

# **Input Phase Report**

*Jefferson 4community Collaboration*

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# Jefferson County 4Community Project

## Focus Group Summaries

Six focus groups were conducted to gather more in-depth information on volunteerism and issues dealing with youth, childhood, homelessness, domestic violence, and elder care. They consisted of participants from the following groups: social safety net providers, volunteers, principals, employers, at-risk students from high school and middle school, and senior volunteers from the RSVP program. The following summaries highlight the findings in each group, and the full reports immediately follow.

The Seniors RSVP Focus Group identified the following issues:

- Home nursing services for middle income seniors.
- Transportation.
- Assistance with small chores.
- Basic companionship.
- Senior friendly businesses.
- Ongoing communication of available services.

The majority of the group believed that volunteers could play a vital role in addressing these issues and that various incentives might provide an additional inducement for recruiting volunteers.

In regard to the barriers to finishing school, the students in the at-risk focus group cited problems staying focused, avoiding drugs, and dealing with insecurities about violence, family behaviors and health. When we reviewed the most important considerations in being happy and successful in and out of school, they agreed on

- Having good friends (being accepted by individuals who were honest and trustworthy).
- Not being bullied (feeling safe and secure from intimidation).
- Having a place to go after school with activities and trusted adults you could talk to (developing a relationship with an adult who cares and worries about you).

The principals observed that low income students in Jefferson County are struggling against deteriorating family structures, transience, substandard housing conditions, and gaps in service. The effects of these conditions can be seen in low achievement levels and high drop out rates. The principals argued that effective interventions might include:

- Provision of more affordable housing.
- Additional mentoring through volunteer programs like Big Brothers / Big Sisters and Adopt-A-Mom.

- A stronger relationship with the business community.
- Child and after school care programs to address gaps in service after 5:00 p.m.
- Early education interventions to supplement Head Start along the lines of the Even Start model.
- The establishment of an alternative school.
- A one stop for social services that might be provided through the schools (For some families the schools are the main point of contact with the larger community, and it is where they expect to find information and help).

The Volunteers Focus Group endorsed the idea of a Volunteer Center to assist local agencies in recruiting, training, and managing volunteers. The center would act as a clearinghouse for community service opportunities and would be housed in an agency like the United Way. In addition to providing information to the public on opportunities, it would also offer assistance to local agencies in the following ways:

- Creating a handbook for new volunteers.
- Designing new volunteer orientations.
- Providing training for specialized activities such as a crisis call line.

The Social Safety Net providers identified single parent households, affordable housing, lack of higher wage job opportunities, and low educational attainment levels as primary barriers to self-sufficiency for distressed families. They clearly believed that volunteers could make important contributions both in assisting in the provision of basic services and in helping clients to learn basic life skills. These activities might include assistance in providing:

- Mentoring for children, young mothers, and families in distress.
- Meals.
- Visits to elderly.
- Transportation for the elderly.
- Respite services for caregivers.
- Adult daycare.
- Mentoring on life skills.

In summary, the Business Focus Group had questions about the necessity for every agency to fundraise with the United Way providing support for everyone. Some participants were unaware the United Way does not meet every organization's funding needs. They agreed that the business community needs ongoing information on how and why agencies are raising money. They are supportive of both a volunteer center and of a closer partnership with the schools. They would participate in a well planned Schools to Work program. They reinforced some of the points raised by the Volunteers Focus Groups:

- The community is fundamentally generous and committed to public service.
- To increase volunteerism there must be good information on opportunities and outreach to new groups through personal contacts.
- The volunteer center should be located at the United Way and compliment rather than duplicate existing volunteer recruitment and management efforts.

Focus Groups  
Jefferson County 4Community Project  
November 19, 2004

Retired Seniors Volunteers Programs (RSVP) Focus Group

Facilitated by Brian O'Neill, SDG  
January Jones, SDG

Present: Sarah Wolin, Girls Inc.  
Steering Committee Chair

Participants: Mary Alice Frazier  
RSVP

Joe Stilwell  
Americorps VISTA

Vickie L. Copeland  
RSVP Director

Gertrude Geraets  
RSVP

Dee Gauger  
RSVP

Annette Varis  
RSVP

Frank McNeese  
RSVP

The Seniors RSVP focus group was presented with three basic questions:

1. What are the services you need to continue living in your home and do you have access to them?
2. What opportunities do you have for socialization and recreation in the community?
3. What are the financial challenges seniors face in affording to live in Jefferson County?

In regard to the first question on the services seniors need to live in their homes, participants identified the following issues as problems in Jefferson County:

- Middle and lower income seniors who do not qualify for home nursing services.
- Transportation.
- Assistance with small chores which become increasingly difficult for seniors.

The group discussed the need for nurses and volunteers to do housework, cooking, and bathing and to attend to personal needs. One participant pointed out the financial bind that many seniors experience who have moderate means and who may also require home care services: "If people

are in rather moderate circumstances, there isn't a lot of help available. You have to be at the bottom level of income to get someone into your house. It is very much for the needy, but not for the moderate-income level seniors." The group had strong consensus regarding the gap in services for these seniors.

Other seniors may not require special services but would benefit from help with smaller chores. As one participant stated, "Sometimes if you are less in need there are little things like grocery shopping or taking out the garbage. For those less in need, you just need someone to stop by. Someone to drive you to the doctor and walk in with you." It is clear that there is also an increasing need for companionship as traveling becomes more difficult and friends of the same age become fewer. The group described an increasing sense of "isolation" among seniors and the following comments are representative:

The culture has changed so much in the last few years. When I was growing up in the rural area our neighbors helped you so much. Everyone old and young is an island now.

One problem that has always bothered me is the limited mobility. Not to be able to drive, or go places and do things. People are confined to their home because of age. Visitation to people to keep them in touch with what is going on is important.

The group also discussed the need for senior friendly businesses and supported the idea of a brochure detailing senior friendly business practices. Specific concerns included:

- Businesses that don't clean their sidewalks in the winter.
- Bending to see prices on grocery shelves.
- Large stores without benches to rest while shopping.

The group recognized that many seniors are simply unaware of existing services being provided by organizations such as Lifetime Resources, Meals on Wheels, and many of the local churches. An ongoing effort to keep seniors informed of opportunities is essential. Seniors must be continually reminded to take advantage of services like 211.

In regard to the second question on socialization and recreation opportunities, the group indicated that there are many activities available and cited:

- Senior citizens' prom in the spring.
- RSVP program.
- Activities provided in the Senior Community Center.

Challenges here are again clustered around transportation and communication. Part of the group believed that volunteers could play a key

role in addressing these challenges. As one participant stated, "Volunteers will be our biggest assets for providing some of these services." Some participants were skeptical about finding people willing to work with the elderly. The discussion then turned to the possible use of incentives such as recognitions, discounts, or privileges from various organizations.

In regard to the third question on financial challenges, participants cited prescription drugs as the "number one thing." They believed that new laws were making it more difficult to receive assistance for the middle class and saw a need for better information about state and federal programs. Shifts in property tax burden have also put seniors at risk, and this is especially challenging in Jefferson County, where affordable housing is in short supply. A major barrier in accessing assistance for the elderly is pride. Many older citizens simply do not want to ask for help and efforts must be made to provide assistance while maintaining the recipient's sense of dignity.

In summary, the Seniors RSVP Focus Group argued that the primary issues facing seniors in Jefferson County consisted of the following:

- Home nursing services for middle income seniors.
- Transportation.
- Assistance with small chores.
- Basic companionship.
- Senior friendly businesses.
- Ongoing communication of available services.

The majority of the group also believed that volunteers could play a vital role in addressing those needs and that incentives might provide an additional inducement to become involved.

Focus Groups  
Jefferson County 4Community Project  
November 19, 2004

At –Risk Youth Focus Group

November 18, 2004

Facilitated by Brian O’Neill, SDG  
January Jones, SDG

Present: Classroom Teacher

The At-Risk Youth Focus group was conducted in a classroom of the Madison Consolidated Schools Corporation. Eleven students participated and included girls, boys, and minorities. Ages ranged from 12 to 17. Three basic questions were posed to the group:

1. What are the toughest barriers to finishing school and getting a good job?
2. If you were in charge of providing recreational opportunities for youth after school, what facilities or activities would you create?
3. What services or activities would help you to be happier and more successful in and out of school?

In regard to barriers to finishing school, the group cited problems with staying focused, avoiding drugs, and dealing with insecurities about violence, family behaviors and health. The group admitted that they had trouble with “getting distracted” both by “noise in the parking lot,” and “thinking about what you are doing after school.” There was strong consensus that drugs are a serious problem, and they were aware of peer pressure as a major contributing factor. Drugs were an easy means of “being cool” and “escaping problems.” Family relationships figured prominently in those problems. The group believed that it was difficult to overcome parents that smoked, drank, or used drugs. Some participants worried about family members getting ill. A few also cited experience with bullies, intimidation, and violence and were anxious about it.

In regard to the second question on creating recreational opportunities, the responses ranged from specific types of games to a very mature suggestion on types of activities and supervision. Individuals mentioned field trips, a 4 wheeler race track, an indoor swimming pool, a giant putt-putt course, and a football field. Some of these of comments were clearly meant to reinforce their identity to the class: for instance, two of the participants repeatedly mentioned football and racing throughout the session. On the other hand, one young man proposed having “a gym where activities would be

competitive and non competitive, with supervision and fun things; and a place where you learn how to deal with the stuff going on in your life.”

In regard to the third question on activities that might make you happier or more successful, the idea of going to a place after school for both recreation and a chance to talk about your problems was reiterated. The students were a little more comfortable at this point and a few who had been silent expressed some of their own anxieties. A girl mentioned that “moving is hard; it’s hard to find new friends.” The group as whole agreed. When asked how many felt they had good friends to help them out, eight of eleven responded positively. Six of eleven admitted that if they were having problems at home, they “would like someone to talk to about it.” Trusted adults whom they could talk to would “worry because they cared and helped you study.” They would help to “keep you out of trouble” as would friendships and “doing what’s right.” When asked what they valued in a friend, they responded:

- “Keeping secrets”
- “Have fun”
- “Riding bikes”
- “Skateboarding”
- “Playing games”
- “Honesty”
- “Sense of humor, enthusiasm, honesty, a little bit crazy-know their limits but willing to take risks”

Shared activities and the concepts of trust and honesty recurred throughout the session as important to achieving success and feeling good about oneself and one’s friends. It is interesting to note that in the context of this question, no one mentioned competitive sports.

