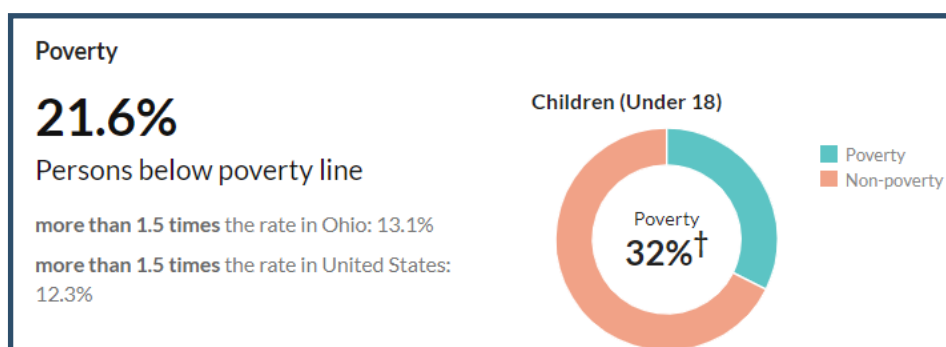
*\*Results from 425 respondents*

	2021 Score*	2018 Score	2015	Score
Drug or Alcohol Use	7.55	8.14	Drugs/Drug Abuse	26.94%
Poverty	6.96	6.82	Jobs/Lack of/Poor wages/(un)employment	24.20%
Lack of jobs	6.36	6.29	Crime/Violence/Theft/&Related to drugs	16.89%
Crime	5.47	6.1	Apathy/erosion of values/morals	10.50%
Run down housing	5.07	5.02	Poverty/	9.59%
Lack of activities	4.57	4.06	Lack of activities/youth	5.48%
Education system	3.73	3.94	Houses in disrepair	4.57%
Transportation	3.56	3.13	Lack of education/poor schools	4.11%
Access to shopping	2.97	2.78	Lack of shopping	3.20%
			Lack of/Poor Transportation	3.20%

It must be noted that the above 2021 ranking represents only the responses of 425 respondents who took the survey online. In the online tool only one number can be assigned to each item, therefore reflecting a true ranking. In the online ranking, "Drug or Alcohol Use" was cited as the biggest problem, second was "Poverty", followed by "Lack of Jobs".

When tallying the responses from the hard copy surveys, individuals could assign the same number to more than one item, thus the results could not be scored in the same manner. To score this section all marks were tallied by item and the rank determined by the item that received the most marks. Of the hard copy responses "Drug or Alcohol Use" was the item that received the most marks; "Poverty" was second, followed by "Lack of Jobs". This mirrors the rank of the online respondents.

In comparing the 2018 ranking to the 2021 results, the ranking of the items did not change in the new assessment. "Drug or Alcohol Use", "Poverty", "Lack of Jobs" and "Crime" remain the biggest problems presented by the respondents. As stated in the 2018 report, like many communities in Ohio, the Opioid epidemic is a serious issue causing increased overdose deaths, breaking up families and leaving children parentless, increasing criminal activity, and stressing community resources. It is clear that "Poverty" continues to be a problem, and the those who scored this as the "second biggest problem" edged up slightly since the last report. According to the *American Community Survey– 2019– 1 -Year Estimates Data Profiles-Table ID: DP03* the percentage of "families and people whose income in the past 12 months is below the poverty level" is 21.6% overall, and 32.4% of children under age 18 live in poverty. The poverty level noted in 2017 was 20.6%



Graphic: <https://censusreporter.org/profiles/05000US39007-ashtabula-county-oh/>

The "Lack of Jobs" was cited as the third (3rd) biggest problem. The Ohio Department of Job and Family Services (ODJFS) listed Ashtabula County's unemployment rate at 6.1% in December 2020. By May of 2021 the ODJFS-Office of Workforce Development Bureau of Labor Market Information listed Ashtabula County slightly better at 5.6%. Later in the report we will review specific responses regarding work status reported in this 2021 Assessment.

## Program Usage

When asked "Have you used any of the following Community Action services within the last 12 months" 204 respondents listed the following (listed in order of "most used" to "less used"): 2-1-1 Information and Referral (up from third place last report), Home Energy Assistance Program/Percentage of Income Payment Plan (HEAP/PIPP), Women, Infants and Children (WIC) Program, Head Start, Senior Nutrition, Weatherization and Audiology and Speech, Community Action Home Visiting, Dragon Empowerment Center, New Hope, and Empowerment Workshops.

### Basic Demographics of Respondents

The box at right shows the demographic composition of the survey respondents. Sixty-percent (60%) of survey respondents were age 25-54 years. Half of the survey respondents had children age 18 or under. Almost two-thirds (2/3rds) had household incomes \$50,000/year or below, were currently employed, and owned their home. Nearly all, 96%, have health insurance. The majority, 95%, are high school graduates (or have a GED), and almost half have either a two-year or four-year degree. 92% of respondents were White/Caucasian.

### COVID-19 Status

For 2021 we included several questions designed to assess the COVID-19 situations of the respondents. The respondents for our survey fared reasonably well in this area. A small percentage (12%) of the respondents had actually contracted the Coronavirus, and only 1 in 4 had to quarantine due to exposure to someone with the Coronavirus. About 1 in 5 reported they were forced to take off work due to school closures or childcare changes. Just 10% reported that they were forced to take off work to care for a family member due to COVID-19.

### COVID-19 Impacts

The Coronavirus Pandemic has brought unprecedented changes to the lives of everyone, in this assessment we wanted to gauge the extent of the impacts for the respondents in general (we explore impacts specific to our focus populations of families with children and older adults later in this report). The graphics on the

## Assessment At-A-Glance Demographics

This represents the demographic breakdown for respondents of the Assessment

563

Full Surveys

50%

With children 18 or under

60%

Age 25-54

60%

Household  
Income Under  
\$50,000

8%

Household  
Income Under  
\$5,000

92% / 3% / 1% / 4%

White / African American / Hispanic:Latino / Mixed Race

66%

Own Their  
Home

63%

Currently  
Employed

96%

Have Health  
Insurance

95% / 49% / 35%

High School  
Graduate/GED

Two or Four Year  
Degree

Vocational  
Training

## COVID-19

This represents the COVID-19 specific status for respondents of the Assessment

12%

Had  
COVID-19

25%

Quarantined  
due to  
COVID-19

21%

Forced to take off work due to school closure  
or childcare changes

10%

Forced to take off work to care for a family  
member due to COVID-19

following page illustrate the economic and social or emotional impacts experienced by the respondents.

The first graphic on the following page shows the percentage of respondents who experienced various economic impacts from COVID-19. The majority (87%) reported they began using food pantries or food stamps, (86%) experienced an increase in family expenses, at least 3 in 4 indicated they, a family member, or a close friend lost a job or closed their business, and 70% experienced a decline in family income. Over half borrowed money, and close to half had hours reduced and worried about not having enough food; full a third reported skipping or cutting meals because they did not have enough money for food. Less than a quarter of respondents were worried about eviction or losing their home at the time of the survey.

The second graphic shows the percentage of respondents experiencing various social or emotional impacts caused by COVID-19. Fear and concern for future economic and health insecurity and instability, and feelings of isolation were experienced by 1 in 5 of the respondents. Personal



or family illness, disability, or mental health issues were experienced by 17% of respondents. Around 10% felt a lack of companionship or felt left out.

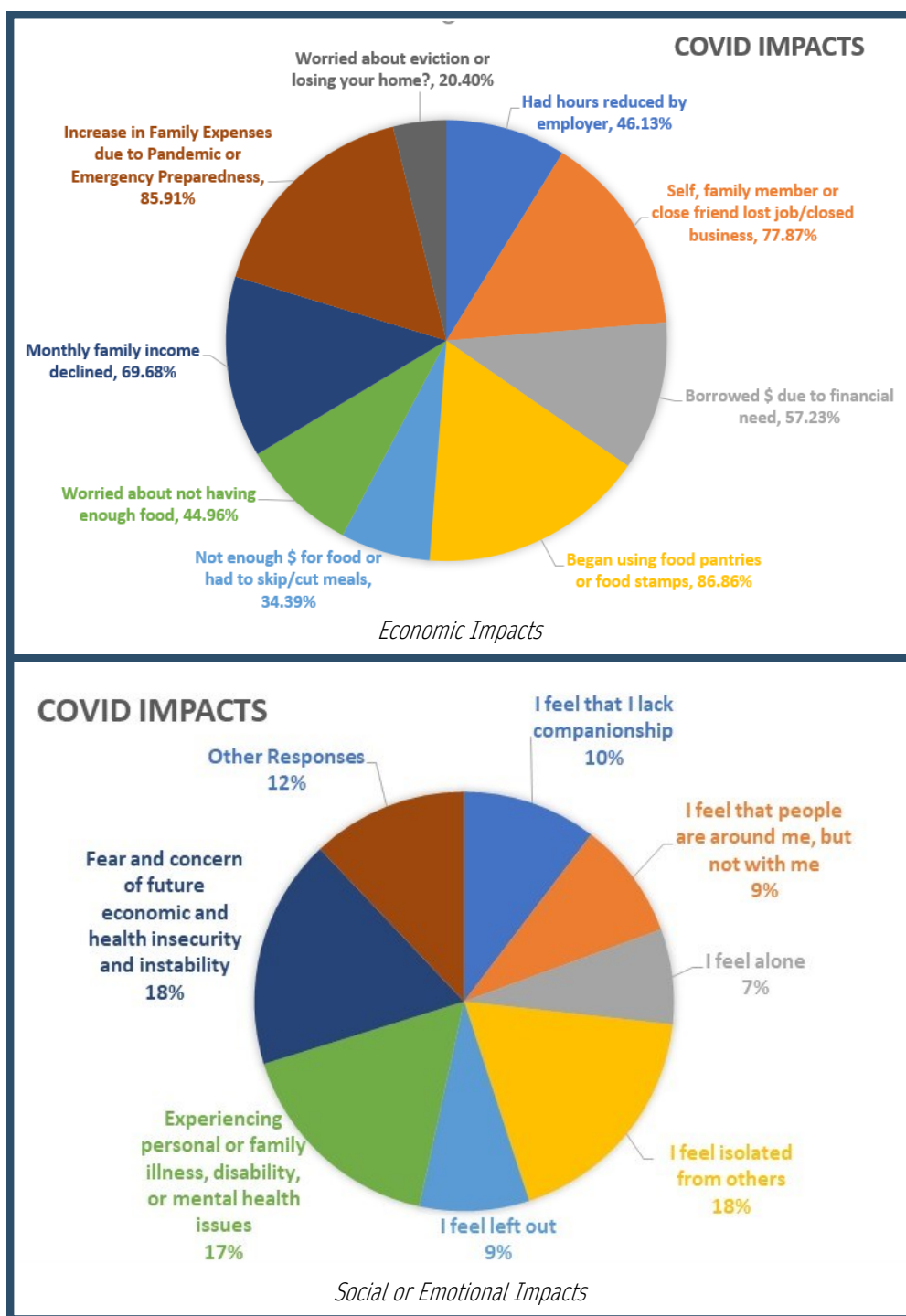
### Key Data By Domain

Several questions on the survey related to one of the domains referenced in the *Overview*. The following results identify key data obtained through this Assessment, to help us further understand the gaps and needs present within the community.

### Housing

In the *Basic Demographics* section above we identified that 66% of 509 respondents owned their homes. 27% are renters and 6% report staying with family or friends. To determine if there is a need for home buyer assistance, we asked the renters if they want to own their own home. Of the 231 respondents, over half (55%) indicated “yes.” Barriers to homeownership most commonly cited include: lack of or poor credit, no money, cannot afford it– housing prices are high, cannot secure loan, and unable to save for the down payment. We followed this question by asking if they have been unable to pay their rent or mortgage in the past 12 months, only 17% of respondents indicated “yes”. While the inability to afford their rent or mortgage payment did not seem to be an issue for most of the survey respondents, we reviewed the March 2021 report “*The Gap– A Shortage of Affordable Homes*”, published by the National Low

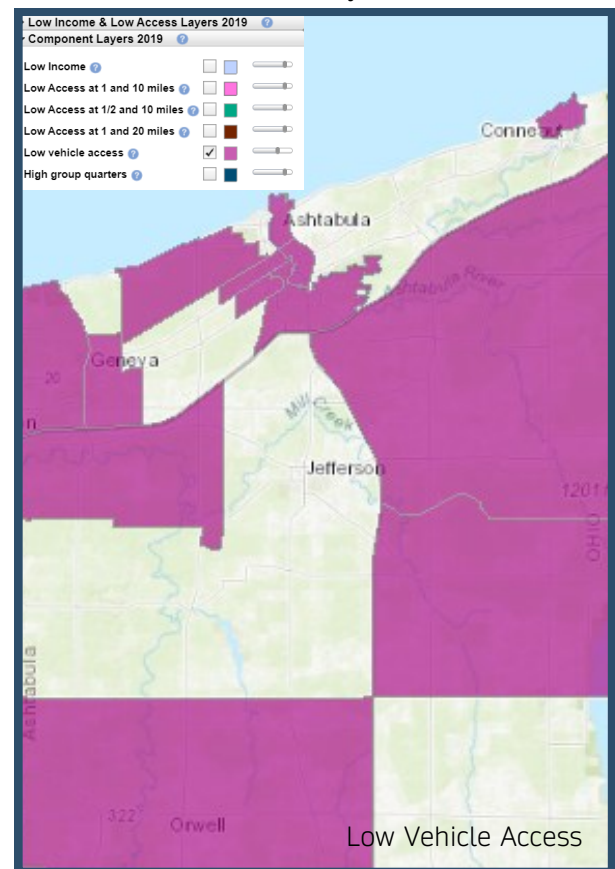
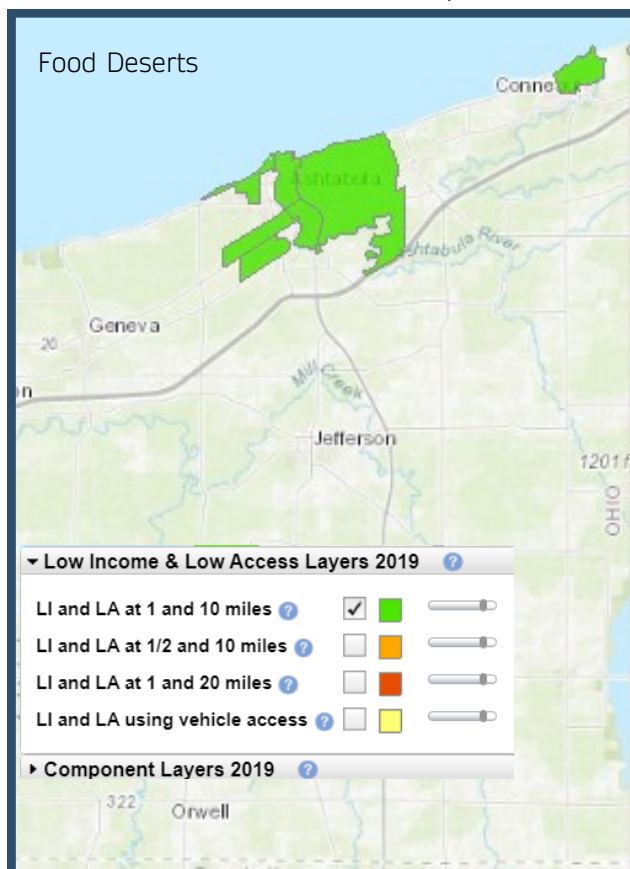
Income Housing Coalition. In January 2021, nationally, “21% of renters reported being behind in rent payments.” Additionally, according to the Center on Budget and Policy Priorities– *COVID Hardship Watch*, data collected between May 12 and June 7, 2020 indicate 13% of Ohio households reported they were “not caught up on rent.” In Ashtabula County many low-income renters struggled to pay rent before the COVID-19 crisis and are even more at risk. “The persistent shortage of affordable and available homes for the lowest-income renters means approximately 70% of these households routinely spend more than half of their incomes on rent” and have little ability to save. Households are commonly defined as “housing cost burdened” if they spend more than 30% of their income on rent and utilities. Ashtabula County is reported to have 37,832 Occupied Housing Units, 70.5% are Owner-Occupied with only 29.5% Renter-Occupied (11,152 units) according to the 2019: American Community Survey 5-Year Estimates Data profiles (8,342 vacant units are identified). Of the Occupied Units With a Mortgage, 40.5% pay between \$500 and \$999; and 37.4% pay between \$1,000 and \$1,499. The lack of safe, affordable housing, cited as “Run Down Housing” in our 2021 survey, was rated the 5th “biggest problem”. The data shows, of the Occupied Units Paying Rent, only 20% pay less than \$500, over two-thirds (2/3rds) or 67.4% pay between \$500 and \$999. Over half (52.3%) are “housing cost-burdened”, and of those 41% actually pay 35% or more of their gross income for rent. Further, 53% of all housing units were built prior to 1990, and a third of them (32%) were built



prior to 1970. One percent (1%) of these units lack complete plumbing facilities and two percent (2%) lack complete kitchen facilities. Much of the county's housing stock is in need of repair. Statewide, about 9.2% of all homes are at risk of lead-based paint hazard to children. A recent study from the research firm Altarum estimates that 10% of children born in Ohio in 2019 will have blood lead levels in excess of 2 micrograms per deciliter (µg/dL). According to the study, this will cost Ohio \$2.8 billion in reduced productivity, added health care costs, social assistance, education spending and premature mortality. The median home price in Ohio in 2019 (\$132,317) was 2.4 times the median household income - the largest price-to-income ratio since 2006 -making homeownership unaffordable to many prospective homebuyers. (<https://ohiohome.org/hna-20/executivesummary-hna.aspx>)

## Nutrition

Under this domain we will address nutrition and food insecurity. Respondents were asked if they had enough food to feed themselves and/or their families without any type of assistance benefits or help from family or friends. 28% answered "No" while the remaining 72% replied "Yes". Overall, this means 1 in 4 respondents were food insecure. When reporting the responses from those who completed a hard copy survey, the results were much more even with 49% responding "Yes" and half, or 51%, responding "No". Of all responses, 76% report knowing where the nearest food pantry is. The percentage who know where the nearest food pantry is increases to 82% of those respondents who completed a hard copy survey. The 2019 Ashtabula County Health Departments-Community Health Assessment (CHA) identified that seventeen percent (17%) of adults had experienced at least one issue related to hunger/food insecurity in the past year. Further, in 2019, 35% of adults ate 1 to 2 servings of fruits and/or vegetables per day, 42% ate 3 to 4 servings per day, and 19%, or only 1 in 5, ate the recommended 5 or more servings per day. Four percent (4%) of adults ate no servings of fruits and vegetables per day. Identifying the barriers to consuming fruits and vegetables the most common answer, cited by 1 in 5 adults, was they are "too expensive". In addition to the cost barrier, for some access to healthy food is also an issue. Some geographic areas have limited access to affordable and nutritious food, these are called "food deserts". According to the Centers for Disease Control and Prevention (CDC), food deserts are "areas that lack access to affordable fruits, vegetables, whole grains, low-fat milk, and other foods that make up the full range of a healthy diet." "These areas do not have grocery stores, farmers' markets, or health food providers that provide fresh foods. Instead, these areas often just have convenience stores and "dollar" stores that provide processed foods that may not be nutritious or healthy." <https://ddc.ohio.gov/ohios-food-desert-crisis> Generally, in rural areas food deserts exist where grocery stores are more than 10 miles away. Urban areas are considered food deserts when there are no supermarkets within one mile. The map below shows two food deserts in Ashtabula County identified in 2019



by the United States Department of Agriculture (USDA). Additionally, the second map, shows areas of Ashtabula County identified in 2019 as having “low vehicle access” The map demonstrates many areas of Ashtabula County have difficulty with access to transportation to obtain healthy foods. In Ashtabula County, 10% of households have no vehicle, 21% of renters and 5% of homeowners. (*Community Commons– Health Indicators Report; Data Source: US Census Bureau, American Community Survey. 2015-19. Source geography: Tract*).

## Low Vehicle Access

Low-income census tract where more than 100 housing units do not have a vehicle and are more than ½ mile from the nearest supermarket, or a significant number or share of residents are more than 20 miles from the nearest supermarket.

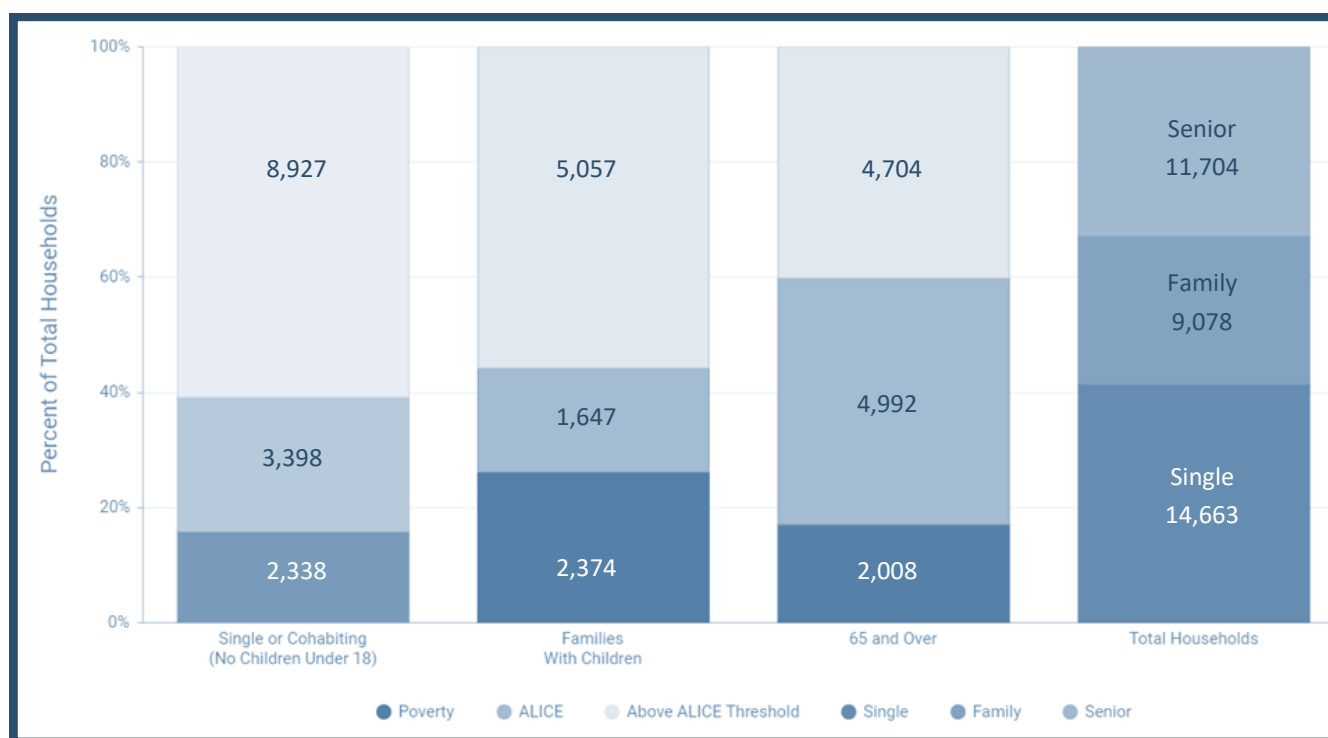
<https://www.ers.usda.gov/data-products/food-access-research-atlas/go-to-the-atlas/>

When we look at the summary data from the 2020 COVID Community Needs Assessment, we will see how the food access and nutritional needs of households changed during the pandemic.

## Emergency Services- Income Management- Self-Sufficiency

Respondents were asked a series of questions to assess the self-sufficiency (ability to sustain a household without the use of any programs or benefits) of individuals and families in the community. The first question asked “whether they had enough money each month to cover their basic living expenses (housing, food, clothing, hygiene, utility bills, etc.).” Once again, our survey respondents seem to be able to manage their monthly expenses, as 79% answered “Yes”. In a follow-up question, “Do you receive any help from family or friends or any public assistance to pay your bills?”, when reporting all responses only 19% answered “Yes”. When reporting the responses from those who completed a hard copy survey, a third or 33% responded “Yes”. To determine the possible status of savings available we asked if they would be able to handle a \$400 emergency without borrowing money. When reporting all responses 60% indicated they would be able to handle such an emergency; however only 39% of those who completed a hard copy survey indicated they would be able to handle the \$400 emergency without borrowing money. In our last survey 56% indicated “yes” to this question. To determine if workshops or other programs should be developed that might assist those who may struggle with the ability to save, we asked if they would be interested in learning more about budgeting and how to save money. Only 21% indicated “Yes” to this question.

Most of the Community Action programs base eligibility on the Federal Poverty Guidelines, which list the maximum level of income based on the household size that a household can have in order to qualify. There is another measure created by the United Way organization called “ALICE”, “Asset Limited, Income Constrained, Employed” The most recent report based on the 2018 Point-In-Time data, 19% of households in the County are at the Federal Poverty Level (FPL), an additional 28% meet the ALICE Threshold (households that earn more than the FPL



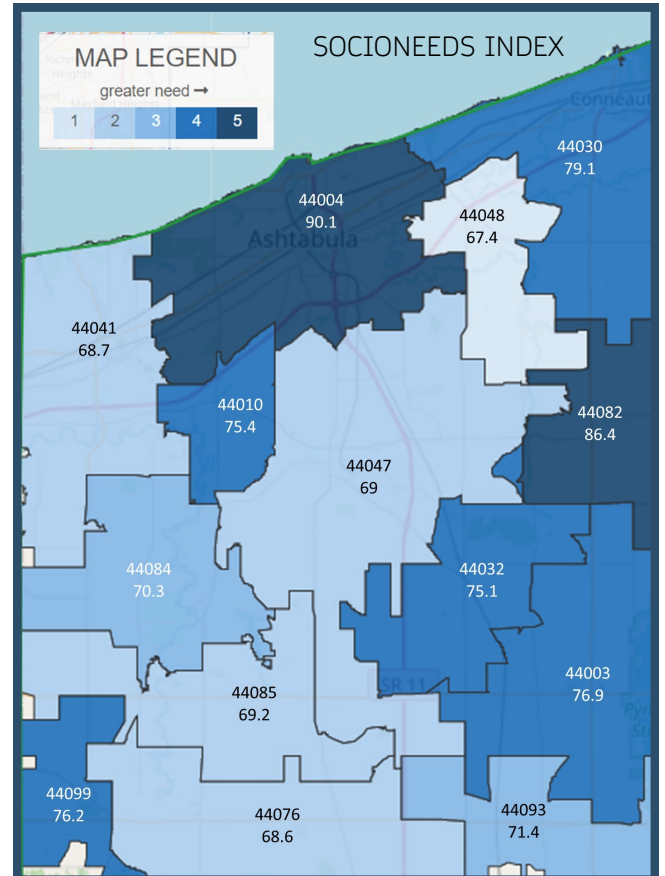


but less than the basic cost of living for the County). (*UnitedforALICE.org*) The graph on the previous page shows the number of households at the FPL and the additional households that meet the ALICE threshold by Single, Family, and Senior cohorts. The graph below shows the Household Survival Budget which “reflects the bare minimum cost to live and work in the modern economy and includes housing, child care, food, transportation, health care, technology (a smartphone plan), and taxes. It does not include savings for emergencies or future goals like college or retirement. In 2018, household costs were well above the FPL of \$12,490 for a single adult and \$25,750 for a family of four.” (<https://unitedforalice.org/county-profiles/ohio>)

	Single Adult	One Adult, One Child	One Adult, One In Child Care	Two Adults	Two Adults Two Children	Two Adults, Two In Child Care	Single Senior	Two Seniors
Housing	\$512	\$523	\$523	\$523	\$695	\$695	\$512	\$523
Child Care	\$0	\$234	\$671	\$0	\$469	\$1,296	\$0	\$0
Food	\$248	\$427	\$358	\$515	\$859	\$750	\$211	\$438
Transportation	\$337	\$494	\$494	\$508	\$805	\$805	\$291	\$417
Health Care	\$217	\$463	\$463	\$463	\$706	\$706	\$529	\$1,057
Technology	\$55	\$55	\$55	\$75	\$75	\$75	\$55	\$75
Miscellaneous	\$161	\$244	\$291	\$245	\$401	\$495	\$185	\$288
Taxes	\$242	\$239	\$348	\$363	\$402	\$618	\$249	\$370
Monthly Total	\$1,772	\$2,679	\$3,203	\$2,692	\$4,412	\$5,440	\$2,032	\$3,168
Annual Total	\$21,264	\$32,148	\$38,436	\$32,304	\$52,944	\$65,280	\$24,384	\$38,016
Hourly Wage	\$10.63	\$16.07	\$19.22	\$16.15	\$26.47	\$32.64	\$12.19	\$19.01

## Health

Based on several studies and statistics, the health status of Ashtabula County is poor. According to a report by the Robert Wood Johnson Foundation (<https://www.county-healthrankings.org/app/ohio/2021/rankings/ashtabula/county/outcomes/overall/snapshot>) Ashtabula County ranked 73 of 88 counties (0-25%) for Health Outcomes and 82 out of 88 for Health Factors. Some of the key statistics for our County include: we had 6,681 preventable hospital stays (as opposed to 4,901 for the State); individuals have a life expectancy of 2 years less than those in the rest of the State (75.2 years versus 77 years); almost 1 in 4 reported poor health days (23%), with poor physical health days reported at 4.9 versus 4.1 for the State, and poor mental health days of 5.4 versus 4.8 for the State. The percentage of adult smoking is 28%, the adult obesity percentage is 37%, and the physical inactivity percentage is 31%. We have: 30 teen births versus 22 for the State, 10 homicides versus 6 for the State, and 21 suicides versus 15 for the State. The Conduent Healthy Communities Institute created the “Healthy Northeast Ohio Community Dashboard- 2021 SocioNeeds Index.” The SocioNeeds Index, is a measure of socio-economic need that is correlated with poor health outcomes. “All zip codes, census tracts, counties, and county equivalents in the United States are given an index value from 0 (low need) to 100 (high need). To help find the areas of highest need in the community, the selected locations are ranked from 1 (low need) to 5 (high need) based on their index value.” The Index lists Ashtabula County overall as “5- High Need”. The graphic above shows the various index values by zip code in Ashtabula County. Zip code 44004 has the highest need value at 90.1.



Additional local statistics regarding health were revealed in the 2019 Ashtabula County Community Health Assessment (CHA). Based on the survey sample size, below are some key findings from the CHA:

#### *Women's Health*

Of Ashtabula County women, 79% were overweight or obese, 37% had high blood cholesterol, 35% had high blood pressure, and 23% were identified as current smokers, a known risk factor for cardiovascular diseases.

#### *Men's Health*

Of Ashtabula County men, 71% were overweight or obese, 46% had high blood pressure, 42% had high blood cholesterol, and 18% were identified as current smokers, a known risk factor for cardiovascular diseases.

#### *Overall Health Status*

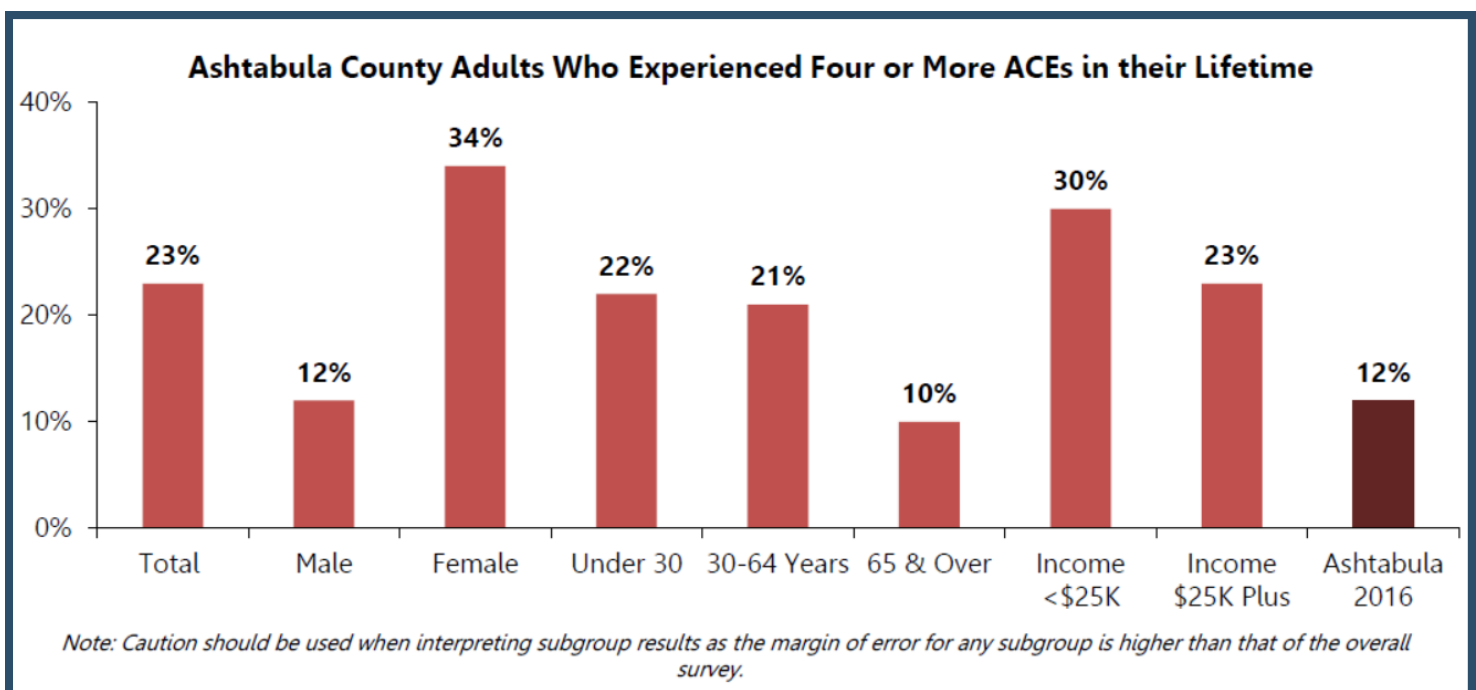
Over two-fifths (42%) of Ashtabula County adults rated their health status as excellent or very good. Conversely, 14% of adults described their health as fair or poor, increasing to 29% of those with incomes less than \$25,000. According to the data in the Community Commons– Health Indicators Report for Ashtabula County (link to the full report is located in Resources/Links) and almost a quarter, 23%, of Adults lack Adequate Social/Emotional Support.

#### *Quality of Life*

Over half (54%) of Ashtabula County adults reported they were limited in some way because of a physical, mental or emotional problem. The most limiting health problems were back or neck problems (48%), arthritis/rheumatism (40%), chronic pain (23%), walking problems (22%), and sleep problems (21%). More than one-third (36%) of Ashtabula County adults were diagnosed with some form of arthritis, rheumatoid arthritis, gout, lupus or fibromyalgia. Thirteen percent (13%) of Ashtabula County adults had been diagnosed with diabetes. Over one-third (35%) of adults with diabetes rated their health as fair or poor.

#### *Social Determinants of Health*

As noted in the "Nutrition" section, 17% of adults had experienced at least one issue related to hunger/food insecurity in the past year. Included in the discussion of Social Determinants of Health is the prevalence of "adverse childhood experiences" or ACEs. These are potentially traumatic events that occur during childhood. The Health Policy Institute of Ohio (HPIO) in a January 2021 fact sheet, "Exposure to Adverse Childhood Experiences (ACEs) in Ohio", noted ACEs are generally grouped in three categories: abuse, household challenges, and neglect. The report stated that in 2015 the percentage of individuals with exposure to two or more adverse childhood experiences was 36%. The fact sheet notes that Ohioans with lower incomes are more likely to be exposed to two or more ACEs. In 2015, the percent of Ohio households with incomes at or below \$15,000 (53%) reported experiencing two or more ACEs; 1.7 times higher than households with annual incomes of \$50,000 or more (32%). The Ashtabula County CHA reported that over one-fifth, or 23%, of Ashtabula County adults had four or more



In another report from Healthy Northeast Ohio, the percent of mothers who received prenatal care is listed at 54.9% for Ashtabula County, which is in the worst 25% of counties in Ohio. Also, 21.6% of mothers smoked during pregnancy, which is in the worst 25% of counties in Ohio. Our Physical Environment Health ranking is listed at 86. Those having high ranks, e.g. 1 or 2, are considered to be the "healthiest." The Physical Environment includes "all of the parts of where we live and work (e.g., homes, buildings, streets, and parks)". The environment influences a person's level of physical activity and ability to have healthy lifestyle behaviors. For example, inaccessible or nonexistent sidewalks or walking paths increase sedentary habits. These habits contribute to obesity, cardiovascular disease, and diabetes. Other factors that contribute to healthy lifestyle behaviors are access to grocery stores and farmer's markets, recreation facilities, and the presence of a clean, safe environment." (<http://www.healthyneo.org/indicators/index/view?indicatorId=366&localeId=2098>) We have addressed some of these questions in our survey and will be relating those throughout this report.

The results from our survey show access to care and utilization seem less of a concern for the respondents. Of the respondents: 94.85% have health insurance; over half, 58%, last saw a Doctor in 3 months or less, 20% in 6 months or less, 8% a year ago, and 13% over a year ago. The Robert Wood Johnson (RWJ) County Health Rankings cite Ashtabula County has a ratio of 3050:1 of Primary Care physicians; in our survey only 3.04% reported not having a Doctor. When asked "If you do not have a Doctor, what is the main way you meet your medical needs?" respondents reported 25% use urgent care, 23% use home remedy or self treatment, 46% took no action, and only 6% cited using the emergency room. We asked respondents "When was the last time you saw a Dentist?" Respondents reported that 51% last saw a Dentist 6 months ago or less, 16% a year ago, and 25% over a year ago. Per the RWJ County Health Ranking, Ashtabula County has a ratio of 2630:1 of Dentists; in our survey only 7% stated they have no dentist.

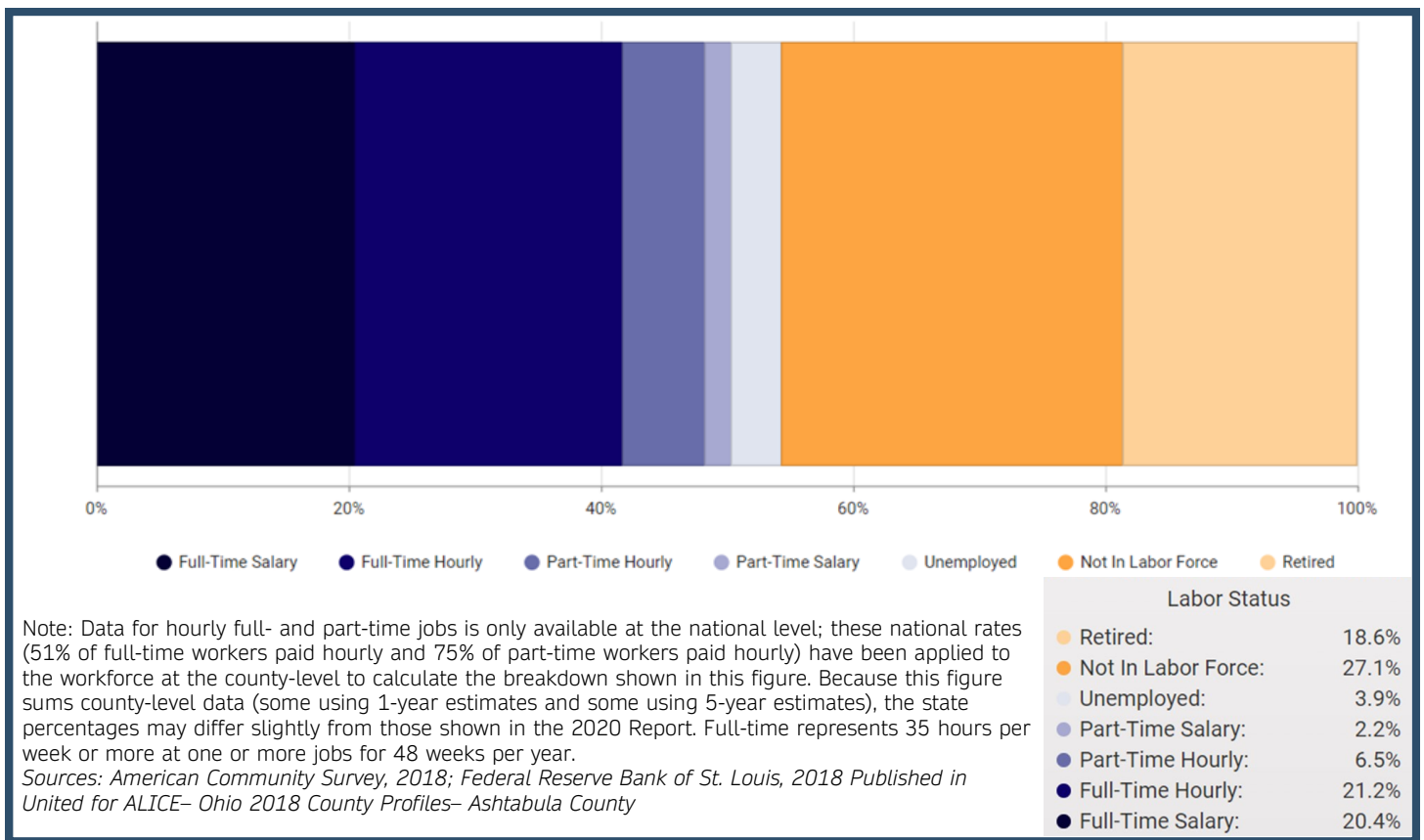
As noted earlier in this report, the number one problem need identified, was Drug or Alcohol Use. There were 39 accidental overdose deaths (AOD) in 2020 (Substance Use 2021 Needs Assessment-Ashtabula County Mental Health & Recovery Services Board). Of those: 64% were male, 90% were Caucasian, and the largest age group were age 26-35 at 44%. 82% had multiple drugs identified, fentanyl was present in 87% of the cases. The accidental overdose deaths are rising again; in 2019 there were 31 AOD, and 2018 there were 28 AOD (which came down dramatically from 40 in 2017).

## Employment

According to the *Northeast Ohio (NOW) Regional Plan*, published by Ohio Means Jobs- Northeast Ohio Workforce Development, the pre-pandemic unemployment rate in 2019 for northeast Ohio was 4.1%. The graph on the below shows the unemployment rate as it fluctuated over the course of the pandemic. In April 2020, the unemployment rate for Ashtabula County was listed at a high of 15.4%. By May of 2021 it was reported at 5.60%.



According to the ALICE Report discussed in the "Emergency Services- Income Management- Self-Sufficiency" section of this report, the labor landscape is a challenge. The report cites that full-time or part-time workers who are paid by the hour often have fluctuations in income and are less likely to have benefits. The graph on the next page shows the workforce breakdown in 2018.



Note: Data for hourly full- and part-time jobs is only available at the national level; these national rates (51% of full-time workers paid hourly and 75% of part-time workers paid hourly) have been applied to the workforce at the county-level to calculate the breakdown shown in this figure. Because this figure sums county-level data (some using 1-year estimates and some using 5-year estimates), the state percentages may differ slightly from those shown in the 2020 Report. Full-time represents 35 hours per week or more at one or more jobs for 48 weeks per year.  
 Sources: American Community Survey, 2018; Federal Reserve Bank of St. Louis, 2018 Published in United for ALICE- Ohio 2018 County Profiles- Ashtabula County

A recent Wage and Benefits Survey conducted for Ashtabula County (posted on the Growth Partnership for Ashtabula County website: [www.ashtabulagrowth.com](http://www.ashtabulagrowth.com)) indicates the following: For Entry Level “Professional” positions the majority of companies pay \$10-\$15/hour, followed by \$17-\$19/hour; “Management” positions pay \$23-\$25/hour; “Administration” pays \$10-\$15/hour; “Production” pays between \$10-\$15/hour and \$15-\$17/hour; and “Transportation/Distribution/Logistics” pays \$10-\$15/hour. If we recall the ALICE Household Survival Budget from the “Emergency Services- Income Management- Self-Sufficiency” section, most of these would not allow a family to meet their basic needs. There is no significant increase as an employee gains more years of experience, with the exception of the “Management” category where employees move at a higher percentage to the increased pay of \$30+/hour. The majority of employers in the survey pay 75-99% of an employee’s healthcare benefits, typically a PPO and or High Deductible plan. The largest employment sectors are manufacturing and healthcare and social services.

In our survey we asked several questions related to employment; 72% of our respondents reported being employed; of 341 respondents 79% reported their work was full-time, 14% part-time, and 8% cited odd jobs as their employment type. Only 12% reported having received/or were receiving unemployment; 16% indicated their unemployment had expired; and 21% indicated it is/was extended pandemic unemployment. For respondents not currently working, 11% said they were looking for work, 14% said they were not looking for work, and 58% indicated it did not apply for the following reasons: they were injured, disabled or had a health issue or they were caring for their children at home.

### Education

Based on the U.S. Census Bureau, there are an estimated 20,374 people age 3 years and over enrolled in school. Of those, there are 1,076 enrolled in nursery school or preschool; 856 are enrolled in Kindergarten; 4,851 are grade 1 to grade 4; 4,930 are grade 5 to grade 8; and 4,470 are grade 9 to grade 12. Of the population age 18 to 24 years, 16% are less than a high school graduate. Locally, Kent State Ashtabula offers post-secondary educational opportunities. There are 4,191 people enrolled in college or graduate school of which 64% are female. People age 25 to 34 years and 45 to 64 years both have 14% having a Bachelor’s degree or higher; people age 35 to 44 years have 18% having a Bachelor’s degree or higher; and people age 65 years and older have 10% having a Bachelor’s degree. (American Community Survey- 2019 1 Year Estimate TableID S1501) In Ashtabula County the largest university is Kent State University Ashtabula County and the most popular majors are Other Liberal Arts & Sciences, General Studies, & Humanities (172 and 37.8%), Physical Therapy Technician (64 and 14.1%), and Registered Nursing (56 and 12.3%). 52% of undergraduate students at Kent State- Ashtabula received grants or loans in 2019. (<https://datausa.io/profile/university/kent-state-university-at-ashtabula>)

## Educational attainment

**88.1%**

High school grad or higher

a little less than the rate in Ohio:  
90.8%

about the same as the rate in United  
States: 88.6%

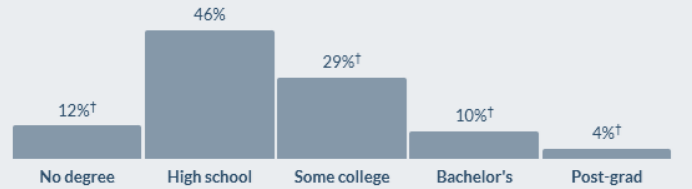
**13.6%**

Bachelor's degree or higher

about half the rate in Ohio: 29.3%

about two-fifths of the rate in United  
States: 33.1%

### Population by minimum level of education



\* Universe: Population 25 years and over

Show data / Embed

Source: ACS 2019 1-year

The Center for Community Solutions published a report in 2019 entitled the "Status of Women", it cited 13% of women in Ashtabula County have less than a high school education; 44% have a High School Diploma; 20% have some college; 9% have an Associate's degree; 9% have a Bachelor's degree; and 5% have a Graduate degree. The Gender Wage Ratio cites that on average, "women earn \$0.70 of every dollar that men earn and half of working women earn even less."

Several education related questions were asked on our survey to determine the attainment level of our respondents. Of 548 respondents, 95% reported having a High School Diploma or GED; 35% have completed some technical training; 50% have completed a 2 or 4 year college program; 13% started but did not finish. Only 24% plan to pursue any educational or technical training in the coming year. When asked "Are you satisfied with the educational services (tutoring, afterschool programs, library programming, etc.) available to children in your area?" 59.62% said "Yes".

## Special Focus-Families With Children

Ohio's children are more likely than adults to live in poverty; 19% of children under 18, and 22% of children under 5 are living in households below the federal poverty level, compared to 14% overall according to the Ohio Housing Needs Assessment 2021. Homelessness among students remains high. During the 2018-2019 school year, 35,214 public school students (2% of enrollment) were flagged as lacking a fixed, regular and adequate nighttime residence. (<https://ohiohome.org/hna-20/executivesummary-hna.aspx>) The percentage of disconnected youth, teens and young adults ages 16-19 who are neither working nor in school is 16% for Ashtabula County versus 6% for the State. (Robert Wood Johnson Foundation– County Health Rankings). The graph below highlights the ranking for the State as published in the report "The State of Babies in Ohio" issued by Ready, Set SOAR OHIO.

To find out more about families in Ashtabula County, in this Assessment we focused a section of questions for households with children. Some questions were general, others related to the impacts of the COVID-19 pandemic. In Ashtabula County, 26.23% of all occupied households are family households with one or more child under the age of 18. (Community Commons Health Indicators Report). Of the 462 respondents, 274, or 59%, had children in the household. We also asked if "they were raising their grandchild or a child of someone else", 13% of 147 respondents stated "Yes". In 2018, of grandparents who lived with, and were responsible for, their grandchildren under age 18 in Ohio, 41.5% (39,019) were ages 60 and older. (SAPA Summary Assessment of Older Ohioans 6-1-2020).

**1.**

Ohio ranks poorly on key indicators of early child health and well-being.

### Health & Healthcare Outcomes RANKS...

Infant Mortality:

**42<sup>nd</sup>**

out of 51

Low Birth Weight:

**31<sup>st</sup>**

out of 51

Prenatal care:

**25<sup>th</sup>**

out of 51

### Social & Economic Outcomes RANKS...

Adverse Childhood Experiences (ACEs):

**39<sup>th</sup>**

out of 51

Child Poverty:

**36<sup>th</sup>**

out of 51

**41.2%** of Ohio children entered kindergarten demonstrating readiness in the 2019-2020 school year.

### Physical Environment Outcomes RANKS...

Housing with a Lead Risk:

**43<sup>rd</sup>**

out of 51

Child in household with a person who smokes:

**36<sup>th</sup>**

out of 51



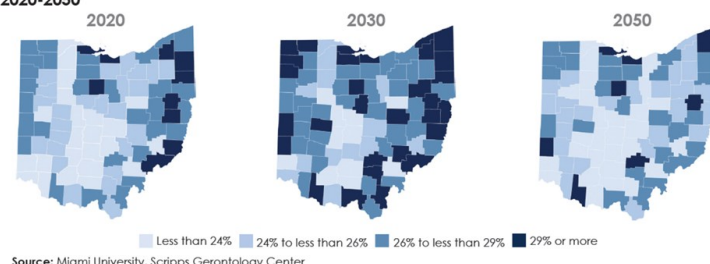
Several health-related questions were asked to ascertain access and utilization of care for children. Overall, respondents indicated that 91 % of children see a Doctor regularly, 82% see a Dentist regularly. Yet Ohio ranked 31 out of 50 states in overall child well-being in the “2021 Kids Count Survey.” Of the respondents, only 15% reported that their child was in childcare; for those whose children were not 87% indicated it was “Not Applicable”; 10% cited they could not afford it, 3% could not find a provider with openings, and 4% indicated the hours were not available that they needed.

During the pandemic there was a great deal of disruption of day-to-day life. We asked several questions to determine the impacts of COVID- 19 on the lives of respondents. With regard to the shift to remote learning, 76% of respondents cited “In-person” learning as the best learning option for their child/children; 49% responded their child did better with in-person classwork, 33% cited their child had trouble and found it harder to learn with the virtual online classroom. When asked to explain the social or emotional experience of their child during the switch to all virtual online classroom, 28% stated they had a high amount of social or emotional distress and isolation, 42% had a mild amount, 23% experienced none. When asked, “as a parent what was hard about the virtual online schooling”, 32% did not have a good place in the house for the children to do work, 27% had to work so they could not monitor they were doing their work, 26% could not help their child with the questions or homework, and 21% did not have internet access. The Broadband access in Ashtabula County is 75% versus 82% in the State. (*American Community Survey, 5-year estimates*)

### Special Focus– Older Adults

In this Assessment we focused on data and included special questions to learn more about the needs of our vulnerable older adults in the community. The graph to the right shows the growth of the population age 60 and older. Of our survey respondents, 28% were age 60 and older and they answered questions specific to their situations. In the “Ohio Housing Needs Assessment 2021’ conducted by the Ohio Housing Finance Agency, it states more than 35% of mortgage holders aged 65-74 are housing cost burdened and almost half of those aged 75 or over are cost burdened. This is, in part, due to the massive increase in the share of Ohioans aged 65 and older living alone. It pointed out that older adults in Ohio are increasingly vulnerable to housing instability or homelessness due to housing cost burden.

Figure 2.2. Older Ohioans as percent of projected population, by county, ages 60 and older, 2020-2050



Source: Miami University, Scripps Gerontology Center

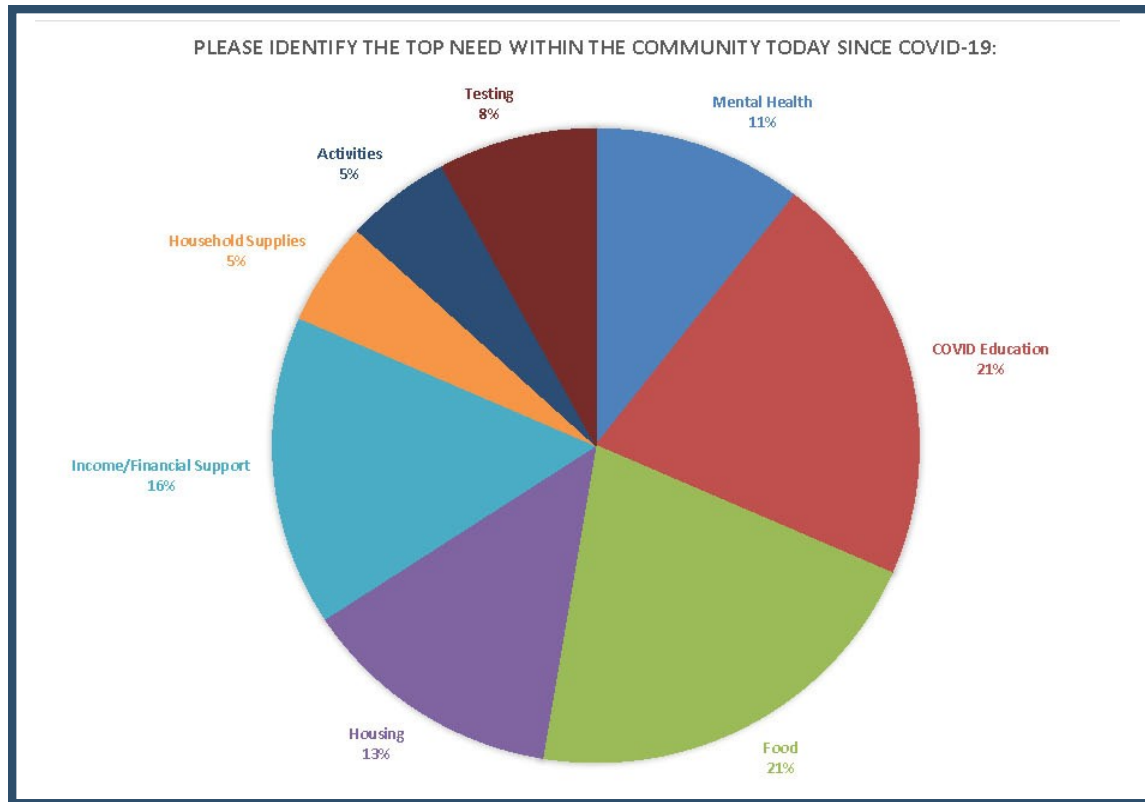
In an effort to better determine how to best “inform” individuals in this age demographic we asked some very specific questions regarding communication. For those who answered the questions about their preferred way to get information when they needed it; 79% indicated they use the internet; 25% made a phone call, and only 3% indicated they would go to an office to meet in person. Regarding the use of technology, of those responding; 57% have and use a computer; 53% laptop, 57% I pad or tablet, and 80% smartphone. These devices are used as follows, according to the respondents: 74% online shopping, 86% internet research and visiting websites, 46% watching videos, 81% social media to connect with family, 71% online banking & accounts, 44% games, 69% photos, 44% letters and documents. Two-thirds, or 66%, rated their computer skills as “very good”, 26% rated themselves as “okay” and only 9% indicated they always have trouble when they try to do something on the computer. Only 36% indicated they would like to learn how to better use these devices and programs, with the most popular way to learn these being in small group workshops at 36% of respondents.

Slightly over half, or 52% indicated they were satisfied with the recreational activities available for older adults in their area. Only slightly more than a quarter of the respondents, 26%, planned to regularly visit their local senior center after they retired. The SAPA “Summary Assessment of Older Ohioans” published by the Ohio Department of Aging and the Health Policy Institute of Ohio, highlighted: Older Ohioans with the lowest incomes have particularly high rates of physical inactivity. In 2017, Ohioans, ages 65 and older with annual incomes less than \$25,000, were more than twice as likely to report doing no physical activity or exercise other than their regular job in the past 30 days compared to older Ohioans with annual incomes of \$75,000 or more. In addition, Older Ohioans are at greater risk for social isolation than older residents of most other states. Ohio is in the bottom half of states (33rd out of 50 states and D.C.), for the risk of social isolation among adults, ages 65 and older.

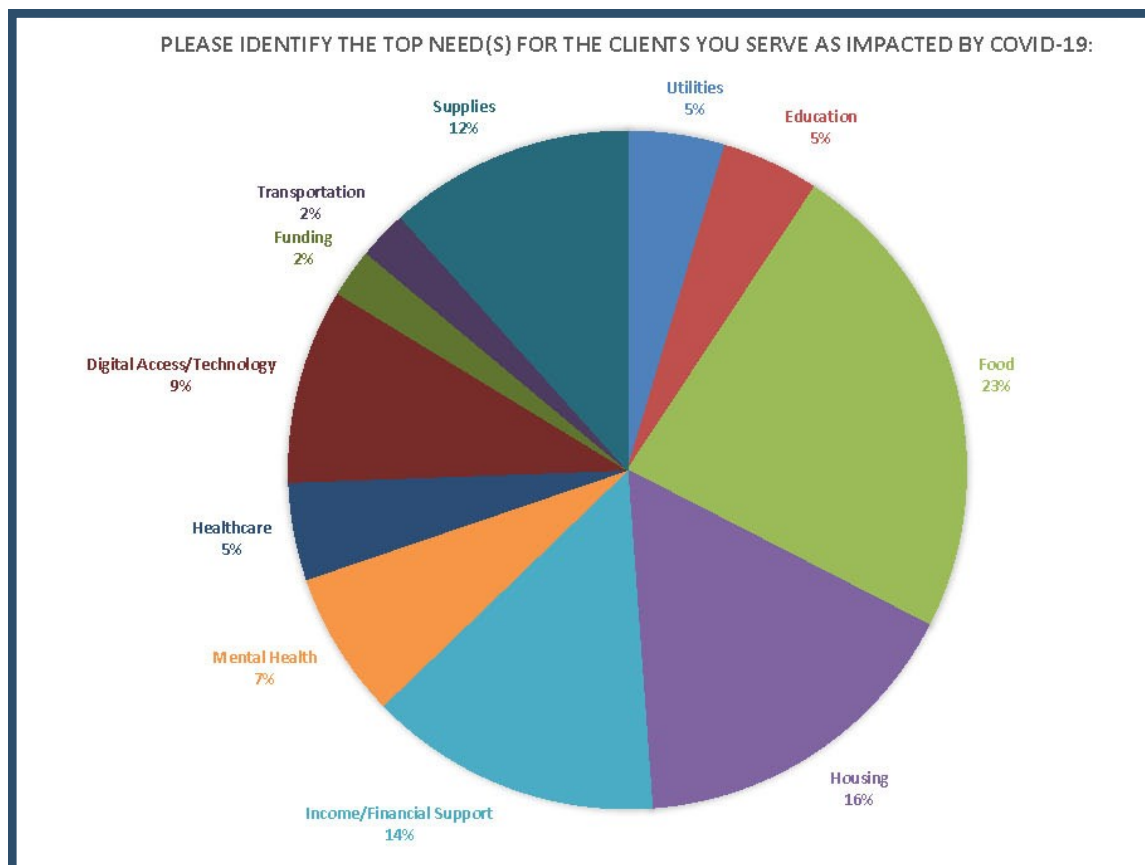
Transportation access was measured in the Ohio Department of Aging 2017 Statewide Needs Assessment Survey. According to survey respondents: 65% said they are able to get where they want to go all of the time; 84% indicated they drive to where they want to go; and 41% have a spouse, family member, friend or neighbor drive them. Transportation scored 9 of 9 in the overall ranking of the biggest problems, though transportation to healthcare settings is a challenge for some older Ohioans. In 2017, between 7.8% and 14.5% of Ohioans, ages 65 and older, avoided health care due to lack of transportation. (*SAPA Summary Assessment*).

## 2020 COVID Needs Assessment Summary

The most immediate impacts occurred when the Governor and State Health Director issued the “Stay At Home” order March 16, 2020. Our Agency began to implement appropriate closure for some of our programs, while other of our programs identified safe alternative methods for continuing. Our services address many urgent basic needs, as such many of our services are “essential”.



We utilized our partners within the community as well as participants of our programs to help us assess the needs and impacts. An initial survey of our local partner organizations revealed information about the current conditions within the community, which we used to respond to the emergent needs as they were developing. The graphic to the left shows the top needs identified within the community since COVID-19. These overwhelmingly represent the basic needs— food and housing, after that mental and emotional support. It was also noted that leaders should be more pro-active to prevent the spread and model the desired behavior (i.e. mask wearing, social distancing). As the county followed the “stay at home” orders, many programs and providers (and the schools) pivoted to online service. People struggling with access to internet/computer and needing assistance with technology became evident as shown in the graphic to the left.

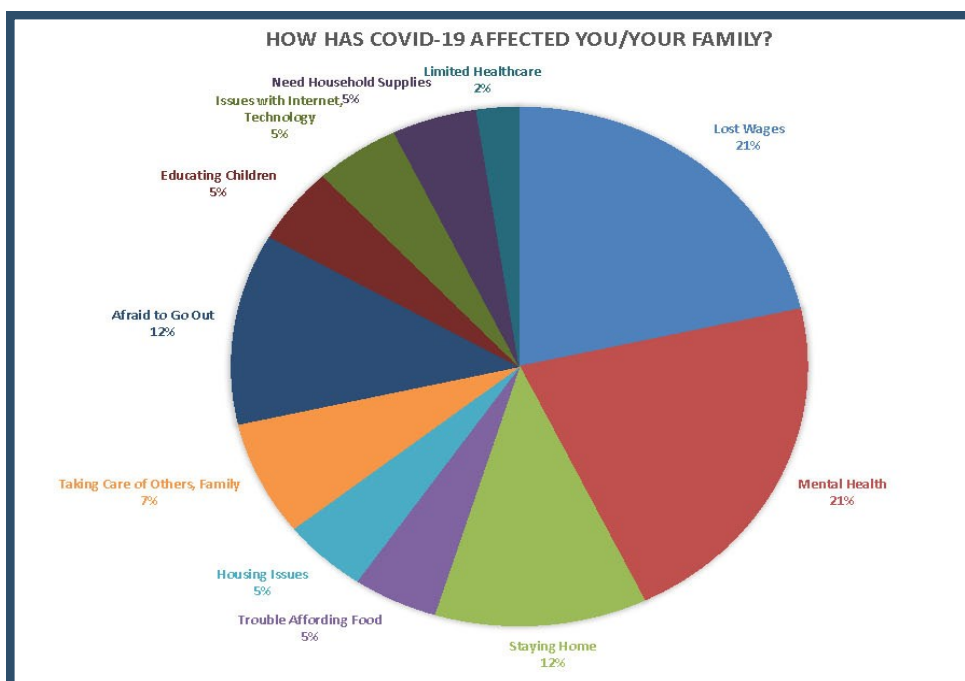
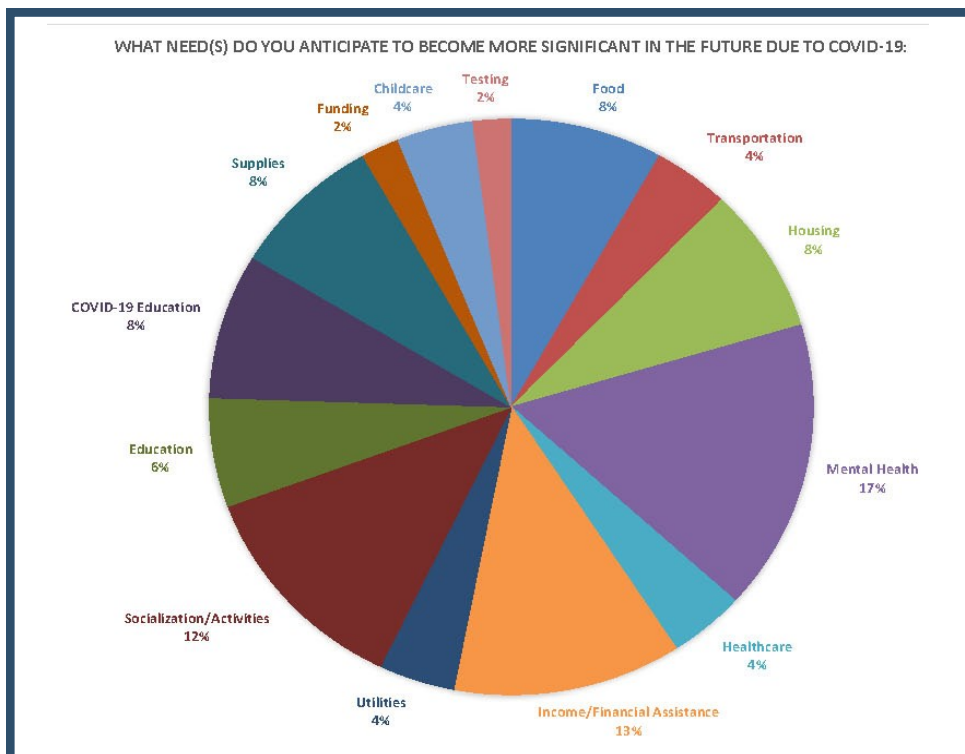


When asked what needs they anticipated would become more significant within the community due to COVID-19, as shown on the graphic to the right, mental health, social and emotional needs, and the ability to go safely into the community were anticipated to increase in addition to the basic needs.

We also posed several questions to the customers we serve and the public, the graphic below right demonstrates how COVID-19 affected them. Common responses included: lost wages, staying home for everything but work and groceries, wearing masks, feeling very isolated, lack of supplies, and draining all savings to maintain their household. When asked if they were concerned about how they would maintain their housing due to the COVID-19 crisis, 19% answered "Yes" and 16% answered "No". The box below lists some of the specific comments offered regarding their concerns.

The most commonly cited answer when asked what services would be most helpful during the COVID-19 crisis, was financial assistance. In addition, housing assistance, help finding healthcare services (as many hospitals were not performing routine care due to focus on treating Coronavirus patients), and information about COVID-19 including where to get COVID testing were also noted.

Based on the survey responses and the needs expressed by callers to 2-1-1 Ashtabula Information & Referral, ACCAA took immediate action to re-configure service delivery to keep customers safe while continuing to provide the essential services; developing new activities to address the pressing needs of our customers, and collaborating with other organizations and agencies throughout the county to ensure that together the needs of all residents were addressed.



**"I am confident for next month but my worries are for the future."**

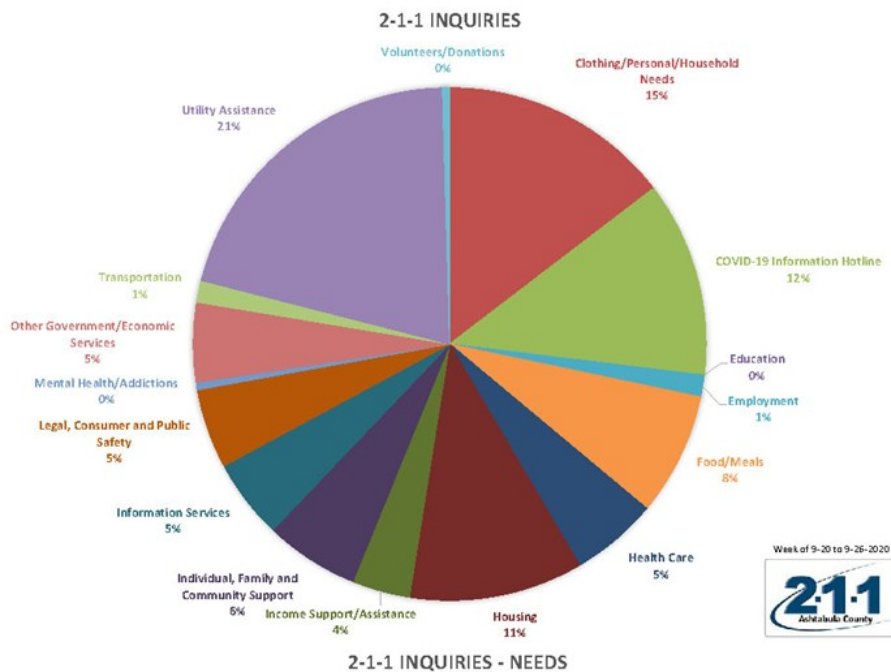
**"I have a small savings but if I get laid off I will be in trouble. I have a child."**

**"I have already lost my home and my credit is very poor.... I have no job or income."**

**"With finances so low have to hope nothing major happens."**

**"I have found a new job and ended up making too much to qualify for programs. I am finding it hard to afford groceries even with food help."**



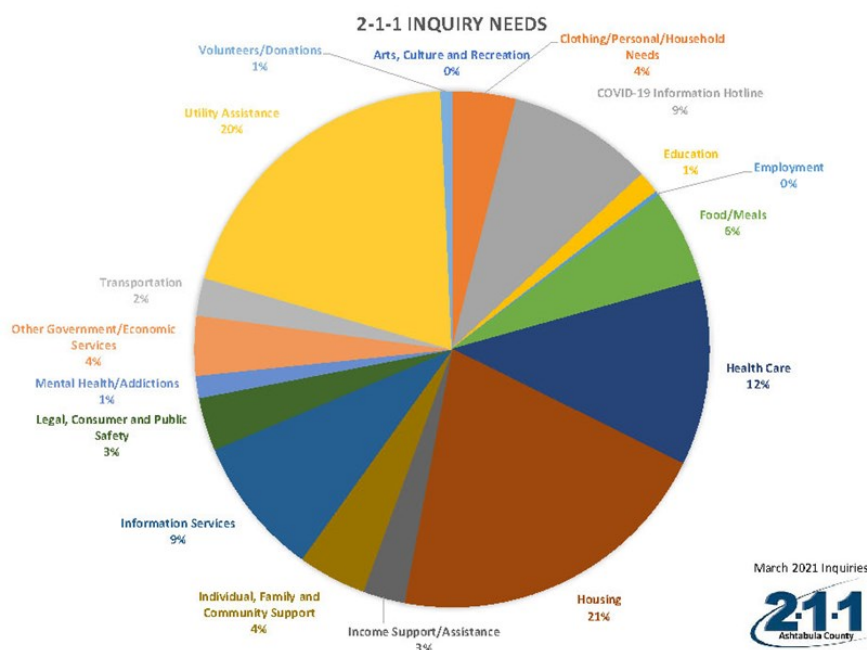
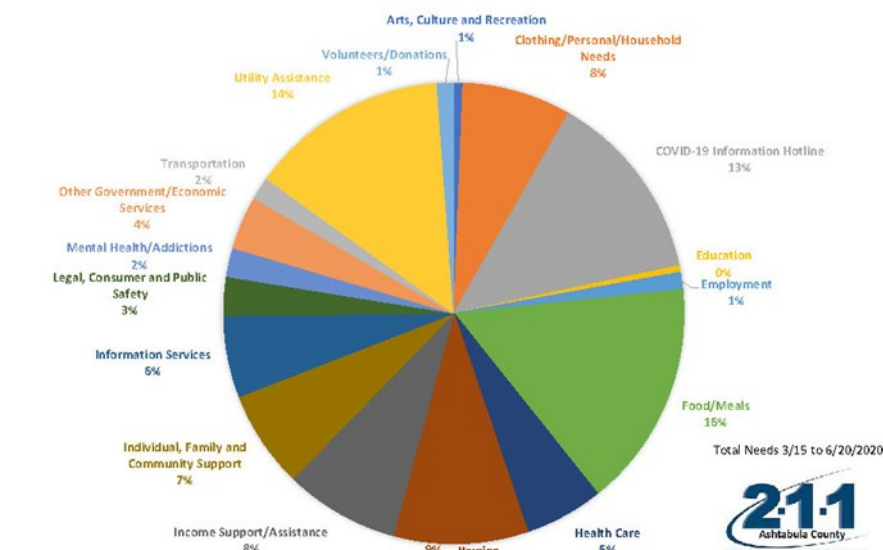


## COVID Community Needs Tracking

But, as the COVID-19 effects continued to develop, the needs were constantly in flux. Throughout the pandemic we have re-assessed existing needs.

ACCAA operates the 2-1-1 Ashtabula County Information & Referral service for Ashtabula County. Early on we were asked to assist the Ashtabula County Health Department and we established the 2-1-1 COVID Information Hotline. Through our comprehensive 2-1-1 calls and the calls specific to the COVID Information Hotline we had real-time data regarding issues and concerns for those impacted by the Coronavirus. As the pandemic progressed, we were able to watch for trends and spikes to determine resources in demand by our citizens. Through the 2-1-1 Information & Referral Program we tracked the need for services and resources as presented by the callers. Through these reports it became clear that the needs continually shifted based on the progression of the pandemic and the aid available.

For example, initially people needed food assistance as demonstrated in the graphic "2-1-1 Ashtabula- COVID Community Needs Chart\_3/15 to 6/20/2020". Local organizations responded by putting together food boxes and drive-thru distributions, therefore food assistance (Food/Meals) became less of a need than cleaning supplies, hygiene, supplies, and protective equipment (Clothing/Personal/Household Needs) and help with utilities (Utility Assistance) as shown in the graphic "2-1-1 Ashtabula- COVID Community Needs Chart\_9/20/2020-9/26/2020". By 2021 (almost a year later) due to the additional supports provided by local, state, and federal programs, the need for food had declined, but the need for rent assistance (Housing) increased, as well as the inquiries for COVID vaccination and testing information (Healthcare) as shown in the graphic "2-1-1 Ashtabula- COVID Community Needs Chart\_3/2021".



We also realize that there will be resultant needs that are very difficult to predict, we have identified key factors and will create new services, enhance existing services, and establish partnerships with other agencies to address the evolving needs.

# THE ACCAA 2021 NEEDS ASSESSMENT

## Resources/Links

- Ashtabula County Health Indicators Report: Community Commons, <<http://www.communitycommons.org>
- Poverty Percentage-American Community Survey– 2019– 1-Year Estimates Data Profiles-Table ID: DP03
- Unemployment Rates-Ohio Department of Job & Family Services– Ohio Labor Market Information- [https://ohiolmi.com/Home/DS\\_Results\\_LAUS](https://ohiolmi.com/Home/DS_Results_LAUS)
- Center on Budget and Policy Priorities– COVID Hardship Watch, which used the Census Bureau’s Household Pulse Survey
- The Gap– A Shortage of Affordable Homes”, National Low Income Housing Coalition-<https://NLIHC.org/GAP>
- <https://ohiohome.org/hna-20/executivesummary-hna.aspx>
- 2019 Ashtabula County Community Health Assessment-<https://ashtabulacountyhealth.com/wp-content/uploads/2019/08/Revised-Ashtabula-County-Final-2019-CHA-8-21-19-2.pdf>
- Food Deserts: <https://ddc.ohio.gov/ohios-food-desert-crisis>
- Low vehicle Access- <https://www.ers.usda.gov/data-products/food-access-research-atlas/go-to-the-atlas/>
- ALICE Report– United Way-<https://unitedforalice.org/county-profiles/ohio>
- Robert Wood Johnson Foundation <https://www.countyhealthrankings.org/app/ohio/2021/rankings/ashtabula-county/outcomes/overall/snapshot>
- Conduent Healthy Communities Institute created the “Healthy Northeast Ohio Community Dashboard- 2021 SocioNeeds Index-<http://www.healthynco.org/indicators/index/socioneds>
- Health Policy Institute of Ohio-“Exposure to Adverse Childhood Experiences (ACEs) in Ohio”,-
- Healthy Northeast Ohio- <http://www.healthynco.org/indicators/index/view?indicatorId=366&localeId=2098>)
- Substance Use 2021 Needs Assessment-Ashtabula County Mental Health & Recovery Services Board-Gazette News– July 28,2021
- Northeast Ohio (NOW) Regional Plan- Ohio Means Jobs– Northeast Ohio Workforce Development
- Wage and Benefits Survey- Growth Partnership for Ashtabula County- [https://a56eae9-fbb5-4017-8e9e-4c4575c76529.filesusr.com/ugd/ae3909\\_bb625ef1f5e440d99be3819fd03c3da1.pdf](https://a56eae9-fbb5-4017-8e9e-4c4575c76529.filesusr.com/ugd/ae3909_bb625ef1f5e440d99be3819fd03c3da1.pdf)
- American Community Survey– 2019 1 Year Estimate TableID S1501– Educational Statistics
- Student Data-<https://datausa.io/profile/university/kent-state-university-at-ashtabula>
- The Center for Community Solutions– Status of Women- <https://www.communitysolutions.com/resources/community-fact-sheets/status-ohios-women-county/>
- The State of Babies in Ohio- Ready, Set SOAR OHIO- [https://12ead305-6301-4ee9-b88f-a32a2001dc0c.filesusr.com/ugd/d2fbfd\\_afeeeffde4174e989be58bcee252b93b.pdf](https://12ead305-6301-4ee9-b88f-a32a2001dc0c.filesusr.com/ugd/d2fbfd_afeeeffde4174e989be58bcee252b93b.pdf)
- SAPA “Summary Assessment of Older Ohioans” - <https://aging.ohio.gov/wps/wcm/connect/gov/98757ce5-4cb7-4c57-a8ea-508f6bc30971/SAPA-Summary-Assessment-of-Older-Ohioans-06012020.pdf?MOD=AJPERES&CVID=ncWcd8R>
- 2021 Kids Count Data Book– [www.aecf.org/databook](http://www.aecf.org/databook)
- Broadband <https://www.census.gov/quickfacts/ashtabulacountyohio>
- Ohio Department of Aging 2017 Statewide Needs Assessment Survey– Utilized for the SAPA “Summary Assessment of Older Ohioans”



# THE ACCAA 2021 NEEDS ASSESSMENT Appendix

ACCAA COVID Community Needs Assessment Update: <https://communityaction.wixsite.com/accaa/formsreports>

2021 Community Needs Assessment Survey Tool

2021 Community Needs Assessment Survey Data Graphs– Online Submissions

2021 Community Needs Assessment Survey Data Graphs– Manual Entry From Hard Copy Submissions

# COVID-19 NEEDS ASSESSMENT UPDATE



## Ashtabula County Community Action Agency

PO Box 2610  
Ashtabula, OH 44005-2610  
440-997-5957

[www.accaa.org](http://www.accaa.org)



# THE ACCAA COVID-19 NEEDS ASSESSMENT UPDATE

*Ashtabula County Community Action Agency (ACCAA) Mission: To help people achieve self-sufficiency, and rise above issues of poverty.*

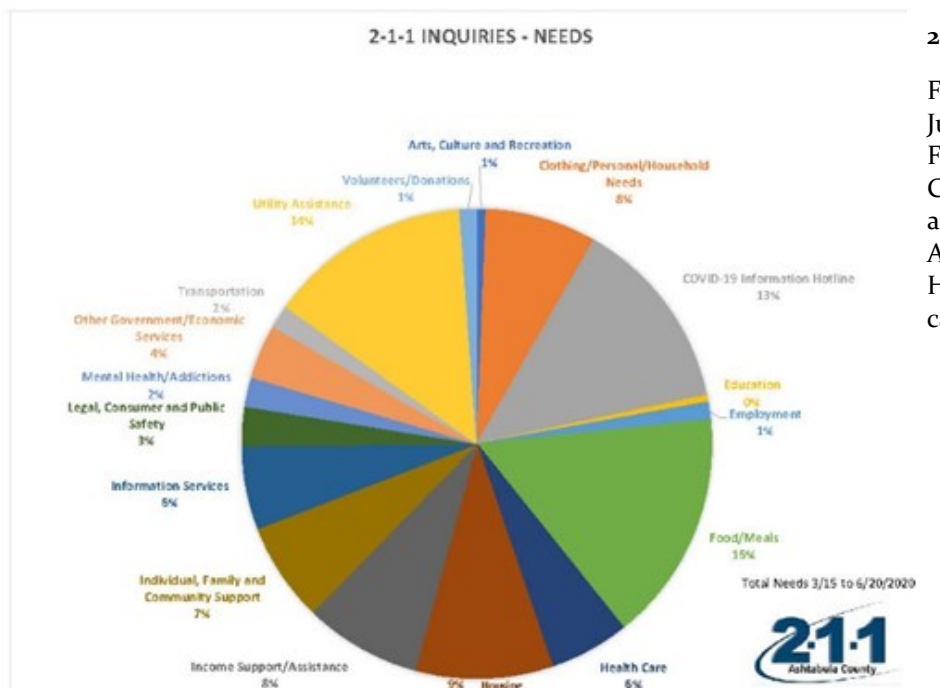
In Ashtabula County the Coronavirus Pandemic started with the first reported case in March. Now more than ever, we must provide programs and services that address verified and urgent local needs and fill gaps in service or resources to meet those needs. While we are set to conduct our next comprehensive analysis of community-wide conditions later this year, this update identifies the needs presented in our community due to the impacts of the Coronavirus Pandemic.

The most immediate impacts occurred when the Governor and State Health Director issued the “Stay At Home” order March 16<sup>th</sup>. ACCAA began to implement appropriate closure for some of our programs, while other programs identified safe alternative methods for continuing. Our services address many urgent basic needs, as such many of our services are “essential”.

We utilized our partners within the community as well as participants of our programs to help us assess the needs and impacts. An initial survey of our local partner organizations revealed information about the current conditions within the community which we used to respond to the emergent needs as they were developing. Ongoing throughout the pandemic we have re-assessed existing needs. We also realize that there will be resultant needs that are very difficult to predict, we have identified key factors and will create new services, enhance existing services, and establish partnerships with other agencies to address the evolving needs.

ACCAA operates the 2-1-1 Ashtabula County Information & Referral service for Ashtabula County. Early on we were asked to assist the Ashtabula County Health Department and we established the 2-1-1 COVID Information Hotline. Through our comprehensive 2-1-1 calls and the calls specific to the COVID Information Hotline we had real-time data regarding issues and concerns for those impacted by the Coronavirus. As the pandemic progressed, we were able to watch for trends and spikes to determine resources in demand by our citizens. The graphs below show the cumulative data, as well as charts highlighting the specific basic needs.

## The 2-1-1 Call Data



### 2-1-1 INQUIRIES-NEEDS

From the period March 13 through June 20, the 5 top inquiries were: Food/Meals, Utility Assistance, COVID Information Hotline, Housing, and tied for 5<sup>th</sup>, Income Support/ Assistance and Clothing/Personal/ Household Needs. (See APPENDIX for category descriptions)

## FOOD/MEALS

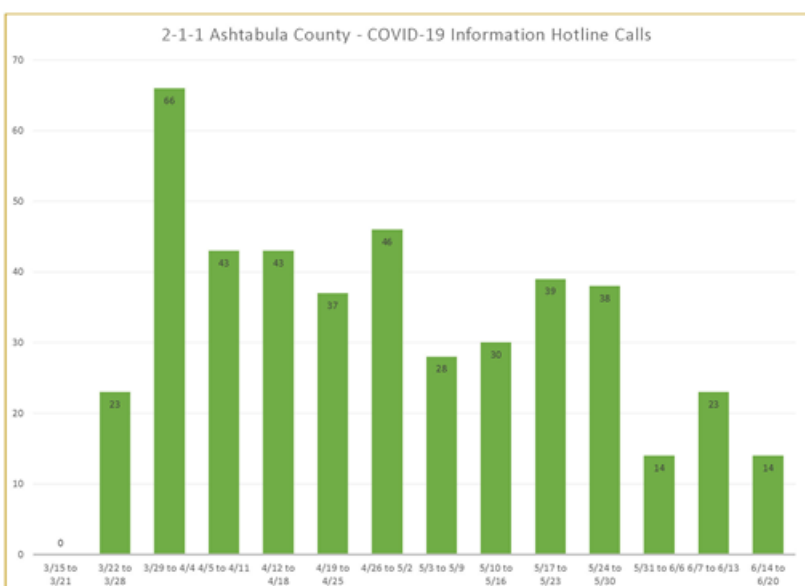
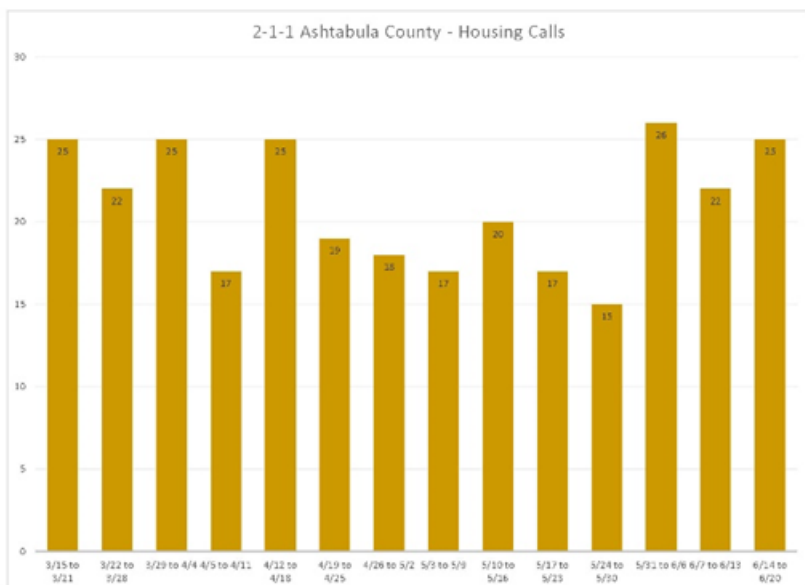
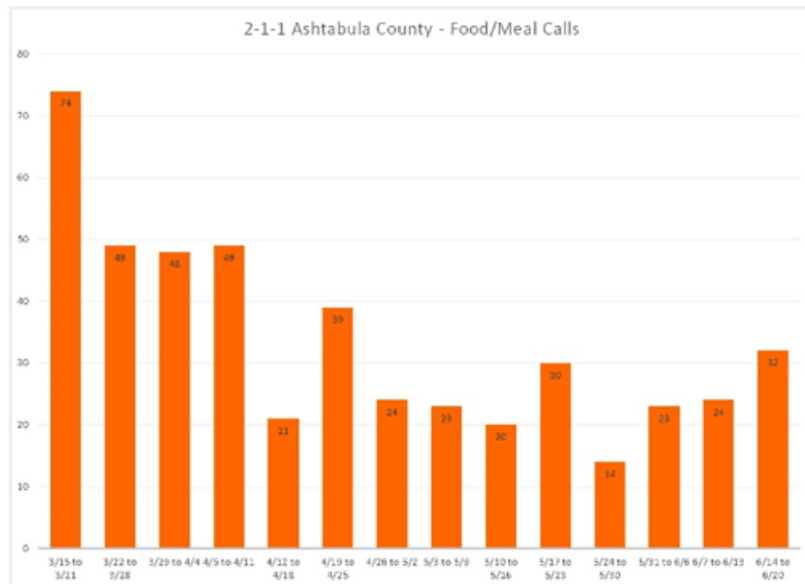
Though food has generally been in the top three or four reasons why people call 2-1-1, we saw a significant influx of calls requesting food assistance directly after the closure of Ohio due to COVID-19. Food/meal calls were the top reason why people called 2-1-1 Ashtabula County in mid- to late March. These calls did start to steady off, though we do continue to see many requests for food. We feel as though increased SNAP benefits, increased food programs through the Ohio Association of Food Banks, and the re-opening of food pantries after some initial closures may have contributed to the decrease in calls after the initial flurry we received.

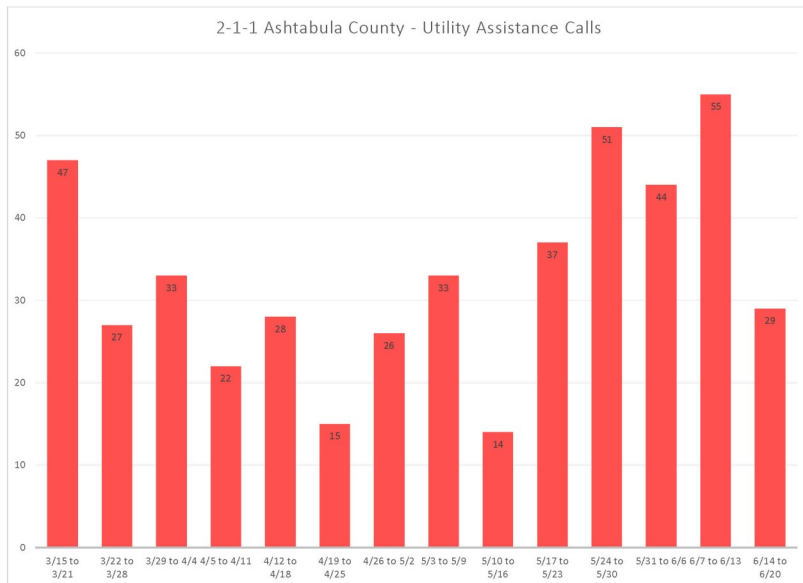
## HOUSING

The number of housing-related calls into 2-1-1 Ashtabula County has stayed relatively consistent over the COVID-19 pandemic thus far. These calls consist of literally homeless, under-housed and precariously housed, and/or rental assistance inquiries.

## COVID-19 Information Hotline

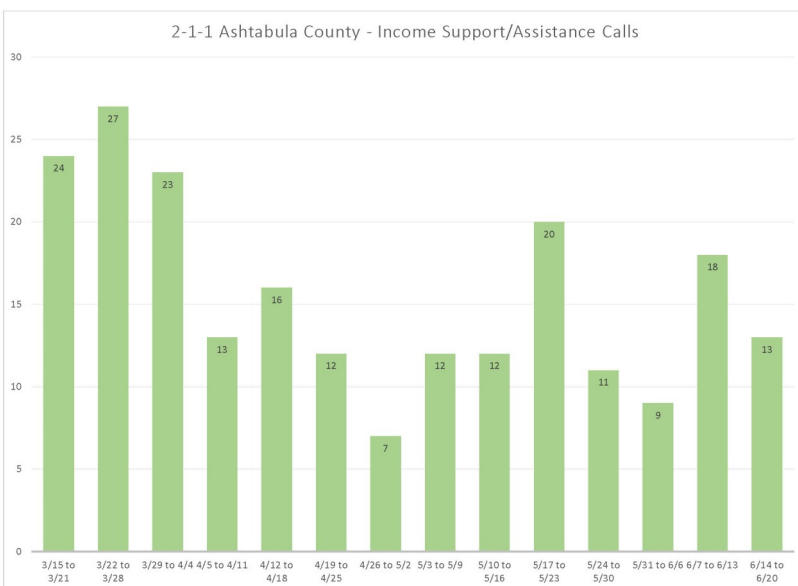
2-1-1 Ashtabula County used its call center infrastructure to quickly begin taking informational calls and established the 2-1-1 COVID-19 Informational Hotline. The public was urged to call 2-1-1 directly and/or calls were re-routed directly from the health department. General COVID-19 information, such as basic health information, public health orders, statistics, testing, etc. are relayed through the hotline. Calls that need additional guidance or that wish to file a non-compliance report are forwarded directly to the health department for more information. In this way, 2-1-1 acts as a filter and relief for the Ashtabula County Health Department. The 2-1-1 COVID-19 Informational Hotline received many calls during late March and throughout April, as new guidance was released almost daily. As changes started to slow from the governor and the Ohio Department of Health, we saw a drop in these types of calls.





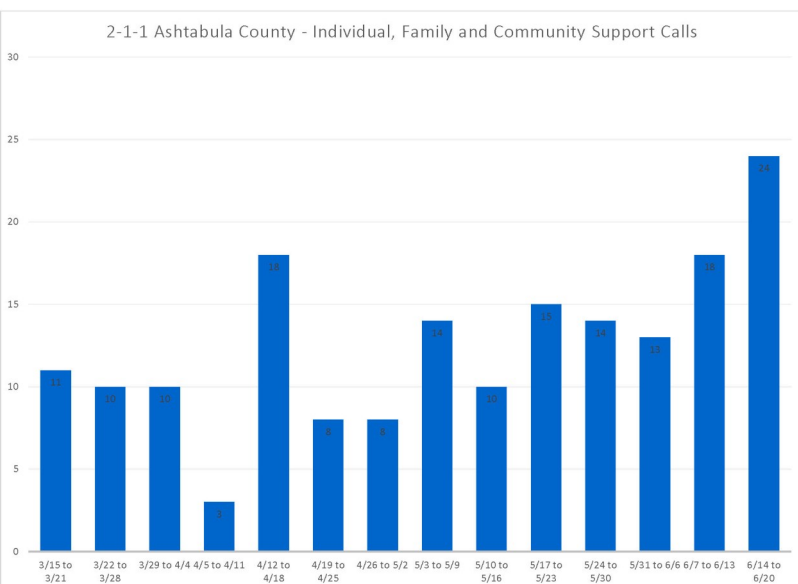
## UTILITY ASSISTANCE

Utility assistance calls are historically the top reason why people call 2-1-1 Ashtabula County. During the initial closure due to COVID-19 we did field many utility calls. This could have been due to the continued winter weather and extended Winter Crisis Program deadline. From middle of April to middle of May we did see a decrease in utility calls, however. This could be the result of other needs, such as noted in the other charts, or it could also be due to utility companies pausing disconnections. 2-1-1 did start to see an increase in utility calls near the end of May, which could be the result of higher temperatures, and the anticipation of the Summer Crisis Program.



## INCOME SUPPORT/ASSISTANCE

We saw more calls for income support/assistance during the beginning of the COVID-19 pandemic. We believe this could have been due to the initial closures and Stay at Home Order released in late- to mid-March as people were trying to enroll in unemployment. Though these calls did level-off we continued to see sometimes double-digit calls regarding financial assistance, especially regarding the stimulus payment.