In response to the question, have you ever volunteered, students mentioned “playing basketball” and “football with the church” and “trying to give CPR.” The notion of community service was not connected with the word and suggests that the concept has never been meaningfully presented to them and that they have never had the opportunity to engage in real volunteerism.

The majority of these students felt comfortable enough in this classroom to speak honestly and without pretense. They were generous in their open responses to guests. When we reviewed the most important considerations in being happy and successful in and out of school, they agreed on

- Having good friends (being accepted by individuals who were honest and trustworthy).
- Not being bullied (feeling safe and secure from intimidation).
- Having a place to go after school with activities and trusted adults you could talk to (developing a relationship with an adult who cares and worries about you).



students experiencing these difficulties like school because it is a safe, predictable environment.

In regard to the second question on services that might assist at-risk students, they stressed three key areas: affordable housing, daycare / after school care, and the creation of an Alternative School.

The housing issue is acute. Low income children and youth are living in substandard conditions. They did not discuss any specific programs to meet this need, but clearly communicated the urgency of the problem. They indicated that the Boys and Girls Club, Girls Inc, and the Salvation Army have "come as close as they can to meeting the needs for after school care, with the exception of being open twenty four hours for third shifters." Care at these agencies stops at five. Many students then return to home environments which are substandard physically and lack engaged supervision.

The impacts of these conditions are evident in achievement scores and drop out rates. 35 percent of freshmen are reading two or three levels below their grade. "Many of those kids are discouraged and at 16 they are ready to leave. They don't see any sign of success possible. They go for the 7 dollar an hour job and they are short circuiting themselves." 50 students have already dropped out of the high school this year.

In regard to addressing the impacts of poverty, inadequate housing, and deteriorating family structures, the community has a very active Head Start program, but Head Start stops and something must fill in the gap. Mr. Dhonau stated, "School is good for the kids who have a foundation, but what about the other kids. They feel like the enemy at regular school. The school's expectations don't match their life script. Middle class rules don't match up with poverty lifestyles." Students in poverty begin their educations developmentally behind the middle class in school readiness and rarely bridge the gap.

Both principals argued strongly for establishing an Alternative School. Mr. Dhonau stated that, "The alternative school is needed and makes good sense for us. I conducted over 50 exit interviews since this fall. Two main reasons they say they are leaving is that they are going to home school or they are going to get their GED. Maybe one out of twenty will do that. Some of these kids are raising themselves -making all the decisions about their life. Some will come back, but many won't. A lot of those kids could do an Alternative Education program. You could even start in the 7<sup>th</sup> grade for some of these kids. They are not going to be successful in a regular school environment."

Both principals believed that the relationship with the business community could be better. WorkKeys assessments are being conducted and relationships have been established with MIDCORE and Grote, but the community needs more employers.

They noted that the volunteer programs are effective and that more opportunities should be developed like the Adopt-A-Mom program while existing programs could be enlarged. "We currently have Big Brothers and Big Sisters, and would like to see it expanded. They come at least weekly to the school. There may be a hesitancy to be in the actual homes. It is also giving those volunteers a greater understanding of what is going on in the community. People walk with blinders and don't understand."

In summary, the principals observed that low income students in Jefferson County are struggling against deteriorating family structures, transience, substandard housing conditions, and gaps in service. The effects of these conditions can be seen in low achievement levels and high drop out rates. The principals argued that effective interventions might include:

- Provision of more affordable housing.
- Additional mentoring through volunteer programs like Big Brothers / Big Sisters and Adopt-A-Mom.
- A stronger relationship with the business community.
- Child and after school care programs to address gaps in service after 5:00 PM.
- Early education interventions to supplement Head Start along the lines of the Even Start model.
- The establishment of an alternative school.
- A one stop for social services that might be provided through the schools (For some families, the schools are the main point of contact with the larger community, and it is where they expect to find information and help).

Focus Groups  
Jefferson County 4Community Project  
November 18<sup>th</sup>, 2004

### Volunteers Focus Group Report

Facilitated by Brian O'Neill, SDG  
January Jones, SDG

Participants: Dottie Burress  
Darleen Connally  
Bob Pimlott  
Nancy Gruner

Present: Sarah Wolin, Girls Inc.  
Steering Committee Chair

The volunteers focus group was presented with three basic questions:

1. What support services are important to make volunteer time most effective?
2. How easy or difficult is it for individuals to find information on opportunities for volunteering?
3. How could volunteers be more effectively informed and recruited?

In regard to the first question, "What support services are important to make volunteer time most effective?" the group pointed out that volunteers are often frustrated by their lack of knowledge about how the organizations for which they are volunteering operate and the scope of their missions. One participant put it this way, "We get frustrated volunteers who want to know about more of the organizations... You want to feel like you are contributing and that you belong and that you understand the program, feel like you are part of it, and can tell it to others." Another participant observed that, "I had no idea what I was getting into." A third stated, "Sometimes it takes a year to figure out what the organization is doing, letting people know what is expected and why." A fourth argued, "Once you get them in, then they get hooked. Build commitment and push them into the next step."

There was strong consensus that a sense of belonging and ownership was important to establish from the beginning of a volunteer's involvement. The group agreed that three initiatives would address this need:

- A *handbook* for introducing volunteers to an organization.
- A formal *orientation* to review volunteer activities and answer questions.
- *Training* for the activities where special instruction would be necessary such as assisting disabled clients or answering a help or crisis line.

The handbook should be easy to read and basic – two or three pages; it should explain:

- The purpose of organization, clients, funding, and objectives.
- The different roles volunteers could play and the skills needed.
- Very basic information such as “How do you do this, where is the bathroom?”

It should not be intimidating; as one participant commented, “You don’t want to scare them away.”

In regard to the second question, “How easy or difficult is it for individuals to find information on opportunities for volunteering?” the group believed that it was not difficult to find opportunities if you were looking for them. The local paper lists opportunities both in print and on its website; local churches provide information; and a Community Welcome Day has become an excellent vehicle for agencies to explain their missions and opportunities for volunteerism.

Participants also noted that Madison has moved away from being a “closed community” and that newcomers are included much more easily. Nevertheless, a program like the Welcome Wagon would be useful both in making the community more welcoming and in providing newcomers with information on how to become involved as volunteers. Working with human resource directors at local businesses might also be effective if they were to include volunteer opportunities in orientations for new employees.

In regard to the third question, “How could volunteers be more effectively informed and recruited?”, the group supported the idea of a volunteer center operating within an existing agency like the United Way. It would act as a volunteer “clearinghouse” providing general information on opportunities and assisting agencies in volunteer management, handbook development, and specialized training resources. The center would build on existing resources and not “start over” or “compete.” One participant commented, “I like the idea of the clearinghouse. There are a lot of unemployed or underemployed spouses who may be available. So you don’t have to wait to know someone to ask. People join churches as an easy entrée into the community. It is the same with a clearinghouse.”

The group strongly agreed that “flexibility” and “inclusion” are important principles in managing and recruiting volunteers. Tasks should be allocated within a time frame that can accommodate a range of schedules. Since personal contact is the most effective recruitment tool, contact activities should extend beyond the circle of personal acquaintances to include individuals who are new or uninvolved.

In summary, the Volunteers Focus Group endorsed the idea of a Volunteer Center to assist local agencies in recruiting, training, and managing volunteers. The center would act as a clearinghouse for community service

opportunities and would be housed in an agency like the United Way. In addition to providing information to the public on opportunities, it would also offer assistance to local agencies in creating a handbook for new volunteers, designing new volunteer orientations, and providing training for specialized activities such as a crisis call line.

Focus Groups  
Jefferson County 4Community Project  
November 18, 2004

Social Safety Net Focus Group

Facilitated by Brian O'Neill, SDG  
January Jones, SDG

Participants: Karl Eaglin  
Trustee's Office

Present: Amy Johnson, Intern  
4 Community Collaboration

Robert A. Little  
Trustee's Office

Sally Beckley  
Lifetime Resources

Don Thompson  
Madison Township  
Assessor

Connie Chandler  
Turning Point

The Social Safety Net Focus Group was presented with three basic questions:

1. What groups do you primarily serve: elderly, two parent households, one parent households, single adults?
2. What do you see as the primary barriers in the community to becoming self-sufficient?
3. How could the community best utilize volunteers to address poverty issues among children or the elderly?

In regard to the first question on the primary groups served, Turning Point intervenes in situations involving domestic violence. It serves families with children, couples of 20-40 years of age. Some of the primary issues which must be overcome in finding shelter for abused women and their children involve affordable housing, food, and utilities. 95% of the clients are women and one of their primary needs is securing help with obtaining initial deposits or rent. Very few agencies help with the deposit.

The Trustees provide emergency assistance for utilities and rent. Recently they have served a number of single mothers - many applicants with children who are not married. This month the Scalo House, an addiction treatment organization, has sent people to the trustees to help them afford rooms at the house. Their clients are men between 25 and 30 years of age, whose families have given up on them. Ohio Valley Opportunities provides a heating assistance program, mostly federal funding, and helps with expenses outside the trustee's scope. The elderly are the smallest population served by the

trustees. Most of them are too proud to accept the help. Some request aid with medication costs. The elderly generally request small amounts of money (\$25) for food because many do not qualify for food stamps. The social security recipients need a little boost to fill their cabinets up. They just don't want to go with food stamps

Lifetime Resources serves the elderly and disabled primarily and the entire community for public transportation and the 211 service.

In regard to the second question on barriers to self-sufficiency, the group identified single parent households, affordable housing, the lack of living wage jobs, and low educational attainment levels as a primary impediments.

Jefferson County clearly doesn't have enough affordable housing for the elderly. Presidential Estates and Windridge Apartments are intended to provide low cost housing for families, but now seniors are there because there is nowhere else to go. Residents pay 30% of income for rent if they qualify. Applicants cannot qualify with poor credit. People on fixed incomes need help as well as the working poor. Often, 50 percent of wages go to maintaining housing costs - rent and utilities. To qualify for section 8, you cannot have utility debt or housing debt. There are no shelters, so the homeless are often left on the street or are housed by relatives or friends with very little resources themselves. Eventually, these households and extended families only become further impoverished.

Although there are opportunities for education, without employment opportunities, less educated residents are not motivated to enroll. Students who proceed to postsecondary degrees cannot return to the community because there are no higher wage jobs.

In terms of health care, there are no free clinics. The hospital has some indigent care. Rising Sun has a clinic but access requires transportation.

In regard to the third question on how volunteer services could be utilized, the group believed that preventative services would be a priority in order to break the cycle of poverty. With domestic violence, just removing families from the situation is not enough. Support is needed for families to overcome the trauma of violence and abuse. Volunteers could be used to mentor children, young mothers, and families in distress. Volunteers could make meals, provide visits to elderly, ride along with older people and go to grocery store; the hot meals program at the Salvation Army was discontinued because there were not enough volunteers.

Volunteers could provide respite for families providing care for elderly individuals. An economic barrier for some families is that the responsibility of caring for an elderly person prevents them from accepting a job. Adult daycare is needed for the elderly and disabled.

Volunteers could provide personal mentoring on life skills such as understanding unit prices at the supermarket, check book balancing, meal preparation, understanding affordable and healthy foods.

Although services such as the Family Help Line and the 211 Service provide information on available services, a greater effort must be organized around keeping the information updated. The United Way and Community Foundation might provide some assistance and leadership in this effort.

To summarize, the Social Safety Net providers identified single parent households, affordable housing, lack of higher wage job opportunities, and low educational attainment levels as primary barriers to self-sufficiency for distressed families. They clearly believed that volunteers could make important contributions both in assisting in the provision of basic services and in helping clients to learn basic life skills. These activities might include assistance in providing:

- Mentoring for children, young mothers, and families in distress
- Meals
- Visits to elderly
- Transportation for the elderly
- Respite services for caregivers
- Adult daycare
- Mentoring on life skills

Focus Groups  
Jefferson County 4Community Project  
November 19, 2004

#### Business Leaders Focus Group

Facilitated by Brian O'Neill, SDG  
January Jones, SDG

Present: Sarah Wolin, Girls Inc.  
Steering Committee Chair

Participants: Julie Wattenbarger  
Manpower  
Tim Breeding  
Teton Corp.  
Bill Potter  
WORX Radio  
Curt Jacobs  
Madison Courier  
David Sutherland  
Madison Precision  
Jeff Garrett  
Chamber of Commerce

The Business focus group was presented with three basic questions:

- To what extent is the business community a full partner in addressing human service needs such as elder care, domestic violence, or youth services?
- What can social service providers do to strengthen this partnership?
- How could the business community assist in the creation of a volunteer center?

In regard to the first question on the business community's role in addressing human service needs, the group cited their financial commitments to the United Way and participation in the Day of Caring. Some participants observed that it is often the same core of people who become involved in volunteering, but other participants noted that the community is "fairly well involved" and that it has more volunteerism than most communities. They cited as examples Big Brothers / Big Sisters, Coats for Kids, and groups "pitching in" to help families through disasters.

In regard to the second question on social services strengthening the partnership with business, participants had questions on the necessity for so many organizations to be continually fundraising. As one participant stated, "There is confusion in the business community when the United Way solicits and then Girls Inc. or Red Cross also does. They think these organizations are double dipping when they elicit donations." Participants who were more aware of the present funding environment pointed out that only a small percent of organization budgets comes from United Way; the other money

must be raised by the organization. Some participants also suggested that agencies “look hard at consolidation and not duplication.” The facilitator explained the present project will create a collaboration among agencies in order to more efficiently and effectively address a human service need. Participants agreed that the social service agencies need to keep the business community informed of the diversity of funding needs on an ongoing basis and of the fact that they are not fully funded by the United Way.

Participants also commented on the problems of underemployment and poverty. One participant stated, “If children are growing up in poverty, then they are likely to continue in poverty. Maybe the business community needs to look at it from an employment perspective and what kinds of jobs and businesses are here.”

Participants were asked about their opinions on School to Work programs. One participant stated that they had received federal money to initiate a program and blamed its failure on participating agencies competing for the funding. Another participant stated that, “Schools pay the most attention to the college track. They cited job shadowing and the Reality Store as programs the business community supported, and in spite of some criticisms were willing to participate further if another compelling program were created.

In response to the third question on a volunteer center, a participant commented, “I think you’ll find the business community will support anything that is put together well.” A second followed up with, “It needs to be in the United Way.” A third stated, “One of the things that I have found is that people don’t know what to get involved in. A lot of it works by word of mouth, putting the touch on people you know. It would give an easy entry to people who are not in the mix.” This echoes many of the points made in the Volunteers Focus Group in stressing the importance of personal contact and the necessity to move beyond the your established circle of acquaintances to bring in new people. Both groups supported the notion of a center to promote that type of activity located in the United Way.

In summary, the Business Focus Group indicated that the business community needs ongoing information on how and why agencies are raising money. They are supportive of both a volunteer center and of a closer partnership with the schools, and would participate in a well planned Schools to Work program. They reinforced some of the points raised by the Volunteers Focus Groups:

- The community is fundamentally generous and committed to public service.
- To increase volunteerism there must be good information on opportunities and outreach to new groups through personal contacts.

- The volunteer center should be located at the United Way and compliment rather than duplicate existing volunteer recruitment and management efforts.

# Key Informant Interviews Report and Table

All of these interviews, with the exception of Ann Grahn, were conducted by Amy Johnson, a senior at Hanover College serving as an intern for the 4Community Collaboration. Ms. Grahn was interviewed by Brian O'Neill from Strategic Development Group, Inc. A total of sixteen informants were interviewed.

The following report consists of a brief executive summary, a table organizing comments by subject area, and the individual interviews. The executive summary briefly discusses the primary areas of focus and details some of the prevalent opinions of key informants regarding both major issues and proposed solutions. The table organizes comments by specific subject and informant. This organization allows the committee to conveniently review and assess individual opinions within a specific subject.

The key informants were asked to indicate what areas in the public survey they believed were most crucial for the community to address. The issues on which they focused included:

- Addictions
- Beautification
- Childcare / Youth
- Communication
- Diversity
- Domestic Violence
- Education
- Elderly
- Funding
- Healthcare
- Housing
- Management
- Parenting
- Underemployment
- Volunteerism

Eleven informants cited childcare and youth services as areas with major needs in the community, by far the most comments dedicated to any subject area. In addition, a constellation of other issues had direct impacts in reference to youth and children including education, parenting, housing, and domestic violence.

A common theme in the interviews is the continuing deterioration of family structure as a result of both poverty and the lack of affordable housing, childcare, and after school care. The results are domestic violence, addiction, low student achievement, and a lack of self-confidence in children and youth which Russell Nichols, President of Hanover College, describes as interrelated problems. The vast majority of key informants argue for interventions in these areas, although they acknowledge the challenges in providing adequate funding.

Some representative comments follow:

**Childcare / Youth** - There is a need for low-cost, high-quality childcare. There is a lack of federal funding for these services. It is hard for parents to work if there is no place for the kids to be taken care of.

*Dan Baughman, Arvin Sango*

**Childcare / Youth** - Recreation for young people - There are many things young people can do, like playing sports at the Parks department, but these need to be made more affordable for the children who will benefit the most from activities like these. The lower-spectrum children are left out because parents cannot afford to put them into clubs and sports.

*Margaret Seifert, Hanover Town Council*

**Domestic Violence** – His son is on the police force and sees a lot of what goes on behind closed doors. This is a big problem in the community.

*Dave Adams, active community leader/volunteer*

**Domestic Violence** Based on ER stats she sees this is a problem. In addition, child abuse and neglect is a big problem, and since Indiana has such conservative laws on intervention, not much is done for the children. If a case of possible neglect or abuse is reported, social workers must find a condition that is “life-threatening” before anything can be done. She believes this is a problem.

*Carol Turpin, Head of Nursing and Emergency Services at KDHHS*

**Education** - Educational level - below national average. Don believes the elementary and secondary education in the area is strong, but the attitudes of the students and the lack of good parenting and encouragement causes lower achievement levels. The students need more structure in the home and more encouragement to succeed. There is a big need for help with reading, math, and writing. Perhaps more mentors and tutors for children could help promote knowledge in these fields.

*Don Heiderman, Ivy Tech*

**Housing** - Affordable Housing - Units are available, but people cannot afford them. Much of the ‘affordable’ housing is lacking in quality in various ways, and is an unhealthy environment for children to be raised in. The need is huge for safe-affordable-quality housing.

*Deb Myers, Ohio Valley Opportunities*

**Parenting** - Overall family dynamic – Dr. Nichols sees the dynamic as being a little ‘off’ in the community, which causes many problems. Poverty, lack of self-confidence in children, addiction problems, spousal abuse, divorce...all are interrelated and are big problems the community faces due to family dynamic issues.