## INDIVIDUAL, FAMILY, COMMUNITY SUPPORT

Individual, Family, and Community Support resources include many general assistance programs such as senior centers, homemaking, support groups, and pet assistance. While these inquiries were generally lower during the start of the pandemic, we did see a slight increase in these inquiries starting in middle April. Many of these calls were referred to household support, grocery, and household supply deliveries thanks to local resources such as Community Action's Senior Nutrition Program, Country Neighbor's Senior Wellness Programs, and various senior centers whose buildings may have been closed but were still working to transport and deliver goods to seniors. payment.

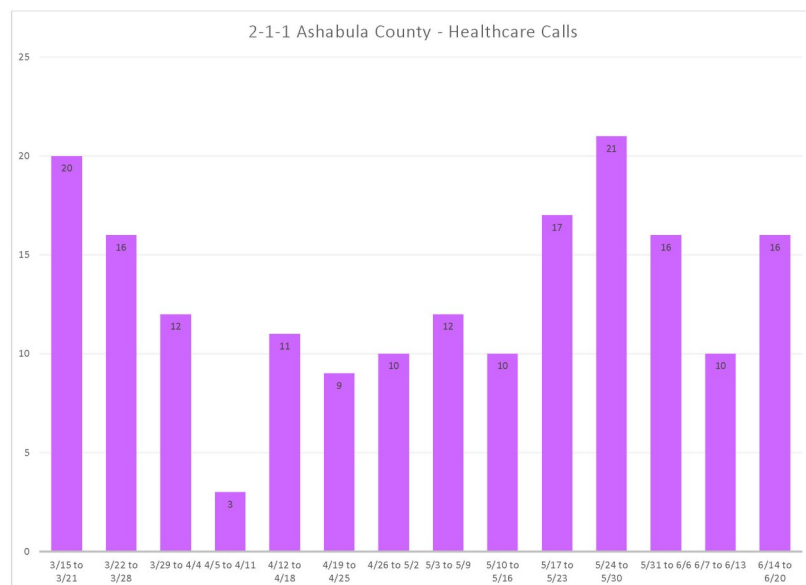
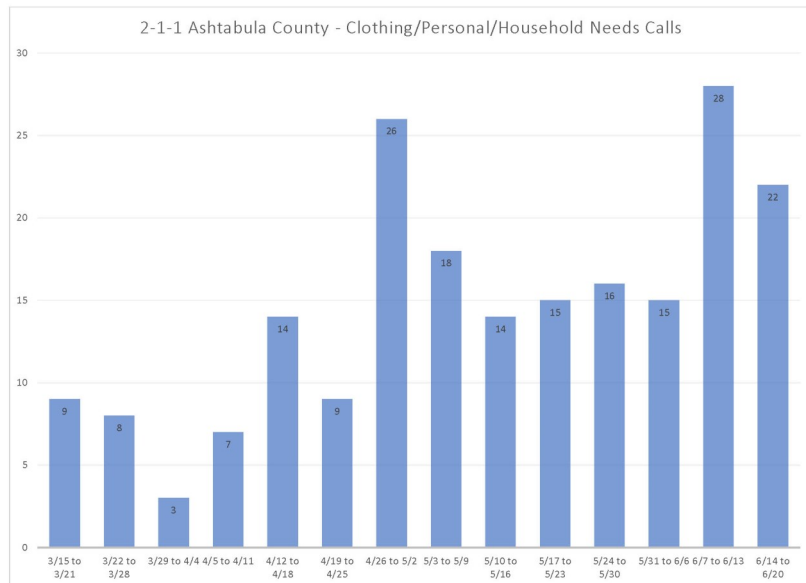


## CLOTHING/PERSONAL/HOUSEHOLD NEEDS

During the first few weeks into the COVID-19 pandemic in Ohio, we received very few calls regarding clothing, personal, and household needs. When CDC and the Ohio Department of Health recommended masks, 2-1-1 started to see many requests for homemade face coverings for those who lacked the resources to buy or make their own. As a result, 2-1-1 Ashtabula County called for mask donations and started the “Stitch & Share” project, where we distributed homemade masks to those in need. As of June 24, 2020, we distributed 135 adult masks and 56 children masks. We also saw an increase in calls for clothing, hygiene products, cleaning supplies, and household goods like furniture and appliances. As the Stay at Home Order became less restrictive and supplies were in greater demand, we can deduce that the need for these resources increased.

## HEALTHCARE

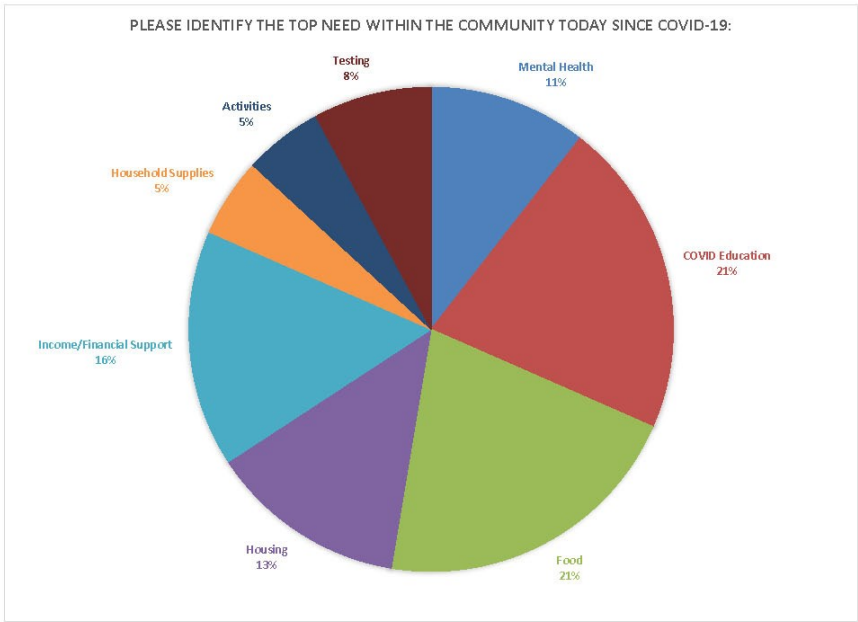
We received more healthcare related calls during the middle of March most likely due to the initial and rapidly changing landscape of health information due to the pandemic. As people were directed to stay home, we saw less healthcare calls. Another explanation of the drop in healthcare calls could be that we started to take these calls over our 2-1-1 COVID-19 Informational Hotline. As non-emergency surgeries and health opened back up, we started to once again see a rise in healthcare calls. We have also seen a slight increase in calls related to expanded COVID-19 testing in Ohio, though it remains extremely limited in Ashtabula County.



## The Community and Partner Responses

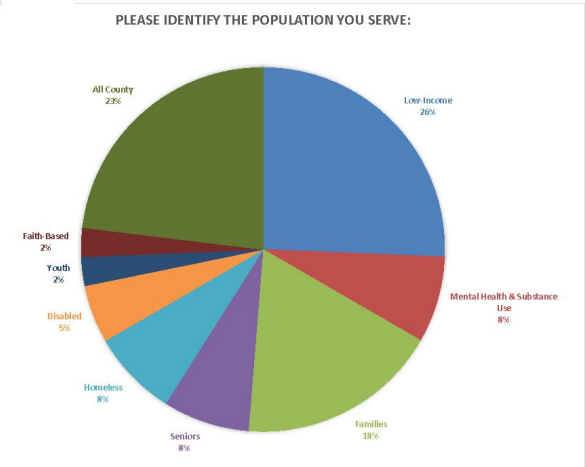
Early on we contacted our community partners to find out what issues the customers that they serve were experiencing due to the Coronavirus Pandemic. Consistent with the information coming in through 2-1-1 Ashtabula County/2-1-1 COVID Information Hotline, the greatest need reported at that time was overwhelmingly food and basic supplies. We attribute this to the Ohio order to stay at home, particularly for those vulnerable populations. The closure of restaurants and other non-essential stores and businesses caused shortages for items that were available in the few stores that were open. (Ashtabula City has a large food desert and limited grocery store access, couple this with the limitations on the public transportation system at this time and individuals had an extremely difficult time obtaining needed food and necessities.) Online ordering capabilities were either non-existent or overwhelmed at the onset of the “Stay At Home” order. Many of the populations we serve were not equipped to order online due to lack of credit card access, inability to navigate the website/apps, lack of internet, or no way to pick up the order. As shown in the FOOD/MEALS 2-1-1 data graph, the need decreased over the period since local community agencies responded quickly to fill the gap. However, the CLOTHING/PERSONAL/HOUSEHOLD NEEDS and INDIVIDUAL, FAMILY, COMMUNITY SUPPORT 2-1-1 data graphs show these needs on the rise.

To get a more current snapshot of existing or emergent needs, we are now conducting two (2) surveys, one to agencies and organizations, and the other open to the public and community. The graphs below indicate the responses as of July 1st. The first set of graphs represent information from the agencies and organizations, followed by the public and community feedback.



**QUESTION 2- Please identify the population you serve.**

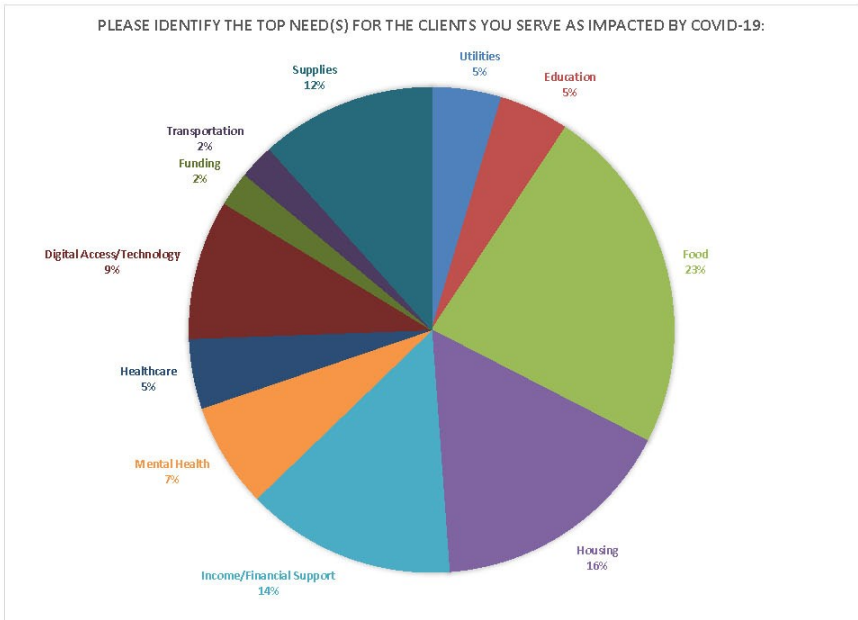
Top responses included service providers for Low-Income, services to the entire county, Families, and tied for 4th place were providers who serve vulnerable populations of senior citizens, homeless individuals, and those suffering from mental health/ substance use issues.



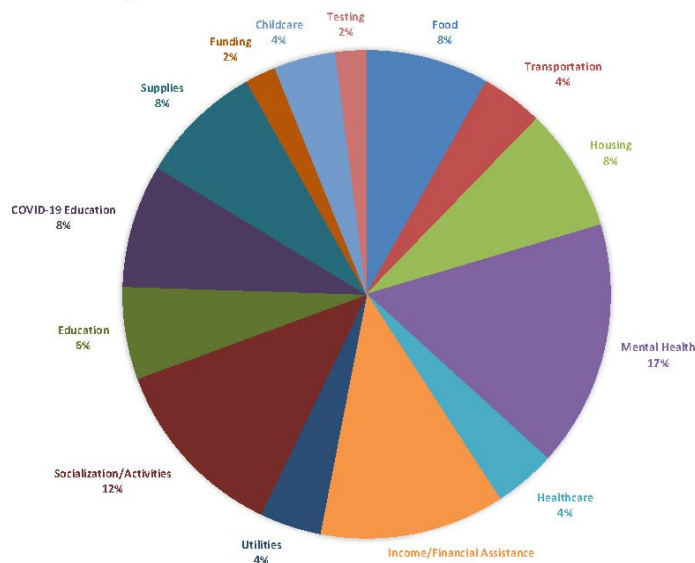
**QUESTION 3- Please identify the top need for the clients you serve as impacted by COVID-19.**

Select responses:

- “We serve 18 partner charities, and their greatest need is additional funding resources for their programming and outreach related to COVID-19.”
- “People struggling with access to internet/computer and needing assistance with technology.”
- “Household supplies, rent, and utility payments.”



WHAT NEED(S) DO YOU ANTICIPATE TO BECOME MORE SIGNIFICANT IN THE FUTURE DUE TO COVID-19:

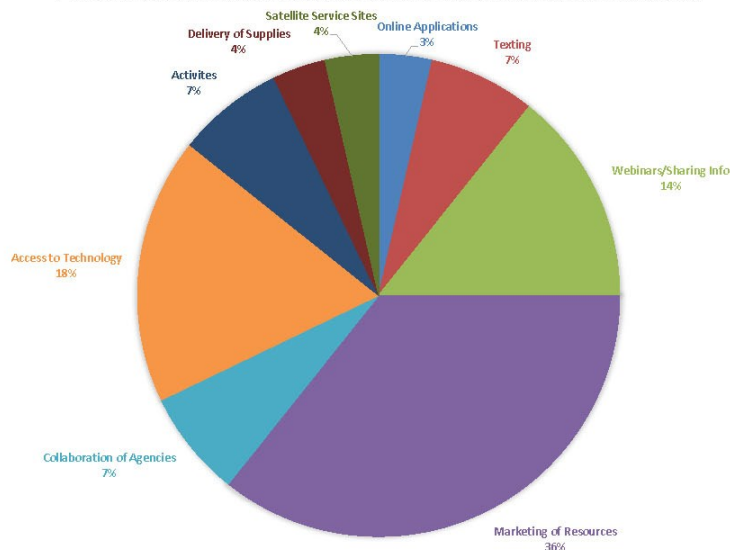


#### QUESTION 4- What need do you anticipate to become more significant within the community in the future due to COVID-19?

Select responses include:

- “Probably too many to count. Food, transportation, rental or mortgage assistance, mental health, and home repairs.”
- “Financial and food assistance, ability to safely go into the community (safe social distancing, etc.)”
- “Basic needs (food, housing, etc.) will become even more significant as COVID-19 continues. Affordable essential supplies, rent assistance, potentially staffing.”
- “Help with basic costs of living, housing, healthcare, transportation, food, utilities, and basic infrastructure. Available masks and testing would be helpful. Most important would be widespread readily available testing and tracking.”
- “Access to childcare, a quality education, and safe opportunities for socialization.”

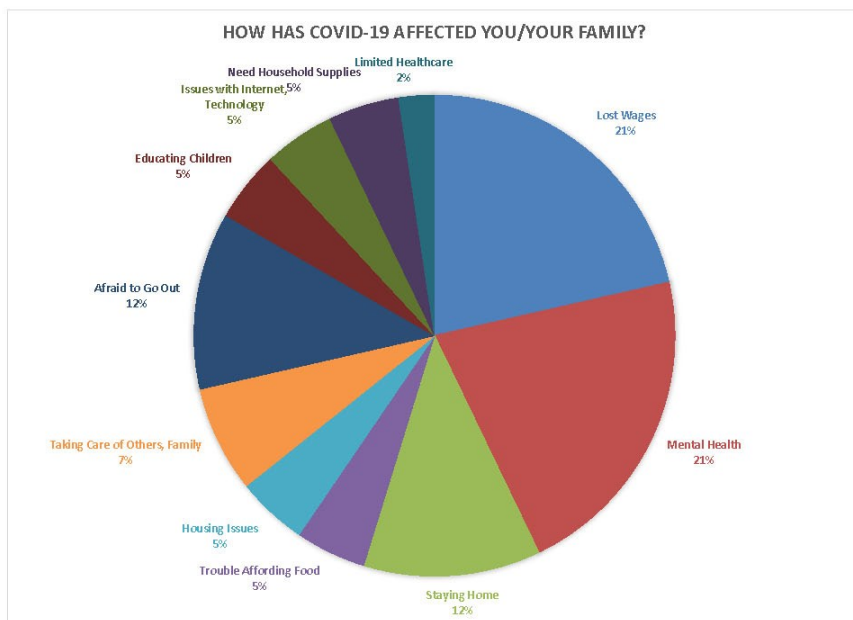
PLEASE SHARE ALTERNATE IDEAS OF CONNECTING CLIENTS WITH RESOURCES:



#### QUESTION 5- Please share alternate ideas of connecting clients with resources that would be helpful due to the COVID-19 virus.

Select responses include:

- “Sharing information between agencies via email, mail. Collaborating on events by including information in distributions, posting on social media, sharing mass emails/mailings.”
- “Facebook, websites, emails, simplified language is important for the general population; any mailed notifications include list of resources; agencies having messages when you call with resource lists and/or phone numbers to call.”
- “We are facing issues with seniors lacking technology. We have utilized phone-based assistance, wellness classes and assessments.”
- “Leaders modeling safe behavior. Teaching directly to kids (in a fun way) to convey how the virus spread and how to prevent it....Home delivery of anything. Takeout services of anything. Better access to internet. Roaming internet/wifi vehicles. Identifiable locations in the county for free wifi....Promote outdoor events that can mandate spacing.”



### QUESTION 1- How has COVID-19 affected you and/or your family at this time?

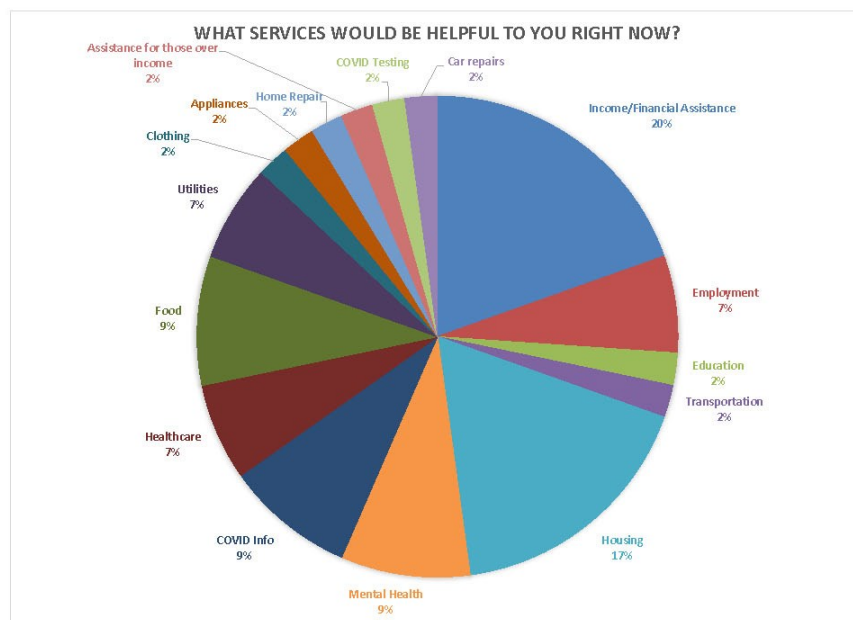
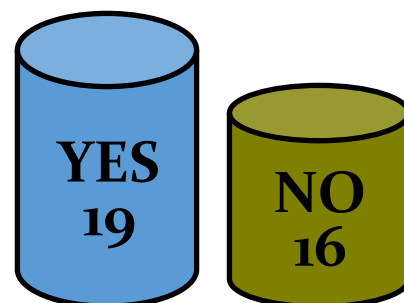
Select responses include:

- “Lost wages. Employed in the service industry, my pay has been cut in half.”
- “Staying home for everything, but work and groceries. Wearing masks.”
- “We have felt very isolated...our broadband services from Spectrum deteriorated...telehealth calls no longer work...lack of supplies.”
- “Financially. Future funds are gone.”

### QUESTION 2- Are you concerned about how you will maintain your housing due to the COVID-19 crisis? If yes, please explain why you are concerned.

Select responses for those worried about housing include:

- “I am confident for next month but my worries are for the future.”
- “I have a small savings but if I get laid off I will be in trouble. I have a child.”
- “I have already lost my home and my credit is very poor.... I have no job or income.”
- “With finances so low have to hope nothing major happens.”
- “I have found a new job and ended up making too much to qualify for programs. I am finding it hard to afford groceries even with food help.”



### QUESTION 3- What services would be helpful to you right now during the COVID-19 crisis?

Select responses include:

- “More stimulus money, transportation help.”
- “Healthcare services closed caused many problems... COVID education and problem solving.”
- “Stable housing.”
- “Financial support.”
- “Assistance for people who don’t fit into the poverty guidelines.”
- “Housing help, help finding healthcare, help finding COVID testing, help with income.”
- “Financially. Future funds are gone.”



#### QUESTION 4- : If you have tried to connect with a social service agency during the COVID-19 crisis, please share your experience.

Select responses include:

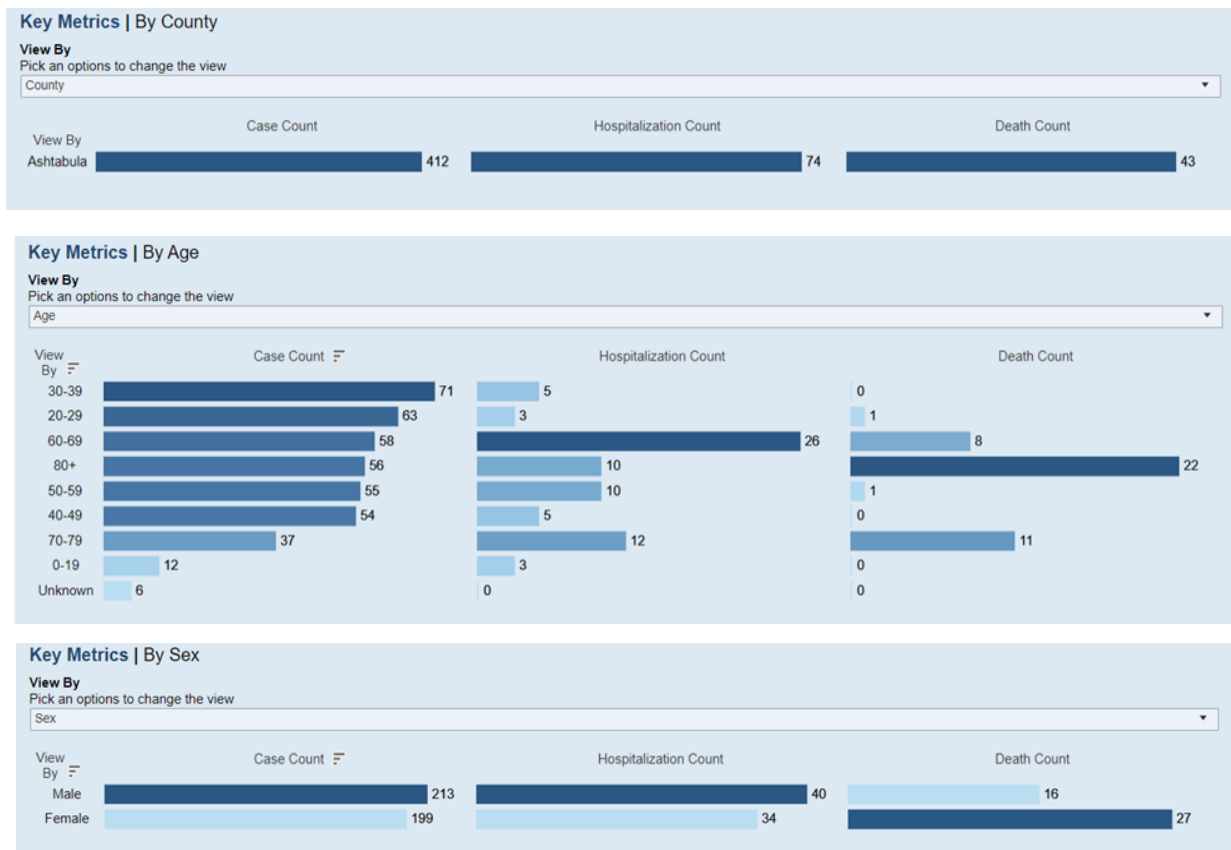
- “Unemployment – can’t even talk to a real person.”
- “I did connect with the 211 social service agency, and the gal that was on the other end of the phone was wonderful and amazing. She listened and heard my needs and immediately began addressing them with resources. However several of the forms that I was sent required that I have an awards letter from social security and a new social security card and things that I was unable to acquire because of the stay-at-home orders, and because of the shutdown of the offices I needed to go to if I were to go out. I was very blessed that both of my physicians were able to video conference with me, take care of my prescription needs and so forth, obviously I wish that the agencies that people needed during this time had been able to do the same.”
- “Don’t qualify.”
- “Spectrum’s services deteriorated here in Ashtabula City over the course of the lockdown that by the end of May the telehealth video chat service was unusable because the Internet was too slow on my end. Paying \$69.99 for up to 100 Mbps Internet currently gets me only somewhere around 30 on my home connection and any complaints to Spectrum are met with the reply that I should be thankful that they don’t simply disconnect my service instead. Reaching out via electronic means alone during lockdown was a mess that got worse and worse in a location where general perception was that I should have been doing great.”



## Ashtabula County Status and Statistics

ACCAA has been pro-active in communicating with our various partners, participating in state and national webinars/virtual meetings in order to keep informed about the status of our County. We participate in several calls updating the statistics and trends surrounding the COVID-19 cases and impacts in various sectors.

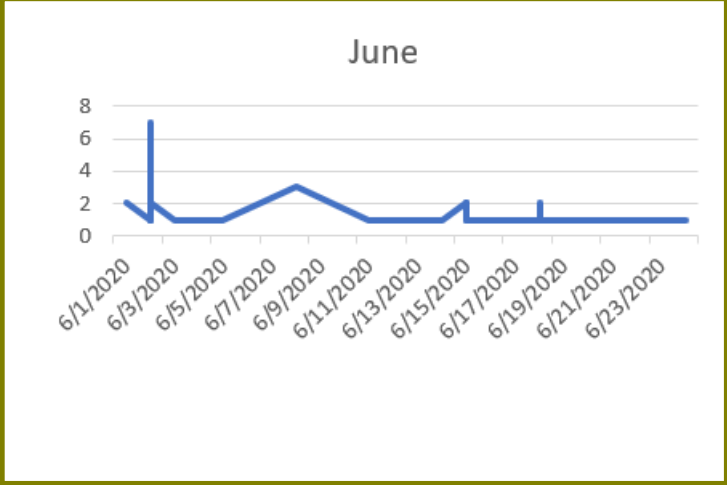
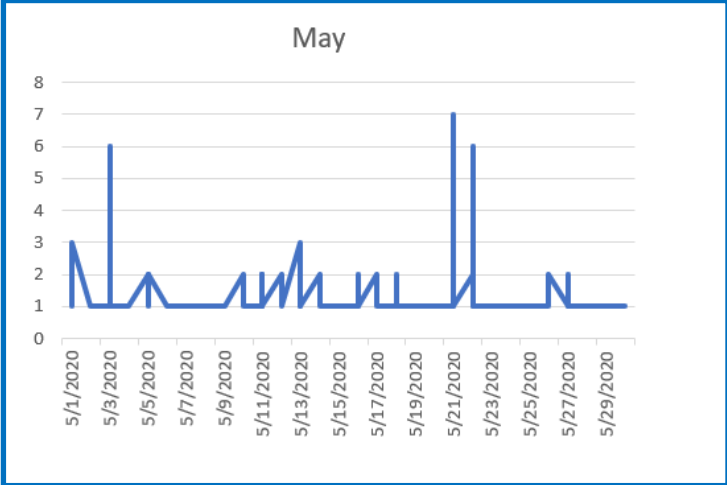
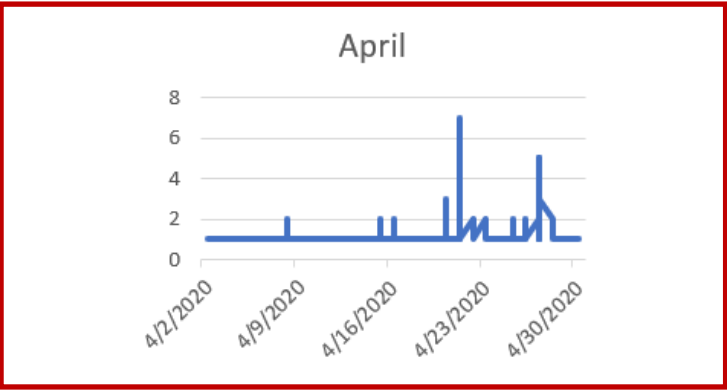
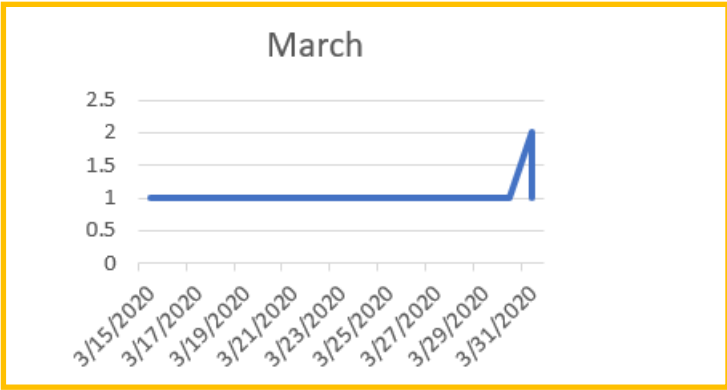
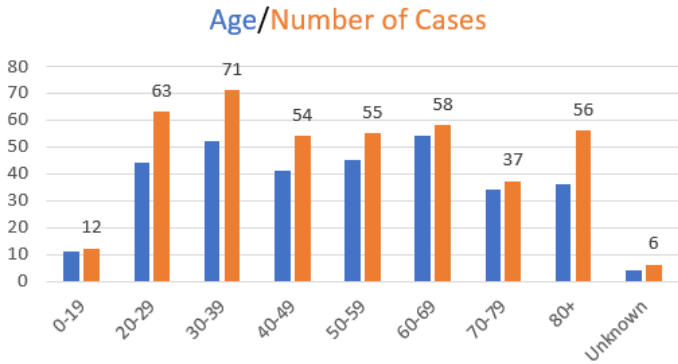
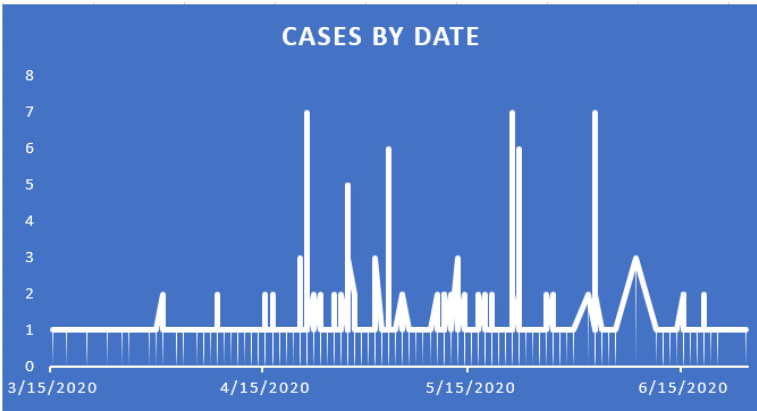
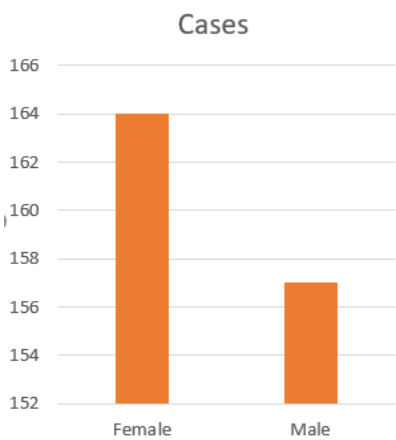
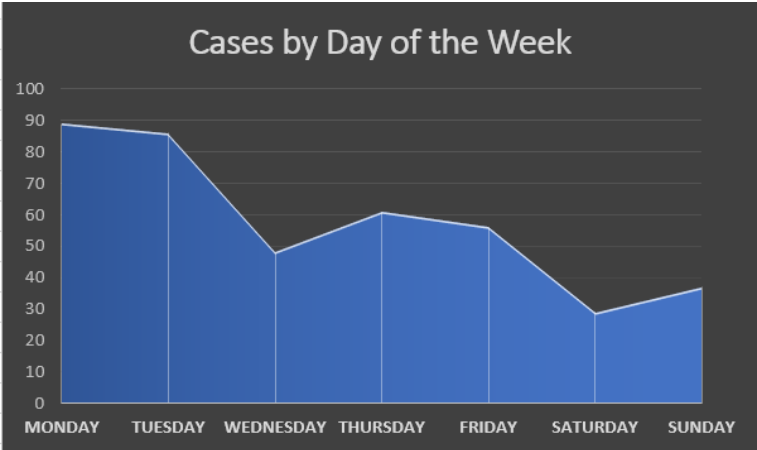
The following charts show the statistics for Ashtabula County with regard to the COVID-19 cases and disposition as of June 26, 2020. <sup>1</sup>



1. Ohio Department of Health Coronavirus (COVID-19) Dashboard; <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/dashboards>



Further exploring Ashtabula County’s trends reveals an ebb and flow of the cases. The following graphs show the times of increased cases within the community. Twice as many cases were female. The graph of “Age/ Number of Cases” illustrates the increasing number of younger individuals contracting the virus.<sup>2</sup>



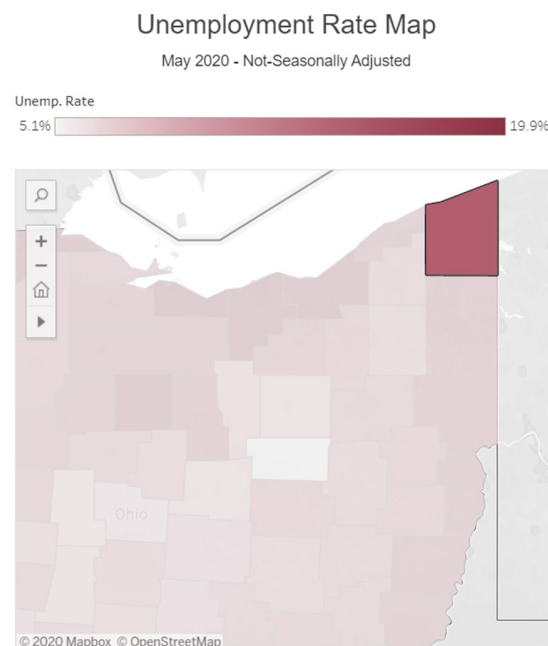
2.. Ohio Department of Health Coronavirus (COVID-19) Dashboard; <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/dashboards>

Ashtabula County reported 5,029 new jobless claims in the three (3) week period ending April 4, 2020.<sup>3</sup> For the week ending April 25, 2020, Ashtabula County had an additional 632 people file for unemployment.<sup>4</sup> For the week ending June 6, 2020, 273 new jobless claims were filed with 3,475 continuing claims.

Throughout the month of May, unemployment claims in Ashtabula County decreased. The week ending in May 2, there were 402 new unemployment claims, and 5,056 continuing claims, the high-water mark for each category for that month, according to ODJFS records.

From that week onward, new unemployment claims trended downward, to just 220 new claims in the week ending in May 30. The number of continuing claims also decreased through the month of May, to 3,750 in that same week, according to ODJFS.

*Star Beacon June 12; Brian Haythcer "County Unemployment Improving"*



According to Cleveland.com... “while the state’s unemployment rate fell from a record 17.6% in April to 13.7% in May, that’s still near the state’s previous high of 14% unemployment in December 1982 and January 1983, according to U.S. Bureau of Labor Statistics data going back to 1976.”

## Ashtabula County Community Action Agency Responds

ACCAA was quick to implement supports as quickly as possible. Below is a timeline of responses taken by ACCAA through June 30, 2020.

### Program Operational Adaptations

- Senior Nutrition Program starts delivering meals to those who were attending congregate meal sites (March 17)
- WIC starts offering appointments from their parking lot (March 19)
- New Hope homeless assistance offers intake over the phone (March 20)
- Home Visiting begins offering telehealth and virtual “home” visits (March 25)
- Winter Crisis Program begins taking appointments by phone and extends to May 1<sup>st</sup>, HEAP extends to June 1<sup>st</sup> (March 26)
- 2-1-1 starts COVID-19 Information Hotline & takes re-routed calls from Ashtabula County Health Department (March 26)
- Staff begin remote-work and training

### COVID Response Activities

- Community Action distributes soap to seniors in the Senior Nutrition Program and families in Head Start (April 2)
- Dragon Empowerment Center offers parenting support circle virtually (April 14)
- 2-1-1 starts weekly newsletters with timely, upcoming resource updates (April 19)
- 2-1-1 starts collecting and distributing homemade masks & face coverings (April 25)
- Senior Nutrition Program starts offering grocery shopping and delivery to seniors in need (April 26)

3.. *Star Beacon* April 14, 2020, Brian Haythcer “County faces unemployment issues” 4. *Star Beacon* May 1, 2020, Brian Haythcer “COVID-19 ...Ashtabula numbers increase by 632”

## Community Action Responds– Continued

- 2-1-1 offers texting capabilities (May 4)
- Community Action starts providing weekly food boxes to clients – such as Head Start families, seniors, and formerly homeless households (April 30)
- Community Action begins weekly dinners for area shelter residents (May 27)
- Community Action begins Emergency Rental Assistance program to help households avoid eviction (June 1)
- Community Action provides hygiene bags to clients – such as Head Start families, seniors, and formerly homeless households (June 5)
- Youth Empowerment Workshops begin virtually (June 9)
- Summer Foods Program distributes food by drive through take-out, rather than on-site (June 15)
- Dragon Empowerment Center becomes site for ongoing Farmers to Family produce and dairy distributions (June 24)
- Summer Crisis Program begins by phone appointments only (July 1)

## Conclusion

ACCAA will continue to survey and assess the needs that emerge in our community due to the Coronavirus. We are dedicating as many of our resources as possible to the emergency situations that will arise to threaten the mental, physical, and economic health and stability of our community. At the same time, we will seek programs and services to help better prepare our citizens as this pandemic continues to unfold or as new challenges develop.

# APPENDIX

Examples of calls received in various need categories

Food/Meals –

- Food pantries/meal assistance
- Food box delivery
- Baby formula

COVID-19 Information Hotline –

- Information on prevention and symptoms
- Testing
- Reporting non-essential/non-compliance of businesses for Stay at Home Order

Utilities –

- Gas, electric, or water disconnection
- Internet service assistance

Housing –

- Affordable housing
- Emergency shelter
- Rental assistance
- Home repair

Information Services –

- Directory assistance (4-1-1/for-profit business information)

Income Support –

- Unemployment information
- Information on the stimulus checks
- General income support (help with bills other than rent and utilities)

Healthcare –

- Medical appointments
- Prescription assistance
- In-home care

Other Government/Economic Services –

- Information regarding local city/township services

Clothing/Personal/Household Needs –

- Furniture/appliances
- Cleaning supplies
- Diapers

Transportation –

Individual, Family, and Community Support –

- Senior support/socialization
- Homemaker services
- Pet care

Mental Health/Addictions –

Legal, Consumer, and Public Safety –

Employment –

Volunteers/Donations –

Education –

Top Unmet Needs\*

- Emergency shelter
- Free food box delivery
- Seniors/disabled/vulnerable populations either lacking transportation or not wanting to physically go out to pantries
- Home repair
- PPE – Soap, cleaning supplies, non-healthcare masks

\*Unmet needs are based on lack of program to meet need, lack of funding/program availability, client not eligible for program, etc.



## ACCAA Community Needs Assessment 2021

Please take a few minutes to answer these quick questions, they will help us to get a picture of our community.

1. What is your zip code? \_\_\_\_\_
2. What is your age?

<input type="checkbox"/> Age 18-24	<input type="checkbox"/> Age 65-74
<input type="checkbox"/> Age 25-54	<input type="checkbox"/> Age 75-84
<input type="checkbox"/> Age 55-59	<input type="checkbox"/> Age 85+
<input type="checkbox"/> Age 60-64	
3. How many people currently live in your household? \_\_\_\_\_
4. Are there any children under age 18 living in the household?

<input type="checkbox"/> Yes
<input type="checkbox"/> No
5. What is your total annual family income?

<input type="checkbox"/> Less than \$5,000	<input type="checkbox"/> \$25,000- \$34,999
<input type="checkbox"/> \$5,001- \$9,999	<input type="checkbox"/> \$35,000- \$49,999
<input type="checkbox"/> \$10,000- \$14,999	<input type="checkbox"/> \$50,000- \$74,999
<input type="checkbox"/> \$15,000- \$19,999	<input type="checkbox"/> \$75,000 or more
<input type="checkbox"/> \$20,000- \$24,999	
6. What is your race/ethnicity?

<input type="checkbox"/> White or Caucasian	<input type="checkbox"/> American Indian or Alaska Native
<input type="checkbox"/> Black or African American	<input type="checkbox"/> Native Hawaiian/other Pacific Islander
<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> Multiracial (Two or more races)
<input type="checkbox"/> Asian or Asian American	
7. Have you had COVID-19?

<input type="checkbox"/> Yes
<input type="checkbox"/> No
8. Have you been quarantined due to exposure to someone with COVID-19?

<input type="checkbox"/> Yes
<input type="checkbox"/> No
9. Were you forced to take off work due to school closure or childcare change?

<input type="checkbox"/> Yes
<input type="checkbox"/> No
10. Were you forced to take off work to care for a family member?

<input type="checkbox"/> Yes
<input type="checkbox"/> No





11. Have you experienced any of the following economic impacts from COVID-19?

(Check all that apply)

- ☐ Had hours reduced by employer
- ☐ Self, family member or close friend lost job/closed business
- ☐ Borrowed \$ due to financial need
- ☐ Began using food pantries or food stamps
- ☐ Not enough \$ for food or had to skip/cut meals
- ☐ Worried about not having enough food
- ☐ Monthly family income declined
- ☐ Increase in Family Expenses due to Pandemic or Emergency Preparedness

12. Have you experienced any of the following social or emotional impacts from COVID-19?

(Check all that apply)

- ☐ I feel that I lack companionship
- ☐ I feel that people are around me, but not with me
  - ☐ I feel alone
- ☐ I feel isolated from others
- ☐ I feel left out
- ☐ Personal or Family Experiencing Illness, Disability, or Mental Health Issues
- ☐ Fear and Concern of Future Economic and Health Insecurity and Instability
- ☐ Feelings of isolation

☐ OTHER: \_\_\_\_\_

13. What do you feel are the biggest problems in our community?

Rank the following with "1" being the biggest problem, "2" being second biggest, "3" being third biggest

- ☐ Drug or Alcohol Use
- ☐ Lack of Jobs
- ☐ Crime
- ☐ Poverty
- ☐ Lack of activities
- ☐ Run-down housing
- ☐ Education system
- ☐ Access to shopping
- ☐ Transportation

14. Have you used any of the following Community Action services within the past 12 months?

(Check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Head Start  | <input type="checkbox"/> Empowerment Workshop           |
| <input type="checkbox"/> WIC   | <input type="checkbox"/> Dragon Empowerment Center      |
| <input type="checkbox"/> 2-1-1   | <input type="checkbox"/> Audiology/Speech               |
| <input type="checkbox"/> Weatherization  | <input type="checkbox"/> CARES Rent/Mortgage/Utility    |
| <input type="checkbox"/> HEAP/PIPP   | <input type="checkbox"/> Community Action Home Visiting |
| <input type="checkbox"/> New Hope (Homeless Assistance)                          |   |
| <input type="checkbox"/> Senior Nutrition (Meals on Wheels, Senior Dining Sites) |   |



15. Of all the things you have to buy or pay for, what item takes up the most of your paycheck/income?

---

16. What is the biggest problem that you have right now? What service or program would help you to be able solve it?

---

17. Are you currently homeless or have you been homeless at any time during the last 12 months?

☐ Yes

☐ No

18. If yes, what is preventing you from finding a stable place to live?

---

19. If you're not homeless, do you

☐ own your home?

☐ rent your home?

☐ currently staying with a friend or family member?

20. If you rent, do you want to own your own home?

☐ Yes

☐ No

If you want to own your own home, what is stopping you from buying one?

---

21. At any time during the last 12 months have you been unable to pay your rent or mortgage?

☐ Yes

☐ No

22. What are the reasons you were/are unable to pay?

---

23. Do you have enough money each month to cover your basic living expenses (housing, food, clothing, hygiene, utility bills, etc.)?

☐ Yes

☐ No

24. Do you receive any help from family or friends or any public assistance to pay your bills?

☐ Yes

☐ No



25. Would you be able to handle a \$400 dollar emergency without borrowing money?  
☐ Yes  
☐ No
26. Would you be interested in learning more about budgeting and how to save money?  
☐ Yes  
☐ No
27. Do you have enough food to feed yourself and your family without any assistance from SNAP, food banks, family, friends, etc.?  
☐ Yes  
☐ No
28. Do you know where the nearest food pantry is?  
☐ Yes  
☐ No
29. Do you have a high school diploma or GED?  
☐ Yes  
☐ No
30. Have you ever completed any vocational training?  
☐ Yes  
☐ No  
☐ Started but did not finish
31. Have you completed a two or four year college degree program?  
☐ Yes  
☐ No  
☐ Started but did not finish
32. Do you plan to pursue any educational or technical training in the coming year?  
☐ Yes  
☐ No
33. Are you currently working?  
☐ Yes  
☐ No  
☐ Retired
34. My work is...  
☐ Full-time  
☐ Part-time  
☐ Odd jobs
35. Have you received/are you receiving unemployment?  
☐ Yes  
☐ No
36. If so has it expired?  
☐ Yes  
☐ No
37. Was it/is it the extended pandemic unemployment?  
☐ Yes  
☐ No



38. If you are not currently working, are you looking for work?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

Explain why this does not apply:

---

39. Do you have health insurance?

- ☐ Yes
- ☐ No

40. When was the last time you saw a Doctor?

- ☐ 3 months or less
- ☐ 6 months or less
- ☐ A year ago
- ☐ Over a year ago
- ☐ I don't have a Dr

41. If you do not have a Doctor, explain why:

- ☐ Cannot afford the co-pays
- ☐ Cannot find one who will accept me
- ☐ Cannot get to the office
- ☐ Not applicable

Other 

---

42. If you do not have a Doctor, how do you meet your medical needs?

- ☐ Urgent Care
- ☐ Emergency Room
- ☐ Home remedy-self-treatment
- ☐ No action
- ☐ Not applicable

43. When was the last time you saw a Dentist?

- ☐ 6 months or less
- ☐ A year ago
- ☐ Over a year ago
- ☐ Don't have a Dentist

44. Are you age 60 or older?

- ☐ Yes (Continue)
- ☐ No (If no, SKIP to question #54)

45. When you need information what is your preferred way to get it:

- ☐ Use the internet
- ☐ Make a phone call
- ☐ Go to an office to meet with a representative



46. Do you have and use any of the following devices:

- ☐ Computer
- ☐ Tablet (i.e. I-Pad)
- ☐ Smartphone

47. List all of the ways you use those devices:

- |  |   |
|--|---|
| <input type="checkbox"/> Internet shopping                   | <input type="checkbox"/> Online banking and health accounts |
| <input type="checkbox"/> Internet research/visiting websites | <input type="checkbox"/> Games and apps                     |
| <input type="checkbox"/> Watching videos                     | <input type="checkbox"/> Photos                             |
| <input type="checkbox"/> Social media to connect with family | <input type="checkbox"/> Letters, documents, spreadsheets   |

48. Rate your computer skills:

- ☐ I am very good using the internet to get all of my needs met
- ☐ I can do the basics but get confused and frustrated
- ☐ I always have trouble when I try to do something on the computer

49. Would you like to learn how to better use these devices and programs?

- ☐ Yes
- ☐ No

50. In what way would you like to learn these skills?

- ☐ Small group workshop
- ☐ One-to-one session with instructor
- ☐ Zoom or online workshop
- ☐ Videos for self-paced learning

51. Are you satisfied with recreational activities (exercise and sports, crafts, parks, clubs, etc.) available for older adults in your area?