*Russell Nichols, President of Hanover College*

## Interview Notes, by subject

### ADDICTIONS

<b>Addictions</b> - Julie believes there is a lack of programs to deal with addictions. There are a lot of arrests being made as a result of meth labs. She believes it should start with better programs within the criminal justice system to help turn these people around, and it could also start with preventative measures by working with children to keep them from going down that path.	Julie Berry, Member of Board of Commissioners
<b>Addictions</b> - He does not think addictions or domestic violence are a bigger problem here than any other county, and he does not consider homelessness a big issue for the county.	Jim Lee, President of City Council
<b>Addictions</b> - Substance Abuse – There is a need for an in-patient long-term drug and alcohol rehabilitation center.	Fred Hoying, Judge
<b>Addictions</b> - Joe says this is a problem that is kept quiet.	Joe Craig, President of City Council

### BEAUTIFICATION

<b>Beautification</b> – Need to create more aesthetically pleasing places. Madison is doing a good job, but the surrounding areas in the county look horrible, run-down and dirty. There needs to be more of a focus on the county rather than just Madison. The county and the town need to work in more conjunction.	Russell Nichols, President of Hanover College
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### CHILDCARE / YOUTH

<b>Childcare / Youth</b> - There is a need for low-cost, high-quality Childcare. There is a lack of funding for these services- federal funding. It is hard for parents to work if there is no place for the kids to be taken care of.	Dan Baughman, Arvin Sango
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<p><b>Childcare / Youth</b> - Activities for latch-key kids – More activities will require more funding. There are good services available, but they need to be expanded to serve more of the community. By keeping these kids more active, it will prevent many other problems. Government funding for these programs have decreased, so many of the lower income kids get left out, causing them to choose other activities to fill their time.</p>	<p>Dan Baughman, Arvin Sango</p>
<p><b>Childcare / Youth</b> - Affordable and dependable daycare and after-school care.</p>	<p>Fred Hoying, Judge</p>
<p><b>Childcare / Youth</b> - Affordable and dependable. Many places have closed due to lack of funding. When the public schools close for the day or close early, many parents have to take off work because there is no place for the kids to go, which causes problems for employers who count points against workers for this.</p>	<p>Margaret Seifert, Hanover Town Council</p>
<p><b>Childcare / Youth</b> - Affordable daycare and after-school care is lacking.</p>	<p>Joe Craig, President of City Council</p>
<p><b>Childcare / Youth</b> - Daycare and After-school care for youth - There is not enough demand to sustain a large facility, which is why in his opinion no one has created a place.</p>	<p>Jim Lee, President of City Council</p>
<p><b>Childcare / Youth</b> - Matt sees an unfulfilled need for working parents in the area. This includes daycare and after-school care, and it is a big problem with the number of single-parent families in the community.</p>	<p>Matt Forrester, River Valley Financial Bank</p>
<p><b>Childcare / Youth</b> - Need affordable and dependable childcare.</p>	<p>Dave Adams, active community leader/volunteer</p>
<p><b>Childcare/Youth</b> -Recreation for young people- There are many things young people can do, like playing sports at the Parks department, but these need to be made more affordable for the children who will benefit the most from activities like these. The lower spectrum children are left out because parents cannot afford to put them into clubs and sports.</p>	<p>Margaret Seifert, Hanover Town Council</p>

<p><b>Childcare / Youth</b> - Youth problems - He believes there needs to be more people working as mentors for youth, acting in a more preventative way, rather than waiting to treat problems that are created from a lack of structure at a young age.</p>	<p>Russell Nichols, President of Hanover College</p>
<p><b>Childcare / Youth</b> - and After-school care - Deb sees the need for more affordable childcare. There is good childcare available, but it is not affordable for many families, especially single-parent homes.</p>	<p>Deb Myers, Ohio Valley Opportunities</p>
<p><b>Childcare / Youth</b> - Many parents cannot work because they do not have good and affordable childcare available.</p>	<p>Jane Jacobs, Board Member of Youth Shelter, community volunteer</p>
<p><b>Childcare / Youth</b> - There is a lack of good and affordable childcare in the days and evenings.</p>	<p>Don Heiderman, Ivy Tech</p>

## COMMUNICATION

<p><b>Communication</b> about services – The lines of communication to those in need and to other service agencies need to be opened. Agencies need to be proactive in getting information out into the community, not only to those in need, but also to other agencies for future collaboration.</p>	<p>Margaret Seifert, Hanover Town Council</p>
<p><b>Communication</b> – Ms. Grahn observed that there may not be serious capacity issues among social service agencies in the community. She referred to findings from previous planning efforts and to a strategic plan she facilitated for the public library. She stated that the primary problem may be communication and that services must be more aggressively marketed. She suggested that we cross reference our survey to determine if respondents who indicated a need for services were in fact utilizing them.</p>	<p>Ann Grahn, Community Volunteer and Board Member</p>

## DIVERSITY

<p><b>Diversity</b> - Acceptance of diversity - There needs to be programs that promote open-mindedness of others with different cultural or social backgrounds.</p>	<p>Julie Berry, Member of Board of Commissioners</p>
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## DOMESTIC VIOLENCE

<p><b>Domestic Violence</b> - Domestic Abuse - Big problem in the community. Perhaps a women's shelter or the hospital needs to step in and help out with these women, because the nearest shelter is in Columbus and is too far away. We need something in the community to help these women right away.</p>	<p>Matt Forrester, River Valley Financial Bank</p>
<p><b>Domestic Violence</b> - Don sees this as a definite issue throughout the community.</p>	<p>Don Heiderman, Ivy Tech</p>
<p><b>Domestic Violence</b> – His son is on the police force and sees a lot of what goes on behind closed doors. This is a big problem in the community.</p>	<p>Dave Adams, active community leader/volunteer</p>
<p><b>Domestic Violence</b> – Judge Todd says this is a problem, but he does not think we need a shelter because it is sometimes good to separate the women from the community by going to Columbus.</p>	<p>Ted Todd, Judge</p>
<p><b>Domestic Violence</b> - Women's Shelter – Dan says there are places available for housing a shelter, but not enough funding to keep one running, due to cost of paying workers and maintaining general activities. Nearest shelter is in Columbus, but Madison needs one.</p>	<p>Dan Baughman, Arvin Sang</p>
<p><b>Domestic Violence</b> - Women's Shelter – Deb sees a need for one in town.</p>	<p>Deb Myers, Ohio Valley Opportunities</p>
<p><b>Domestic Violence</b> - Women's Shelter - Need one in town.</p>	<p>Margaret Seifert, Hanover Town Council</p>

<p><b>Domestic Violence</b> -Based on ER stats she sees is a problem. In addition, child abuse and neglect is a big problem, and since Indiana has such conservative laws on intervention, not much is done for the children. If a case of possible neglect or abuse is reported, social workers must find a condition that is “life-threatening” before anything can be done. She believes this is a problem.</p>	<p>Carol Turpin, Head of Nursing and Emergency Services at KDHHS</p>
<p><b>Domestic Violence</b>- Jane’s office is next to a local tavern, so she sees many quarrels, which are often spurred on by alcohol consumption. She has spoken with police officers who say it is amazing what goes on behind closed doors that no one knows about. There are many cases of this throughout the area.</p>	<p>Jane Jacobs, Board Member of Youth Shelter, community volunteer</p>

## EDUCATION

<p><b>Education</b> - Adult education- When adults do not have the skills like literacy and math skills, they cannot help their children after school. This leads to lack of motivation and support from home, which causes many more problems down the road.</p>	<p>Ted Todd, Judge</p>
<p><b>Education</b> - Barriers to job entry; lack of job skills.</p>	<p>Joe Craig, President of City Council</p>
<p><b>Education</b> - Job-training- Jefferson County workforce is not well educated. Don believes the workforce is lagging behind the technological growth that has occurred, which causes many problems. Better training and better jobs would promote economic growth.</p>	<p>Don Heiderman, Ivy Tech</p>
<p><b>Education</b> - Life skill development - Low-income families need to learn more about budgeting, food preparation, and parenting in general. Better, more educated, more capable adults make better parents, which flows into all areas on the survey.</p>	<p>Deb Myers, Ohio Valley Opportunities</p>

<p><b>Education</b> - There are many gaps in this area. The school systems for youth are strong, but parents are not acting as proper support systems at home. Parents need to be taught basic skills, so they feel more comfortable to help and encourage their child after school.</p>	<p>Margaret Seifert, Hanover Town Council</p>
<p><b>Education</b> - Workforce education- He sees the lack of education has slowed economic development in the community.</p>	<p>Joe Craig, President of City Council</p>
<p><b>Education</b> - Educational level - Below national average. Don believes the elementary and secondary education in the area is strong, but the attitudes of the students and the lack of good parenting and encouragement causes lower achievement levels. The students need more structure in the home and more encouragement to succeed. There is a big need for help with reading, math, and writing. Perhaps more mentors and tutors for children could help promote knowledge in these fields.</p>	<p>Don Heiderman, Ivy Tech</p>
<p><b>Education</b> - Educational screening - Kids are being graduated to the next grade level even if they probably should not, because schools do not know what to do with them otherwise. By the time children reach high school, they are so far behind and keep failing they have no motivation to finish. When you don't learn the basics, you are behind forever. There needs to be proper screening of children, because many kids are very capable of learning, they just are left behind</p>	<p>Ted Todd, Judge</p>

## ELDERLY

<p><b>Elderly</b> - He noted that 17.3% of the population in the county is 65 years or older, which is a greater percentage than other areas around the region. Jim thinks there are good senior citizen programs and good hospital care for these people, but the county would do well to keep these people in mind when creating new programs.</p>	<p>Jim Lee, President of City Council</p>
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<p><b>Elderly</b> – Since the percentage of elderly in Jefferson County is high, we need to look at how they will help the elderly as population continues to age</p>	<p>Joe Craig, President of City Council</p>
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## FUNDING

<p><b>Funding</b> – Basically everything Bob said related back to funding, and much of it would be on the state and federal level. He thinks schools need more funding, healthcare needs to be more funded, mental healthcare needs more funding, etc. He does not see specific needs in Jefferson County that differ much from the country overall, since the country is, in his words, acting upon the premise of “no millionaire left behind.”</p>	<p>Bob Seigman, Quinco</p>
<p><b>Funding</b> – Huge problem in all areas. The community cares, and there are many willing participants and volunteers throughout the county, but without funding programs cannot run and nothing can really be done.</p>	<p>Margaret Seifert, Hanover Town Council</p>
<p><b>Funding</b> – There is not a lack of desire throughout the community to help solve problems, but without funding not much can be done.</p>	<p>Dave Adams, active community leader/volunteer</p>

## HEALTHCARE

<p><b>Healthcare</b> - Many people are without health insurance, and they need to be covered.</p>	<p>Julie Berry, Member of Board of Commissioners</p>
<p><b>Healthcare</b> – An obvious problem throughout the country.</p>	<p>Matt Forrester, River Valley Financial Bank</p>
<p><b>Healthcare</b> - Counseling services - Family counseling and mental health counseling are available, but follow-up services need to be focused on as well.</p>	<p>Margaret Seifert, Hanover Town Council</p>

<b>Healthcare</b> - Geriatric psychiatry is a growing concern, and there is no geriatric psychiatrist in town.	Carol Turpin, Head of Nursing and Emergency Services at KDHHS
<b>Healthcare</b> - Mental Health – There is a need for locally controlled mental health services.	Fred Hoying, Judge
<b>Healthcare</b> - Mental Healthcare – Indigent, mentally handicapped or ill people have a very difficult time finding proper care and support. There is no place for them to go, and many people do not want to deal with them. Psychiatrists are in competition with one another, so they don't want to take patients who cannot pay.	Carol Turpin, Head of Nursing and Emergency Services at KDHHS
<b>Healthcare</b> - Mental Healthcare- There is a lack of services in general. Mental health issues, when untreated, lead to much of the homelessness, addictions, and violence seen in Jefferson County. This needs to be tackled head-on.	Jane Jacobs, Board Member of Youth Shelter, community volunteer
<b>Healthcare</b> - People don't have health insurance and they need affordable healthcare and prescriptions.	Jane Jacobs, Board Member of Youth Shelter, community volunteer
<b>Healthcare</b> - Small businesses cannot afford to pay insurance, employees cannot afford to pay their half. It is hard to get into the doctor sometimes because they are not taking on new patients when they have adequate number of 'regulars'.	Joe Craig, President of City Council

## HOUSING

<b>Housing</b> - Affordable Housing - Units are available, but people cannot afford them. Much of the 'affordable' housing is lacking in quality in various ways, and is an unhealthy environment for children to be raised in. The need is huge for safe-affordable-quality housing.	Deb Myers, Ohio Valley Opportunities
<b>Housing</b> - Affordable housing- There is an extreme lack of affordable housing in the	Jane Jacobs, Board Member of Youth

community, and she hears it all the time. She sees people living in houses that are almost unlivable and paying high rent for such places. Habitat for Humanity is not enough. New places need to be created for low income families.	Shelter, community volunteer
<b>Housing</b> - At-risk students – Dan thinks the program needs more funding to continue running.	Dan Baughman, Arvin Sango
<b>Housing</b> - At-risk children need exposure to good environments – When they live in horrible places with horrible parents, it is difficult for them to see any future outside of this. There should be more exposure for them to see good places and successful people, so they can dream bigger than what they see.	Deb Myers, Ohio Valley Opportunities
<b>Housing</b> - Emergency Shelter – Once again, places are available, but there is inadequate funding to employ people to keep them running. The county needs funding for operational costs.	Deb Myers, Ohio Valley Opportunities
<b>Housing</b> - Homeless Shelter- Jane works with the Salvation Army, so she sees the real need of emergency shelter for the homeless in the area.	Jane Jacobs, Board Member of Youth Shelter, community volunteer
<b>Housing</b> - Homelessness - This is a hidden problem in the community, but good affordable housing is needed for many people.	Margaret Seifert, Hanover Town Council

## MANAGEMENT

<b>Management</b> – Ms. Grahn expressed skepticism over the degree to which agencies were capable of objectively evaluating their own capacities and needs. Agencies should be held accountable for efficient resource management and for outcomes.	Ann Grahn, Community Volunteer and Board Member
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## PARENTING

<p><b>Parenting</b> - Lack of parenting, leading to lack of motivation or well-behaved kids, leading to more drugs and crime on streets. All are effective relationships that could be tackled head on by starting with the parenting skills.</p>	<p>Dave Adams, active community leader/volunteer</p>
<p><b>Parenting</b> - Overall family dynamic – Dr. Nichols sees the dynamic as being a little ‘off’ in the community, which causes many problems. Poverty, lack of self-confidence in children, addiction problems, spousal abuse, divorce...all are interrelated and are big problems the community faces due to family dynamic issues.</p>	<p>Russell Nichols, President of Hanover College</p>
<p><b>Parenting</b> - Parenting skills are lacking- There is no accountability for kids to make something of themselves. Kids need mentors who will show them a different life and motivate them to achieve something more. Programs needed: youth mentoring, childcare assistance, parenting skills services, elderly care</p>	<p>Joe Craig, President of City Council</p>

## UNDEREMPLOYMENT

<p><b>Underemployment</b> - Many people cannot meet basic needs because there are no good jobs that pay well</p>	<p>Joe Craig, President of City Council</p>
<p><b>Underemployment</b> - She does not think unemployment is necessarily an issue, but a lack of good jobs being created is obvious. Jefferson County needs bright young people to stick around, but all of these people move to the cities because there are no good opportunities for them here.</p>	<p>Julie Berry, Member of Board of Commissioners</p>
<p><b>Underemployment</b> – This is a big issue in the community, and along with it, barriers to employment are childcare, job skills, and substance abuse.</p>	<p>Deb Myers, Ohio Valley Opportunities</p>

## VOLUNTEERISM

<p><b>Volunteerism</b> - Dichotomy of economic classes in the area causing low volunteer rates. He sees there is an upper-middle class, and a lower class. There is a lack of regular middle class people, which is the group that most volunteers are generated from. Most of the social issues exist for the lower class.</p>	<p>Russell Nichols, President of Hanover College</p>
<p><b>Volunteerism</b> - Mentoring is needed. Big Brothers/Big Sisters is great, but more people need to be willing to participate and help the kids before they get into bad things.</p>	<p>Dave Adams, active community leader/volunteer</p>
<p><b>Volunteerism</b> - Willingness to serve – Matt says there are fewer people willing to work for non-profit agencies, many times because they get burnt out easily. There is a need to get the word out for more workers and volunteers to help out with programs.</p>	<p>Matt Forrester, River Valley Financial Bank</p>

## Interview Notes, by interviewee

Dave Adams, active community leader/volunteer	<b>Childcare / Youth</b> - Need affordable and dependable childcare
Dave Adams, active community leader/volunteer	<b>Domestic Violence</b> – His son is on the police force and sees a lot of what goes on behind closed doors. This is a big problem in the community.
Dave Adams, active community leader/volunteer	<b>Funding</b> – There is not a lack of desire throughout the community to help solve problems, but without funding not much can be done.
Dave Adams, active community leader/volunteer	<b>Parenting</b> - Lack of parenting, leading to lack of motivation or well-behaved kids, leading to more drugs and crime on streets. All are effective relationships that could be tackled head on by starting with the parenting skills.
Dave Adams, active community leader/volunteer	<b>Volunteerism</b> - Mentoring is needed. Big Brothers/Big Sisters is great, but more people need to be willing to participate and help the kids before they get into bad things.
Dan Baughman, Arvin Sango	<b>Childcare / Youth</b> - There is a need for low-cost, high-quality childcare. There is a lack of federal funding for these services. It is hard for parents to work if there is no place for the kids to be taken care of.
Dan Baughman, Arvin Sango	<b>Childcare / Youth</b> - Activities for latch-key kids – More activities will require more funding. There are good services available, but they need to be expanded to serve more of the community. By keeping these kids more active, it will prevent many other problems. Government funding for these programs have decreased, so many of the lower income kids get left out, causing them to choose other activities to fill their time.
Dan Baughman, Arvin Sango	<b>Childcare / Youth</b> - At-risk students – Dan thinks the programs need more funding to continue running.

Dan Baughman, Arvin Sango	<b>Domestic Violence</b> - Women's Shelter – Dan says there are places available for housing a shelter, but not enough funding to keep one running, due to cost of paying workers and maintaining general activities. Nearest shelter is in Columbus, but Madison needs one.
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Julie Berry, Member of Board of Commissioners	<b>Addictions</b> – Julie believes there is a lack of programs to deal with addictions. There are a lot of arrests being made as a result of meth labs. She believes it should start with better programs within the criminal justice system to help turn these people around, and it could also start with preventative measures by working with children to keep them from going down that path.
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Julie Berry, Member of Board of Commissioners	<b>Diversity</b> – Acceptance of diversity - There needs to be programs that promote open-mindedness of others with different cultural or social backgrounds.
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Julie Berry, Member of Board of Commissioners	<b>Healthcare</b> - Many people are without health insurance, and they need to be covered.
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Julie Berry, Member of Board of Commissioners	<b>Underemployment</b> – She does not think unemployment is necessarily an issue, but a lack of good jobs being created is obvious. Jefferson County needs bright young people to stick around, but all of these people move to the cities because there are no good opportunities for them here.
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Joe Craig, President of City Council	<b>Addictions</b> - Joe says this is a problem that is kept quiet
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Joe Craig, President of City Council	<b>Childcare / Youth</b> - Affordable daycare and after-school care is lacking
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Joe Craig, President of City Council	<b>Education</b> - Barriers to job entry -lack of job skills.
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Joe Craig, President of City Council	<b>Education</b> - Workforce education- He sees the lack of education has slowed economic development in the community.
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Joe Craig, President of City Council	<b>Elderly</b> – Since the percentage of elderly in Jefferson County is high, we need to look at how they will help the elderly as population continues to age.
Joe Craig, President of City Council	<b>Healthcare</b> - Small businesses cannot afford to pay insurance, employees cannot afford to pay their half. It is hard to get into the doctor sometimes because they are not taking on new patients when they have adequate number of 'regulars'.
Joe Craig, President of City Council	<b>Parenting</b> - Parenting skills are lacking- there is no accountability for kids to make something of themselves. Kids need mentors who will show them a different life and motivate them to achieve something more. Programs needed: youth mentoring, childcare assistance, parenting skills services, elderly care.
Joe Craig, President of City Council	<b>Underemployment</b> - Many people cannot meet basic needs because there are no good jobs that pay well.

Matt Forrester, River Valley Financial Bank	<b>Childcare / Youth</b> – Matt sees an unfulfilled need from working parents in the area. This includes daycare and after-school care, and it is a big problem with the number of single-parent families in the community.
Matt Forrester, River Valley Financial Bank	<b>Domestic Violence</b> – Domestic Abuse – Big problem in the community. Perhaps a women's shelter or the hospital needs to step in and help out with these women, because the nearest shelter is in Columbus and is too far away. We need something in the community to help these women right away.
Matt Forrester, River Valley Financial Bank	<b>Healthcare</b> – An obvious problem throughout the country.
Matt Forrester, River Valley Financial Bank	<b>Volunteerism</b> – Willingness to Serve – Matt says there are fewer people willing to work for non-profit agencies, many times because they get burnt out easily. There is a need to get the word out for more workers and volunteers to help out with programs.