- ☐ Yes
- ☐ No

52. Do you plan to regularly visit your local senior center after you retire?

- ☐ Yes
- ☐ No

53. Are you raising your grandchildren or caring for the children of someone else?

- ☐ Yes
- ☐ No

**If you skipped from question #44 - resume here:**

54. Are there children in the household age 18 and under?

- ☐ Yes (Continue)
- ☐ No (If no, SKIP to question #65)

55. Do your children see a Doctor on a regular basis?

- ☐ Yes
- ☐ No





56. Do your children see the dentist on a regular basis?
- ☐ Yes
- ☐ No
57. Are your children currently in a childcare program?
- ☐ Yes
- ☐ No
58. If no, is it because of any of the following?
- ☐ Cannot find a childcare provider who has openings
- ☐ Cannot afford childcare
- ☐ Hours are not available to cover the hours I need
- ☐ Cannot get my child to the childcare location
- ☐ Not applicable
59. Are you satisfied with the educational services (tutoring, afterschool programs, library programming, etc.) available to children in your area?
- ☐ Yes
- ☐ No
60. Are you satisfied with recreational activities (sports, scout troops, parks, etc.) available to children in your area?
- ☐ Yes
- ☐ No
61. What do you feel is the best learning option for your child/children?
- ☐ Virtual-Online school
- ☐ Mix of Virtual and In-person school
- ☐ In-person school
62. Do you feel your child has...
- ☐ Found it easier to learn with the virtual-Online classwork
- ☐ Had trouble and found it harder to learn with the virtual-online classwork
- ☐ No difference in how they learned between virtual-online or in-person classwork
- ☐ Does better with in-person classwork
63. Explain the social or emotional experience of your child during the switch to all virtual-online classwork:
- ☐ Has had high amount of social or emotional distress and isolation
- ☐ Has had a mild amount of social or emotional upset and a little isolation-missing their friends
- ☐ Has experienced no social or emotional upset and is less anxious about school while attending virtually



64. As a parent, what was hard about the virtual-online schooling?

- ☐ Did not have adequate internet access
- ☐ Did not know how to use the computer and the programs to help my child
- ☐ Did not have a good place within the house to have the children do online school without interruption
- ☐ Could not help my child with their schoolwork questions and homework
- ☐ Could not make sure they were online because I had to work online from home too

65. If you woke up tomorrow and your biggest problem was solved- what would be different?

\_\_\_\_\_

66. Are you willing to answer additional questions we may have?

Please include your contact information if you are willing to participate.

Name \_\_\_\_\_

Address \_\_\_\_\_

City/Town \_\_\_\_\_

State/Province \_\_\_\_\_

ZIP/Postal Code \_\_\_\_\_

Email Address \_\_\_\_\_

Phone Number \_\_\_\_\_

67. May we text you at the phone number listed above?

- ☐ Yes
- ☐ No

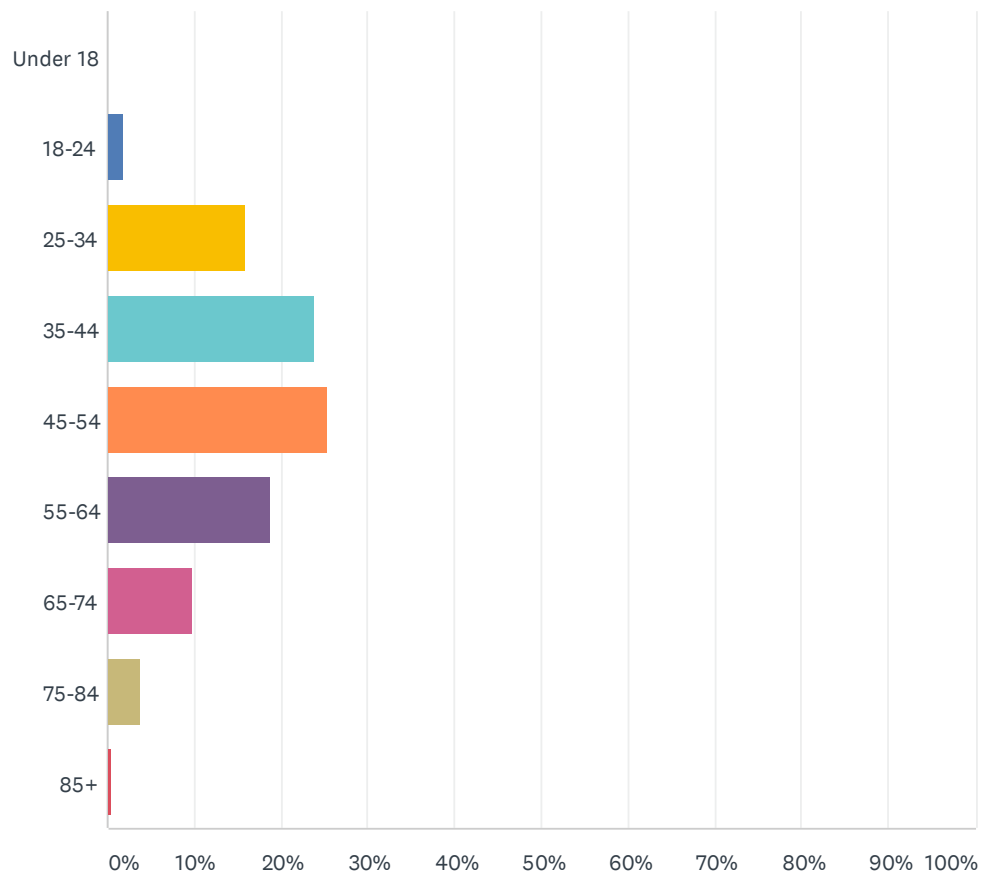
Thank you for your time! Your answers will assist us to design programs and services that will be helpful to your needs and the needs of our community.

## Q1 What is your zip code?

Answered: 425   Skipped: 4

## Q2 What is your age?

Answered: 426 Skipped: 3



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	1.88%	8
25-34	15.96%	68
35-44	23.94%	102
45-54	25.35%	108
55-64	18.78%	80
65-74	9.86%	42
75-84	3.76%	16
85+	0.47%	2
TOTAL		426

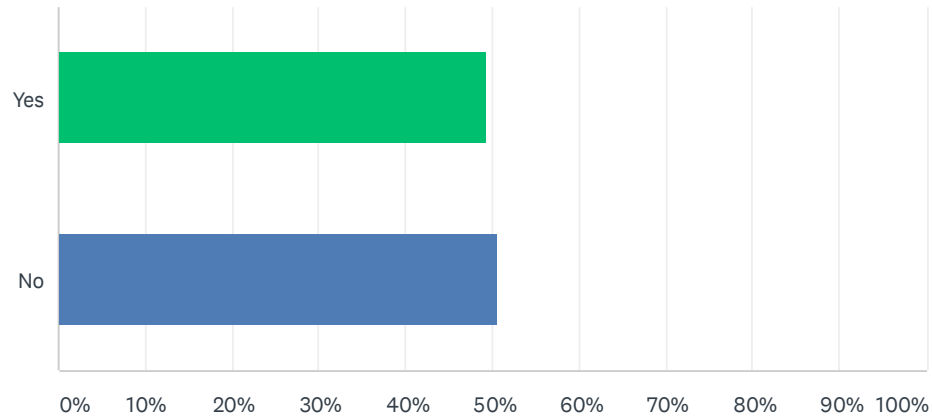
### Q3 How many people currently live in your household?

Answered: 428 Skipped: 1



## Q4 Are there any children age 18 or under living in the household?

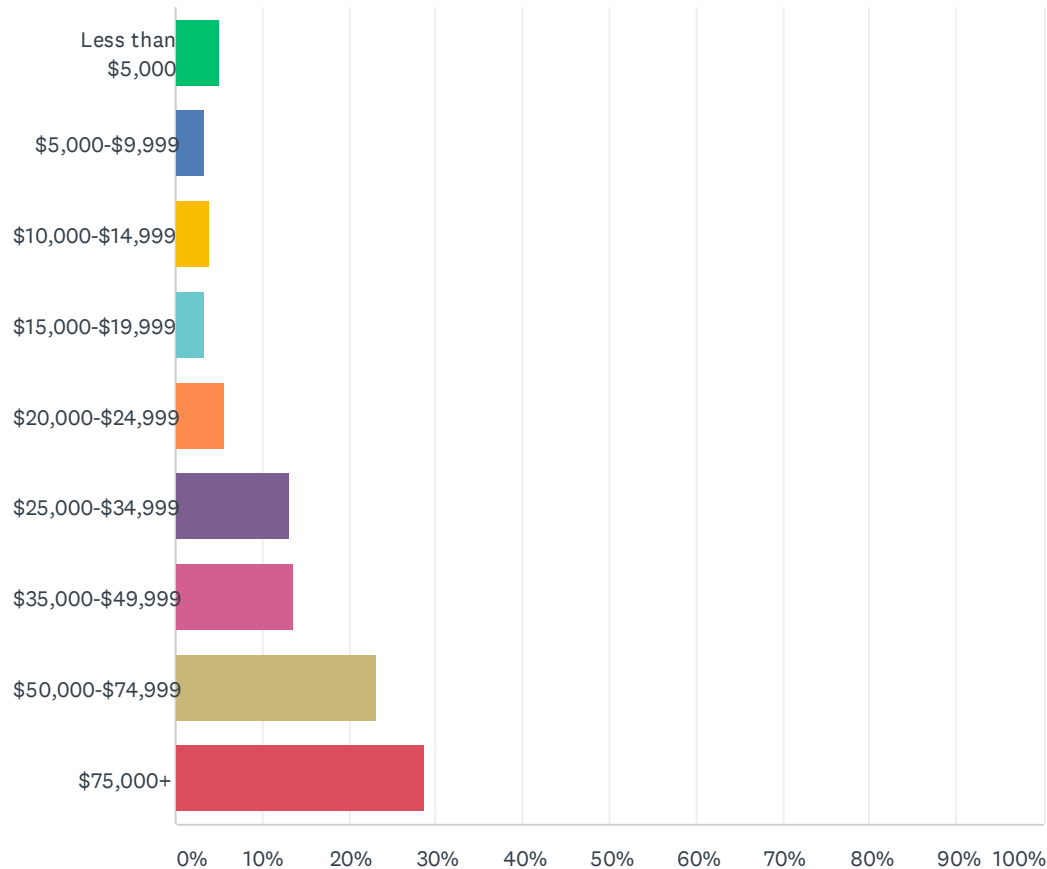
Answered: 427 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	49.41%	211
No	50.59%	216
TOTAL		427

## Q5 What is your total annual (12 month) family income?

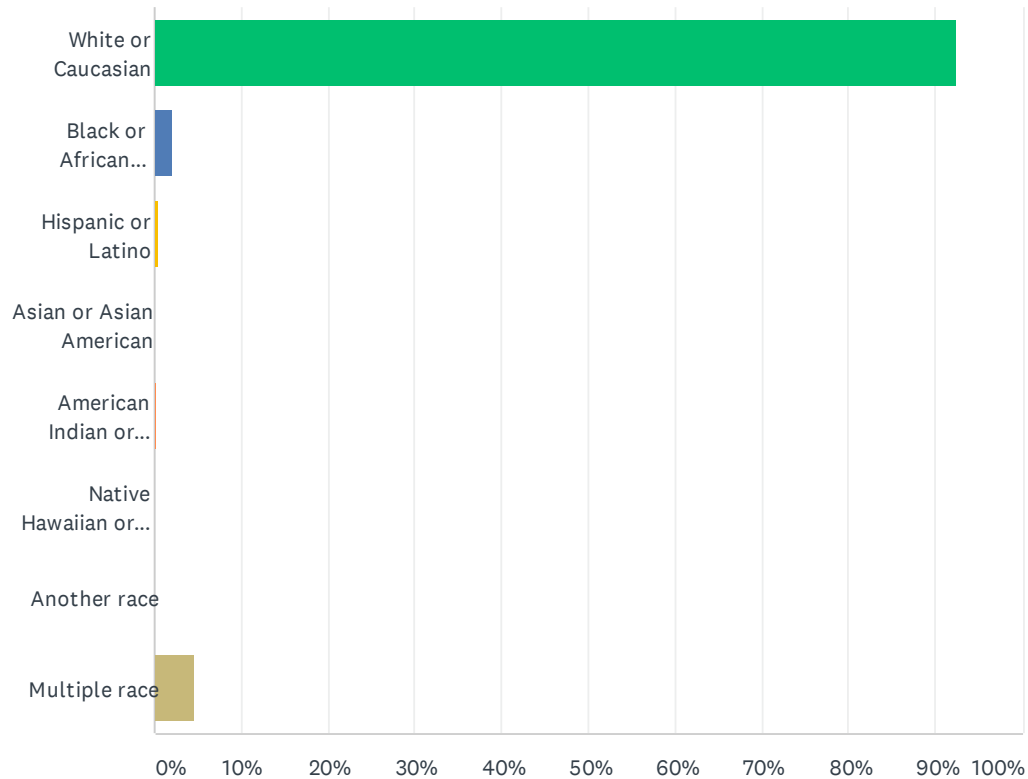
Answered: 425 Skipped: 4



ANSWER CHOICES	RESPONSES	
Less than \$5,000	4.94%	21
\$5,000-\$9,999	3.29%	14
\$10,000-\$14,999	4.00%	17
\$15,000-\$19,999	3.29%	14
\$20,000-\$24,999	5.65%	24
\$25,000-\$34,999	13.18%	56
\$35,000-\$49,999	13.65%	58
\$50,000-\$74,999	23.29%	99
\$75,000+	28.71%	122
TOTAL		425

## Q6 What is your race/ethnicity?

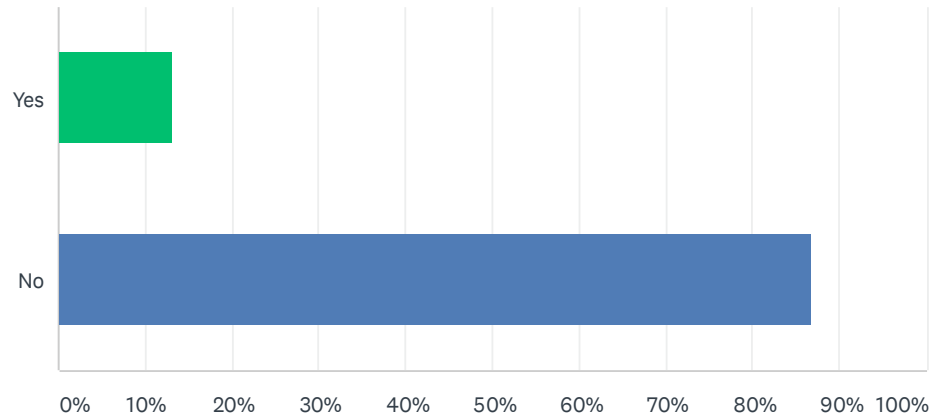
Answered: 425 Skipped: 4



ANSWER CHOICES	RESPONSES	
White or Caucasian	92.47%	393
Black or African American	2.12%	9
Hispanic or Latino	0.47%	2
Asian or Asian American	0.00%	0
American Indian or Alaska Native	0.24%	1
Native Hawaiian or other Pacific Islander	0.00%	0
Another race	0.00%	0
Multiple race	4.71%	20
TOTAL		425

## Q7 Have you had COVID-19?

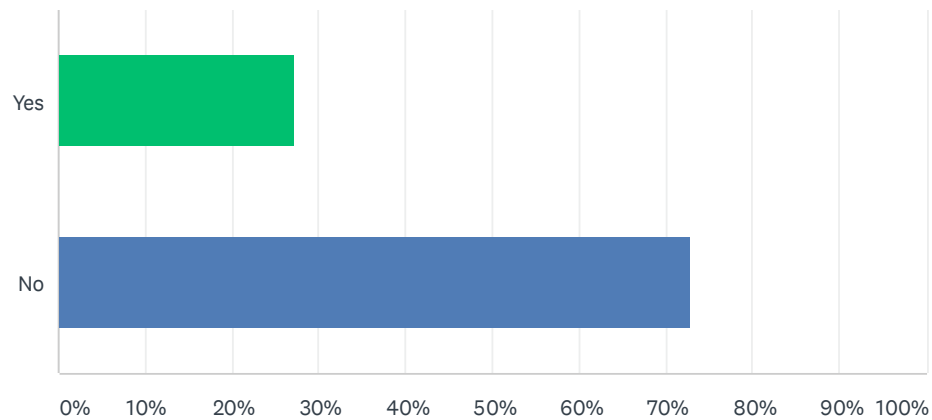
Answered: 428 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	13.08%	56
No	86.92%	372
TOTAL		428

## Q8 Have you been quarantined due to exposure to someone with COVID-19?

Answered: 428 Skipped: 1

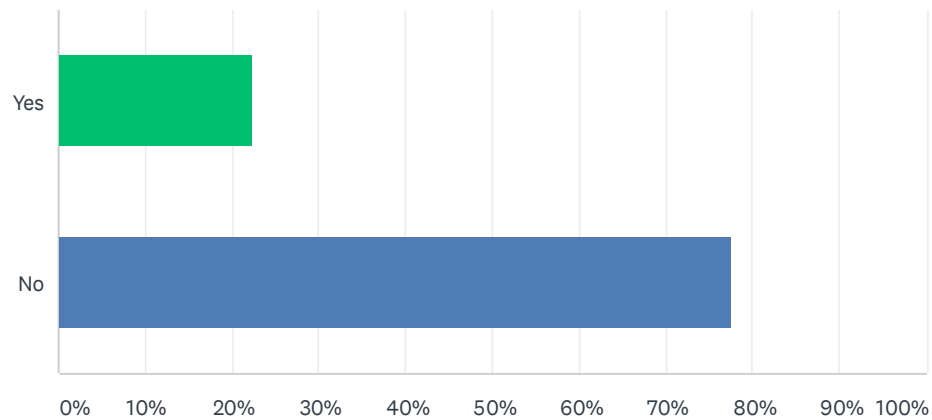


ANSWER CHOICES	RESPONSES	
Yes	27.10%	116
No	72.90%	312
TOTAL		428



## Q9 Were you forced to take off work due to school closure or childcare changes due to COVID-19?

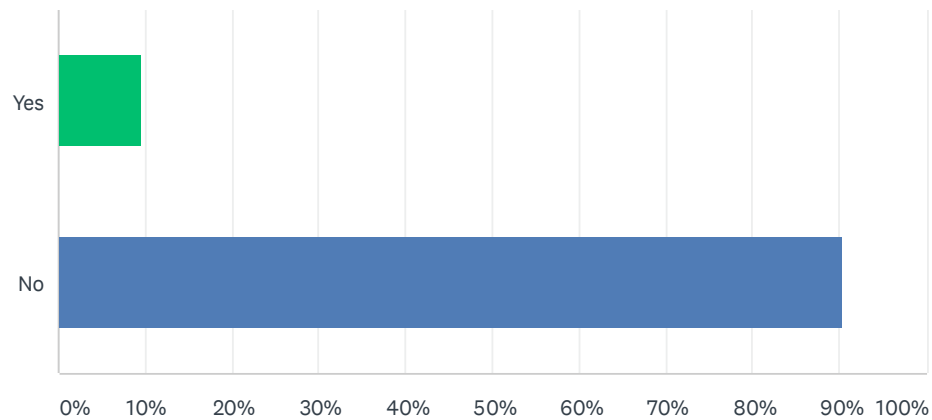
Answered: 428 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	22.43%	96
No	77.57%	332
TOTAL		428

## Q10 Were you forced to take off work to care for a family member due to COVID-19?

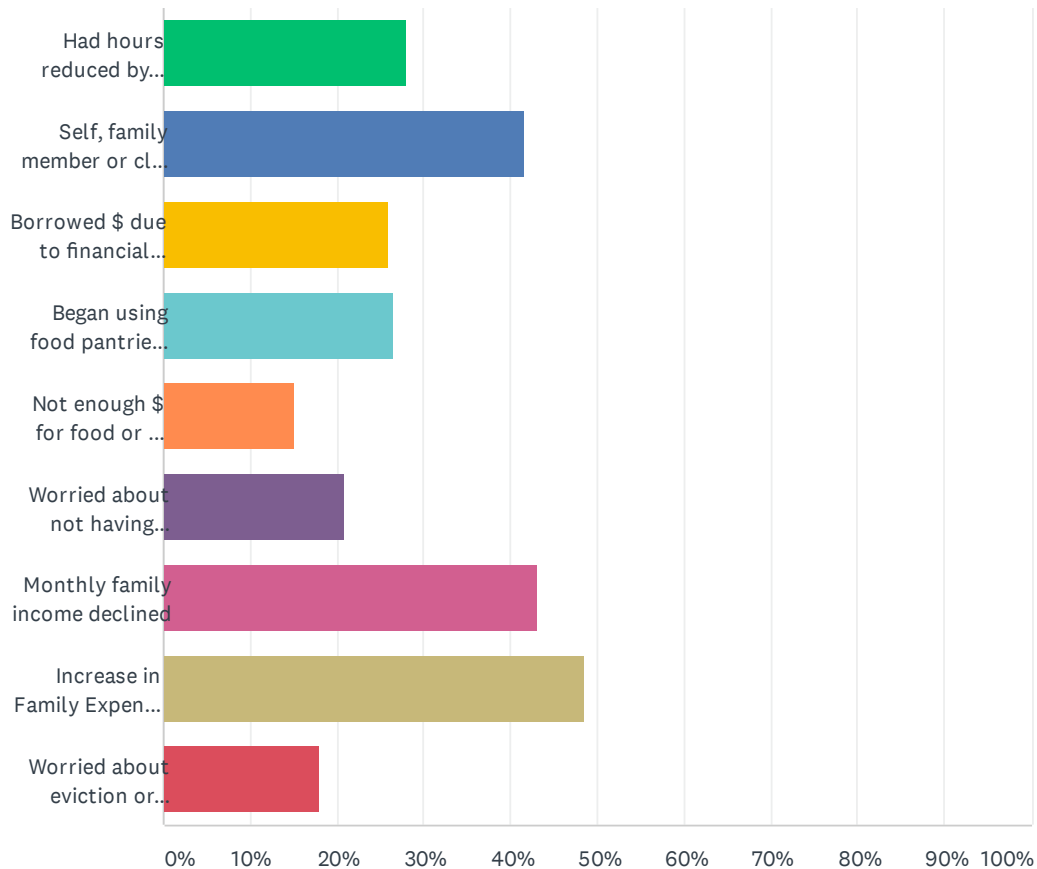
Answered: 428 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	9.58%	41
No	90.42%	387
TOTAL		428

## Q11 Have you experienced any of the following economic impacts from COVID-19? (Mark all that apply)

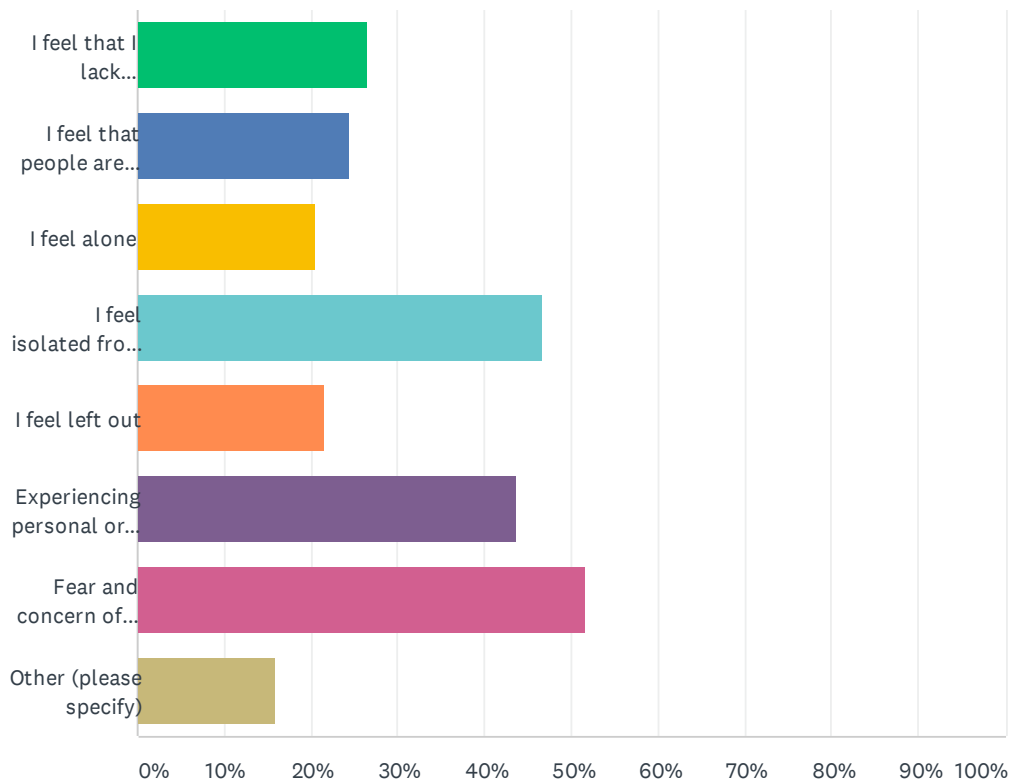
Answered: 278 Skipped: 151



ANSWER CHOICES	RESPONSES	
Had hours reduced by employer	28.06%	78
Self, family member or close friend lost job/closed business	41.73%	116
Borrowed \$ due to financial need	25.90%	72
Began using food pantries or food stamps	26.62%	74
Not enough \$ for food or had to skip/cut meals	15.11%	42
Worried about not having enough food	20.86%	58
Monthly family income declined	43.17%	120
Increase in Family Expenses due to Pandemic or Emergency Preparedness	48.56%	135
Worried about eviction or losing your home?	17.99%	50
Total Respondents: 278		

## Q12 Have you experienced any of the following social or emotional impacts from COVID-19?

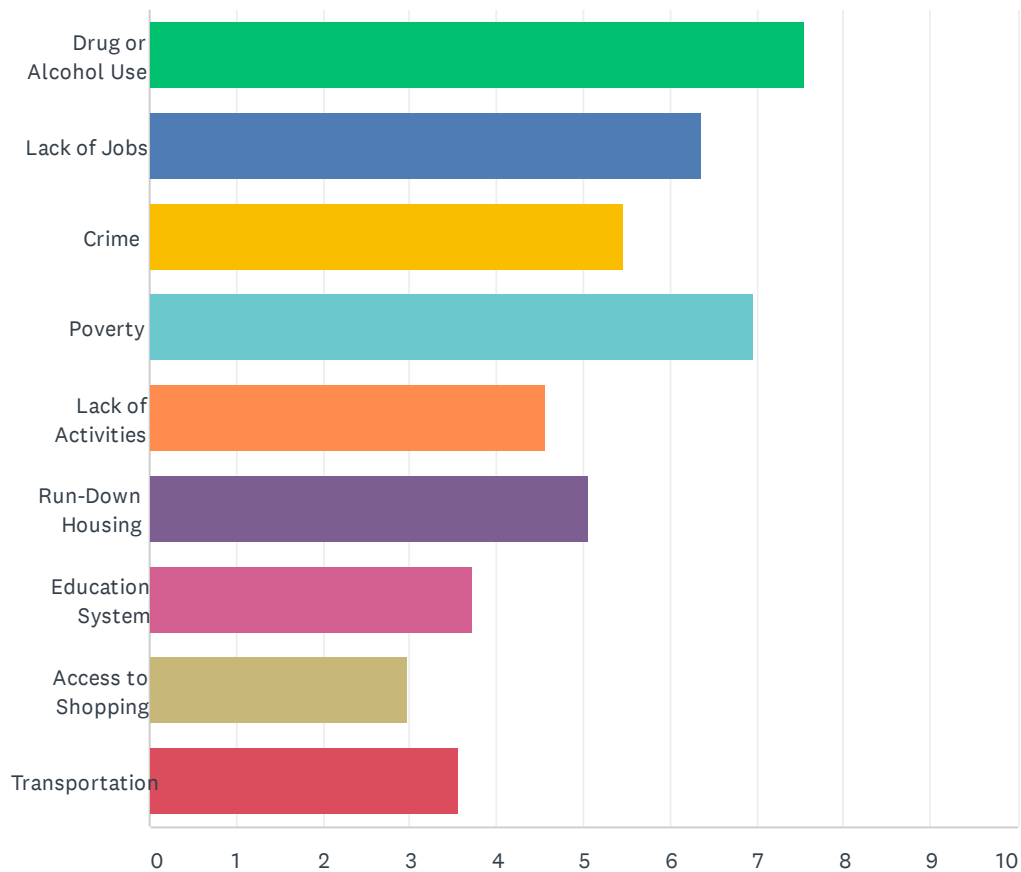
Answered: 338 Skipped: 91



ANSWER CHOICES	RESPONSES	
I feel that I lack companionship	26.63%	90
I feel that people are around me, but not with me	24.56%	83
I feel alone	20.41%	69
I feel isolated from others	46.75%	158
I feel left out	21.60%	73
Experiencing personal or family illness, disability, or mental health issues	43.79%	148
Fear and concern of future economic and health insecurity and instability	51.78%	175
Other (please specify)	15.98%	54
Total Respondents: 338		

Q13 What do you feel are the biggest problems in our community? Rank the following with "1" being the biggest problem, "2" being second biggest, "3" being third biggest. etc.

Answered: 425 Skipped: 4

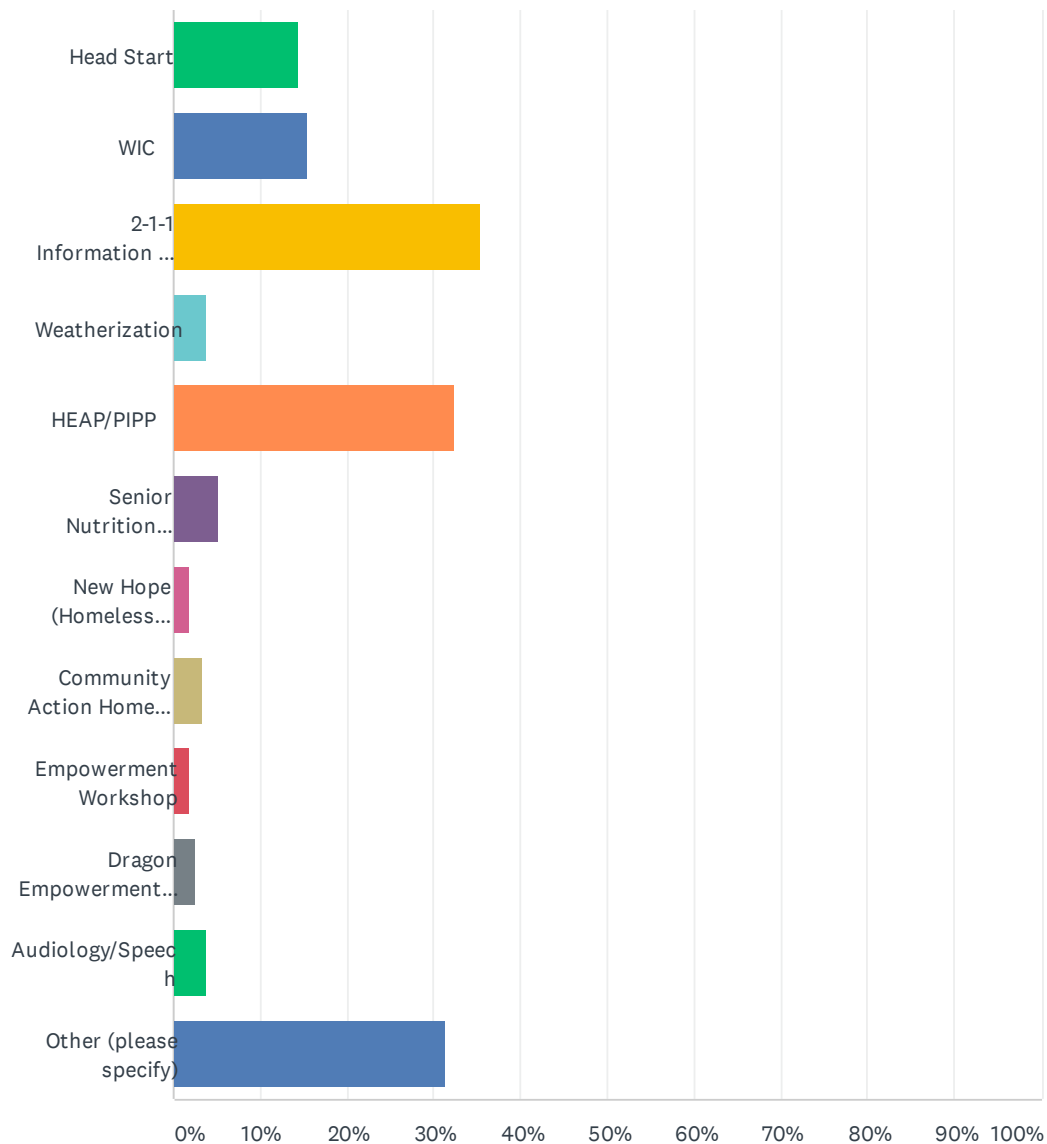




	1	2	3	4	5	6	7	8	9	TOTAL	SCORE
Drug or Alcohol Use	40.95% 163	21.36% 85	16.33% 65	8.54% 34	5.53% 22	3.27% 13	1.51% 6	1.76% 7	0.75% 3	398	7.55
Lack of Jobs	17.37% 66	20.79% 79	18.95% 72	10.79% 41	11.32% 43	5.79% 22	7.89% 30	5.79% 22	1.32% 5	380	6.36
Crime	2.38% 9	14.81% 56	18.78% 71	19.05% 72	15.08% 57	12.43% 47	6.08% 23	6.88% 26	4.50% 17	378	5.47
Poverty	26.40% 104	20.56% 81	14.97% 59	18.78% 74	7.87% 31	6.09% 24	3.05% 12	1.27% 5	1.02% 4	394	6.96
Lack of Activities	4.59% 17	9.73% 36	9.19% 34	9.19% 34	17.30% 64	14.59% 54	13.24% 49	11.62% 43	10.54% 39	370	4.57
Run-Down Housing	5.36% 20	8.04% 30	12.60% 47	13.14% 49	18.23% 68	20.64% 77	13.14% 49	5.63% 21	3.22% 12	373	5.07
Education System	3.76% 14	5.38% 20	9.41% 35	5.11% 19	9.41% 35	9.68% 36	19.89% 74	17.20% 64	20.16% 75	372	3.73
Access to Shopping	1.91% 7	4.10% 15	2.46% 9	4.64% 17	5.19% 19	9.29% 34	16.67% 61	33.06% 121	22.68% 83	366	2.97
Transportation	5.07% 19	5.07% 19	5.87% 22	8.00% 30	6.13% 23	13.33% 50	14.40% 54	11.47% 43	30.67% 115	375	3.56

## Q14 Have you used any of the following Community Action services within the past 12 months?

Answered: 207 Skipped: 222



ANSWER CHOICES	RESPONSES	
Head Start	14.49%	30
WIC	15.46%	32
2-1-1 Information & Referral	35.27%	73
Weatherization	3.86%	8
HEAP/PIPP	32.37%	67
Senior Nutrition (Meals on Wheels, Senior Dining Sites)	5.31%	11
New Hope (Homeless Assistance)	1.93%	4
Community Action Home Visiting	3.38%	7
Empowerment Workshop	1.93%	4
Dragon Empowerment Center	2.42%	5
Audiology/Speech	3.86%	8
Other (please specify)	31.40%	65
Total Respondents: 207		

Q15 Of all the things you have to buy or pay for, what item takes up the most of your paycheck/income?

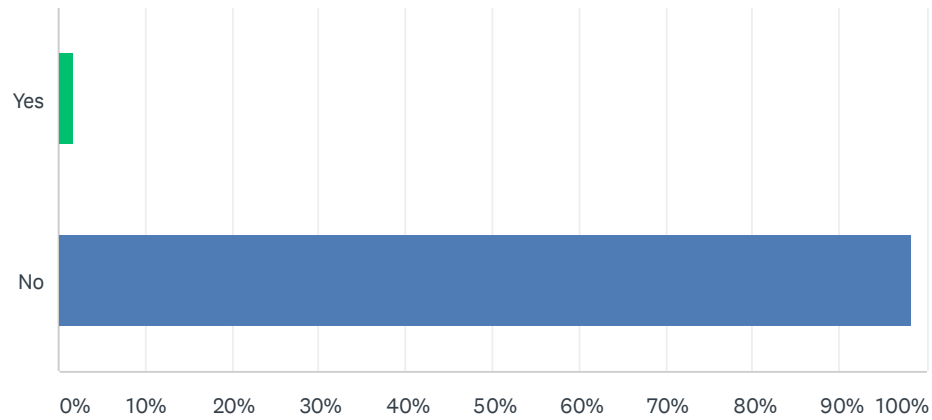
Answered: 415 Skipped: 14

**Q16 What is the biggest problem that you have right now? What service or program would help you to be able solve it?**

Answered: 317   Skipped: 112

## Q17 Are you currently homeless or have you been homeless at any time during the last 12 months?

Answered: 426 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	1.64%	7
No	98.36%	419
TOTAL		426

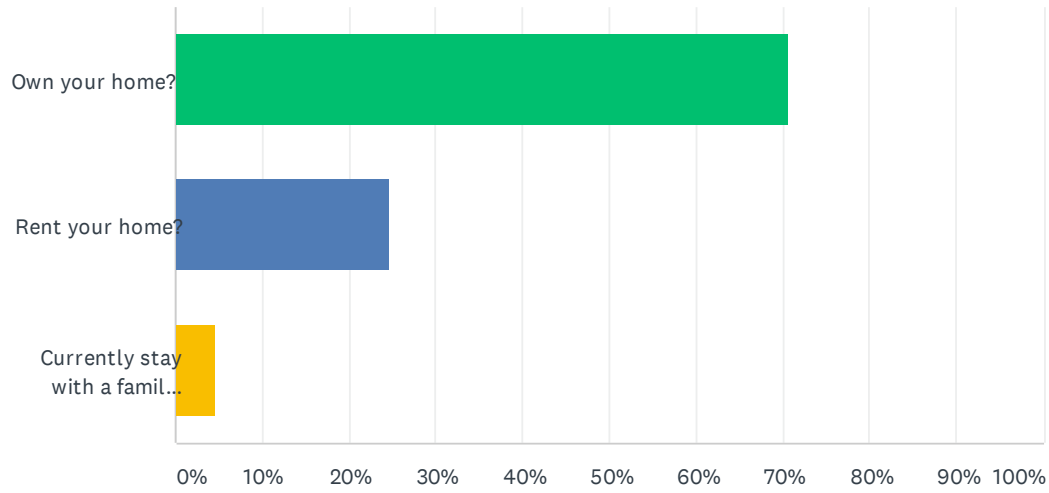


Q18 If yes, what is preventing you from finding a stable place to live?

Answered: 93   Skipped: 336

## Q19 If you're not homeless, do you

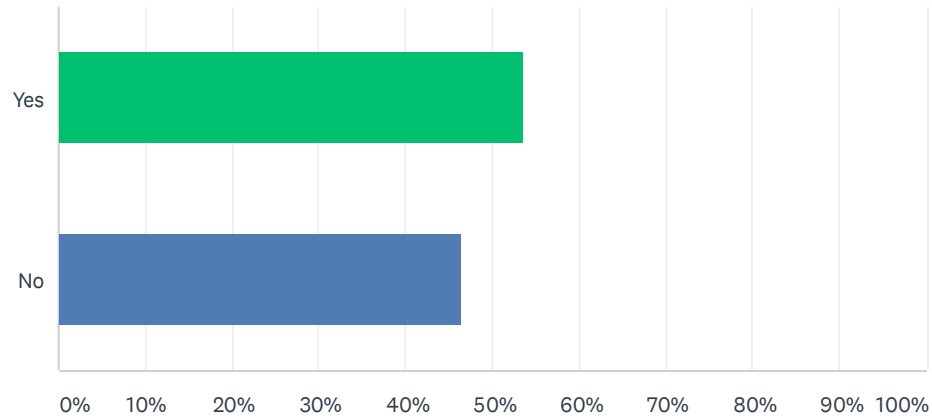
Answered: 416 Skipped: 13



ANSWER CHOICES	RESPONSES	
Own your home?	70.67%	294
Rent your home?	24.76%	103
Currently stay with a family member or friend?	4.57%	19
TOTAL		416

## Q20 If you rent do you want to own your own home?

Answered: 181 Skipped: 248



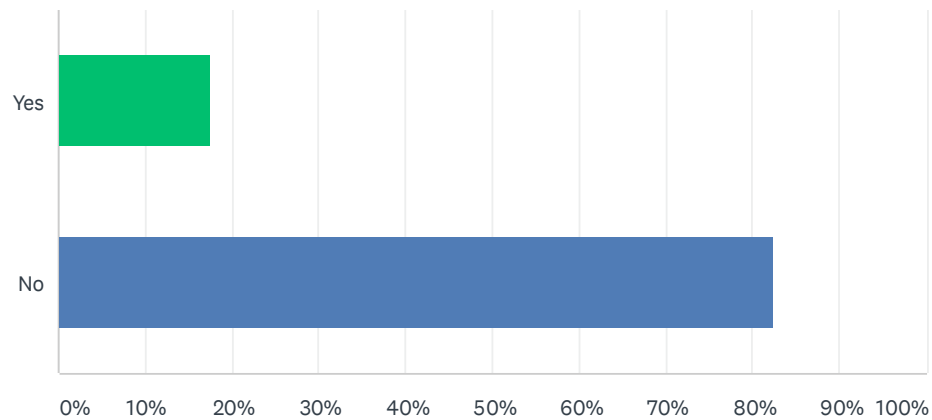
ANSWER CHOICES	RESPONSES	
Yes	53.59%	97
No	46.41%	84
TOTAL		181

Q21 If you would like to own your own home, what is stopping you from buying one?

Answered: 152   Skipped: 277

## Q22 At any time during the last 12 months have you been unable to pay your rent or mortgage?

Answered: 411 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	17.52%	72
No	82.48%	339
TOTAL		411

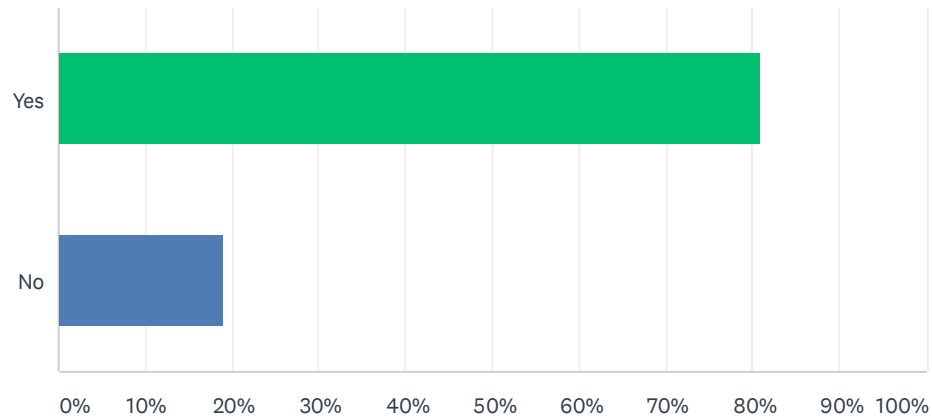
## Q23 What are the reasons you have been unable to pay?

Answered: 137   Skipped: 292



## Q24 Do you have enough money each month to cover your basic living expenses (housing, food, clothing, hygiene, utility bills, etc)?

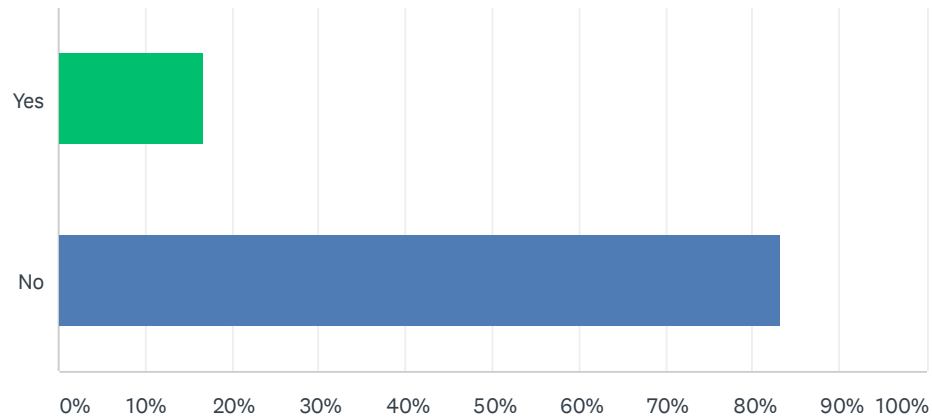
Answered: 426 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	80.99%	345
No	19.01%	81
TOTAL		426

## Q25 Do you receive any help from family or friends or any public assistance to pay your bills?

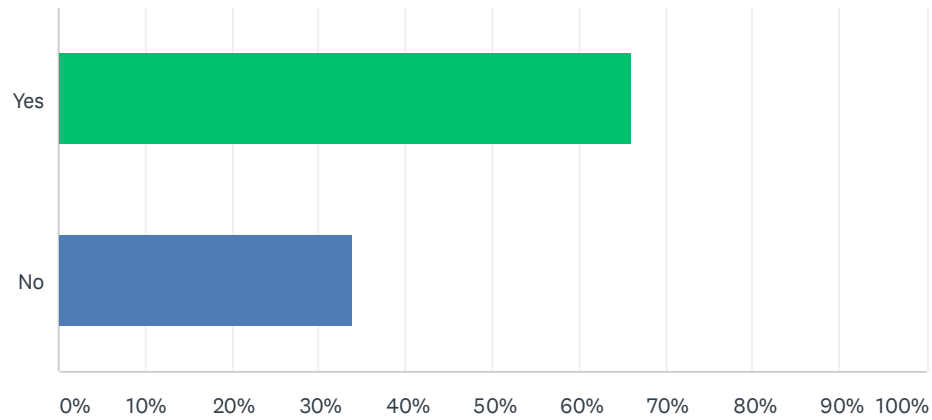
Answered: 425 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	16.71%	71
No	83.29%	354
TOTAL		425

## Q26 Would you be able to handle a \$400 dollar emergency without borrowing money?

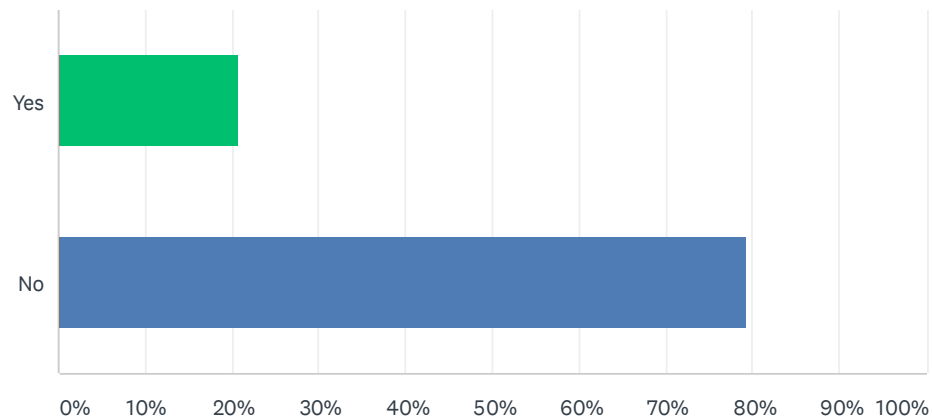
Answered: 426 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	66.20%	282
No	33.80%	144
TOTAL		426

## Q27 Would you be interested in learning more about budgeting and how to save money?

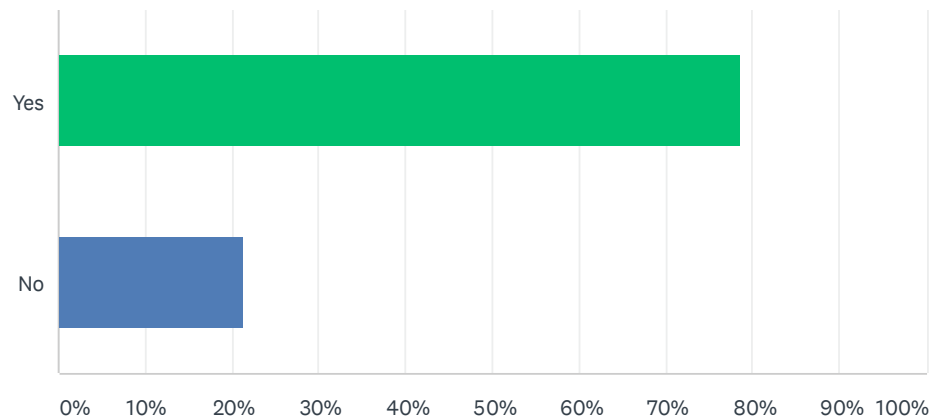
Answered: 420 Skipped: 9



ANSWER CHOICES		RESPONSES	
Yes		20.71%	87
No		79.29%	333
TOTAL			420

## Q28 Do you have enough food to feed yourself and your family without any assistance from SNAP, foodbanks, family, friends, etc?

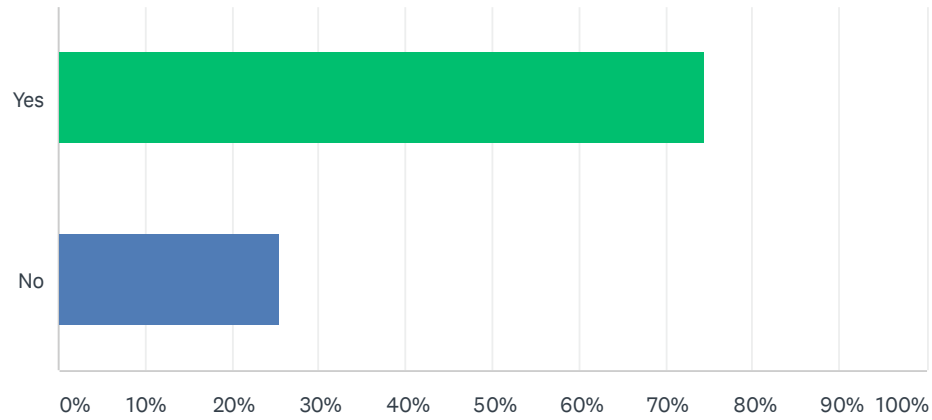
Answered: 426 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	78.64%	335
No	21.36%	91
TOTAL		426

## Q29 Do you know where the nearest food pantry is?

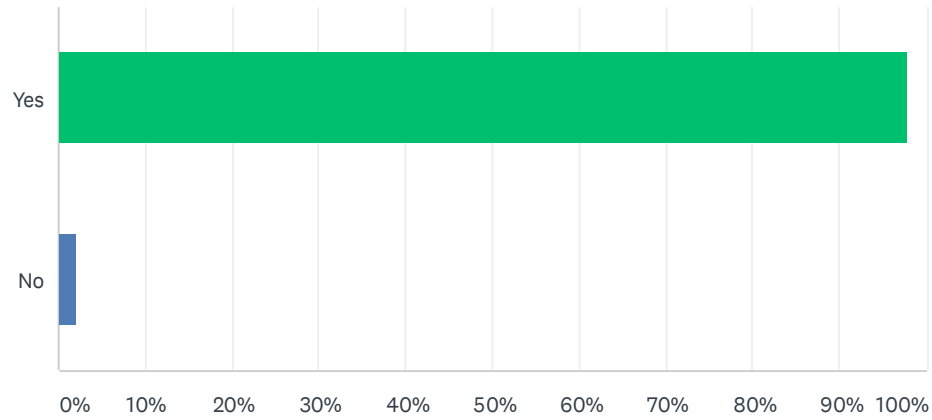
Answered: 427 Skipped: 2



ANSWER CHOICES		RESPONSES
Yes		74.47% 318
No		25.53% 109
TOTAL		427

## Q30 Do you have a high school diploma or GED?

Answered: 425 Skipped: 4

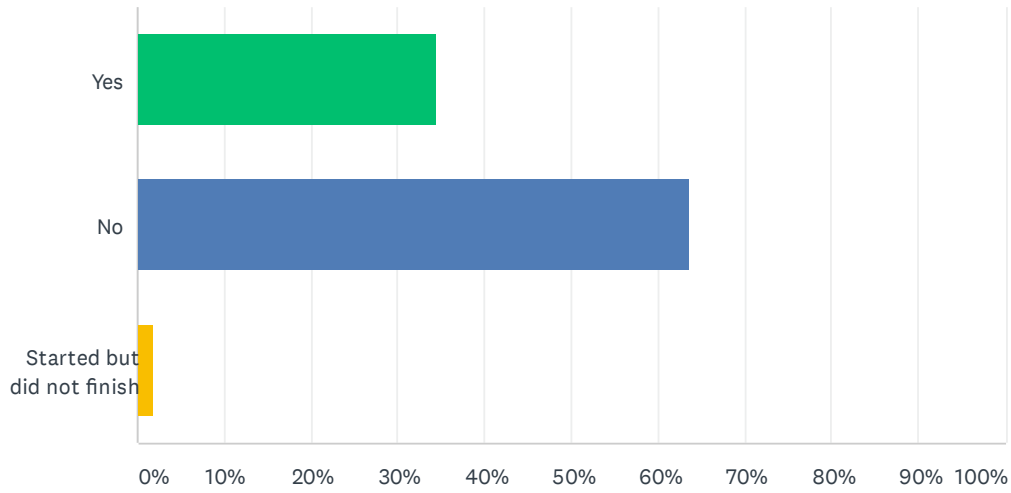


ANSWER CHOICES		RESPONSES	
Yes		97.88%	416
No		2.12%	9
TOTAL			425



## Q31 Have you ever completed any vocational training?

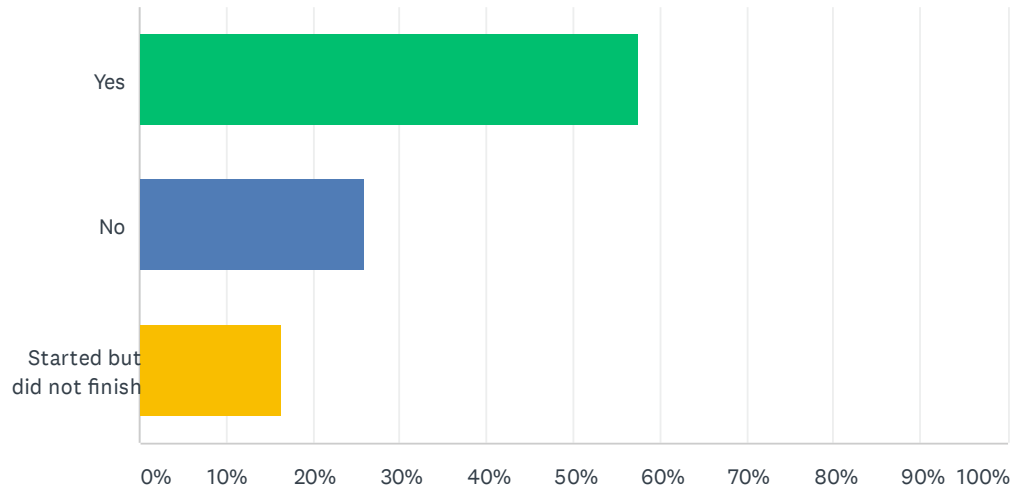
Answered: 425 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	34.59%	147
No	63.53%	270
Started but did not finish	1.88%	8
TOTAL		425

## Q32 Have you completed a two or four year college degree program?

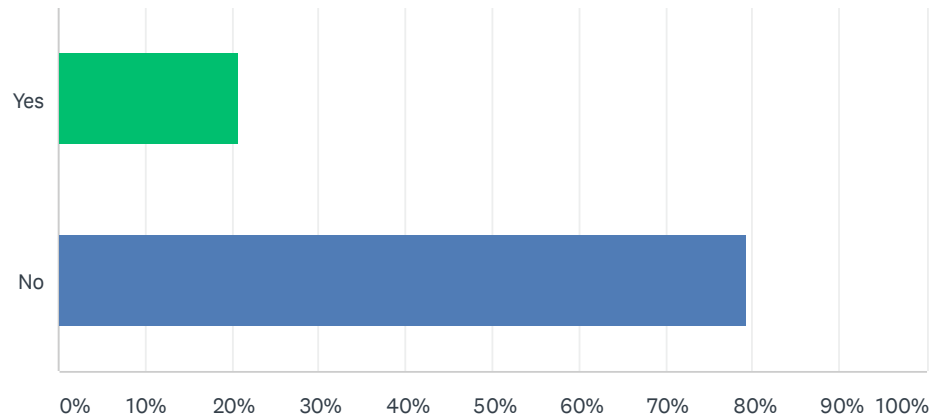
Answered: 427 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	57.61%	246
No	26.00%	111
Started but did not finish	16.39%	70
TOTAL		427

### Q33 Do you plan to pursue any educational or technical training in the coming year?

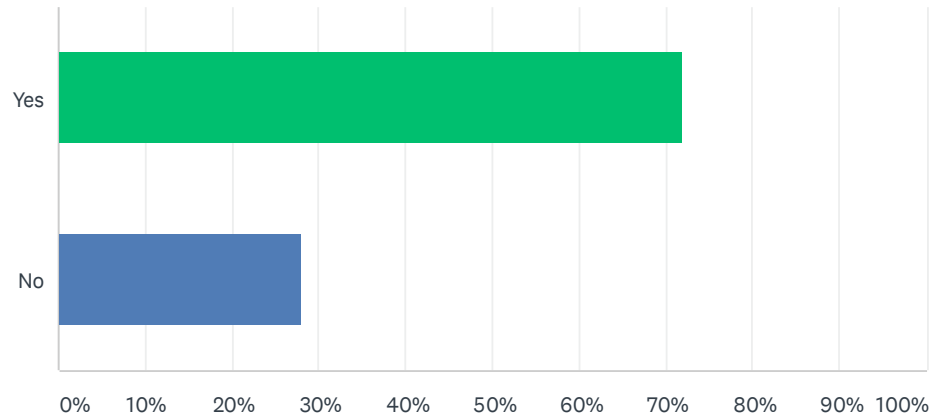
Answered: 427 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	20.61%	88
No	79.39%	339
TOTAL		427

## Q34 Are you currently working?

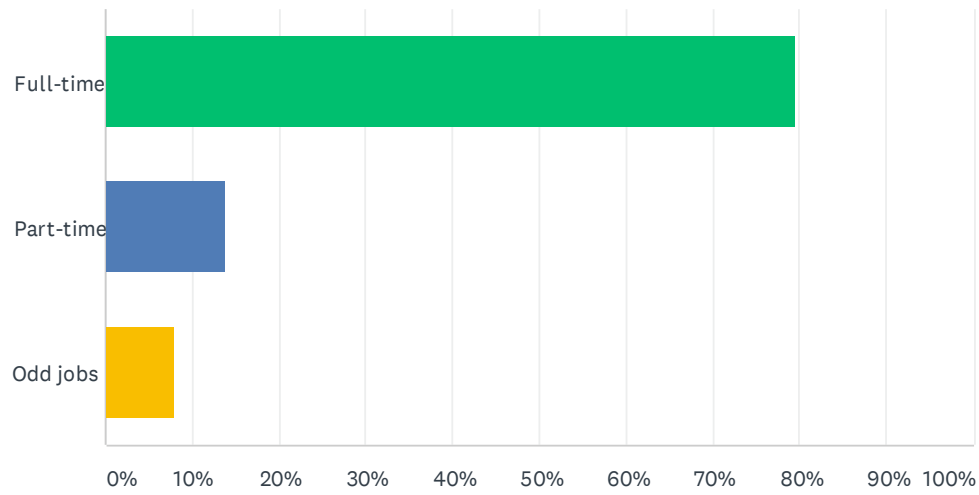
Answered: 427 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	71.90%	307
No	28.10%	120
TOTAL		427

## Q35 My work is...

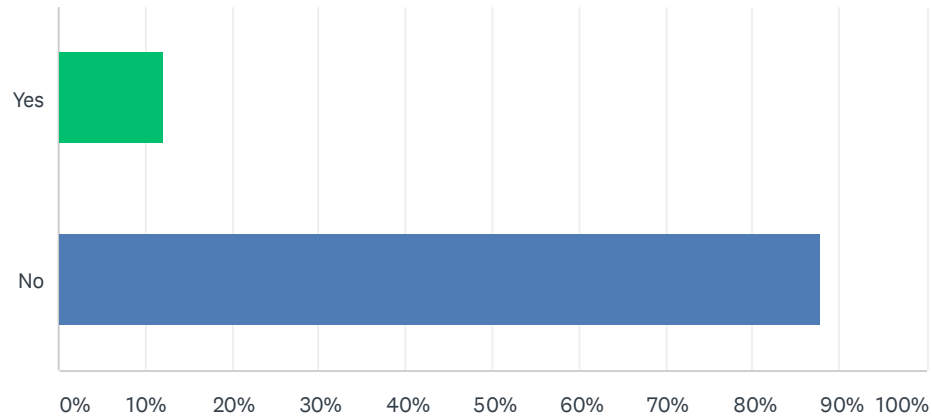
Answered: 341 Skipped: 88



ANSWER CHOICES	RESPONSES	
Full-time	79.47%	271
Part-time	13.78%	47
Odd jobs	7.92%	27
Total Respondents: 341		

## Q36 Have you received/are you receiving unemployment?

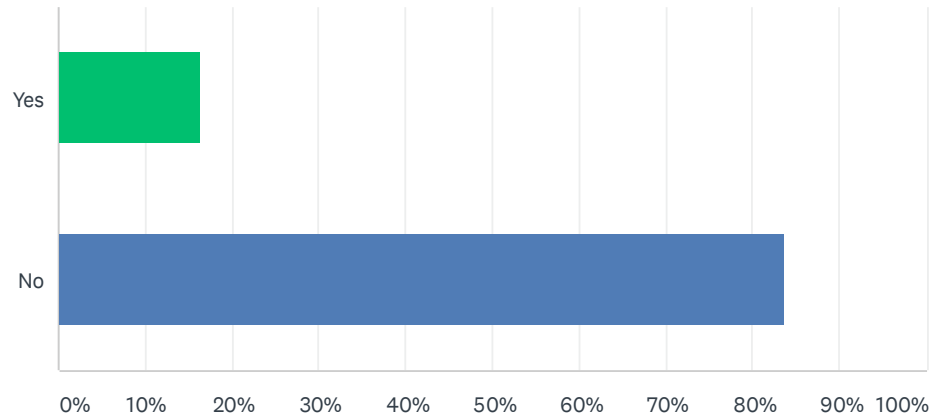
Answered: 425 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	12.24%	52
No	87.76%	373
TOTAL		425

## Q37 If so has it expired?

Answered: 183 Skipped: 246

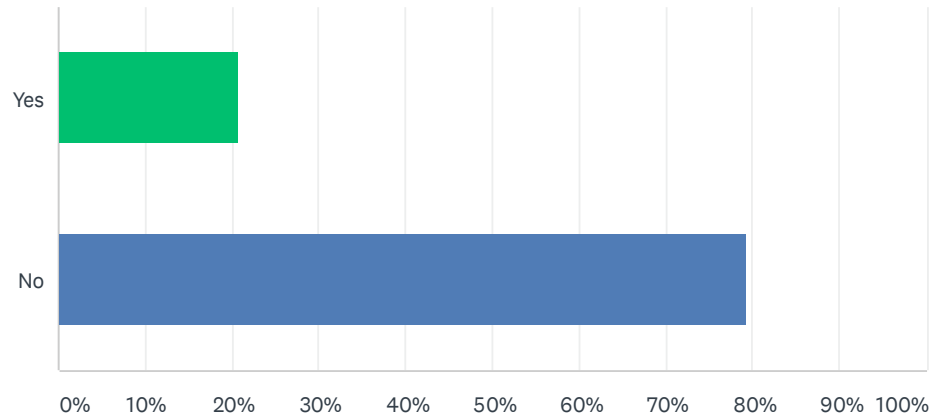


ANSWER CHOICES		RESPONSES	
Yes		16.39%	30
No		83.61%	153
TOTAL			183



## Q38 Was it/is it the extended pandemic unemployment?

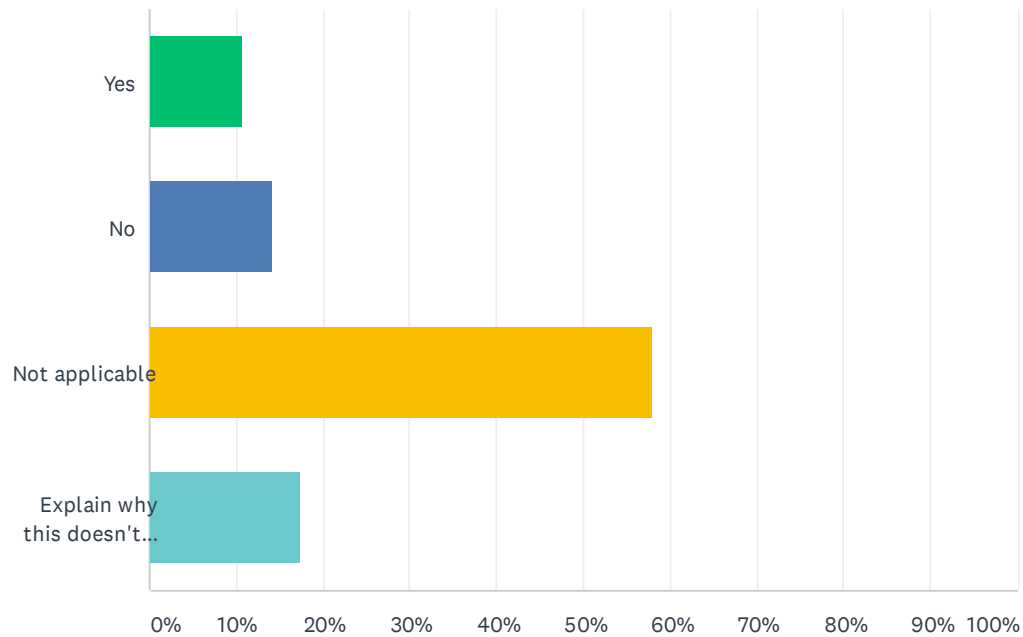
Answered: 202 Skipped: 227



ANSWER CHOICES	RESPONSES	
Yes	20.79%	42
No	79.21%	160
TOTAL		202

## Q39 If not currently working, are you looking for work?

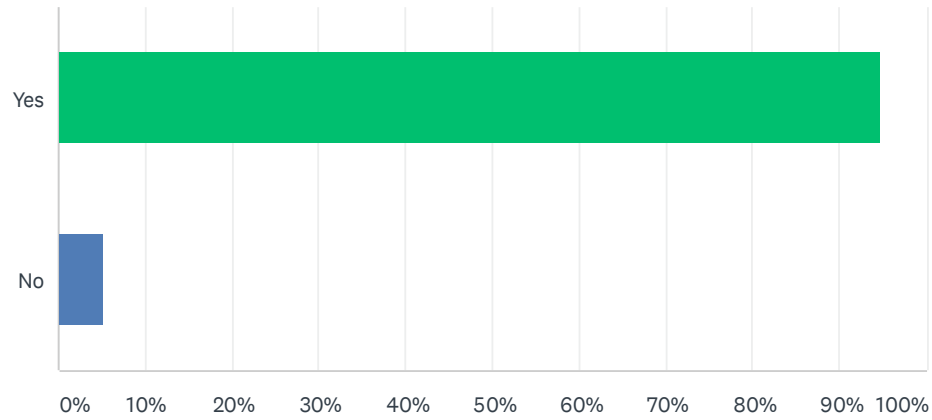
Answered: 318 Skipped: 111



ANSWER CHOICES	RESPONSES	
Yes	10.69%	34
No	14.15%	45
Not applicable	57.86%	184
Explain why this doesn't apply	17.30%	55
TOTAL		318

## Q40 Do you have health insurance?

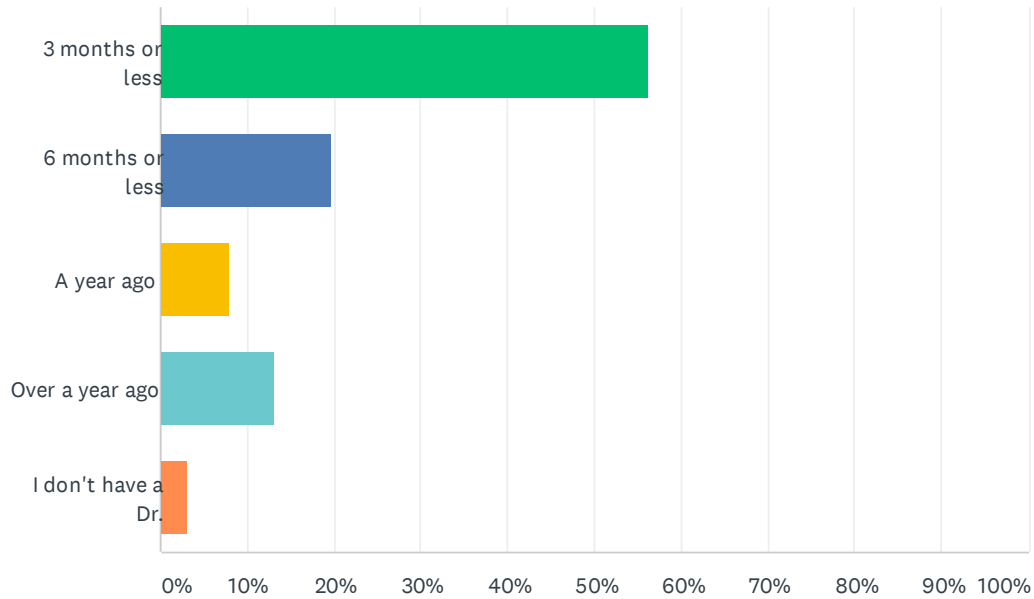
Answered: 427 Skipped: 2



ANSWER CHOICES		RESPONSES	
Yes		94.85%	405
No		5.15%	22
TOTAL			427

## Q41 When was the last time you saw a Doctor?

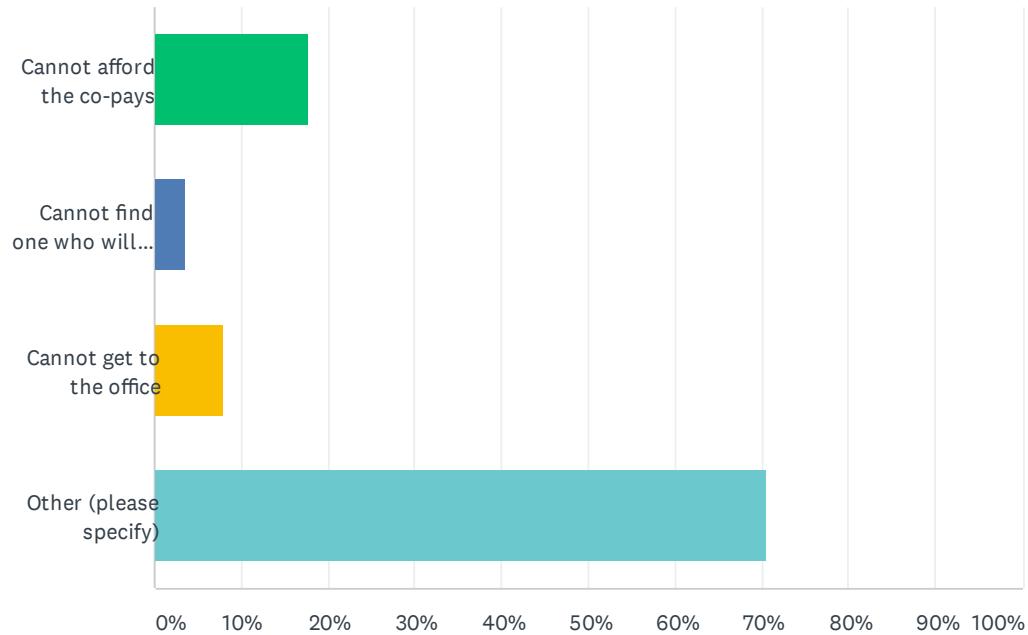
Answered: 428 Skipped: 1



ANSWER CHOICES	RESPONSES	
3 months or less	56.31%	241
6 months or less	19.63%	84
A year ago	7.94%	34
Over a year ago	13.08%	56
I don't have a Dr.	3.04%	13
TOTAL		428

## Q42 If you don't have a Doctor, why not?

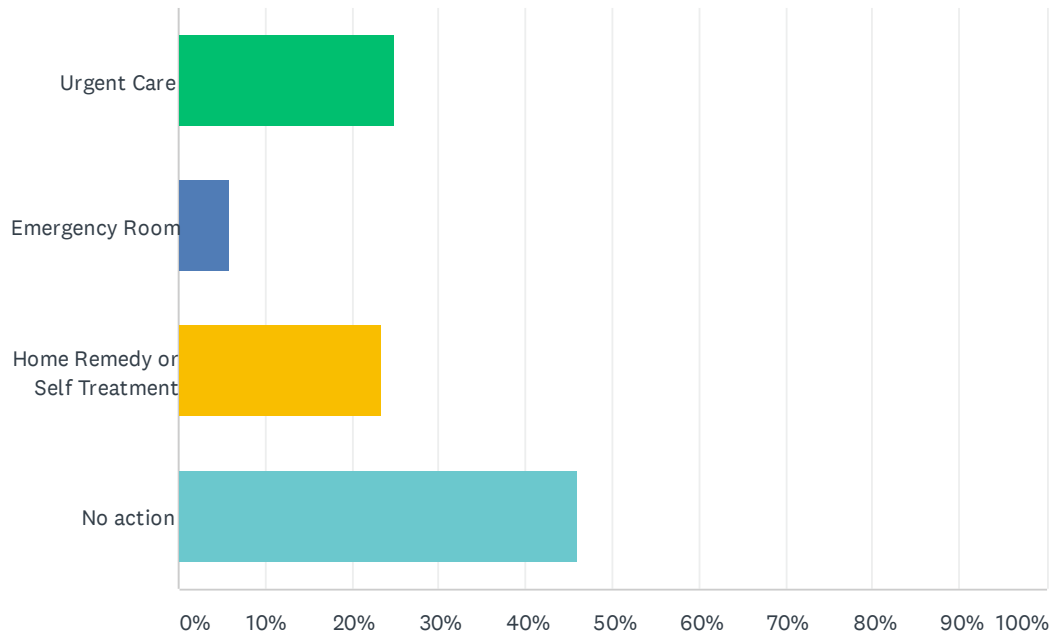
Answered: 112 Skipped: 317



ANSWER CHOICES	RESPONSES	
Cannot afford the co-pays	17.86%	20
Cannot find one who will accept me as a patient	3.57%	4
Cannot get to the office	8.04%	9
Other (please specify)	70.54%	79
TOTAL		112

## Q43 If you do not have a Doctor, what is the main way you meet your medical needs?

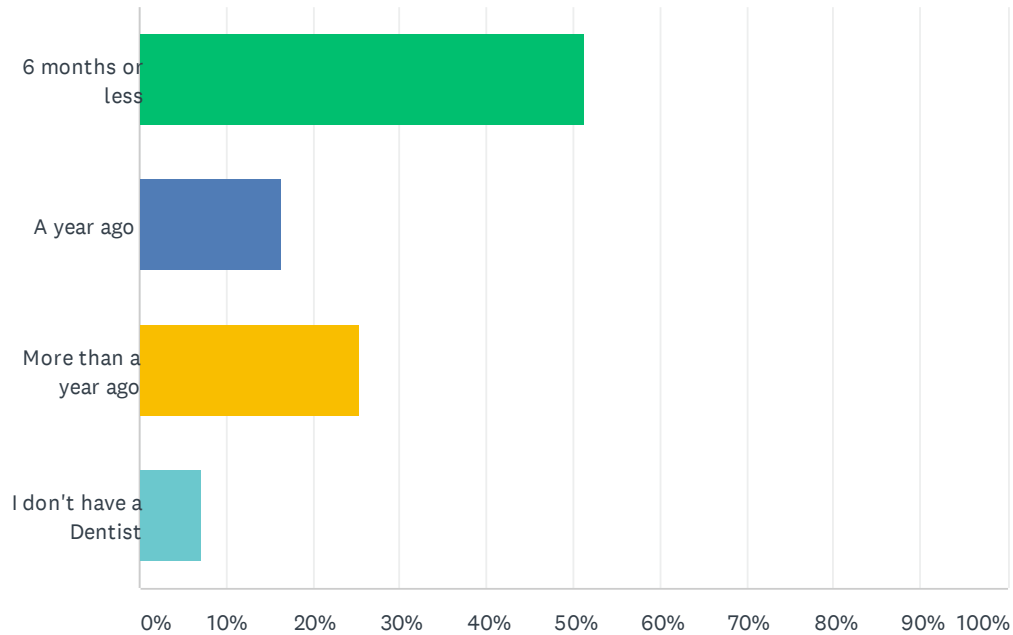
Answered: 137 Skipped: 292



ANSWER CHOICES	RESPONSES	
Urgent Care	24.82%	34
Emergency Room	5.84%	8
Home Remedy or Self Treatment	23.36%	32
No action	45.99%	63
TOTAL		137

## Q44 When was the last time you saw a Dentist?

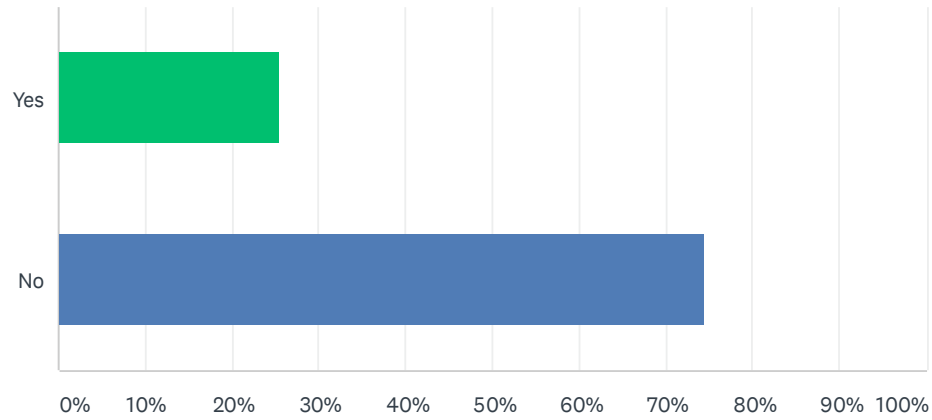
Answered: 425 Skipped: 4



ANSWER CHOICES	RESPONSES	
6 months or less	51.29%	218
A year ago	16.24%	69
More than a year ago	25.41%	108
I don't have a Dentist	7.06%	30
TOTAL		425

## Q45 Are you age 60 or older?

Answered: 428 Skipped: 1

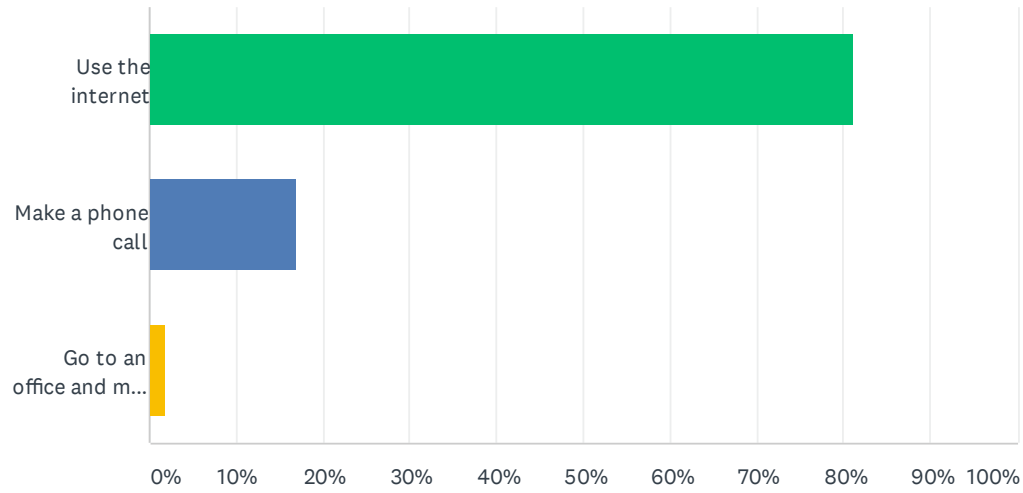


ANSWER CHOICES		RESPONSES	
Yes		25.47%	109
No		74.53%	319
TOTAL			428



## Q46 When you need information what is your preferred way to get it:

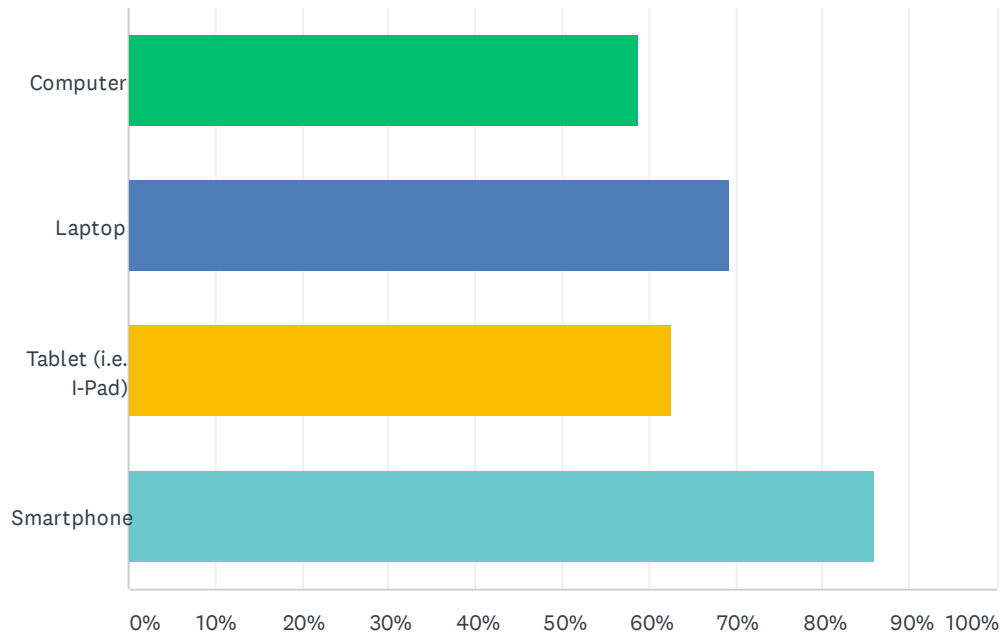
Answered: 106 Skipped: 323



ANSWER CHOICES	RESPONSES	
Use the internet	81.13%	86
Make a phone call	16.98%	18
Go to an office and meet with someone in person	1.89%	2
TOTAL		106

## Q47 Do you have and use any of the following devices (mark all that apply):

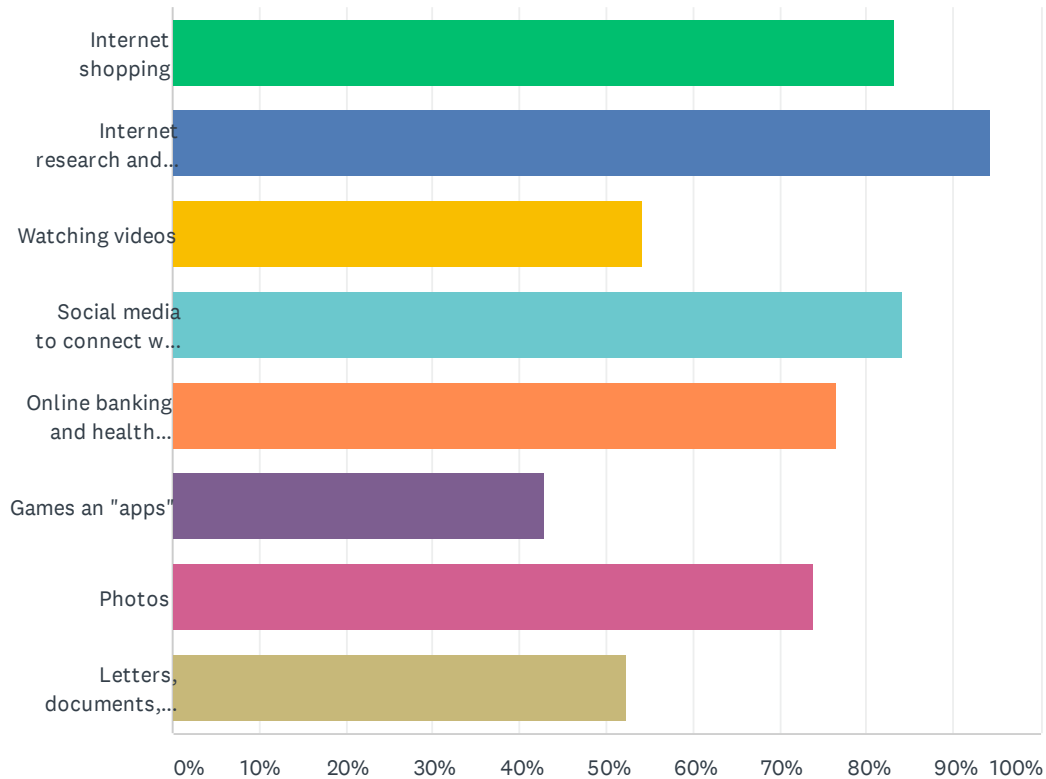
Answered: 107 Skipped: 322



ANSWER CHOICES	RESPONSES	
Computer	58.88%	63
Laptop	69.16%	74
Tablet (i.e. I-Pad)	62.62%	67
Smartphone	85.98%	92
Total Respondents: 107		

## Q48 List all of the ways you use those devices:

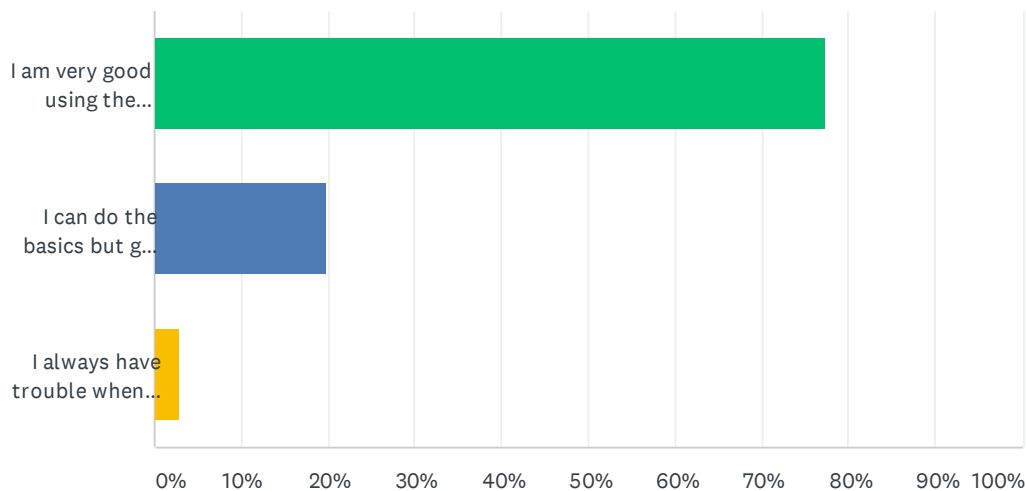
Answered: 107 Skipped: 322



ANSWER CHOICES	RESPONSES	
Internet shopping	83.18%	89
Internet research and visiting websites	94.39%	101
Watching videos	54.21%	58
Social media to connect with family	84.11%	90
Online banking and health accounts	76.64%	82
Games and "apps"	42.99%	46
Photos	73.83%	79
Letters, documents, spreadsheets	52.34%	56
Total Respondents: 107		

## Q49 Rate your computer skills:

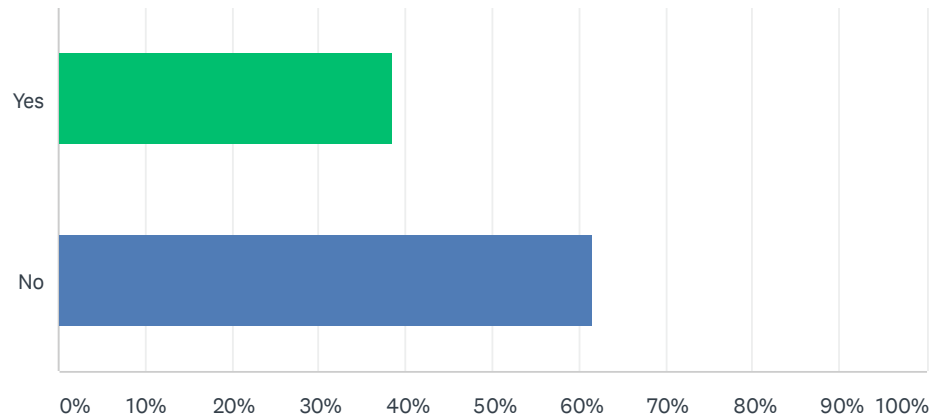
Answered: 106 Skipped: 323



ANSWER CHOICES	RESPONSES	
I am very good using the internet to get all of my needs met	77.36%	82
I can do the basics but get confused and frustrated	19.81%	21
I always have trouble when I try to do something on the computer	2.83%	3
TOTAL		106

## Q50 Would you like to learn how to better use these devices and programs?

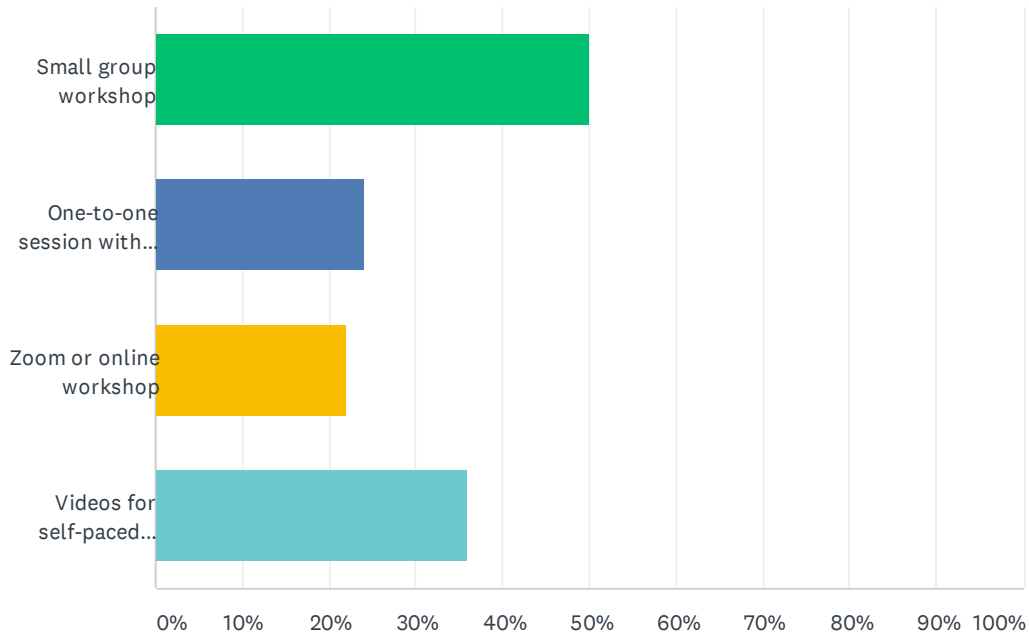
Answered: 104 Skipped: 325



ANSWER CHOICES	RESPONSES	
Yes	38.46%	40
No	61.54%	64
TOTAL		104

## Q51 In what way would you like to learn these skills?

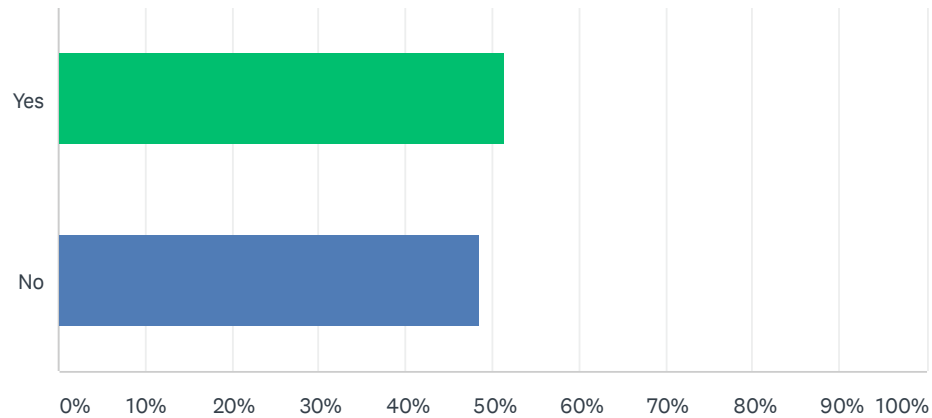
Answered: 50 Skipped: 379



ANSWER CHOICES	RESPONSES	
Small group workshop	50.00%	25
One-to-one session with instructor	24.00%	12
Zoom or online workshop	22.00%	11
Videos for self-paced learning	36.00%	18
Total Respondents: 50		

## Q52 Are you satisfied with recreational activities (exercise and sports, crafts, parks, clubs, etc.) available for older adults in your area?