Ann Grahn, Community Volunteer and Board Member	<b>Communication</b> – Ms. Grahn observed that there may not be serious capacity issues among social service agencies in the community. She referred to findings from previous planning efforts and to a strategic plan she facilitated for the public library. She stated that the primary problem may be communication and that services must be more aggressively marketed. She suggested that we cross reference our survey to determine if respondents who indicated a need for services were in fact utilizing them.
Ann Grahn, Community Volunteer and Board Member	<b>Management</b> – Ms. Grahn expressed skepticism over the degree to which agencies were capable of objectively evaluating their own capacities and needs. Agencies should be held accountable for efficient resource management and for outcomes.

Don Heiderman, Ivy Tech	<b>Childcare / Youth</b> – There is a lack of good and affordable Childcare in the days and evenings.
Don Heiderman, Ivy Tech	<b>Domestic Violence</b> – Don sees this as a definite issue throughout the community.
Don Heiderman, Ivy Tech	<b>Education</b> - Educational level below national average. Don believes the elementary and secondary education in the area is strong, but the attitudes of the students and the lack of good parenting and encouragement causes lower achievement levels. The students need more structure in the home and more encouragement to succeed. There is a big need for help with reading, math, and writing. Perhaps more mentors and tutors for children could help promote knowledge in these fields.
Don Heiderman, Ivy Tech	<b>Education</b> – Job-training- Jefferson County workforce is not well educated. Don believes the workforce is lagging behind the technological growth that has occurred, which causes many problems. Better

	training and better jobs would promote economic growth.
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Fred Hoying, Judge	<b>Addictions</b> - Substance Abuse – There is a need for an in-patient long-term drug and alcohol rehabilitation center.
Fred Hoying, Judge	<b>Childcare / Youth</b> - Affordable and dependable daycare and after-school care.
Fred Hoying, Judge	<b>Healthcare</b> - Mental Health – There is a need for locally controlled mental health services.

Jane Jacobs, Board Member of Youth Shelter, community volunteer	<b>Childcare / Youth</b> - Many parents cannot work because they do not have good and affordable childcare available.
Jane Jacobs, Board Member of Youth Shelter, community volunteer	<b>Domestic Violence</b> - Jane’s office is next to a local tavern, so she sees many quarrels, which are often spurred on by alcohol consumption. She has spoken with police officers who say it is amazing what goes on behind closed doors that no one knows about. There are many cases of this throughout the area.
Jane Jacobs, Board Member of Youth Shelter, community volunteer	<b>Healthcare</b> – Mental Healthcare- There is a lack of services in general. Mental health issues, when untreated, lead to much of the homelessness, addictions, and violence seen in Jefferson County. This needs to be tackled head-on.
Jane Jacobs, Board Member of Youth Shelter, community volunteer	<b>Healthcare</b> – People don’t have health insurance and they need affordable healthcare and prescriptions.
Jane Jacobs, Board Member of Youth Shelter, community volunteer	<b>Housing</b> – Affordable housing- There is an extreme lack of affordable housing in the community, and she hears it all the time. She sees people living in houses that are almost unlivable and paying high rent for such places. Habitat for Humanity is not enough. New places need to be created for low income families.

Jane Jacobs, Board Member of Youth Shelter, community volunteer	<b>Housing</b> – Homeless Shelter- Jane works with the Salvation Army, so she sees the real need of emergency shelter for the homeless in the area.
Jim Lee, President of City Council	<b>Addictions</b> – He does not think addictions or domestic violence are a bigger problem here than any other county, and he does not consider homelessness a big issue for the county.
Jim Lee, President of City Council	<b>Childcare / Youth</b> - Daycare and After-school care for youth - There is not enough demand to sustain a large facility, which is why in his opinion no one has created a place.
Jim Lee, President of City Council	<b>Elderly</b> - He noted that 17.3% of the population in the county is 65 years or older, which is a greater percentage than other areas around the region. Jim thinks there are good senior citizen programs and good hospital care for these people, but the county would do well to keep these people in mind when creating new programs.
Deb Myers, Ohio Valley Opportunities	<b>Childcare / Youth</b> - and After-school care - Deb sees the need for more affordable childcare. There is good childcare available, but it is not affordable for many families, especially single-parent homes.
Deb Myers, Ohio Valley Opportunities	<b>Childcare / Youth</b> – At-risk children need exposure to good environments. When they live in horrible places with horrible parents, it is difficult for them to see any future outside of this. There should be more exposure for them to see good places and successful people, so they can dream bigger than what they see.
Deb Myers, Ohio Valley Opportunities	<b>Domestic Violence</b> – Women’s Shelter – Deb sees a need for one in town.
Deb Myers, Ohio Valley Opportunities	<b>Education</b> – Life Skill development - Low-income families need to learn more about budgeting, food preparation, and parenting in general. Better, more educated, more

	capable adults make better parents, which flows into all areas on the survey.
Deb Myers, Ohio Valley Opportunities	<b>Housing</b> – Affordable Housing – Units are available, but people cannot afford them. Much of the 'affordable' housing is lacking in quality in various ways, and is an unhealthy environment for children to be raised in. The need is huge for safe-affordable-quality housing.
Deb Myers, Ohio Valley Opportunities	<b>Housing</b> – Emergency Shelter – Once again, places are available, but there is inadequate funding to employ people to keep them running. The county needs funding for operational costs.
Deb Myers, Ohio Valley Opportunities	<b>Underemployment</b> – This is a big issue in the community, and along with it, barriers to employment are childcare, job skills, and substance abuse.

Russell Nichols, President of Hanover College	<b>Beautification</b> – Need to create more aesthetically pleasing places. Madison is doing a good job, but the surrounding areas in the county look horrible, run-down and dirty. There needs to be more of a focus on the county rather than just Madison. The county and the town need to work in more conjunction.
Russell Nichols, President of Hanover College	<b>Childcare / Youth</b> - Youth problems - He believes there need to be more people working as mentors for youth, acting in a more preventative way, rather than waiting to treat problems that are created from a lack of structure at a young age.
Russell Nichols, President of Hanover College	<b>Parenting</b> - Overall family dynamic – Dr. Nichols sees the dynamic as being a little 'off' in the community, which causes many problems. Poverty, lack of self-confidence in children, addiction problems, spousal abuse, divorce...all are interrelated and are big problems the community faces due to family dynamic issues.
Russell Nichols, President of Hanover College	<b>Volunteerism</b> - Dichotomy of economic classes in the area causing low volunteer rates. He sees there is an upper-middle

	class, and a lower class. There is a lack of regular middle class people, which is the group that most volunteers are generated from. Most of the social issues exist for the lower class.
Bob Seigman, Quinco	<b>Funding</b> – Basically everything Bob said related back to funding, and much of it would be on the state and federal level. He thinks schools need more funding, healthcare needs to be more funded, mental healthcare needs more funding, etc. He does not see specific needs in Jefferson County that differ much from the country overall, since the country is, in his words, acting upon the premise of “no millionaire left behind.”
Margaret Seifert, Hanover Town Council	<b>Childcare / Youth</b> – Affordable and dependable. Many places have closed due to lack of funding. When the public schools close for the day or close early, many parents have to take off work because there is no place for the kids to go, which causes problems for employers who count points against workers for this.
Margaret Seifert, Hanover Town Council	<b>Childcare / Youth</b> – Recreation for young people – There are many things young people can do, like playing sports at the Parks department, but these need to be made more affordable for the children who will benefit the most from activities like these. The lower-spectrum children are left out because parents cannot afford to put them into clubs and sports.
Margaret Seifert, Hanover Town Council	<b>Communication</b> about services – The lines of communication to those in need and to other service agencies need to be opened. Agencies need to be proactive in getting information out into the community, not only to those in need, but also to other agencies for future collaboration.
Margaret Seifert, Hanover Town Council	<b>Domestic Violence</b> – Women’s Shelter – Need one in town.

Margaret Seifert, Hanover Town Council	<b>Education</b> – There are many gaps in this area. The school systems for youth are strong, but parents are not acting as proper support systems at home. Parents need to be taught basic skills, so they feel more comfortable to help and encourage their child after school.
Margaret Seifert, Hanover Town Council	<b>Funding</b> – Huge problem in all areas. The community cares, and there are many willing participants and volunteers throughout the county, but without funding programs cannot run and nothing can really be done.
Margaret Seifert, Hanover Town Council	<b>Healthcare</b> – Counseling services - Family counseling and mental health counseling are available, but follow-up services need to be focused on as well.
Margaret Seifert, Hanover Town Council	<b>Housing</b> – Homelessness – This is a hidden problem in the community, but good affordable housing is needed for many people.

Ted Todd, Judge	<b>Domestic Violence</b> – Judge Todd says this is a problem, but he does not think we need a shelter because it is sometimes good to separate the women from the community by going to Columbus.
Ted Todd, Judge	<b>Education</b> - Educational screening - Kids are being graduated to the next grade level even if they probably should not, because schools do not know what to do with them otherwise. By the time children reach high school, they are so far behind and keep failing they have no motivation to finish. When you don't learn the basics, you are behind forever. There needs to be proper screening of children, because many kids are very capable of learning, they just are left behind.
Ted Todd, Judge	<b>Education</b> - Adult education- When adults do not have the skills like literacy and math skills, they cannot help their children after school. This leads to lack of motivation and support from home, which causes many more problems down the road.

<p>Carol Turpin, Head of Nursing and Emergency Services at KDHS</p>	<p><b>Domestic Violence</b> Based on ER stats she sees this is a problem. In addition, child abuse and neglect is a big problem, and since Indiana has such conservative laws on intervention, not much is done for the children. If a case of possible neglect or abuse is reported, social workers must find a condition that is "life-threatening" before anything can be done. She believes this is a problem.</p>
<p>Carol Turpin, Head of Nursing and Emergency Services at KDHS</p>	<p><b>Healthcare</b> - Geriatric psychiatry is a growing concern, and there is no geriatric psychiatrist in town.</p>
<p>Carol Turpin, Head of Nursing and Emergency Services at KDHS</p>	<p><b>Healthcare</b> - Mental Healthcare – Indigent, mentally handicapped or ill people have a very difficult time finding proper care and support. There is no place for them to go, and many people do not want to deal with them. Psychiatrists are in competition with one another, so they don't want to take patients who cannot pay.</p>

## Service Provider Survey Report Jefferson County 4Community Collaboration

### **Key Findings:**

#### **Three organization report having waiting lists:**

- Big Brothers / Big Sisters with thirty children awaiting services waiting between six months to a year
- Girls Inc., with 12 girls requiring transportation after school from Hanover
- King's Daughters' Hospital with patients waiting up to thirty days to see a specialist

**Six organizations report increases in costs and offerings and increases in volunteers; seven report an increasing demand for services.**

**All eight agencies serve clients under 12 and between the ages of 13 and 19 while approximately half serve clients between the ages of 20 and 54 and over 55.**

**Five agencies report having trouble serving non-native speakers.**

**All eight agencies report using volunteers and are evenly distributed in the skills and abilities required.**

**Top unmet needs: Seven agencies reported *Housing Services* as an unmet need; four reported *Addiction, Education and Treatment Services, Education / Training, and Employment Opportunities / Job Placement*.**

#### **Strengths and Weaknesses Opportunities and Threats**

- In terms of strengths, the community as a whole was consistently characterized as supportive and generous. In terms of weaknesses, finding and keeping qualified staff was the prevalent challenge.
- In terms of opportunities, the development of volunteerism and mentoring were cited repeatedly. In terms of threats, there was less consensus; issues ranged from funding and rising expenses to demographic trends creating more social demands such as the increase in single parent households.

## Service Provider Questions Summary

**Organization Names:**

Big Brothers/ Big Sisters of Jefferson County  
 Girls Inc.  
 Jefferson County United Way  
 Jefferson County Youth Shelter  
 King's Daughters' Hospital and Health Services  
 La Casa Amiga  
 The Salvation Army  
 Retired and Senior Volunteer Program

1. What services does your organization provide (check all that apply)?

Service	# of Organizations
Addiction, Education and treatment services	3
Child Assessment services	1
Child Care	3
Counseling/ Support Groups	3
Education/Training	6
Employment Opportunities/Job Placement	3
Family Safety & Protection Housing	3
Family Support & In-home Assistance	4
Food and/or clothing assistance	3
Health Care	1
Housing Services	2
Life Skills Development & Assistance	5
Mental Health	1
Public transportation services	1
Rent/ Utility Assistance	2
Residential Care	2
STD/HIV Services	0
Youth Services	7

2. What category does your agency belong to? (check all that apply)

Category	# of Organizations
Non Profit	8
United Way Partner	3

3. Geographic Area Served (check all that apply)

Region	# of Organizations
Jefferson County only	5
Regional (multi-county)	3

4. How many clients did you serve last year?

Clients Served
Children ages 6-18- 80; Volunteers 18 + - 80
250,00 inpatient/ outpatient visits and physician visits
35
622
We have 136 registered volunteers that served 14,029.75 hrs in our community
1 in 3 in community
136 to date

5. Approximately how many clients were you unable to serve last year or had to turn away?

Clients Unable to Serve
Children who remain on waiting list to receive a Big Brother/ Big Sister: 30
None
clients referred to member agencies
0
0

6. What is the size of your agency's total budget?

Budget Range	# of Organizations
Under \$50,000	1
\$51,000- \$100,000	2
\$100,000- \$200,000	0
\$200,001- \$500,000	3
Over \$500,000	2

7. Does your agency maintain a waiting list for services? If yes, how long is the average waiting period?

Waiting List	# of Organizations
Yes	3
How Long?	-6 months to 1 year (varies regarding specific needs/situation of child/family) -Physician appts. May take up to 30 days depending on specialty -Less than 12 kids, for transportation after school from Hanover to our center
No	5

8. How does your agency evaluate a client success?

Evaluation of Client Success
Program outcome evaluations (parent, child and volunteer fill out annually)
Quality data and patient satisfaction scores
Surveys
On-site evaluation, an increase in our # of clients, Iris database
Test scores, surveys, evaluations
This is done through our agencies
Decrease in episodes of behavior that resulted in initial referral, skills gained while living in our care and safety of the youth.

9. Has your agency experienced increases or decreases during the last year in:

	Increase	Decrease	Same	NA
Volunteer Participation	6	2		
Staffing Levels	3	3	2	
Demand for Services	7	1		
Cost of Doing Business	6		2	
Programs or Services Offered	6		2	

10. What age group are your services designed for? (check all that apply)

Age Range	# of Organizations
Under 12	8
13-19	8
20-54	4
55 and older	5

11. Does your organization use the following information and communications technology? (check all that apply)

<b>Information and communications technology</b>	<b># of Organizations</b>
Organization website	4
Email address	8
Computers available for key staff	7
Computers available for key volunteers	3
Direct Internet access for key staff	7
Sufficient number of lines for Internet access	3
Computerized financial records	5
Computerized client, member and program records	4

12. What formal organizational policies does your agency have? (check all that apply)

<b>Formal organizational policies</b>	<b># of Organizations</b>
Written grievance policy	4
Written by-laws	7
Written conflict of interest policy	4
Written personnel policies	7
Written job descriptions	8
Formal volunteer recruitment and training programs	6
Board succession and self- assessment tools	4

13. What reporting practices does your agency use? (check all that apply)

<b>Reporting practices</b>	<b># of Organizations</b>
Recent audited financial statement	6
An annual report produced within the last year	5
Protocols for fiscal policy- investments, flow of funds, safeguards	4
An evaluation or assessment of program outcomes or outputs within the past 2 years	4

14. Challenges for your Organization (pick top 5 challenges)

<b>Reporting practices</b>	
Increasing demand for services	7
Meeting needs/interests of current clients	5
Enhancing the visibility of your organization	3
Using Technology effectively	7
Having enough space to meet your needs	5
Communication with other social service agencies	1
Participation in partnerships and networks	1
Finding time or resources for strategic planning	4
Finding time or resources for networking	1
Finding time or resources for evaluating program outcomes	3
Availability of funding	7

15. Funding Sources- (please indicate an increase or decrease over the last year)

<b>Funding Sources</b>	<b>Increase</b>	<b>Decrease</b>
Dues and memberships	5	
Federal grants	3	
State grants	4	2
Local Grants	3	3
Community foundation giving	6	1
Business and corporate support	3	2
Individual giving	5	2
Client fees	2	1
Special events/fundraisers	5	
In-kind contributions	3	3

16. Challenges in Human Resources

<b>Challenges in Human Resources</b>	
Recruiting and keeping effective board members	7
Recruiting and keeping qualified and reliable volunteers	6
Recruiting and keeping qualified staff	4
Managing human resources (staff and volunteers)	3
Managing or improving board/staff relations	3

17. Organization Staff Benefits

<b>Organization Staff Benefits</b>	
Professional development opportunities for staff	5
Health benefits	6
Employee retirement plan	5
Peer review	3

18. Are there areas of your county that you feel are underserved?  
Please list.

Hanover- outlying areas Lexington, Deputy, Dupont, volunteers only want to work in Madison or Hanover city limits
Addiction, Education and treatment services, housing services, Counseling and support for mental health is #1
Medical aid- low cost clinic
The young disabled

19. Would you be interested in setting up information sharing procedures with other social service providers in your area?

<b>Sharing Procedures</b>	<b># of Organizations</b>
Yes	7
No	1

20. Is there a need of basic demographic and statistical information that is unmet in your organization?

<b>Need of Data</b>	<b># of Organizations</b>
Yes	2
What's needed?	Need more up to date information in our community. Statistics-# of single parent families
No	4

21. Does your organization have trouble serving non-native speakers?

Non-Native Speakers	# of Organizations
Yes	5
Comments	-Can always use more translators- Spanish and Japanese -We developed a Spanish Brochure and distributed it at the Casa Amiga center, no obvious response from it -We accept everyone in our free ESL classes -Need volunteers with different language abilities -We do not have the capacity to serve b/c of language barrier
No	3

22. Do you use volunteers in your organization?

	# of Organizations
Yes	8
No	0
What abilities needed?	
Physical tasks/ labor	5
Professional services	5
Clerical	5
Human services/ care	4
Technological assistance	6
Other	Language- Spanish Fundraising skills One to one mentoring

23 Do you have any other information you would like to share about the impact of the current community conditions on people living in your community?

Other Needs
<ul style="list-style-type: none"> <li>We need better rental housing and low cost medical care. We also need public transportation after 6:00 PM.</li> </ul>
<ul style="list-style-type: none"> <li>Need better jobs for our community also higher education opportunities for everyone regardless of financial status.</li> </ul>
<ul style="list-style-type: none"> <li>The local government entities have indicated that because we serve at-risk youth, using tax payers dollars is not appropriate. A variety of community serving organizations graciously donate needed items to us.</li> </ul>

24 Among the clients you see, which needs continue to go unmet?

<b>Unmet Needs</b>	<b># of Organizations</b>
Addiction, Education and treatment services	4
Child Assessment services	1
Education/Training	4
Employment Opportunities/Job Placement	4
Health Care	2
Housing Services	7
Child Care	2
Family Support & In-home Assistance	2
Family Safety & Protection Housing	1
Life Skills Development & Assistance	2
Residential Care	1
Mental Health	2
Youth Services	2
Rent/ Utility Assistance	0
Counseling/ Support Groups	2
STD/HIV Services	1
Food and/or clothing assistance	0
Public transportation services	3

25. Please consider the following strengths, weaknesses, threats and opportunities for your organization.

*Strengths and weaknesses refer to regional assets or liabilities susceptible to being improved through regional or local initiatives.*