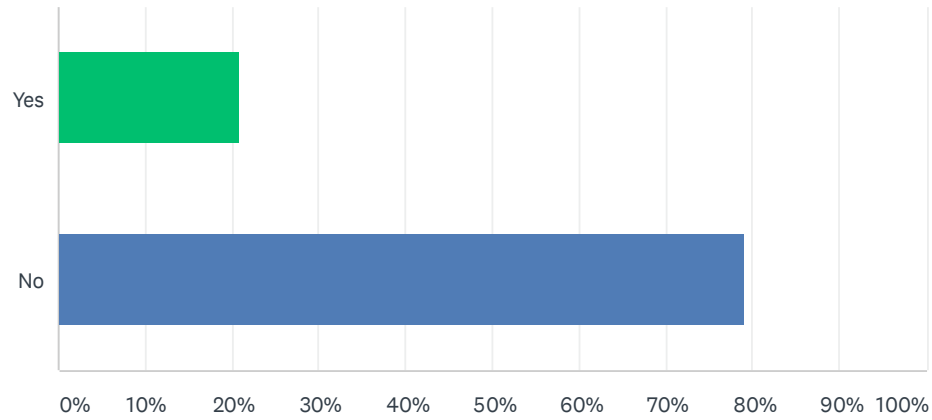
Answered: 105 Skipped: 324



ANSWER CHOICES	RESPONSES	
Yes	51.43%	54
No	48.57%	51
TOTAL		105

## Q53 Do you plan to regularly visit your local senior center after you retire?

Answered: 105 Skipped: 324

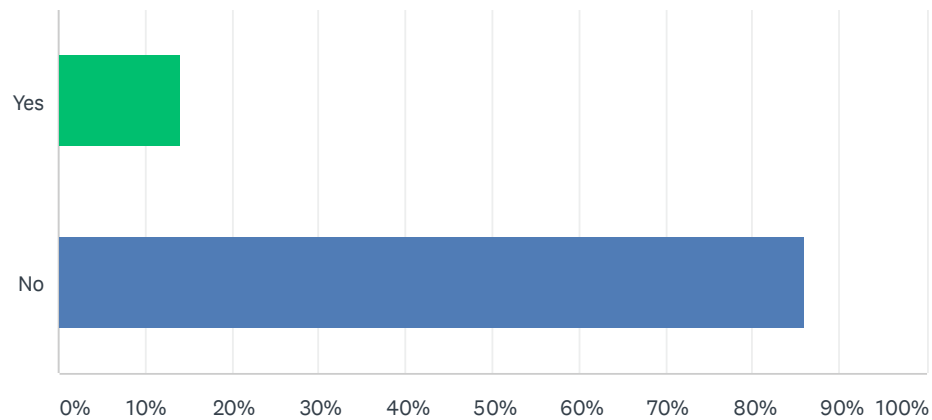


ANSWER CHOICES		RESPONSES	
Yes		20.95%	22
No		79.05%	83
TOTAL			105



## Q54 Are you raising your grandchildren or caring for the children of someone else?

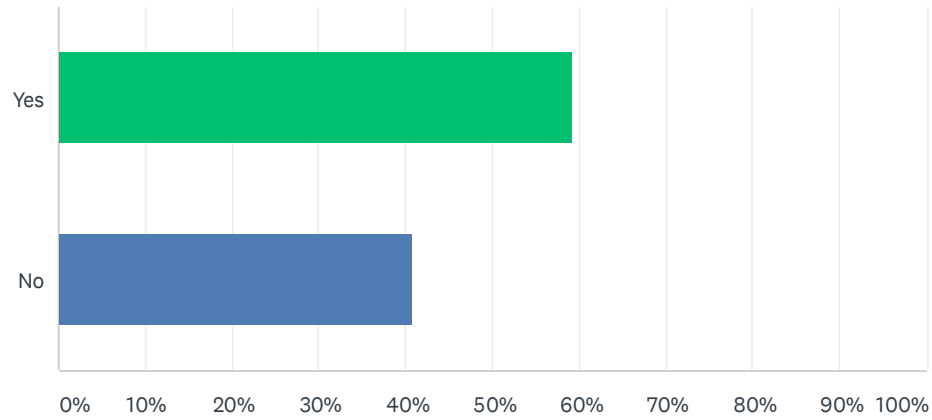
Answered: 107 Skipped: 322



ANSWER CHOICES	RESPONSES	
Yes	14.02%	15
No	85.98%	92
TOTAL		107

## Q55 Are there children in the household age 18 and under?

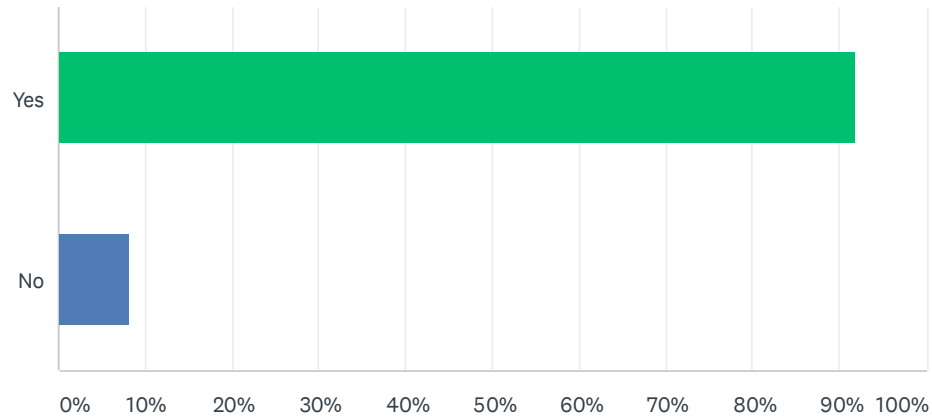
Answered: 357 Skipped: 72



ANSWER CHOICES	RESPONSES	
Yes	59.10%	211
No	40.90%	146
TOTAL		357

## Q56 Do your children see a Doctor on a regular basis?

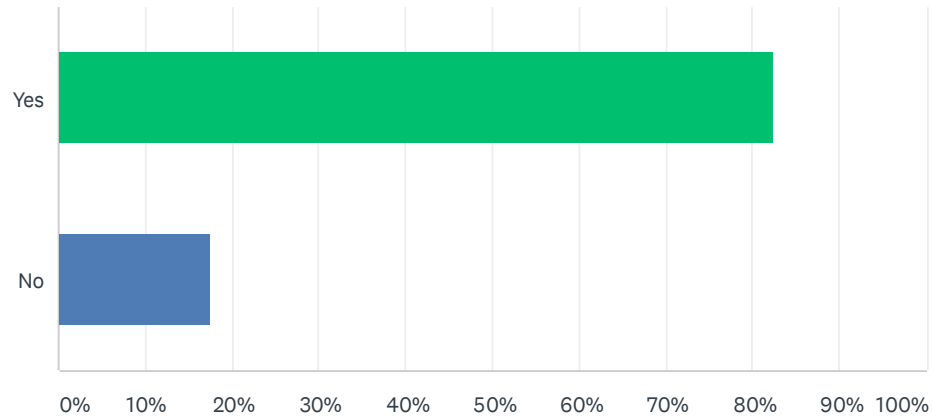
Answered: 211 Skipped: 218



ANSWER CHOICES	RESPONSES	
Yes	91.94%	194
No	8.06%	17
TOTAL		211

## Q57 Do your children see a Dentist on a regular basis?

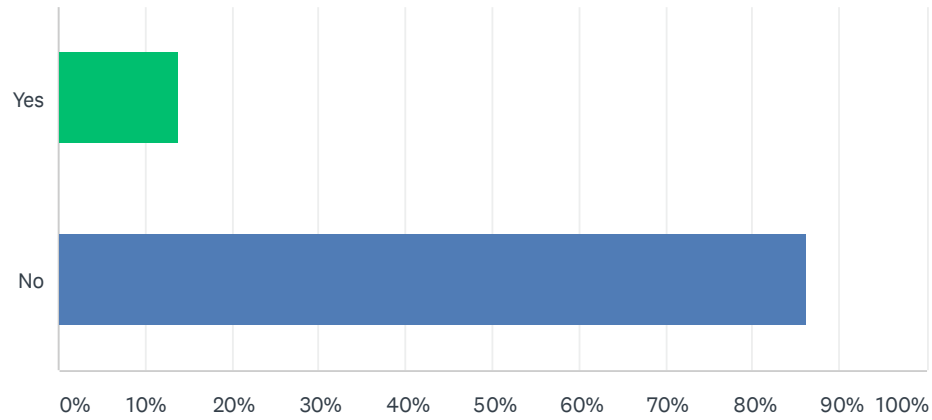
Answered: 210 Skipped: 219



ANSWER CHOICES	RESPONSES	
Yes	82.38%	173
No	17.62%	37
TOTAL		210

## Q58 Are your children currently in a childcare program?

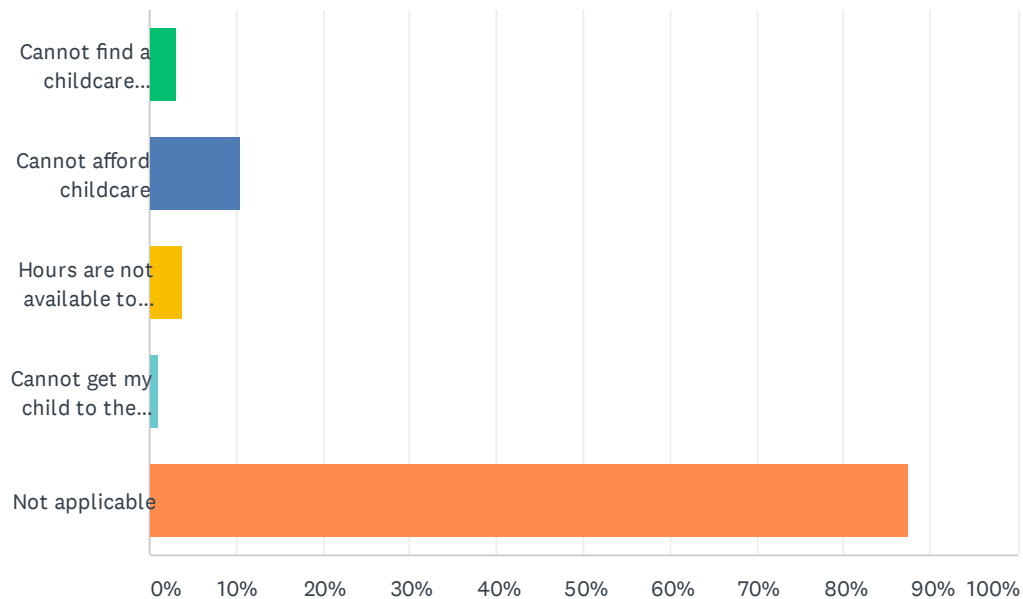
Answered: 211 Skipped: 218



ANSWER CHOICES	RESPONSES	
Yes	13.74%	29
No	86.26%	182
TOTAL		211

## Q59 If your children are not in a childcare program, is it because of any of the following?

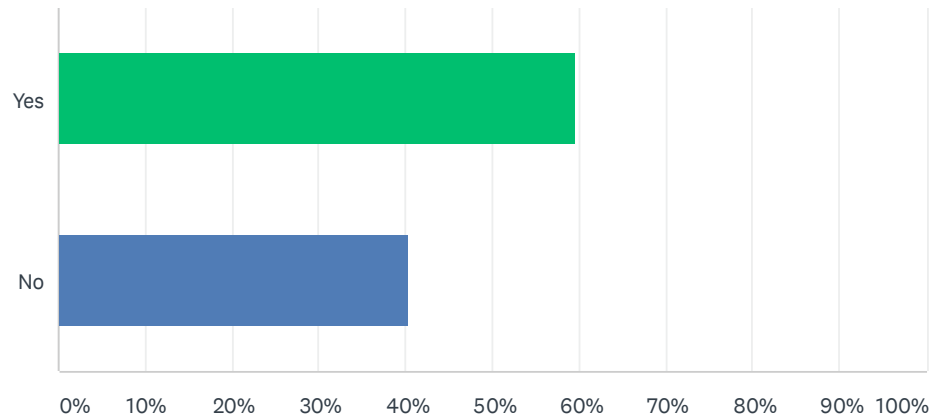
Answered: 191 Skipped: 238



ANSWER CHOICES	RESPONSES	
Cannot find a childcare provider who has openings	3.14%	6
Cannot afford childcare	10.47%	20
Hours are not available to cover the hours I need	3.66%	7
Cannot get my child to the childcare location	1.05%	2
Not applicable	87.43%	167
Total Respondents: 191		

## Q60 Are you satisfied with the educational services (tutoring, afterschool programs, library programming, etc) available to children in your area?

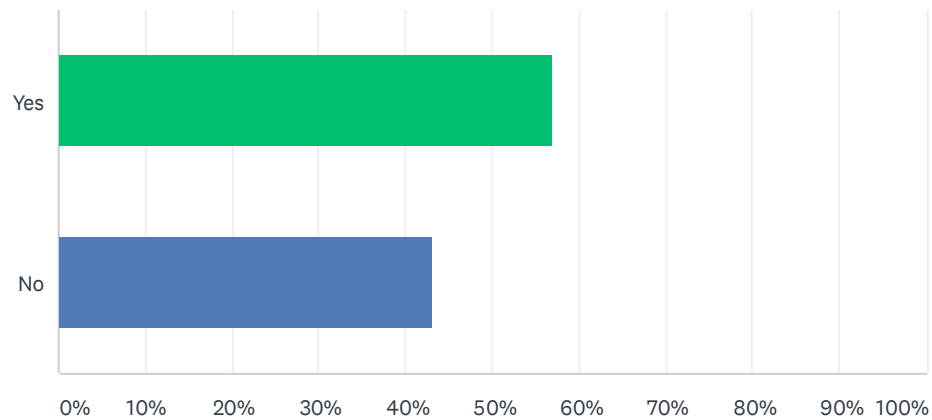
Answered: 208 Skipped: 221



ANSWER CHOICES	RESPONSES	
Yes	59.62%	124
No	40.38%	84
TOTAL		208

## Q61 Are you satisfied with recreational activities (sports, scout troops, parks, etc.) available to children in your area?

Answered: 213 Skipped: 216

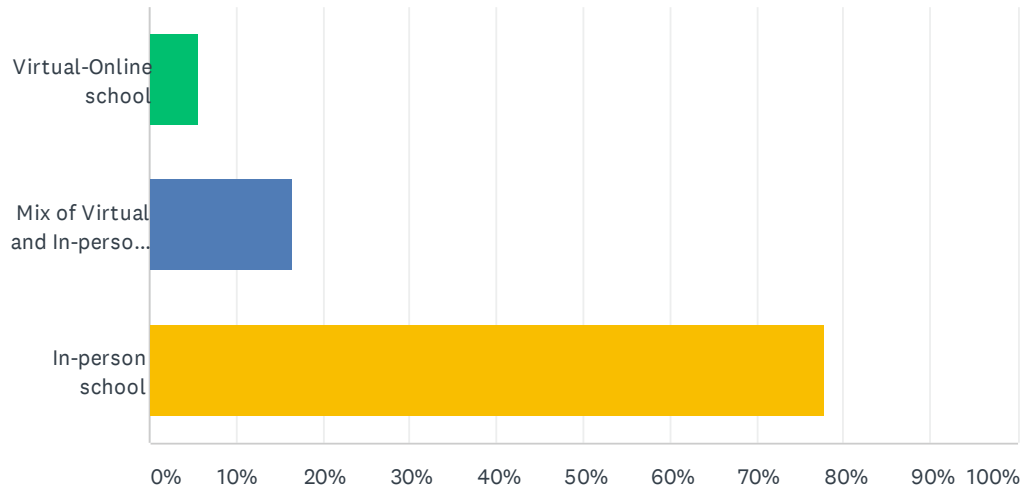


ANSWER CHOICES	RESPONSES	
Yes	56.81%	121
No	43.19%	92
TOTAL		213



## Q62 What do you feel is the best learning option for your child/children?

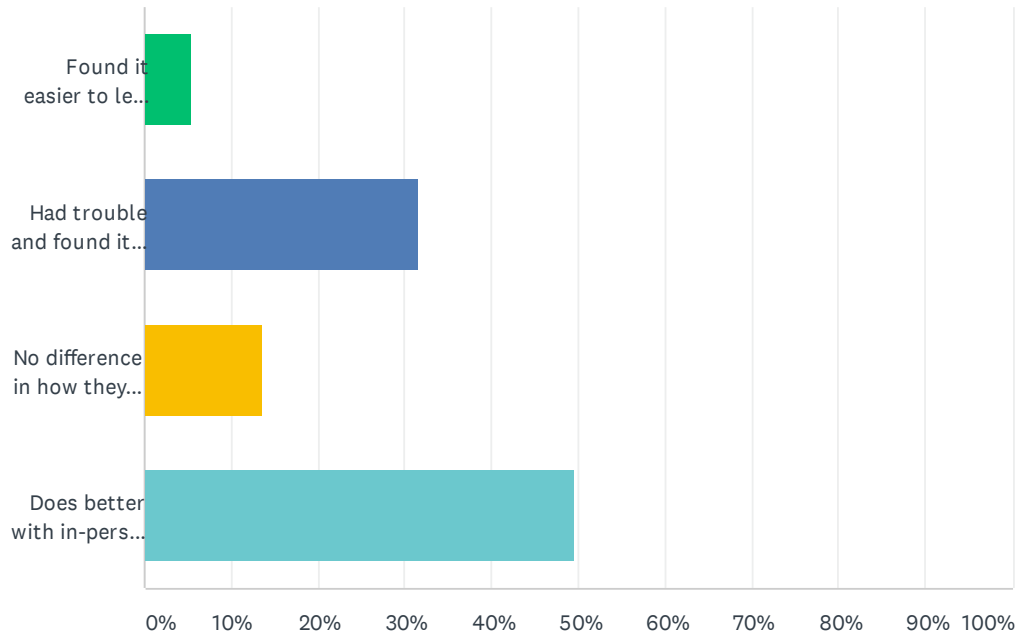
Answered: 212 Skipped: 217



ANSWER CHOICES	RESPONSES	
Virtual-Online school	5.66%	12
Mix of Virtual and In-person school	16.51%	35
In-person school	77.83%	165
TOTAL		212

## Q63 Do you feel your child has...

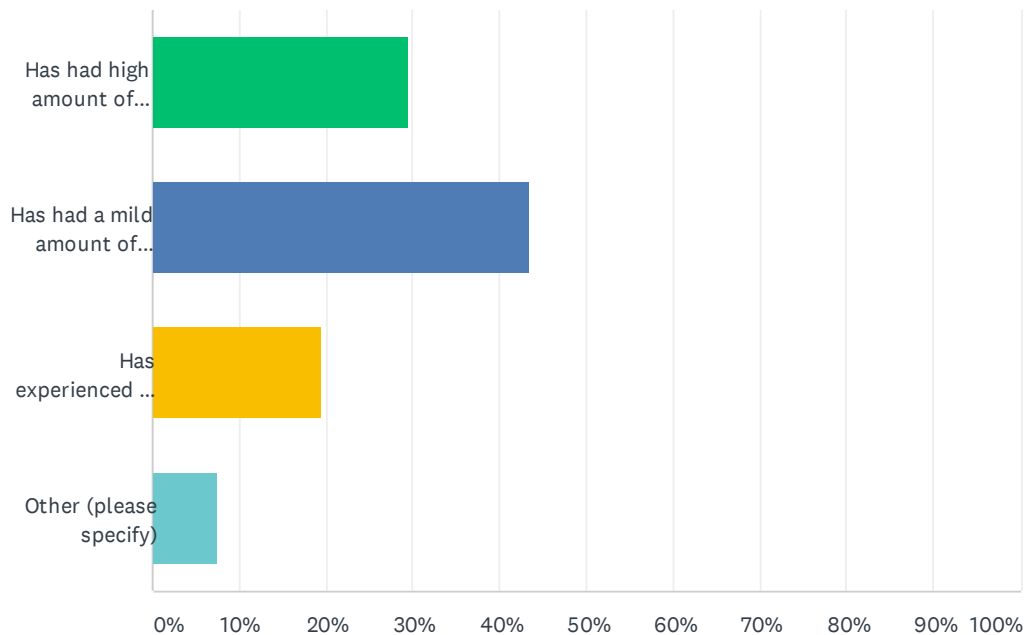
Answered: 200 Skipped: 229



ANSWER CHOICES	RESPONSES	
Found it easier to learn with the virtual-Online classwork	5.50%	11
Had trouble and found it harder to learn with the virtual-online classwork	31.50%	63
No difference in how they learned between the virtual-online or in-person classwork	13.50%	27
Does better with in-person classwork	49.50%	99
TOTAL		200

## Q64 Explain the social or emotional experience of your child during the switch to all virtual-online classwork:

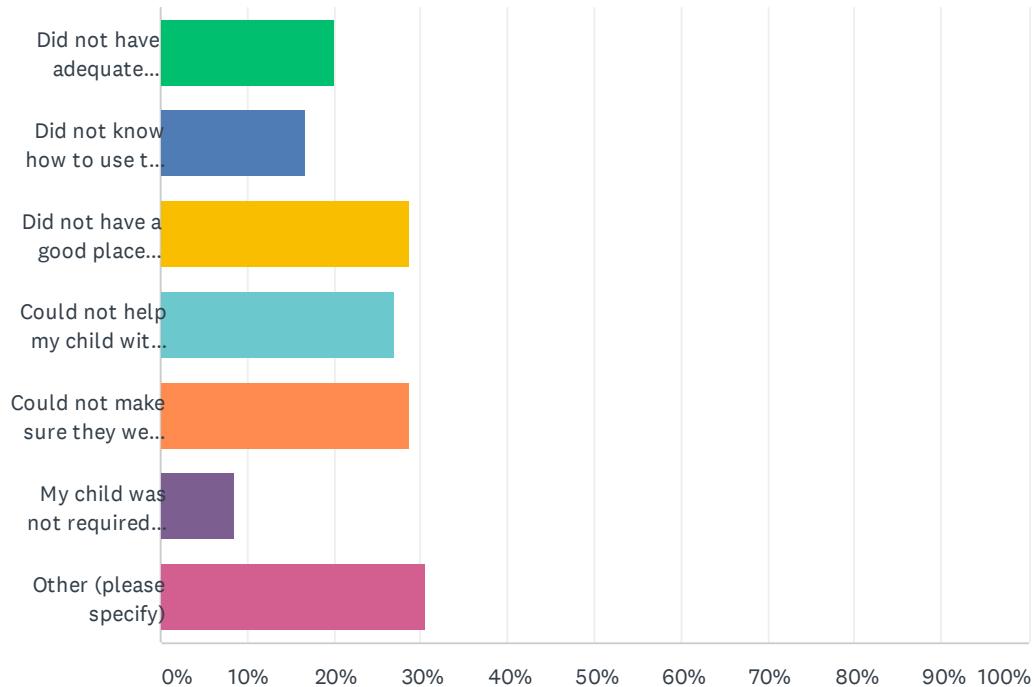
Answered: 200 Skipped: 229



ANSWER CHOICES	RESPONSES	
Has had high amount of social or emotional distress and isolation	29.50%	59
Has had a mild amount of social or emotional upset and a little isolation-missing their friends	43.50%	87
Has experienced no social or emotional upset and is less anxious about school while attending virtually	19.50%	39
Other (please specify)	7.50%	15
<b>TOTAL</b>		<b>200</b>

## Q65 As a parent, what was hard about the virtual-online schooling?

Answered: 174 Skipped: 255



ANSWER CHOICES	RESPONSES	
Did not have adequate internet access	20.11%	35
Did not know how to use the computer and the programs to help my child	16.67%	29
Did not have a good place within the house to have the children do online school without interruption	28.74%	50
Could not help my child with their schoolwork questions and homework	27.01%	47
Could not make sure they were online because I had to work online from home too	28.74%	50
My child was not required to participate online	8.62%	15
Other (please specify)	30.46%	53
Total Respondents: 174		

Q66 If you woke up tomorrow and your biggest problem was solved- what would be different?

Answered: 316   Skipped: 113

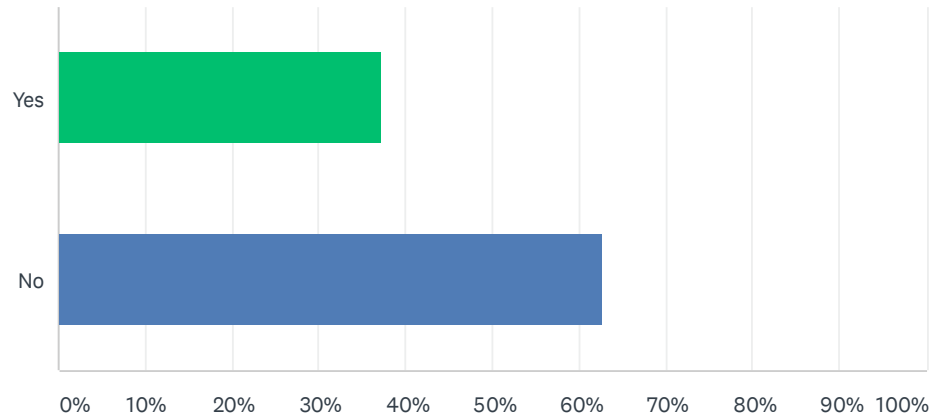
## Q67 Are you willing to answer additional questions we may have? Please include your contact information if you are willing to participate.

Answered: 102   Skipped: 327

ANSWER CHOICES	RESPONSES	
Name	97.06%	99
Company	0.00%	0
Address	89.22%	91
Address 2	6.86%	7
City/Town	90.20%	92
State/Province	92.16%	94
ZIP/Postal Code	92.16%	94
Country	0.00%	0
Email Address	86.27%	88
Phone Number	79.41%	81

## Q68 May we text you at the phone number listed above?

Answered: 199 Skipped: 230



ANSWER CHOICES		RESPONSES	
Yes		37.19%	74
No		62.81%	125
TOTAL			199

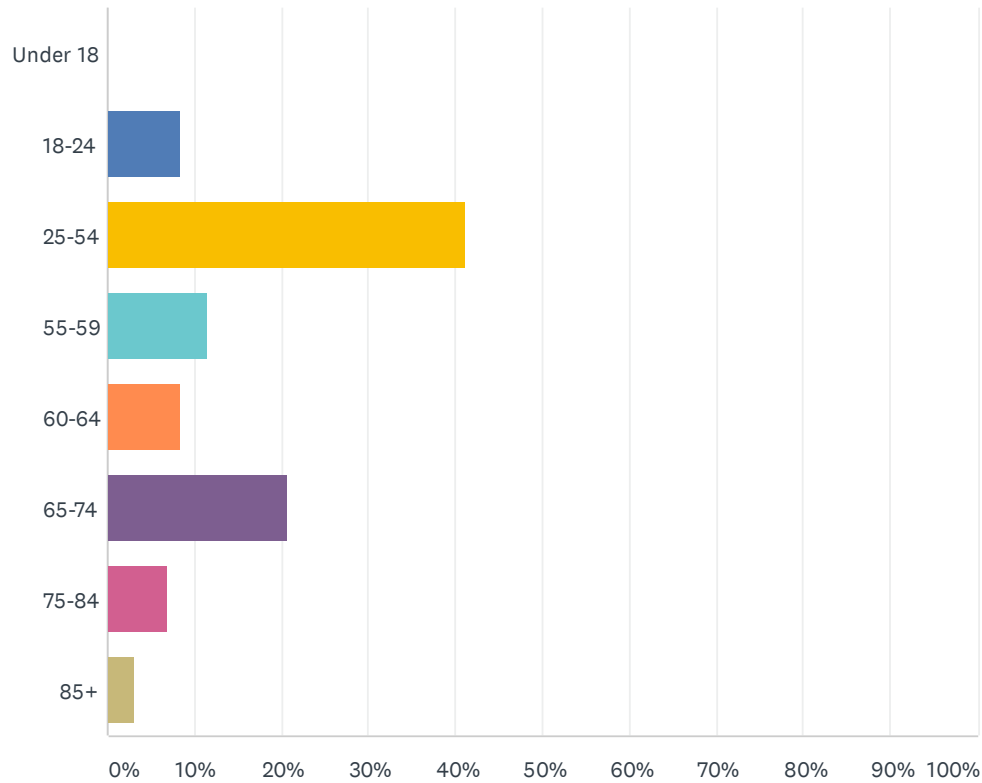
## Q1 What is your zip code?

Answered: 129   Skipped: 5



## Q2 What is your age?

Answered: 131 Skipped: 3



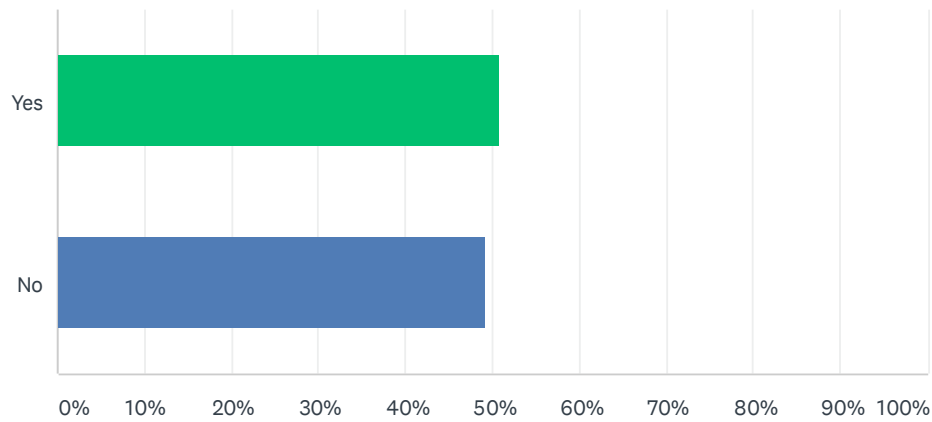
ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	8.40%	11
25-54	41.22%	54
55-59	11.45%	15
60-64	8.40%	11
65-74	20.61%	27
75-84	6.87%	9
85+	3.05%	4
TOTAL		131

### Q3 How many people currently live in your household?

Answered: 130   Skipped: 4

## Q4 Are there any children age 18 or under living in the household?

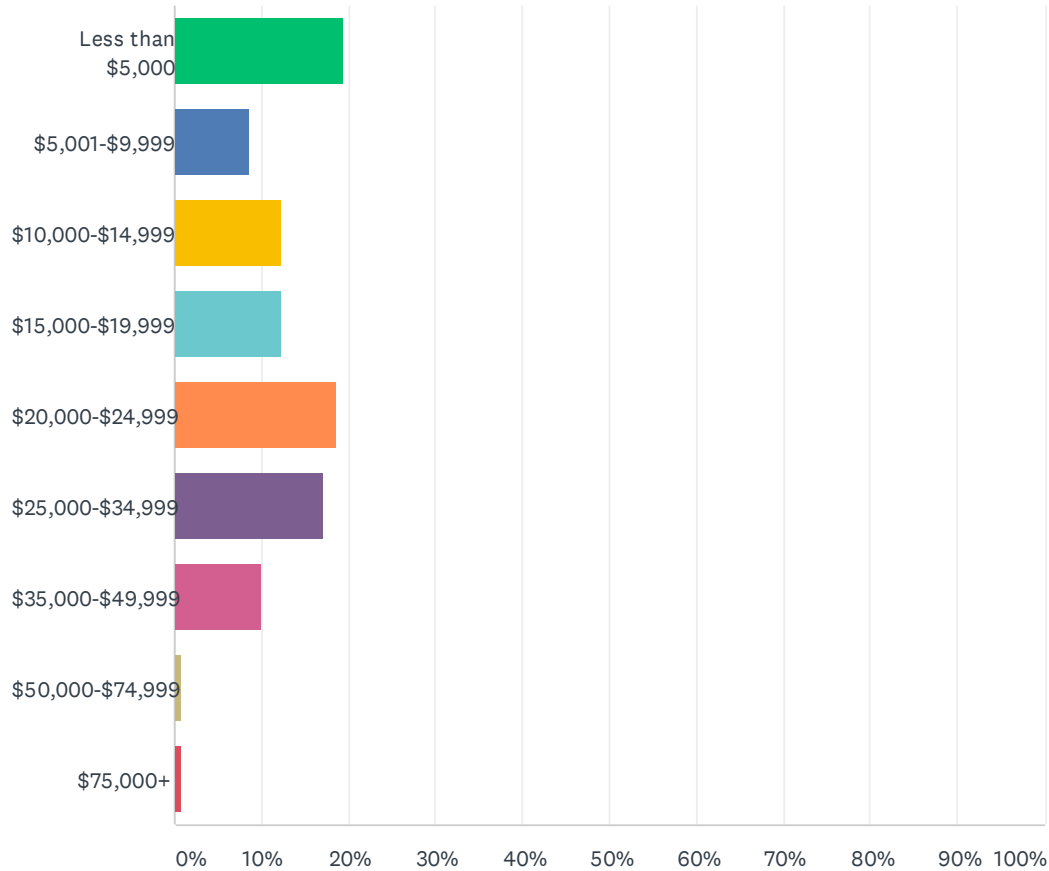
Answered: 132 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	50.76%	67
No	49.24%	65
TOTAL		132

## Q5 What is your total annual (12 month) family income?

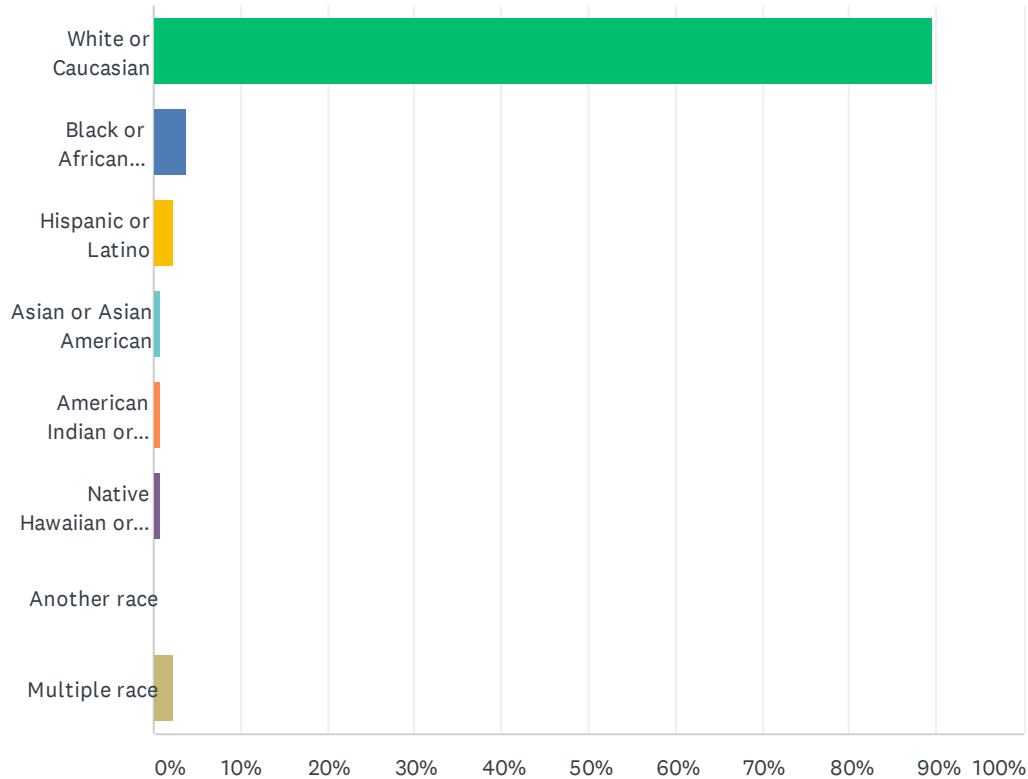
Answered: 129 Skipped: 5



ANSWER CHOICES	RESPONSES	
Less than \$5,000	19.38%	25
\$5,001-\$9,999	8.53%	11
\$10,000-\$14,999	12.40%	16
\$15,000-\$19,999	12.40%	16
\$20,000-\$24,999	18.60%	24
\$25,000-\$34,999	17.05%	22
\$35,000-\$49,999	10.08%	13
\$50,000-\$74,999	0.78%	1
\$75,000+	0.78%	1
TOTAL		129

## Q6 What is your race/ethnicity?

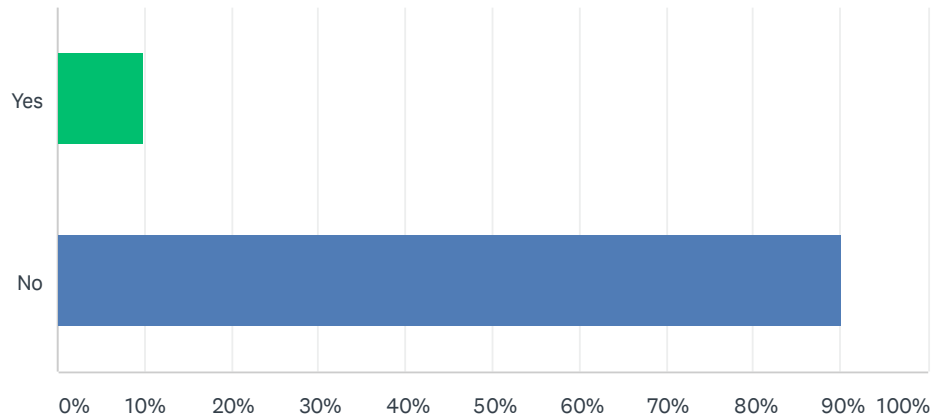
Answered: 134 Skipped: 0



ANSWER CHOICES	RESPONSES	
White or Caucasian	89.55%	120
Black or African American	3.73%	5
Hispanic or Latino	2.24%	3
Asian or Asian American	0.75%	1
American Indian or Alaska Native	0.75%	1
Native Hawaiian or other Pacific Islander	0.75%	1
Another race	0.00%	0
Multiple race	2.24%	3
TOTAL		134

## Q7 Have you had COVID-19?

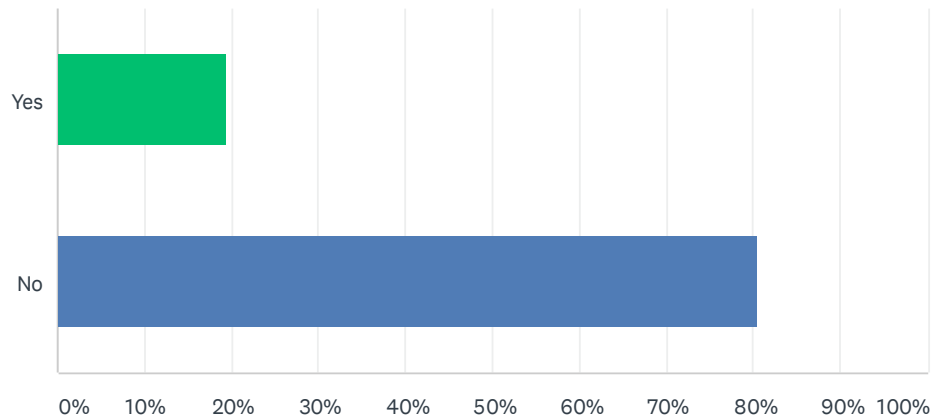
Answered: 133 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	9.77%	13
No	90.23%	120
TOTAL		133

## Q8 Have you been quarantined due to exposure to someone with COVID-19?

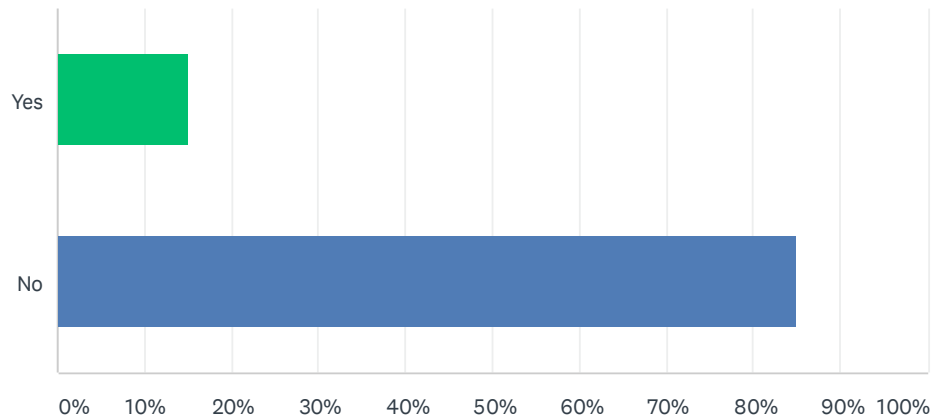
Answered: 134 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	19.40%	26
No	80.60%	108
TOTAL		134

## Q9 Were you forced to take off work due to school closure or childcare changes due to COVID-19?

Answered: 133 Skipped: 1

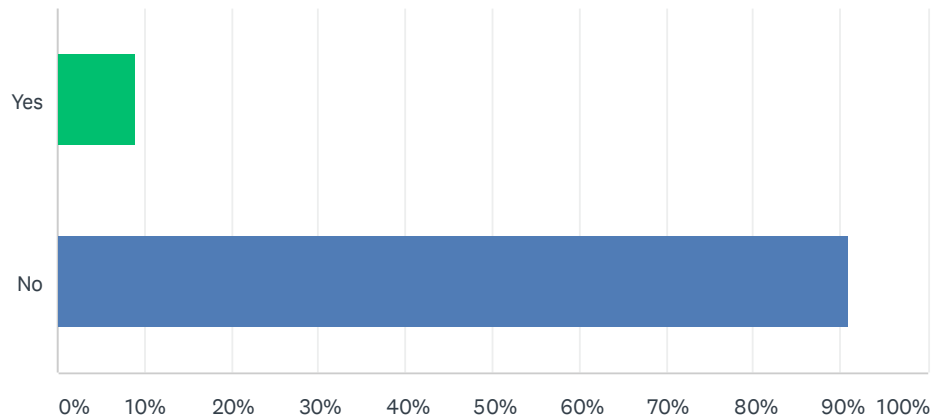


ANSWER CHOICES	RESPONSES	
Yes	15.04%	20
No	84.96%	113
TOTAL		133



## Q10 Were you forced to take off work to care for a family member due to COVID-19?

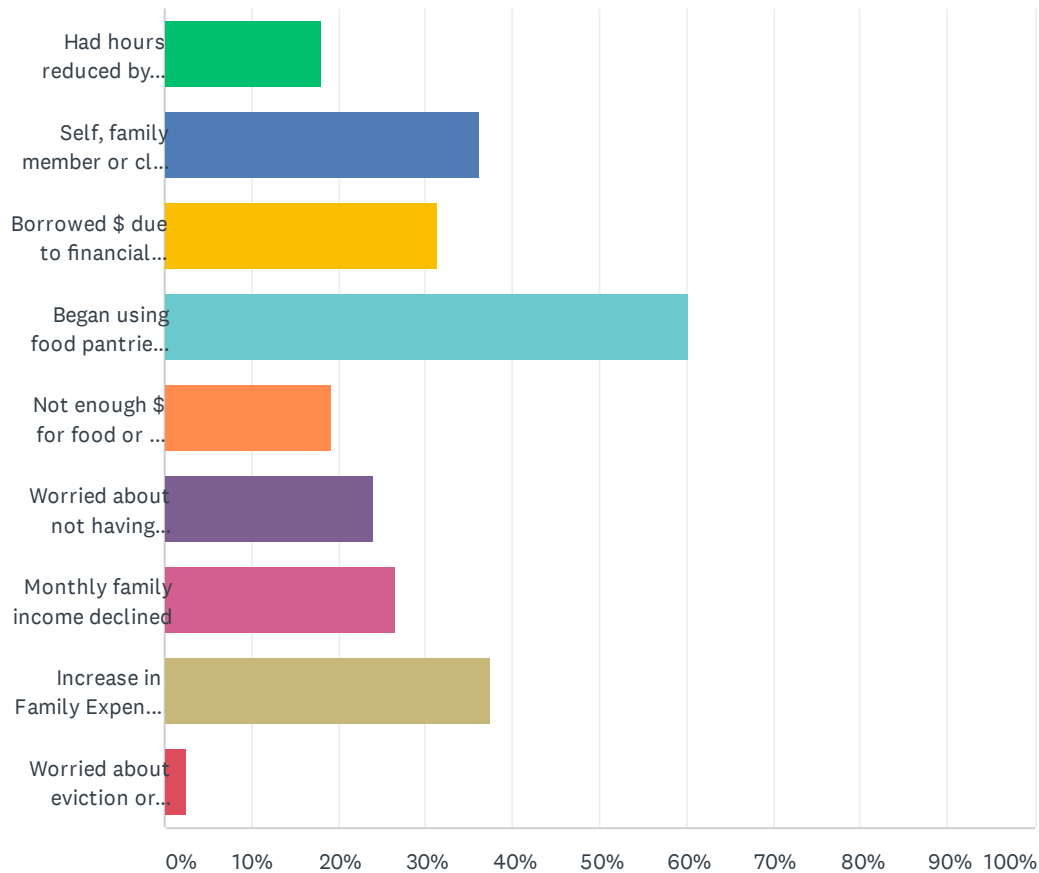
Answered: 132 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	9.09%	12
No	90.91%	120
TOTAL		132

## Q11 Have you experienced any of the following economic impacts from COVID-19? (Mark all that apply)

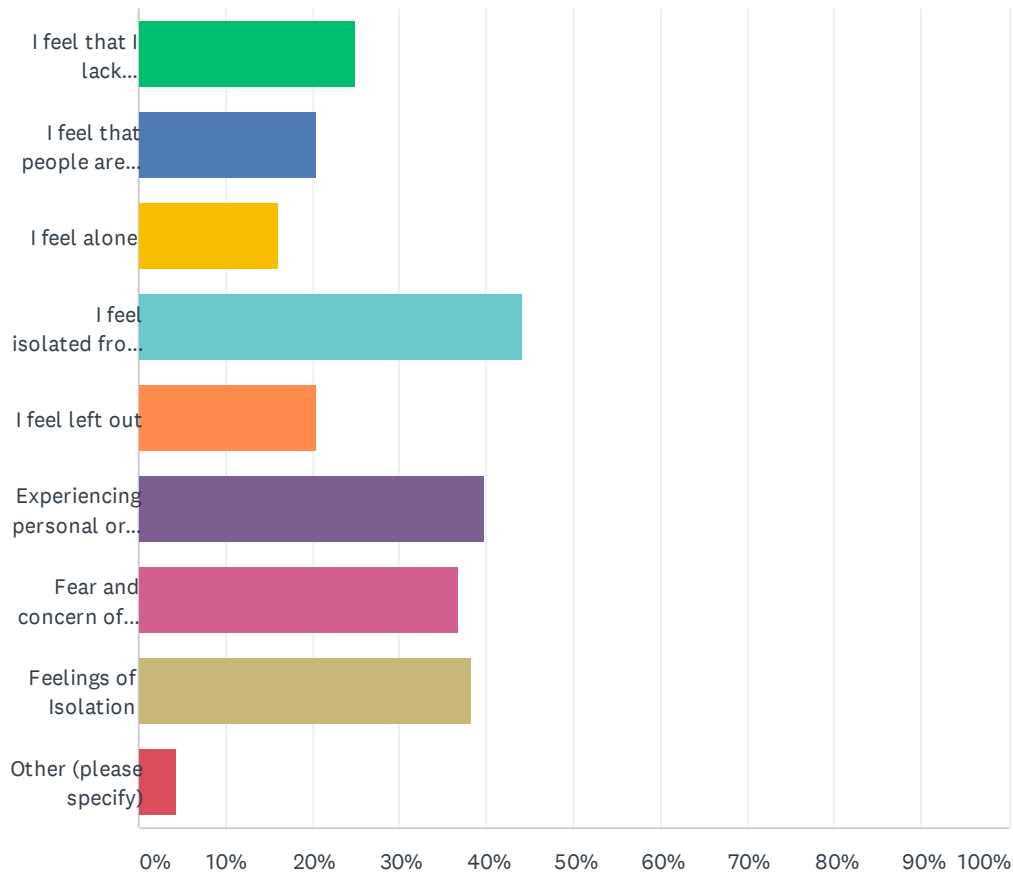
Answered: 83 Skipped: 51



ANSWER CHOICES	RESPONSES	
Had hours reduced by employer	18.07%	15
Self, family member or close friend lost job/closed business	36.14%	30
Borrowed \$ due to financial need	31.33%	26
Began using food pantries or food stamps	60.24%	50
Not enough \$ for food or had to skip/cut meals	19.28%	16
Worried about not having enough food	24.10%	20
Monthly family income declined	26.51%	22
Increase in Family Expenses due to Pandemic or Emergency Preparedness	37.35%	31
Worried about eviction or losing your home?	2.41%	2
Total Respondents: 83		

## Q12 Have you experienced any of the following social or emotional impacts from COVID-19?

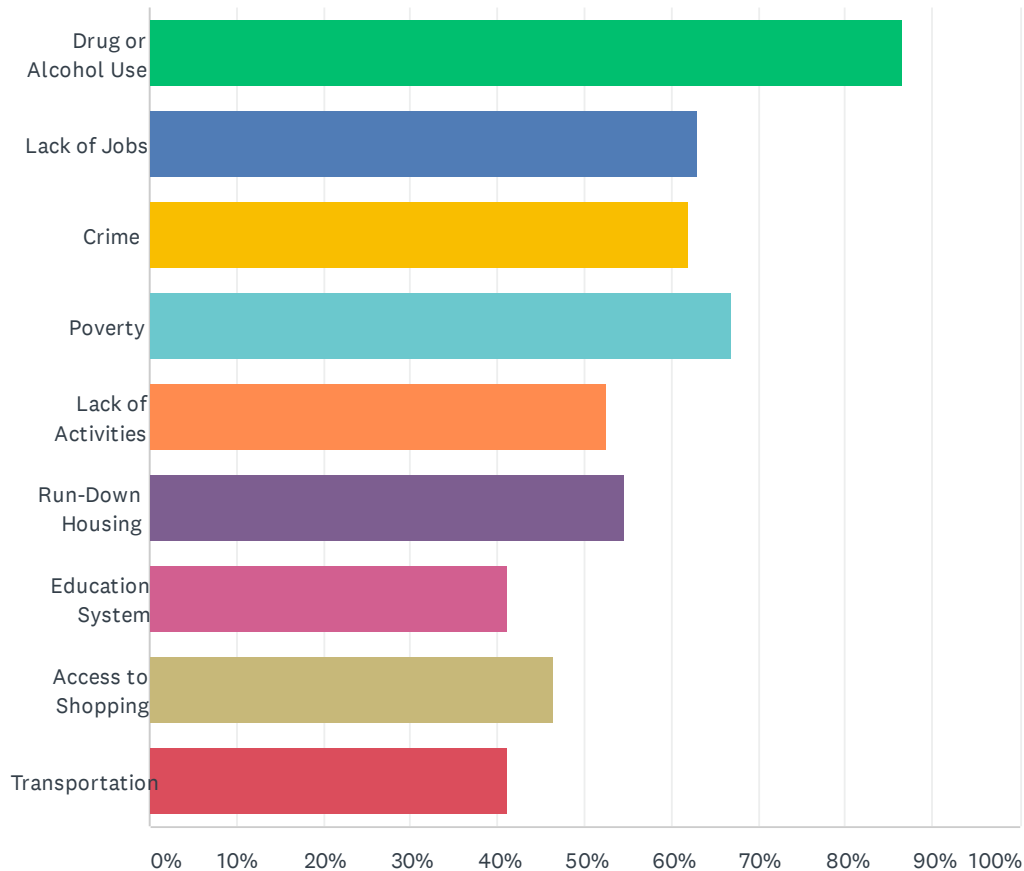
Answered: 68 Skipped: 66



ANSWER CHOICES	RESPONSES	
I feel that I lack companionship	25.00%	17
I feel that people are around me, but not with me	20.59%	14
I feel alone	16.18%	11
I feel isolated from others	44.12%	30
I feel left out	20.59%	14
Experiencing personal or family illness, disability, or mental health issues	39.71%	27
Fear and concern of future economic and health insecurity and instability	36.76%	25
Feelings of Isolation	38.24%	26
Other (please specify)	4.41%	3
Total Respondents: 68		

Q13 What do you feel are the biggest problems in our community? Rank the following with "1" being the biggest problem, "2" being second biggest, "3" being third biggest. etc.

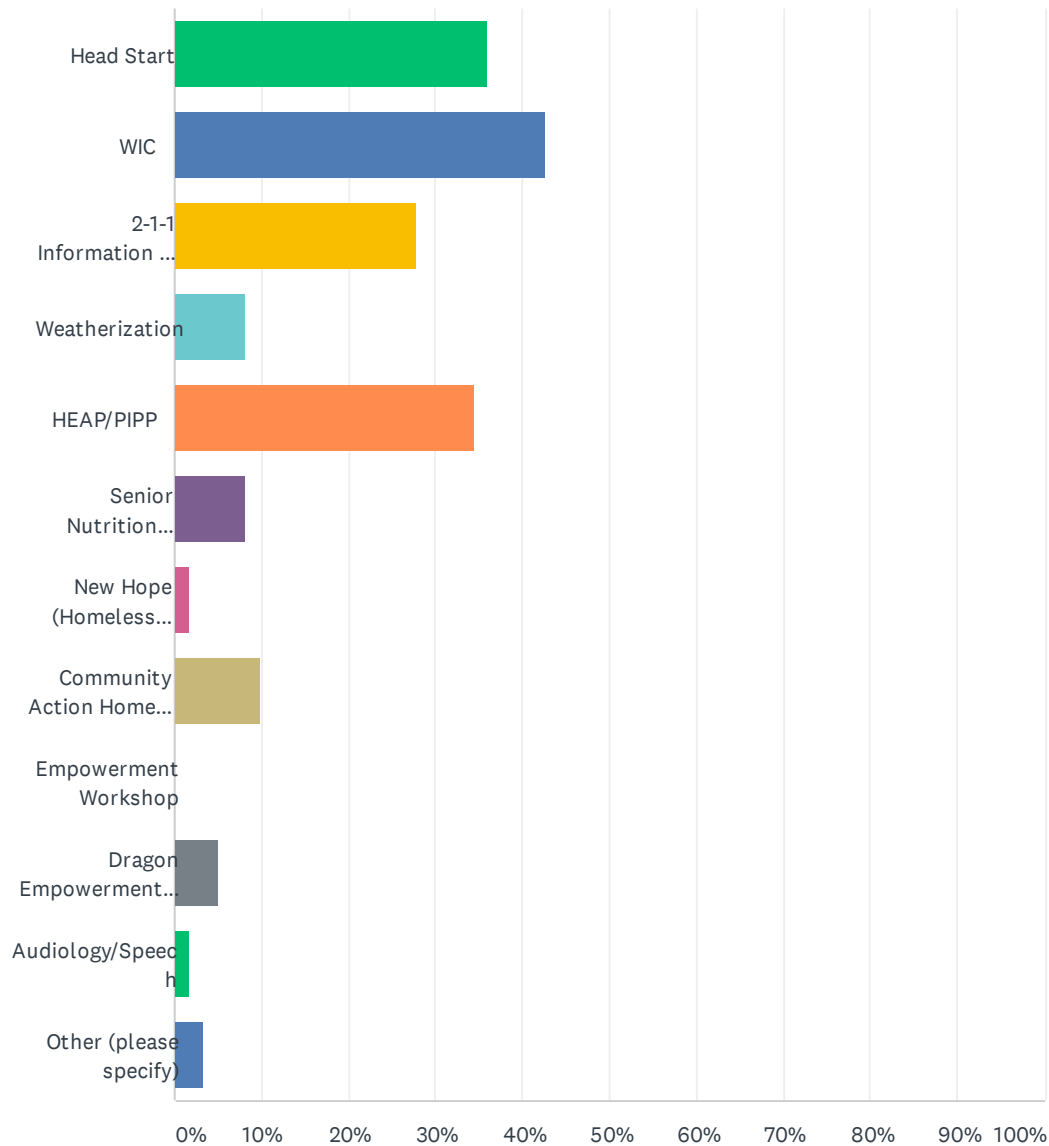
Answered: 97 Skipped: 37



ANSWER CHOICES	RESPONSES	
Drug or Alcohol Use	86.60%	84
Lack of Jobs	62.89%	61
Crime	61.86%	60
Poverty	67.01%	65
Lack of Activities	52.58%	51
Run-Down Housing	54.64%	53
Education System	41.24%	40
Access to Shopping	46.39%	45
Transportation	41.24%	40
Total Respondents: 97		

## Q14 Have you used any of the following Community Action services within the past 12 months?

Answered: 61 Skipped: 73



ANSWER CHOICES	RESPONSES	
Head Start	36.07%	22
WIC	42.62%	26
2-1-1 Information & Referral	27.87%	17
Weatherization	8.20%	5
HEAP/PIPP	34.43%	21
Senior Nutrition (Meals on Wheels, Senior Dining Sites)	8.20%	5
New Hope (Homeless Assistance)	1.64%	1
Community Action Home Visiting	9.84%	6
Empowerment Workshop	0.00%	0
Dragon Empowerment Center	4.92%	3
Audiology/Speech	1.64%	1
Other (please specify)	3.28%	2
Total Respondents: 61		

Q15 Of all the things you have to buy or pay for, what item takes up the most of your paycheck/income?

Answered: 97 Skipped: 37

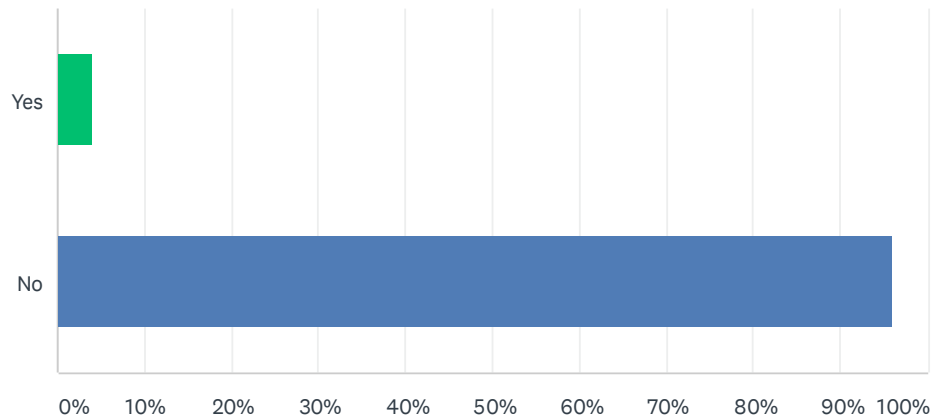
**Q16 What is the biggest problem that you have right now? What service or program would help you to be able solve it?**

Answered: 63   Skipped: 71



## Q17 Are you currently homeless or have you been homeless at any time during the last 12 months?

Answered: 101 Skipped: 33



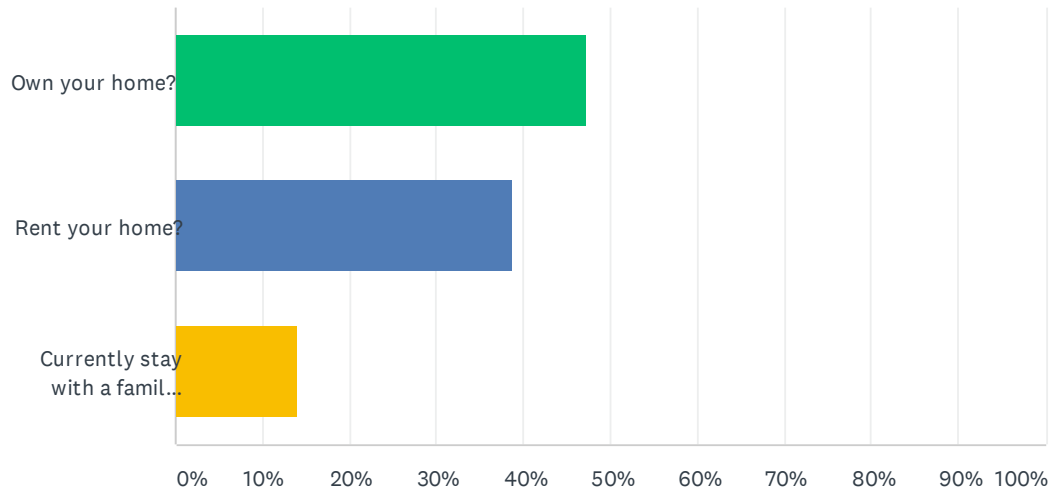
ANSWER CHOICES	RESPONSES	
Yes	3.96%	4
No	96.04%	97
TOTAL		101

## Q18 If yes, what is preventing you from finding a stable place to live?

Answered: 4   Skipped: 130

## Q19 If you're not homeless, do you

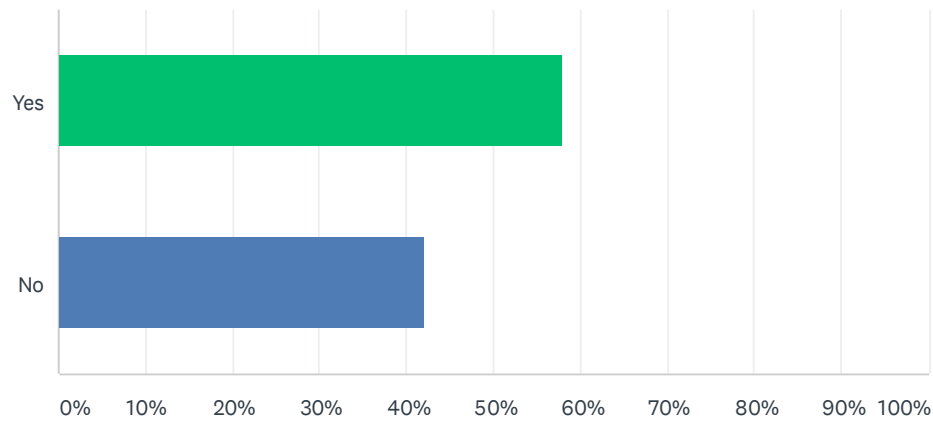
Answered: 93 Skipped: 41



ANSWER CHOICES	RESPONSES	
Own your home?	47.31%	44
Rent your home?	38.71%	36
Currently stay with a family member or friend?	13.98%	13
TOTAL		93

## Q20 If you rent do you want to own your own home?

Answered: 50 Skipped: 84



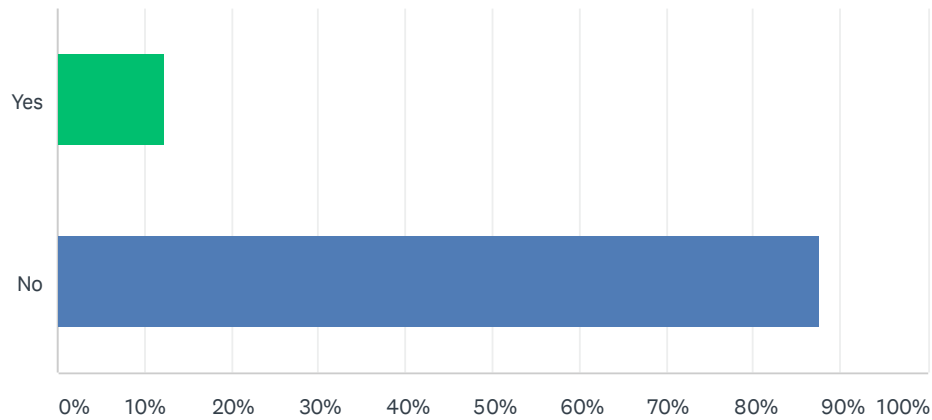
ANSWER CHOICES	RESPONSES	
Yes	58.00%	29
No	42.00%	21
TOTAL		50

Q21 If you would like to own your own home, what is stopping you from buying one?

Answered: 32   Skipped: 102

## Q22 At any time during the last 12 months have you been unable to pay your rent or mortgage?

Answered: 98 Skipped: 36



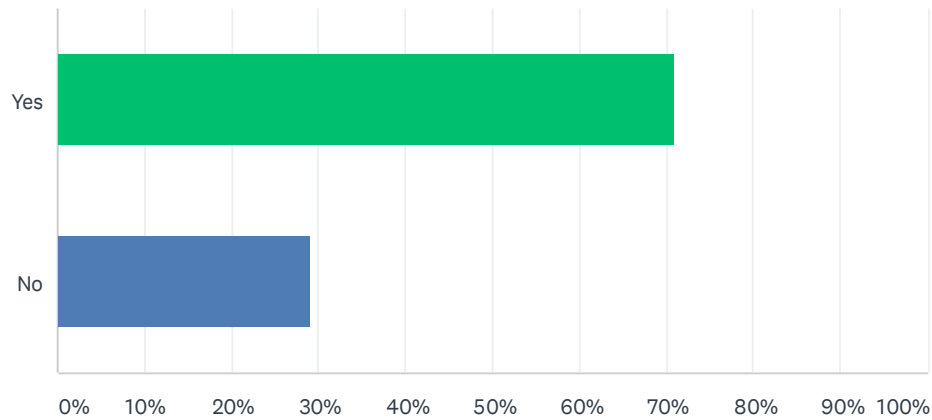
ANSWER CHOICES	RESPONSES	
Yes	12.24%	12
No	87.76%	86
TOTAL		98

## Q23 What are the reasons you have been unable to pay?

Answered: 11   Skipped: 123

## Q24 Do you have enough money each month to cover your basic living expenses (housing, food, clothing, hygiene, utility bills, etc)?

Answered: 96 Skipped: 38

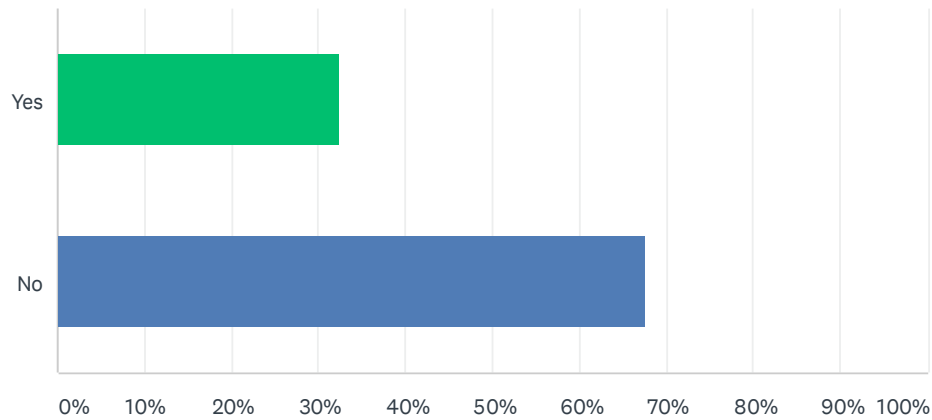


ANSWER CHOICES	RESPONSES	
Yes	70.83%	68
No	29.17%	28
TOTAL		96



## Q25 Do you receive any help from family or friends or any public assistance to pay your bills?

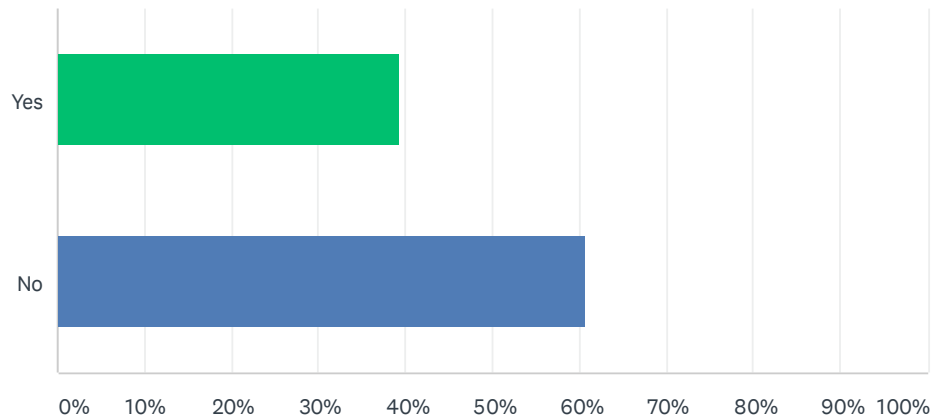
Answered: 83 Skipped: 51



ANSWER CHOICES	RESPONSES	
Yes	32.53%	27
No	67.47%	56
TOTAL		83

## Q26 Would you be able to handle a \$400 dollar emergency without borrowing money?

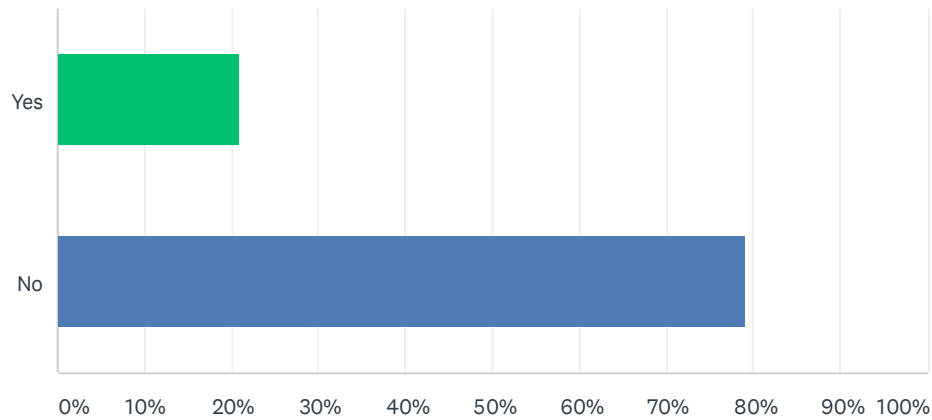
Answered: 117 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	39.32%	46
No	60.68%	71
TOTAL		117

## Q27 Would you be interested in learning more about budgeting and how to save money?

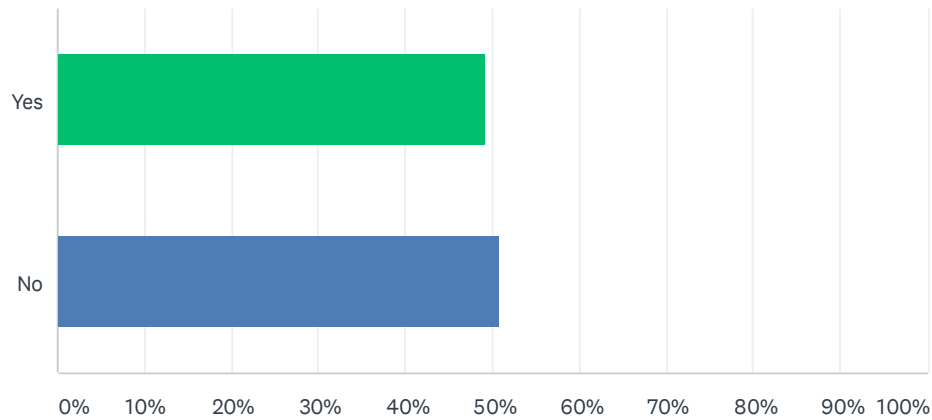
Answered: 119 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	21.01%	25
No	78.99%	94
TOTAL		119

## Q28 Do you have enough food to feed yourself and your family without any assistance from SNAP, foodbanks, family, friends, etc?

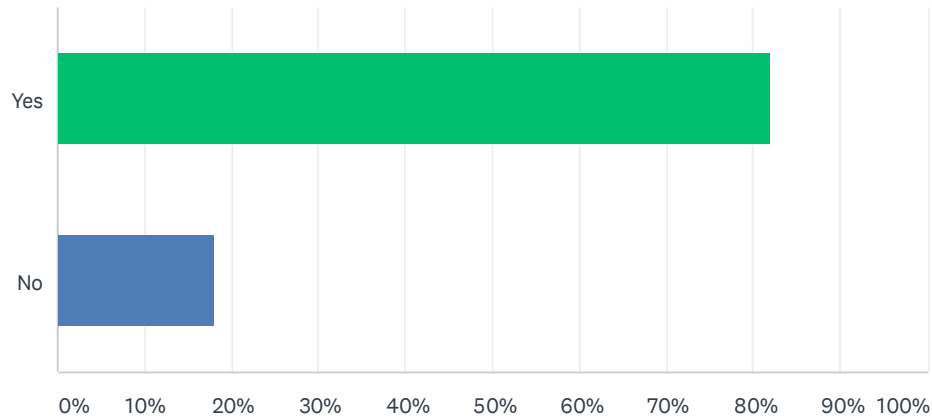
Answered: 118 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	49.15%	58
No	50.85%	60
TOTAL		118

## Q29 Do you know where the nearest food pantry is?

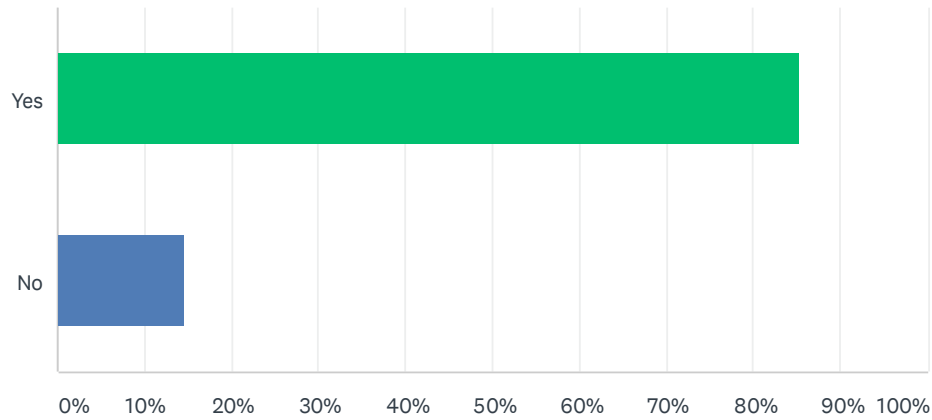
Answered: 122 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	81.97%	100
No	18.03%	22
TOTAL		122

## Q30 Do you have a high school diploma or GED?

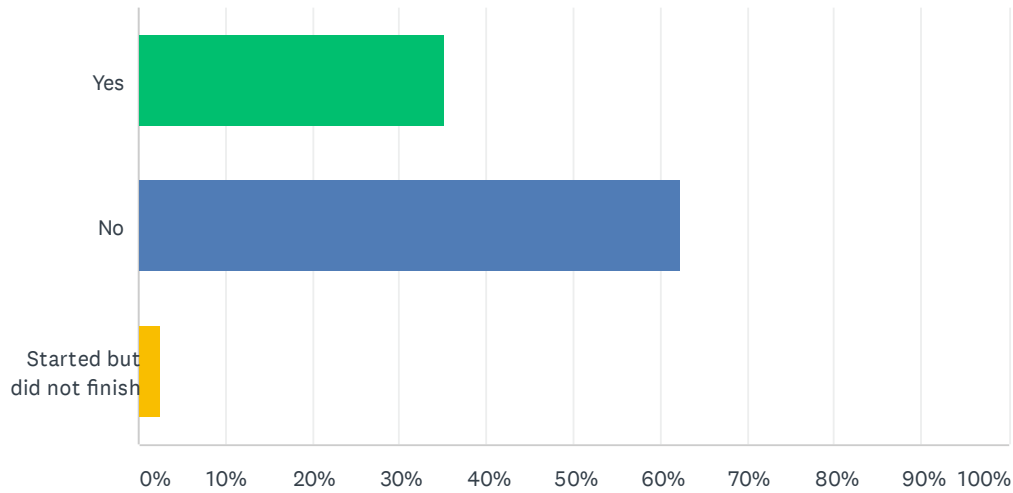
Answered: 123 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	85.37%	105
No	14.63%	18
TOTAL		123

## Q31 Have you ever completed any vocational training?

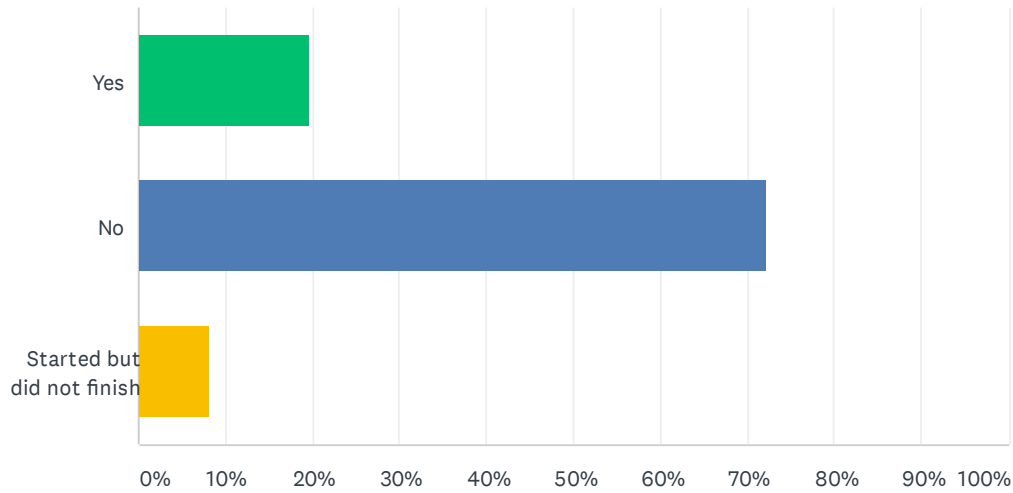
Answered: 122 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	35.25%	43
No	62.30%	76
Started but did not finish	2.46%	3
TOTAL		122

## Q32 Have you completed a two or four year college degree program?

Answered: 122 Skipped: 12

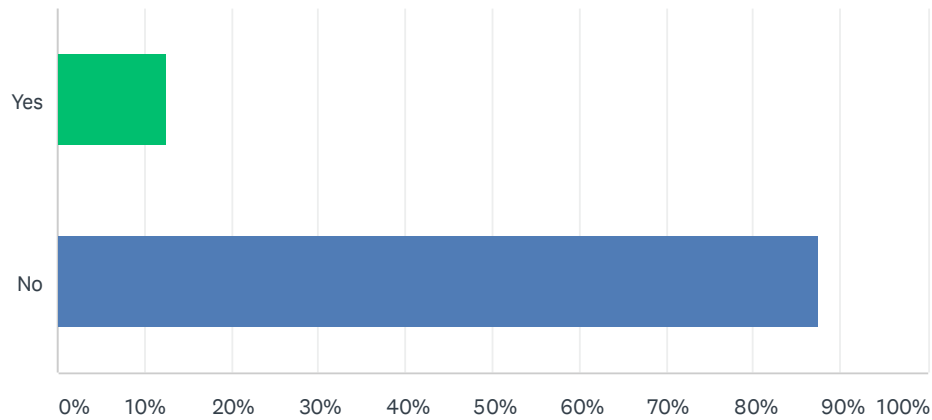


ANSWER CHOICES	RESPONSES	
Yes	19.67%	24
No	72.13%	88
Started but did not finish	8.20%	10
TOTAL		122



### Q33 Do you plan to pursue any educational or technical training in the coming year?

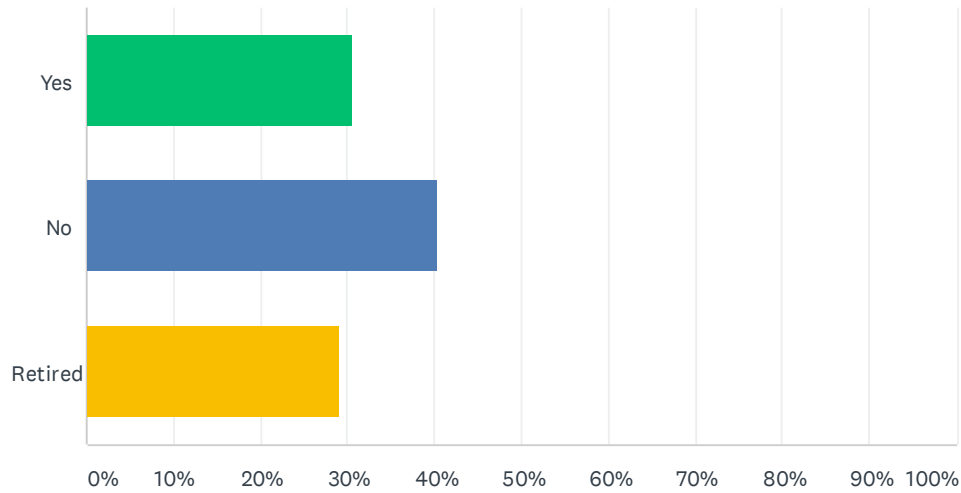
Answered: 119 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	12.61%	15
No	87.39%	104
TOTAL		119

## Q34 Are you currently working?

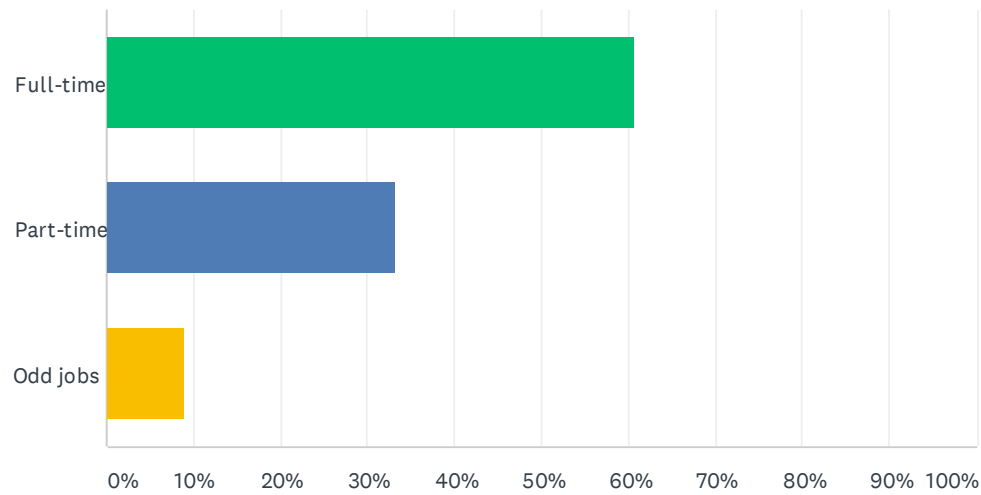
Answered: 124 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	30.65%	38
No	40.32%	50
Retired	29.03%	36
TOTAL		124

## Q35 My work is...

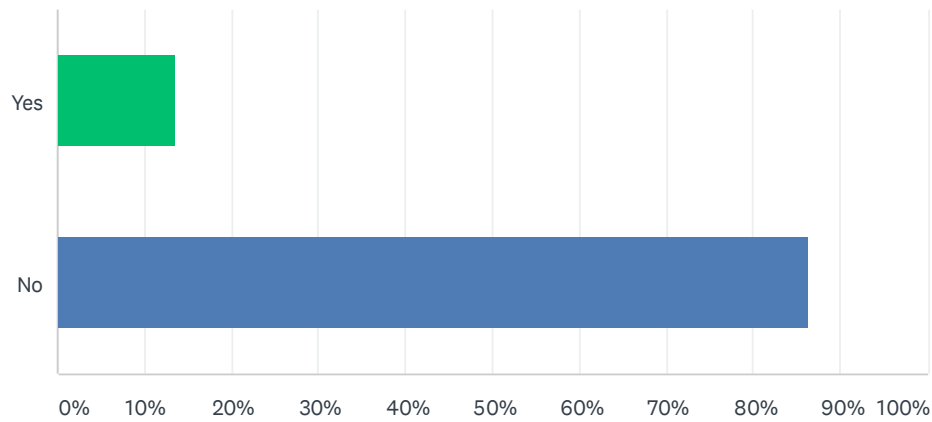
Answered: 33 Skipped: 101



ANSWER CHOICES	RESPONSES	
Full-time	60.61%	20
Part-time	33.33%	11
Odd jobs	9.09%	3
Total Respondents: 33		

## Q36 Have you received/are you receiving unemployment?

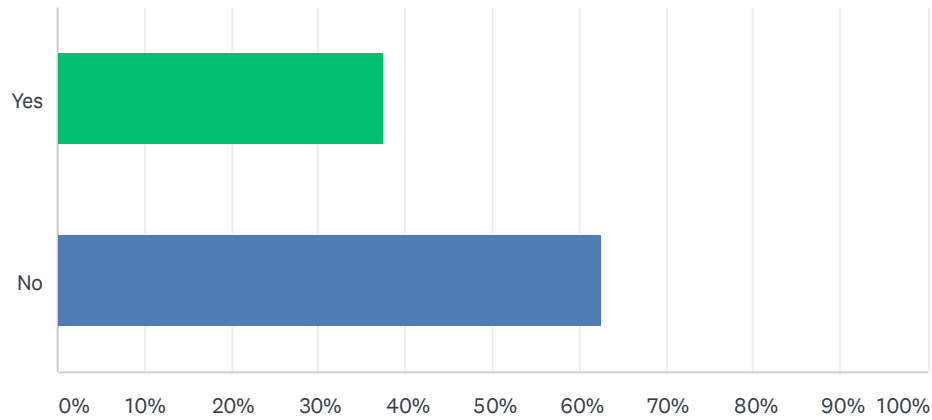
Answered: 118 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	13.56%	16
No	86.44%	102
TOTAL		118

### Q37 If so has it expired?

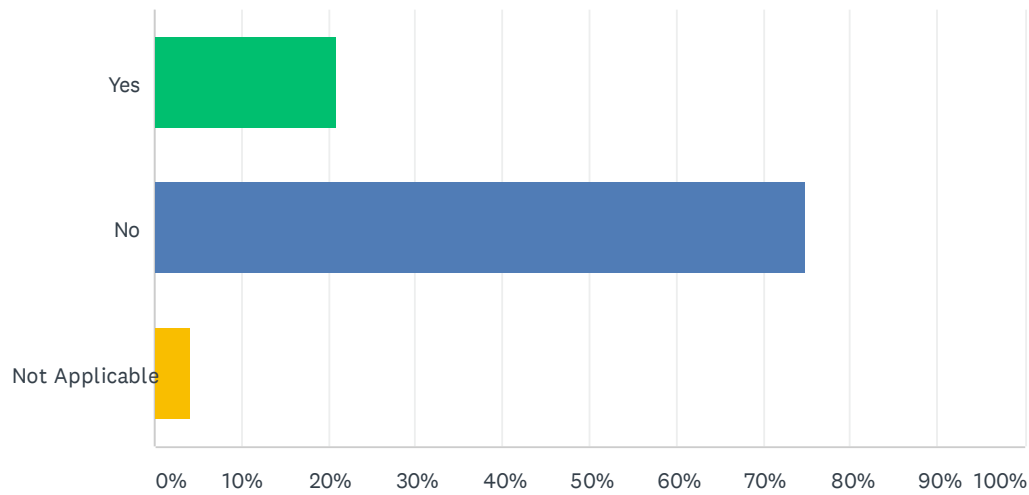
Answered: 24 Skipped: 110



ANSWER CHOICES	RESPONSES	
Yes	37.50%	9
No	62.50%	15
TOTAL		24

## Q38 Was it/is it the extended pandemic unemployment?

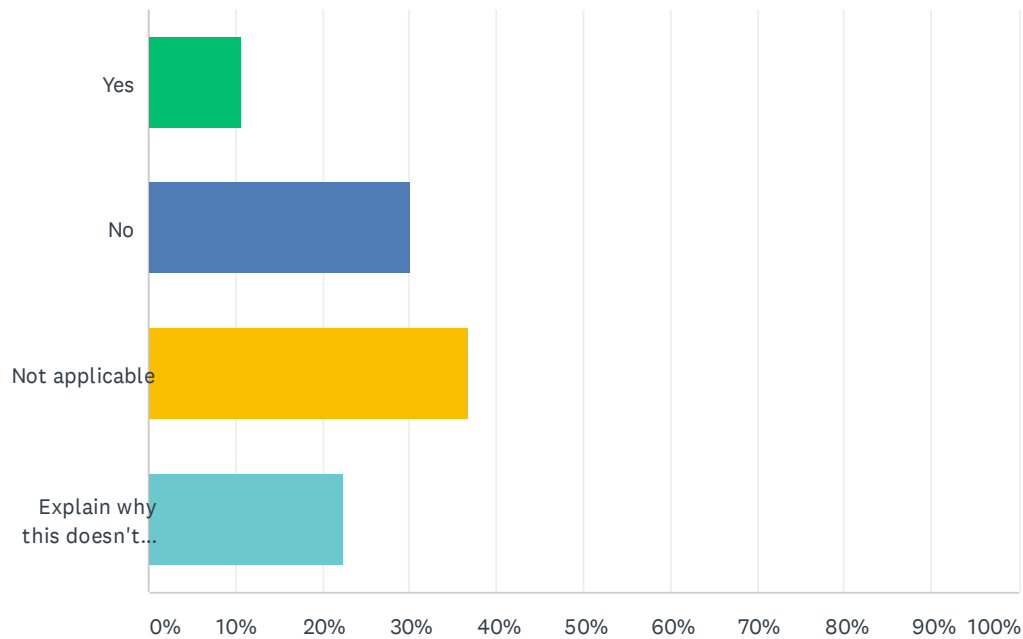
Answered: 24 Skipped: 110



ANSWER CHOICES	RESPONSES	
Yes	20.83%	5
No	75.00%	18
Not Applicable	4.17%	1
TOTAL		24

## Q39 If not currently working, are you looking for work?

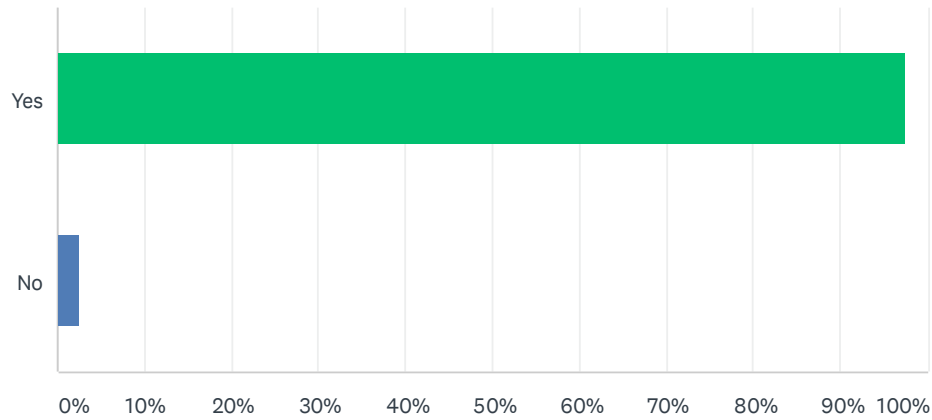
Answered: 103 Skipped: 31



ANSWER CHOICES	RESPONSES	
Yes	10.68%	11
No	30.10%	31
Not applicable	36.89%	38
Explain why this doesn't apply	22.33%	23
TOTAL		103

## Q40 Do you have health insurance?

Answered: 122 Skipped: 12

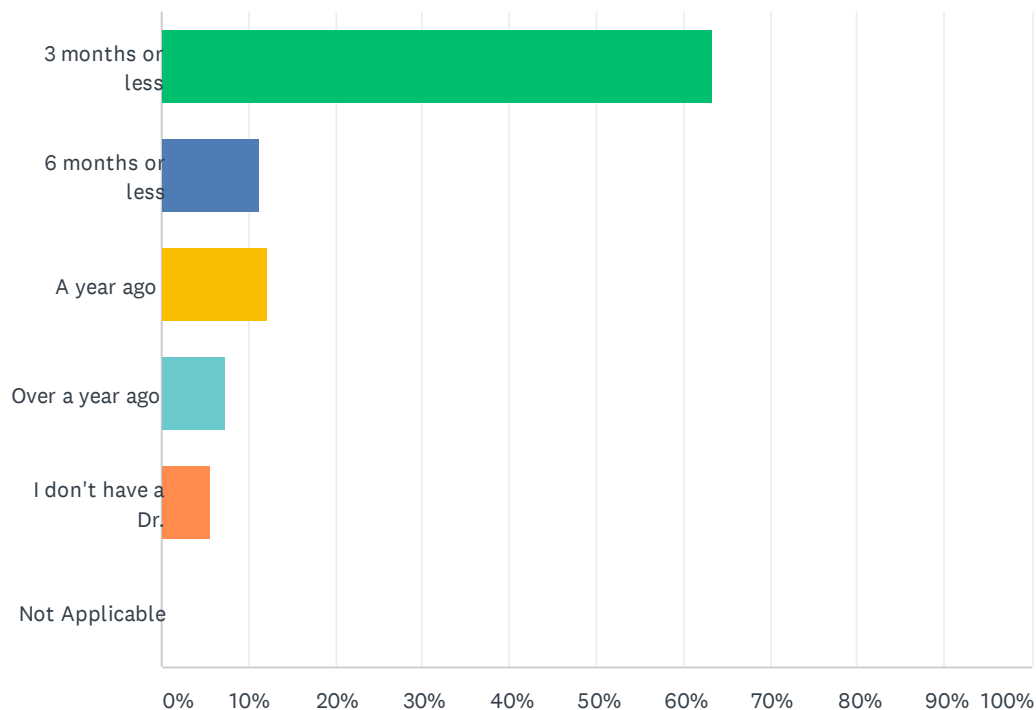


ANSWER CHOICES	RESPONSES	
Yes	97.54%	119
No	2.46%	3
TOTAL		122



## Q41 When was the last time you saw a Doctor?

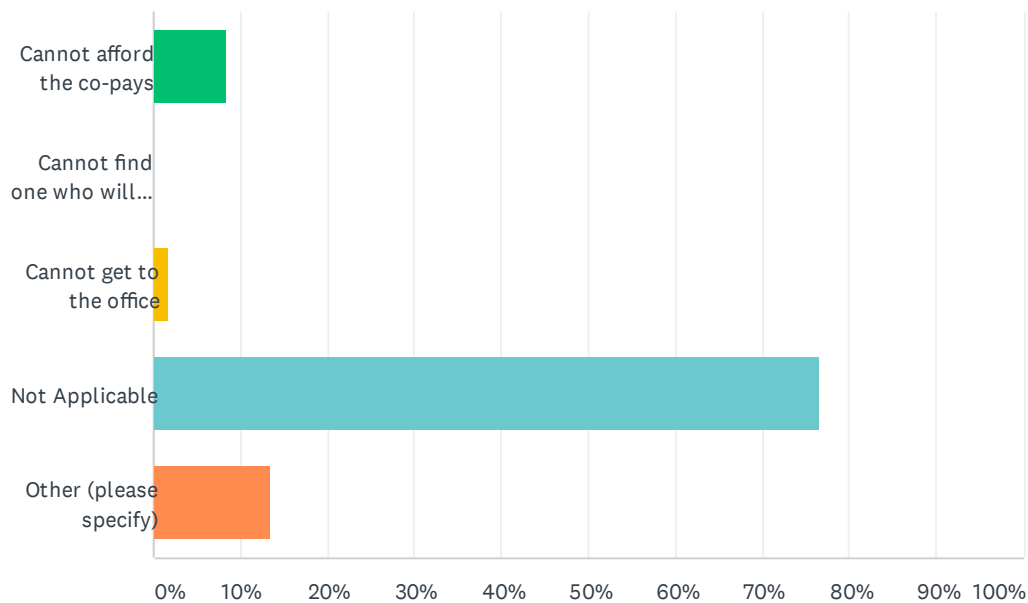
Answered: 123 Skipped: 11



ANSWER CHOICES	RESPONSES	
3 months or less	63.41%	78
6 months or less	11.38%	14
A year ago	12.20%	15
Over a year ago	7.32%	9
I don't have a Dr.	5.69%	7
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>123</b>

## Q42 If you don't have a Doctor, why not?

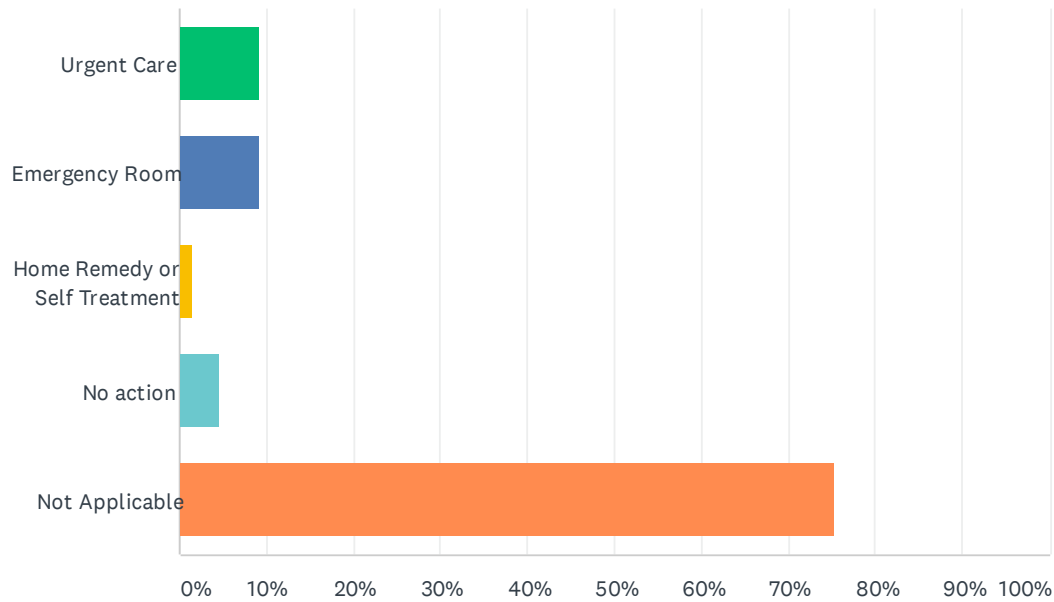
Answered: 60 Skipped: 74



ANSWER CHOICES	RESPONSES	
Cannot afford the co-pays	8.33%	5
Cannot find one who will accept me as a patient	0.00%	0
Cannot get to the office	1.67%	1
Not Applicable	76.67%	46
Other (please specify)	13.33%	8
TOTAL		60

## Q43 If you do not have a Doctor, what is the main way you meet your medical needs?

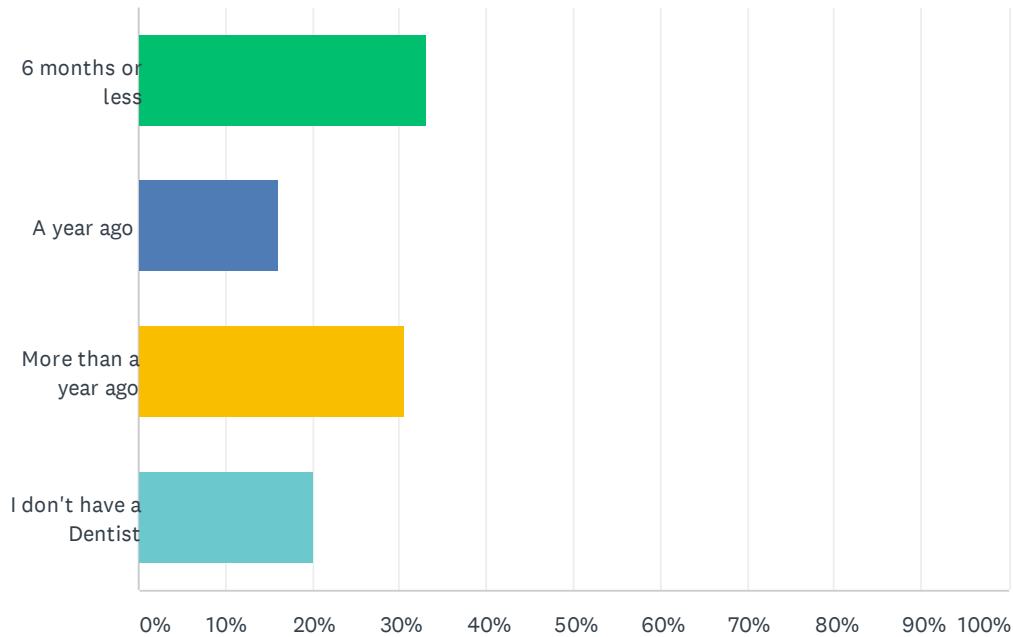
Answered: 65 Skipped: 69



ANSWER CHOICES	RESPONSES	
Urgent Care	9.23%	6
Emergency Room	9.23%	6
Home Remedy or Self Treatment	1.54%	1
No action	4.62%	3
Not Applicable	75.38%	49
TOTAL		65

## Q44 When was the last time you saw a Dentist?

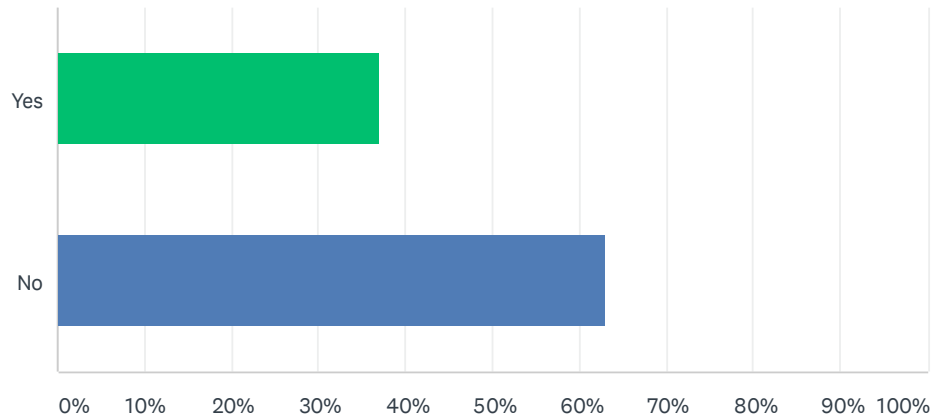
Answered: 124 Skipped: 10



ANSWER CHOICES	RESPONSES	
6 months or less	33.06%	41
A year ago	16.13%	20
More than a year ago	30.65%	38
I don't have a Dentist	20.16%	25
TOTAL		124

## Q45 Are you age 60 or older?

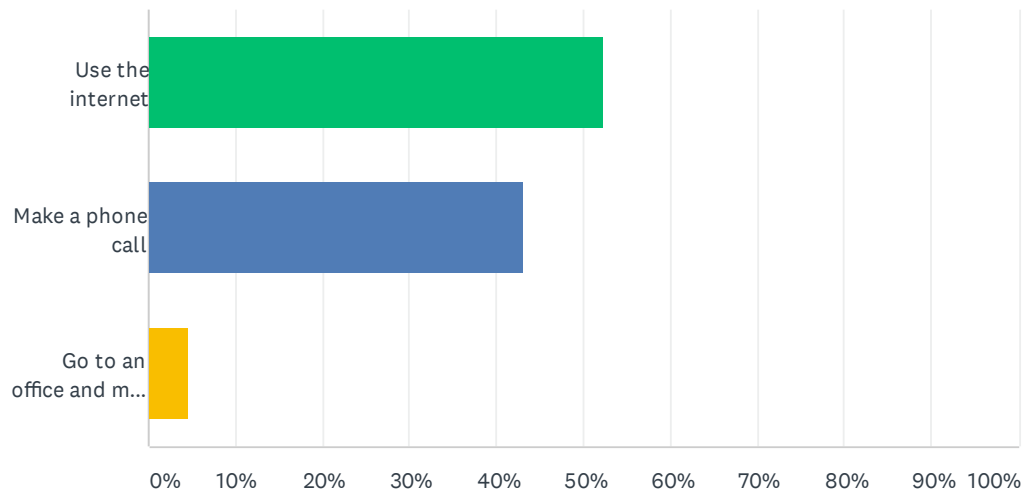
Answered: 124 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	37.10%	46
No	62.90%	78
TOTAL		124

## Q46 When you need information what is your preferred way to get it:

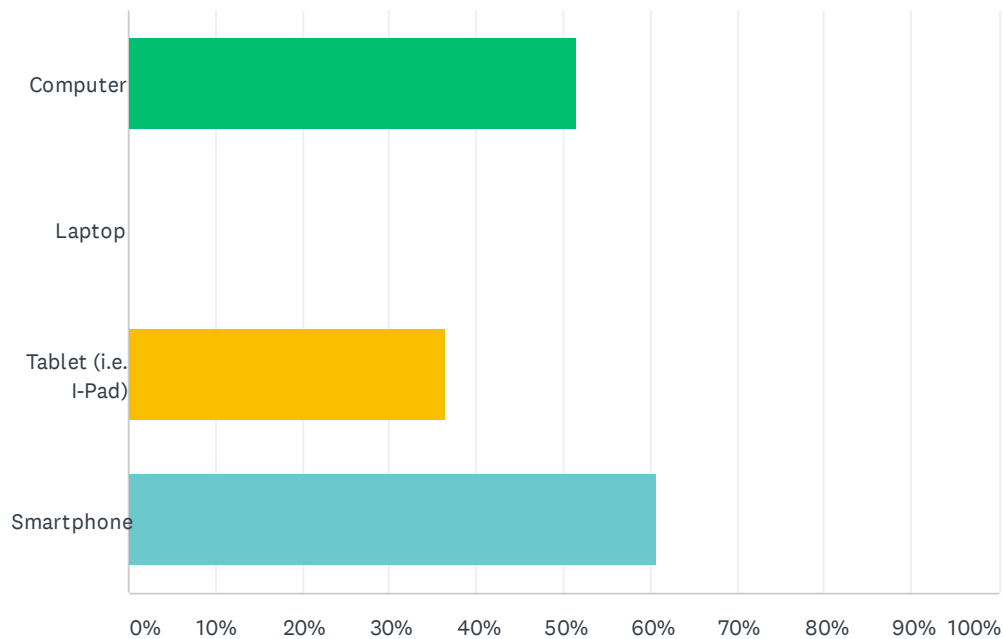
Answered: 44 Skipped: 90



ANSWER CHOICES	RESPONSES	
Use the internet	52.27%	23
Make a phone call	43.18%	19
Go to an office and meet with someone in person	4.55%	2
TOTAL		44

## Q47 Do you have and use any of the following devices (mark all that apply):

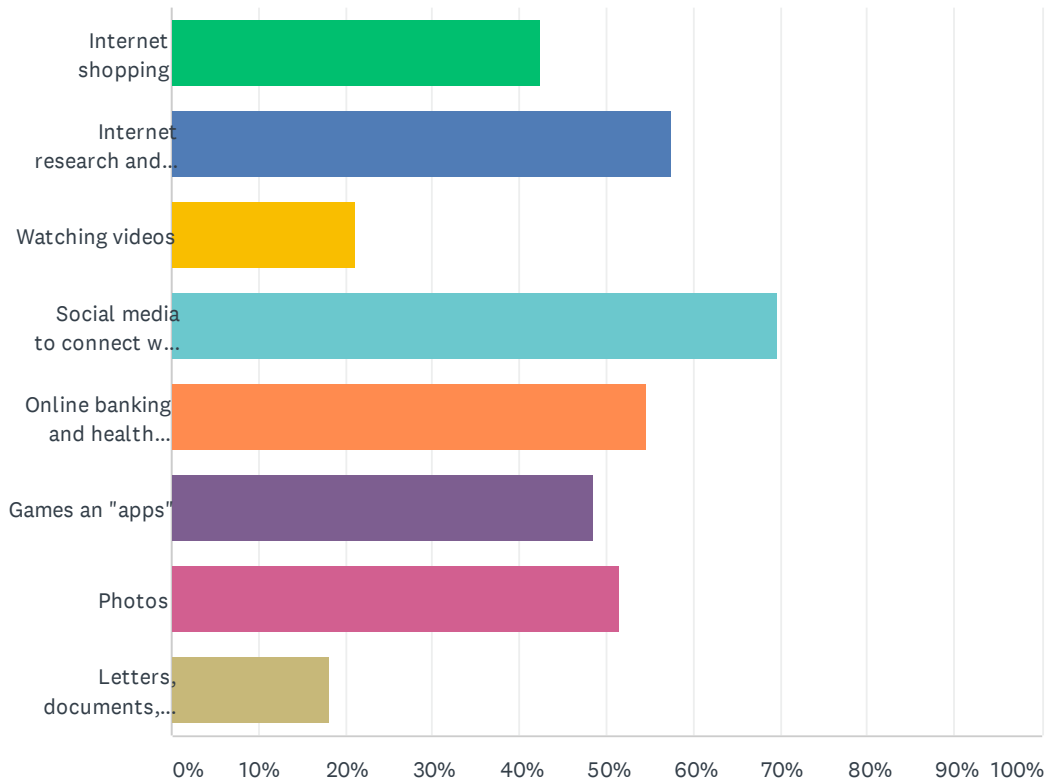
Answered: 33 Skipped: 101



ANSWER CHOICES	RESPONSES	
Computer	51.52%	17
Laptop	0.00%	0
Tablet (i.e. I-Pad)	36.36%	12
Smartphone	60.61%	20
Total Respondents: 33		

## Q48 List all of the ways you use those devices:

Answered: 33 Skipped: 101

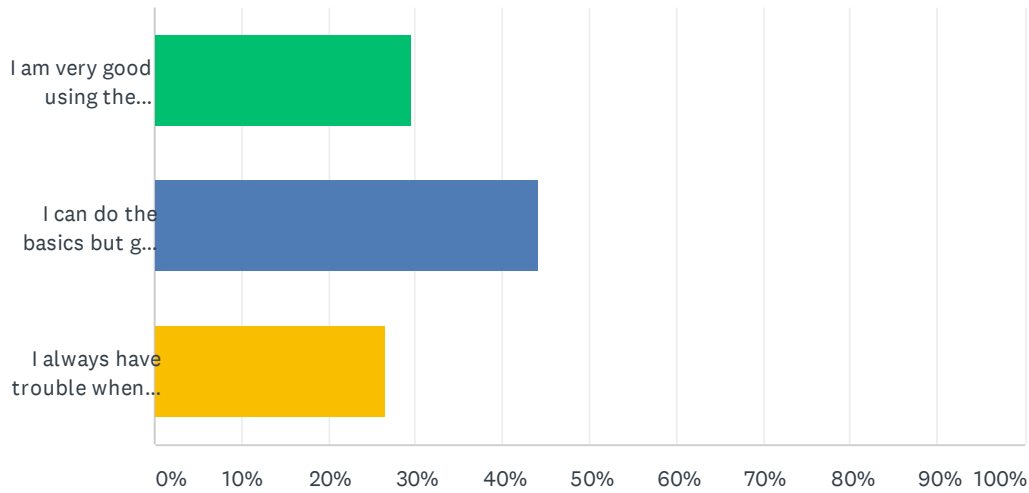


ANSWER CHOICES	RESPONSES	
Internet shopping	42.42%	14
Internet research and visiting websites	57.58%	19
Watching videos	21.21%	7
Social media to connect with family	69.70%	23
Online banking and health accounts	54.55%	18
Games and "apps"	48.48%	16
Photos	51.52%	17
Letters, documents, spreadsheets	18.18%	6
Total Respondents: 33		



## Q49 Rate your computer skills:

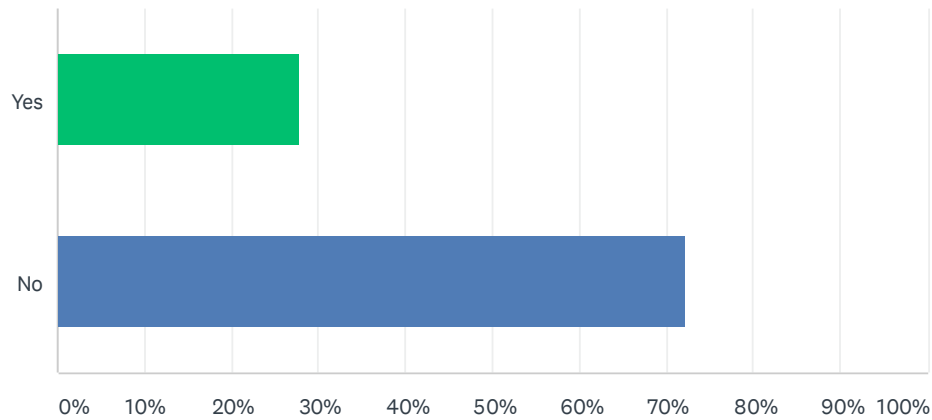
Answered: 34 Skipped: 100



ANSWER CHOICES	RESPONSES	
I am very good using the internet to get all of my needs met	29.41%	10
I can do the basics but get confused and frustrated	44.12%	15
I always have trouble when I try to do something on the computer	26.47%	9
TOTAL		34

## Q50 Would you like to learn how to better use these devices and programs?

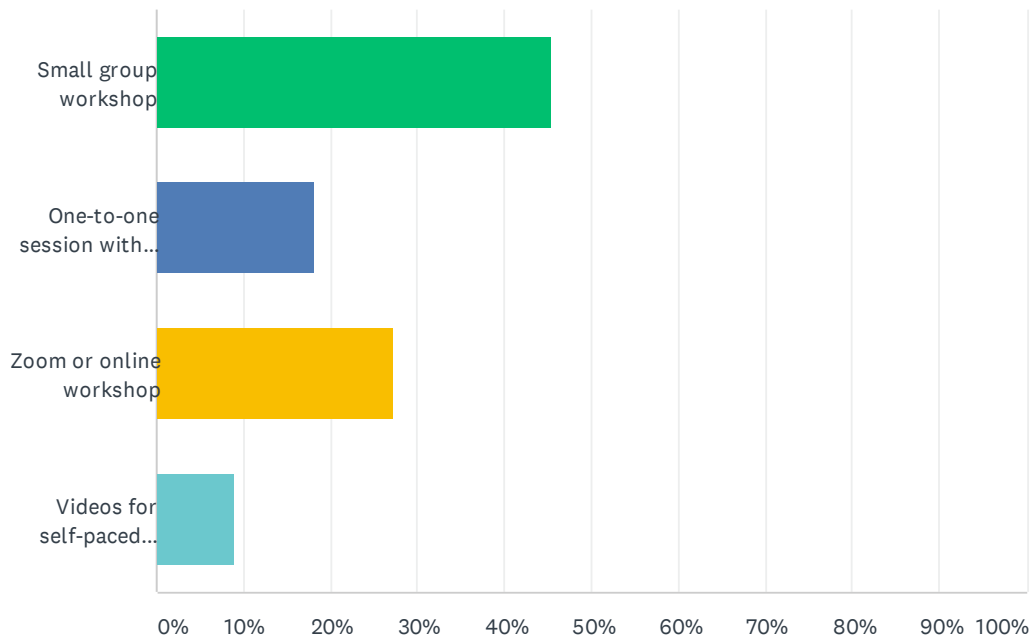
Answered: 36 Skipped: 98



ANSWER CHOICES	RESPONSES	
Yes	27.78%	10
No	72.22%	26
TOTAL		36

## Q51 In what way would you like to learn these skills?

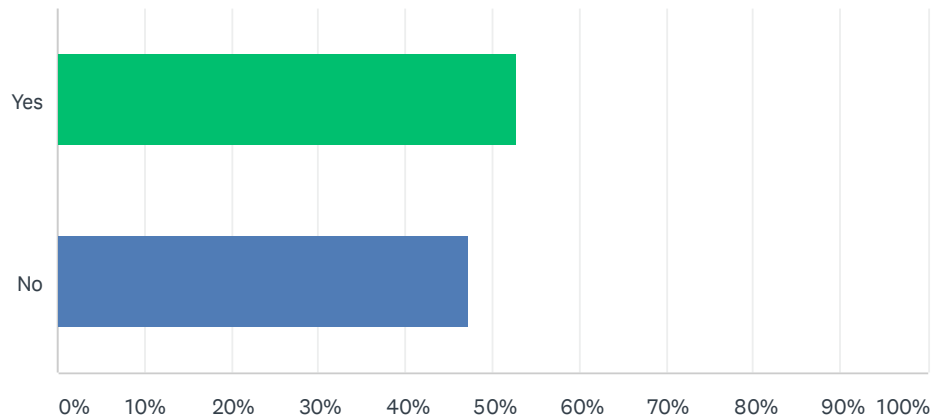
Answered: 11 Skipped: 123



ANSWER CHOICES	RESPONSES	
Small group workshop	45.45%	5
One-to-one session with instructor	18.18%	2
Zoom or online workshop	27.27%	3
Videos for self-paced learning	9.09%	1
Total Respondents: 11		

## Q52 Are you satisfied with recreational activities (exercise and sports, crafts, parks, clubs, etc.) available for older adults in your area?

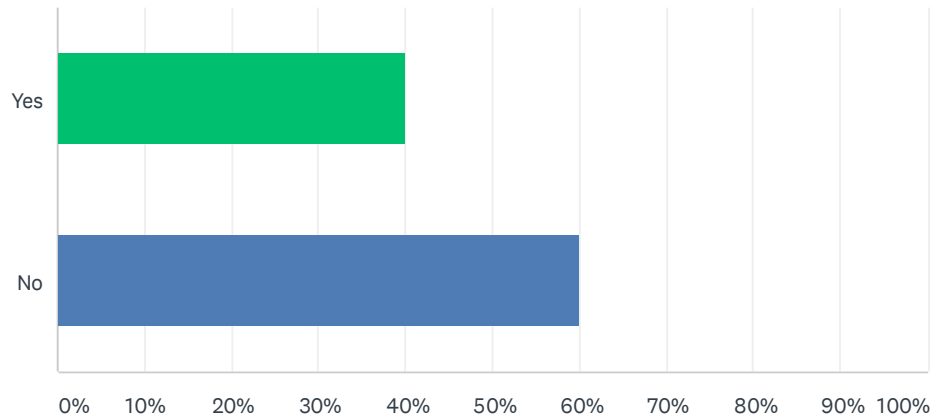
Answered: 36 Skipped: 98



ANSWER CHOICES	RESPONSES	
Yes	52.78%	19
No	47.22%	17
TOTAL		36

## Q53 Do you plan to regularly visit your local senior center after you retire?

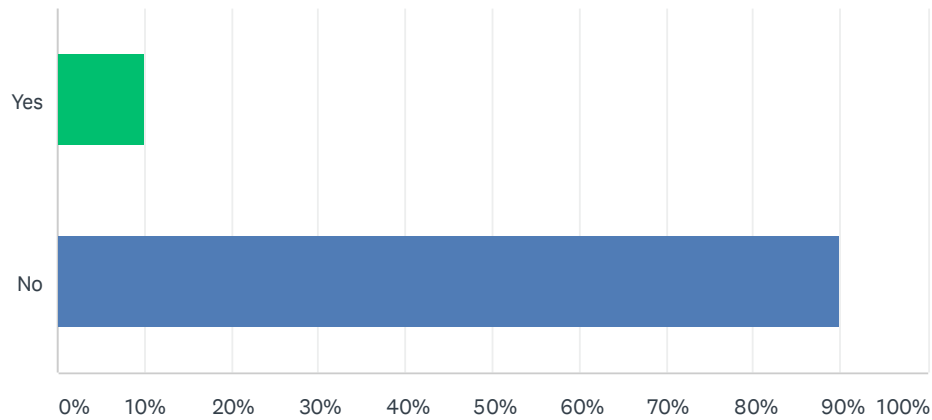
Answered: 35   Skipped: 99



ANSWER CHOICES	RESPONSES	
Yes	40.00%	14
No	60.00%	21
TOTAL		35

## Q54 Are you raising your grandchildren or caring for the children of someone else?

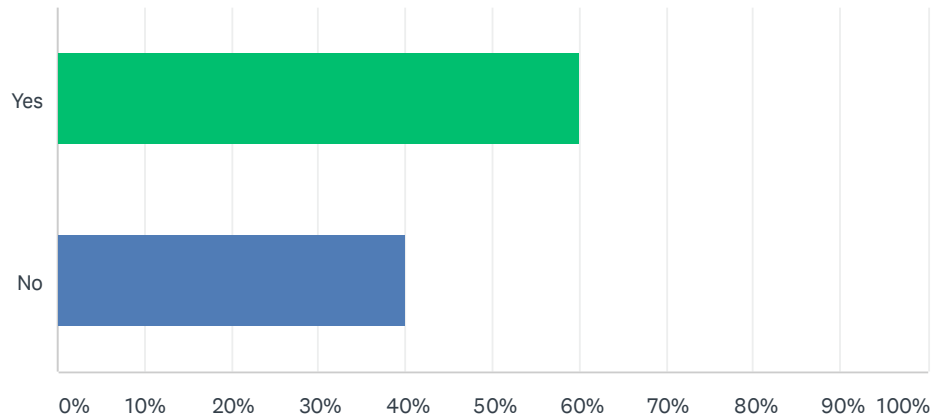
Answered: 40 Skipped: 94



ANSWER CHOICES	RESPONSES	
Yes	10.00%	4
No	90.00%	36
TOTAL		40

## Q55 Are there children in the household age 18 and under?

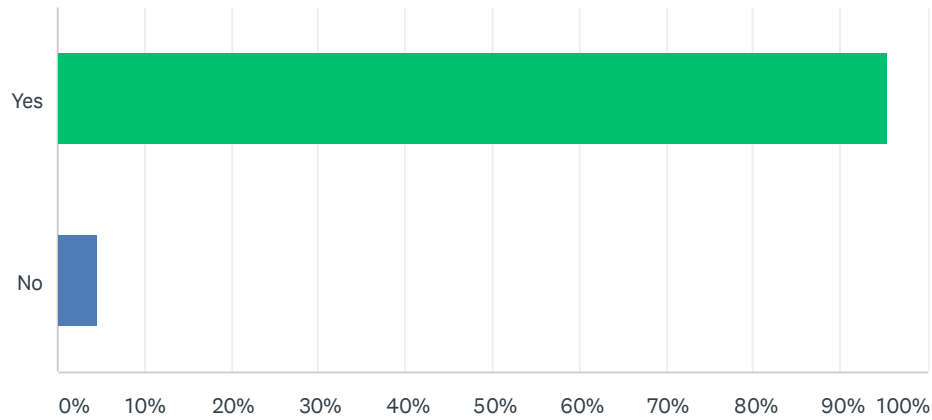
Answered: 105 Skipped: 29



ANSWER CHOICES	RESPONSES	
Yes	60.00%	63
No	40.00%	42
TOTAL		105

## Q56 Do your children see a Doctor on a regular basis?

Answered: 65 Skipped: 69

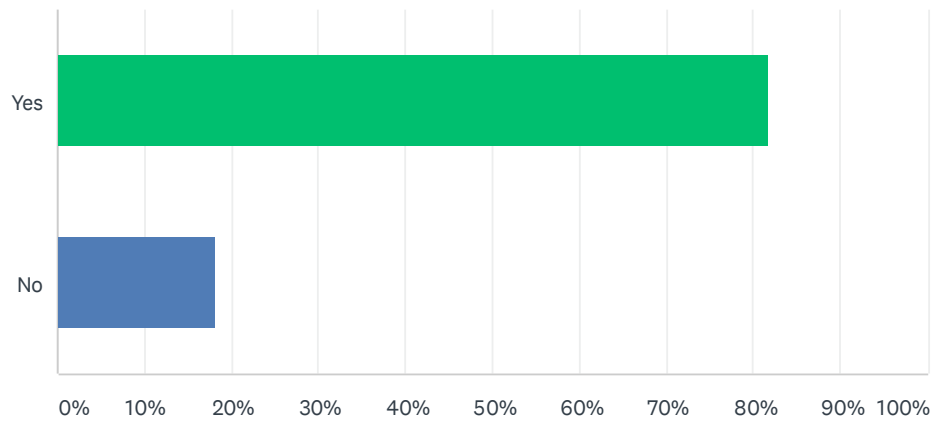


ANSWER CHOICES	RESPONSES	
Yes	95.38%	62
No	4.62%	3
TOTAL		65



## Q57 Do your children see a Dentist on a regular basis?

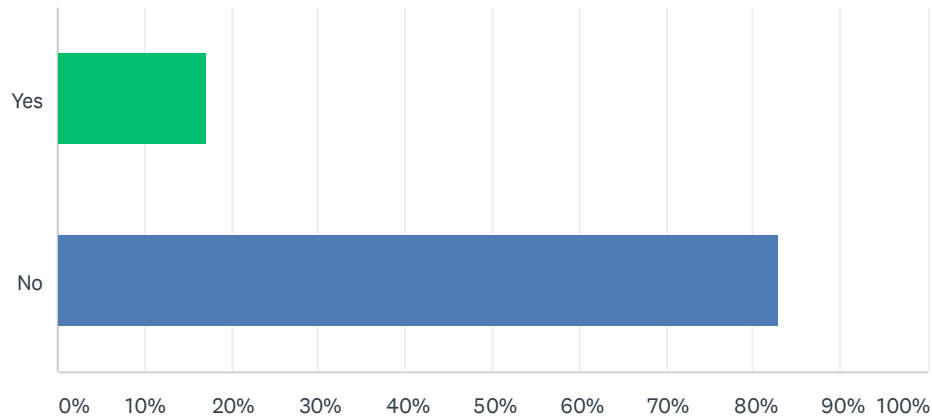
Answered: 66 Skipped: 68



ANSWER CHOICES	RESPONSES	
Yes	81.82%	54
No	18.18%	12
TOTAL		66

## Q58 Are your children currently in a childcare program?

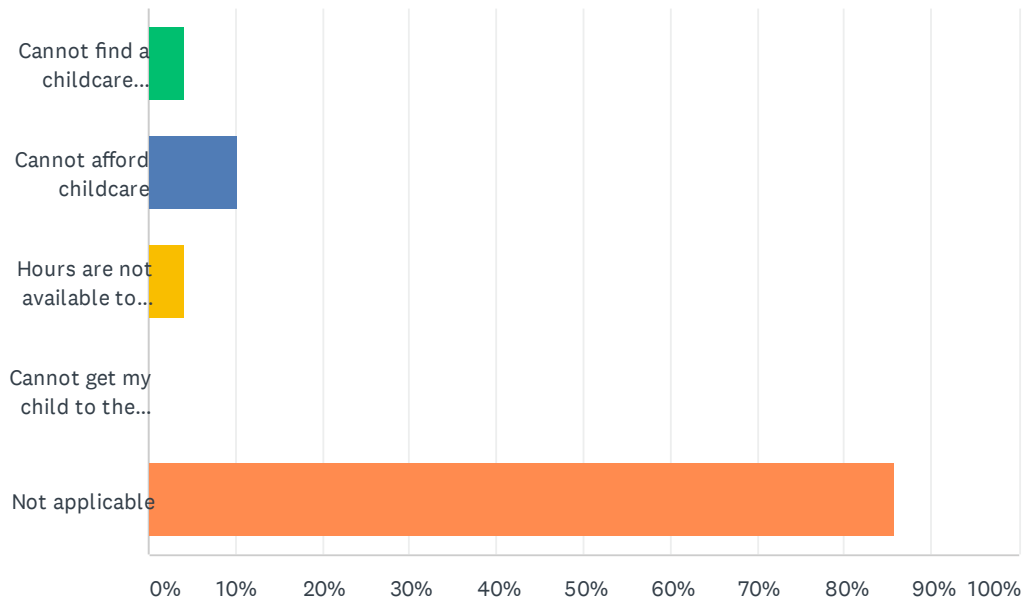
Answered: 64 Skipped: 70



ANSWER CHOICES	RESPONSES	
Yes	17.19%	11
No	82.81%	53
TOTAL		64

## Q59 If your children are not in a childcare program, is it because of any of the following?

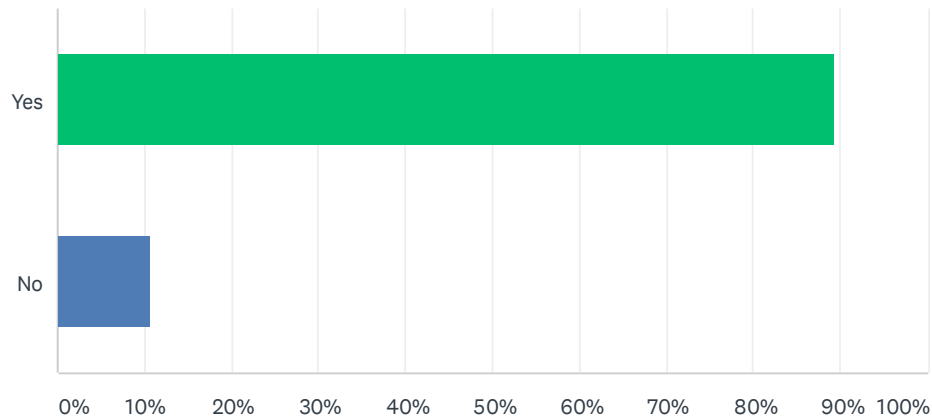
Answered: 49 Skipped: 85



ANSWER CHOICES	RESPONSES	
Cannot find a childcare provider who has openings	4.08%	2
Cannot afford childcare	10.20%	5
Hours are not available to cover the hours I need	4.08%	2
Cannot get my child to the childcare location	0.00%	0
Not applicable	85.71%	42
Total Respondents: 49		

## Q60 Are you satisfied with the educational services (tutoring, afterschool programs, library programming, etc) available to children in your area?

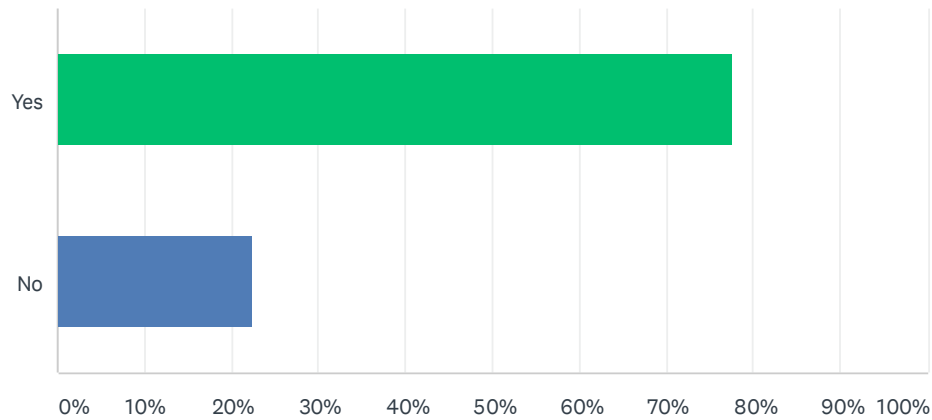
Answered: 65 Skipped: 69



ANSWER CHOICES	RESPONSES	
Yes	89.23%	58
No	10.77%	7
TOTAL		65

## Q61 Are you satisfied with recreational activities (sports, scout troops, parks, etc.) available to children in your area?

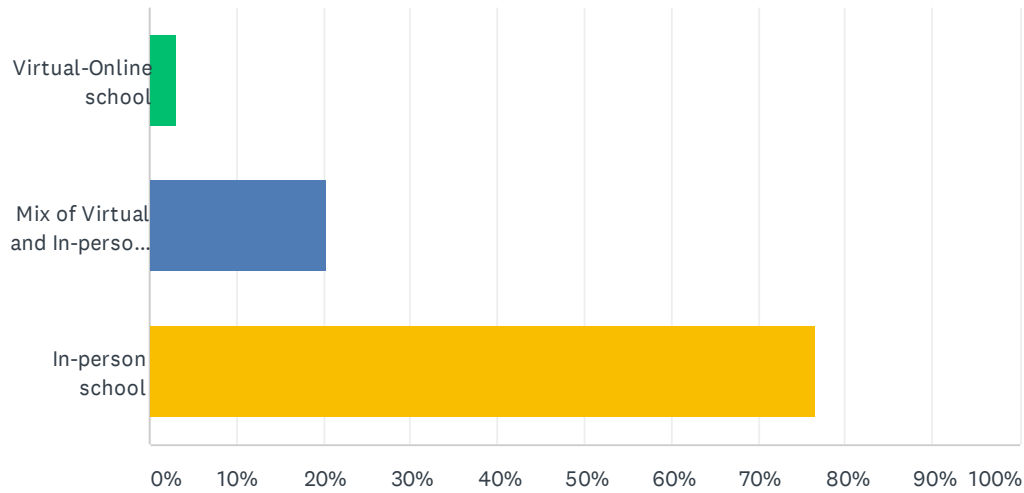
Answered: 67 Skipped: 67



ANSWER CHOICES	RESPONSES	
Yes	77.61%	52
No	22.39%	15
TOTAL		67

## Q62 What do you feel is the best learning option for your child/children?

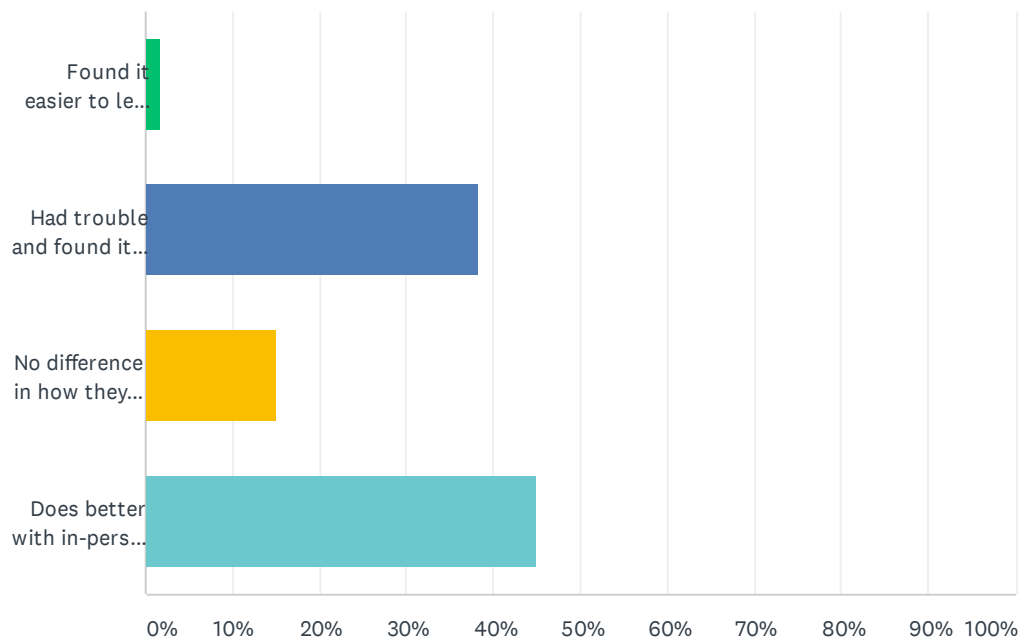
Answered: 64 Skipped: 70



ANSWER CHOICES	RESPONSES	
Virtual-Online school	3.13%	2
Mix of Virtual and In-person school	20.31%	13
In-person school	76.56%	49
TOTAL		64

## Q63 Do you feel your child has...

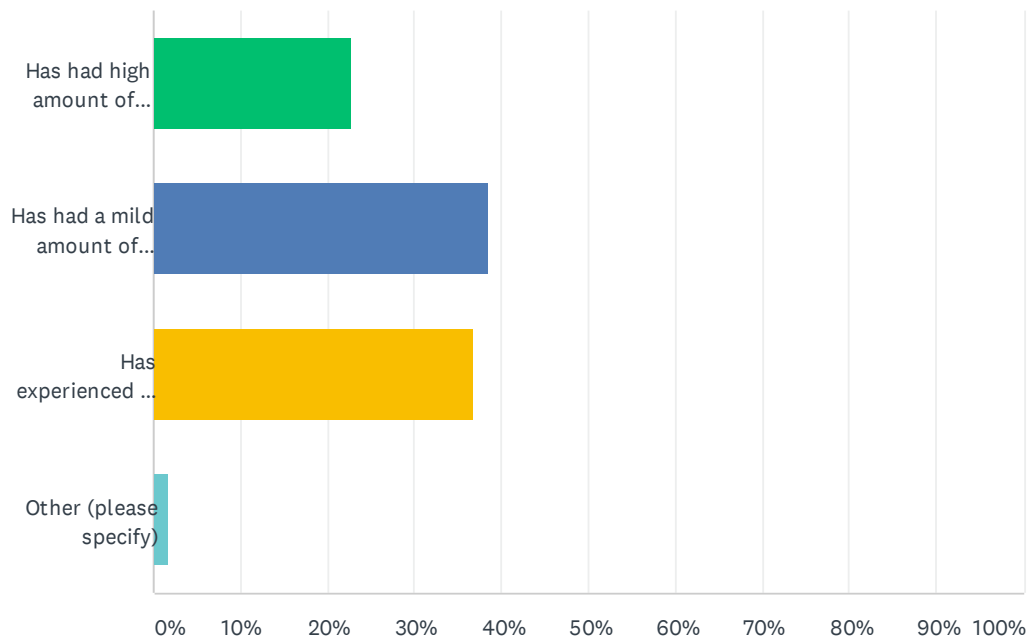
Answered: 60 Skipped: 74



ANSWER CHOICES	RESPONSES	
Found it easier to learn with the virtual-Online classwork	1.67%	1
Had trouble and found it harder to learn with the virtual-online classwork	38.33%	23
No difference in how they learned between the virtual-online or in-person classwork	15.00%	9
Does better with in-person classwork	45.00%	27
TOTAL		60

## Q64 Explain the social or emotional experience of your child during the switch to all virtual-online classwork:

Answered: 57 Skipped: 77

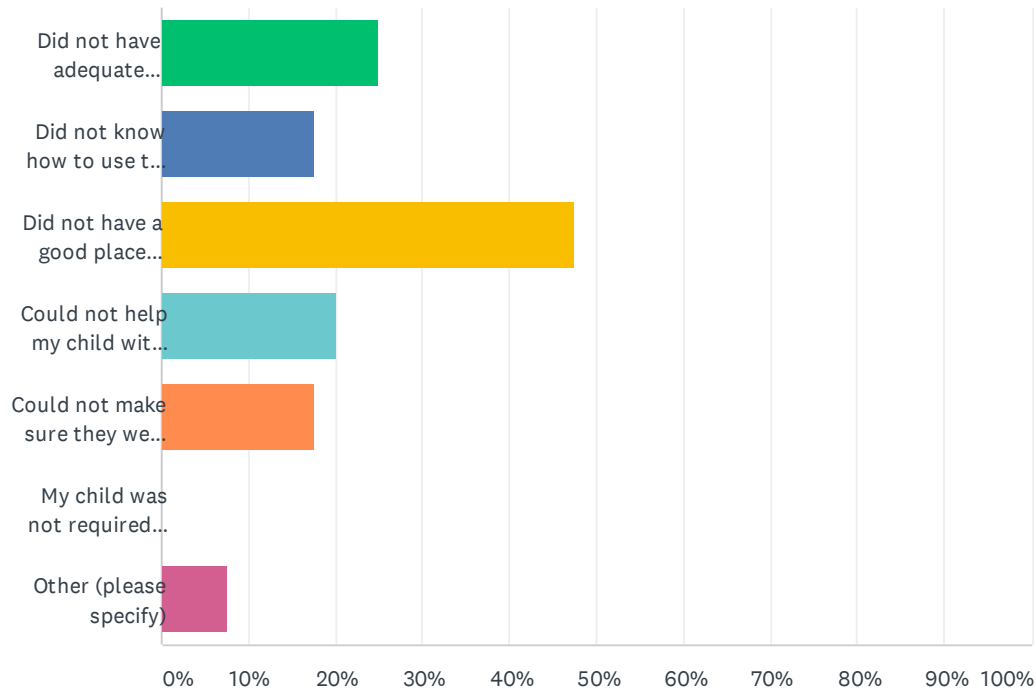


ANSWER CHOICES	RESPONSES	
Has had high amount of social or emotional distress and isolation	22.81%	13
Has had a mild amount of social or emotional upset and a little isolation-missing their friends	38.60%	22
Has experienced no social or emotional upset and is less anxious about school while attending virtually	36.84%	21
Other (please specify)	1.75%	1
<b>TOTAL</b>		<b>57</b>



## Q65 As a parent, what was hard about the virtual-online schooling?

Answered: 40 Skipped: 94



ANSWER CHOICES	RESPONSES	
Did not have adequate internet access	25.00%	10
Did not know how to use the computer and the programs to help my child	17.50%	7
Did not have a good place within the house to have the children do online school without interruption	47.50%	19
Could not help my child with their schoolwork questions and homework	20.00%	8
Could not make sure they were online because I had to work online from home too	17.50%	7
My child was not required to participate online	0.00%	0
Other (please specify)	7.50%	3
Total Respondents: 40		

Q66 If you woke up tomorrow and your biggest problem was solved- what would be different?

Answered: 73   Skipped: 61

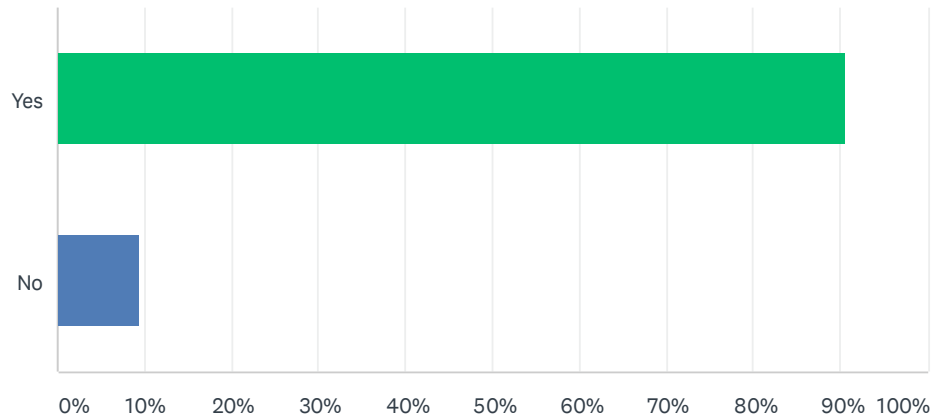
## Q67 Are you willing to answer additional questions we may have? Please include your contact information if you are willing to participate.

Answered: 61 Skipped: 73

ANSWER CHOICES	RESPONSES	
Name	95.08%	58
Company	0.00%	0
Address	86.89%	53
Address 2	3.28%	2
City/Town	90.16%	55
State/Province	88.52%	54
ZIP/Postal Code	88.52%	54
Country	0.00%	0
Email Address	55.74%	34
Phone Number	88.52%	54

## Q68 May we text you at the phone number listed above?

Answered: 53 Skipped: 81



ANSWER CHOICES	RESPONSES	
Yes	90.57%	48
No	9.43%	5
TOTAL		53