<b>Top Strengths</b>	<b>Top Weaknesses</b>
<ul style="list-style-type: none"> <li>▪ Supportive, youth oriented community</li> <li>▪ Strong appealing “brand” mission</li> <li>▪ Funding strength –good relationships with funders</li> <li>▪ Strong fundraising advisory board</li> <li>▪ Regional market share</li> <li>▪ Customer satisfaction</li> <li>▪ Manpower</li> <li>▪ Generous community</li> <li>▪ Educated community</li> <li>▪ Accepting community</li> <li>▪ Community supported</li> <li>▪ Volunteers are very involved in our organization</li> <li>▪ Reputation in community</li> <li>▪ 1 in 3 touched by our organization</li> <li>▪ Help take much of the fundraising off our agencies</li> <li>▪ We provide a stop-gap between more intense services</li> <li>▪ We allow the youth to maintain in their home community</li> <li>▪ We encourage and facilitate relationship building with family members through visitation opportunities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lack of volunteers</li> <li>▪ Strategic planning</li> <li>▪ Fulfilling increasing demand for services- lack of staff</li> <li>▪ Downtown location</li> <li>▪ Aging of customers</li> <li>▪ Manpower availability</li> <li>▪ Housing opportunities</li> <li>▪ Job opportunities</li> <li>▪ Low cost medical services</li> <li>▪ Funding</li> <li>▪ Office staff</li> <li>▪ Abilities sometimes limited due to aging process</li> <li>▪ Becoming harder to raise funds needed</li> <li>▪ So many businesses are asked to help so many causes</li> <li>▪ We struggle to recruit qualified employees</li> <li>▪ We struggle with making changes in organizational culture</li> <li>▪ We struggle to create an active board with knowledge of board expectations</li> </ul>

*Threats and opportunities refer to conditions or environments which are often national or global in nature and which are not susceptible to local control. Communities must anticipate and respond to threats and opportunities.*

<b>Top Opportunities</b>	<b>Top Threats</b>
<ul style="list-style-type: none"> <li>▪ Growth in volunteer rich partnerships- growing corporations</li> <li>▪ National trends in mentoring initiatives</li> <li>▪ Strong national recognition of BBBS- positive “brand”</li> <li>▪ Trends toward volunteerism- community service minded generation</li> <li>▪ Increasing services provided</li> <li>▪ Physician recruitment</li> <li>▪ Continue service to community</li> <li>▪ Value of hardworking people</li> <li>▪ Value of importance of family</li> <li>▪ Value of living in global society</li> <li>▪ Clean Air Act</li> <li>▪ Our agencies are designed to help people in disasters</li> <li>▪ Increased demand on students to volunteer</li> <li>▪ Increase demand on work experience as more higher levels of educations are pursued</li> </ul>	<ul style="list-style-type: none"> <li>▪ Growth in divorce rate and number of single parent families- increasing demand for services</li> <li>▪ Economic role in continued funding</li> <li>▪ Community services need to be more networked- some families may fall between the cracks</li> <li>▪ Reimbursement</li> <li>▪ Broken business model</li> <li>▪ Manpower availability</li> <li>▪ Considering hispanics a threat to homeland security</li> <li>▪ Narrow mindedness</li> <li>▪ Lack of public transportation or a method to get a drivers license</li> <li>▪ Pollution</li> <li>▪ Economy</li> <li>▪ Disaster</li> <li>▪ Rising insurance cost.</li> <li>▪ Change in state level politics that have financial implications on youth services</li> </ul>

# Jefferson County 4Community Needs Survey

## Executive Summary

This community needs assessment was conducted on behalf of the Jefferson 4Community Collaboration. It consists of 32 questions covering a broad range of human service needs and issues. The report is divided into two sections. The first provides a summary of selected key findings and the second contains tables quantifying the responses to each question. Additional tables include data disaggregated by income level from the following questions:

9. In the past 12 months have you used any of the following services in Jefferson County?  
(check all that apply)

30. Perceived needs of youth in community

32. Please indicate services needed by your community and indicate any for which you would be willing to volunteer. (check all that apply)

Some clear areas of consensus emerged, especially around the perception that youth and childhood issues should be a priority for the community. In

response to Question 30, "Please indicate services needed by your community and indicate any for which you would be willing to volunteer," issues dealing directly or indirectly with youth and children dominated the top of list as both priority needs and areas for volunteerism. Consistent with this response, youth issues were identified as priorities throughout the survey. This particular finding was also confirmed by the key leadership interviews, focus groups, statistical trends in social and economic areas, and the findings from previous studies in the community.

It is important to note that this community survey was distributed through public venues and over the internet. Respondents were self-selected. As indicated in the Respondent Profiles below, 243 of the 377 respondents had household incomes above the highest category. The remaining 134 respondents were relatively evenly distributed across the four lower income levels.

## Selected Key Findings

### *Respondent Profiles*

The survey had 377 respondents.

The vast majority were upper income homeowners in two person households; almost 85% resided in Jefferson County and had full time employment:

- 319 Jefferson County Residents
- 269 two person households
- 195 homeowners
- 314 with full time employment
- 243 with annual incomes over \$45,827

### *Services Needed by the Community*

Of the 22 services listed in the survey, the following ten were identified by respondents as the top priorities. Percentages refer to the total number of respondents who identified the service as needed by the community. The top four services directly engage youth and childhood issues while almost all the remaining services indirectly engage them.

- 57.60% Youth Mentoring Programs
- 57.00% After School Programs
- 54.10% Intervention for At-Risk Youth
- 53.30% Child Care Assistance
- 48.30% Women's Shelter
- 46.40% Parenting Skills Services
- 44.80% Recreational Activities
- 43.80% Employment/Job Training
- 41.60% Emergency Shelter
- 41.40% Home Repair Assistance

### *Willingness to Volunteer*

Consistent with the priorities in services needed, the top areas for volunteerism were also in youth areas:

- 14.60% Youth Mentoring Programs
- 9.30% Intervention for At-Risk Youth
- 8.50% After School Programs
- 7.40% Volunteer center
- 6.90% Women's Shelter
- 6.60% Parenting Skills Services
- 6.40% Food Pantry
- 4.80% Recreational Activities
- 4.00% Counseling Services
- 4.00% Home Repair Assistance

### *Needs of Youth*

Of the eighteen youth service areas listed in the survey, the following were perceived by over 60 percent of the respondents as a problem in the community. These percentages represent strong areas of consensus relative to other issues in the community and reinforce the high priority given to youth and childhood issues in the previous key finding.

- 70.0% Recreation for teenagers
- 67.7% Affordable day care
- 66.6% Affordable after school programs
- 65.3% Adult supervision outside of school
- 64.2% Parenting skills for all income levels
- 61.8% Mentoring role models
- 60.5% Teenage pregnancy

The following tables provide some data on the responses to selected youth needs disaggregated by income levels. As mentioned above, it should be noted that the lower income levels had fewer respondents.

Percentage of Respondents Indicating a Need for Particular Youth Services Disaggregated by Income					
Household Income	Affordable day care	Affordable after school programs	Early Intervention	Addiction prevention	Recreation for teenagers
Below \$12,490	50%	50%	45%	46%	50%
\$12,491-\$30,551	65%	64%	47%	53%	68%
\$30,552-\$38,189	52.40%	47.60%	38.10%	42.80%	66.60%
\$38,190_ \$45,827	67.50%	64.80%	35.10%	48.60%	75.70%
Over \$45,827	73.30%	72.80%	54.40%	58.40%	74.40%

Percentage of Respondents Indicating a Need for Particular Youth Services Disaggregated by Income				
Household Income	Transportation to activities/recreation	Access to tutoring	Teenage pregnancy	Latch-key kids
Below \$12,490	54%	50%	50%	36%
\$12,491-\$30,551	65%	50%	50%	53%
\$30,552-\$38,189	61.90%	38.10%	66.70%	57.10%
\$38,190_ \$45,827	59.40%	45.90%	59.40%	54.00%
Over \$45,827	61.70%	58.40%	65.00%	62.50%

### *Domestic Violence*

- 61.3 percent of the respondents perceived domestic violence as problem in the community
- 26 percent as a major problem

### *Child Neglect*

- 67.1 percent of respondents perceived child neglect as problem in the community
- 33.7 percent as a major problem.

### *Underreporting of child molestation or sexual abuse*

- 51.2 percent of respondents perceived underreporting of child molestation or sexual abuse as a problem in the community
- 23.6 percent as a major problem

### *Help With Basic Necessities*

In ranking the their top three choices on where they would first turn for assistance, the vast majority of respondents indicated that they would first seek help from family and friends followed by the bank, faith based organizations, and social service agencies.

1. **Family** with 302 responses
2. **Friends** with 177 responses
3. **Bank** with 117 responses
4. **Faith Based Organizations** with 102 responses
5. **Community Social Service Agency** with 61 responses

### *Services Used in Jefferson County*

- 44 percent of respondents used health care services in the past year – almost three times the rate of the next highest service, education training at 16.2 percent

Question 9 concerned the utilization of services in Jefferson County over the past year. The disaggregated data for Question 9 by income level provides some evidence that the overall low utilization rates for services other than health care and education are the result of the

high income level of most respondents. (64.5 percent of all respondents had household incomes of over \$45,827, the highest category.) Utilization of health care, education, and childcare services had relatively evenly distributed percentages across income levels. Services requiring income eligibility such as rent/utility assistance were obviously accessed exclusively by the lower income respondents. Other public services such as transportation, youth services, and child assessments were used almost exclusively by lower income respondents.

### *Care of an Elderly Person*

- 19.4 percent of respondents are caring for an elderly person
- 11.7 percent are caring for them in their homes.

### *Barriers to Job Entry*

- 39.6 percent perceive daycare as a barrier
- 38.0 percent perceive job skills as a barrier
- 30.0 percent perceive transportation as a barrier

1. Number of people in household				
Number	Adults		Children	
	Number of Respondents	Percentage	Number of Respondents	Percentage
0	3	0.8%	147	39.0%
1	59	15.6%	63	16.7%
2	269	71.4%	103	27.3%
3	27	7.2%	37	9.8%
4	13	3.4%	9	2.4%
5	4	1.1%	1	0.3%
6	1	0.3%	2	0.5%
No Response	1	0.3%	15	4.0%

2. Type of residence (check all that apply)		
	Number of Respondents	Percentage
Single Family	265	70.3%
Apartment	17	4.5%
Duplex	7	1.9%
Mobile	21	5.6%
Rent	56	14.9%
Own	195	51.7%
In City	88	23.3%
Outside City	77	20.4%

3. Are you a resident of Jefferson County, Indiana?		
	Number of Respondents	Percentage
Yes	319	84.6%
No	58	15.4%

4. Value of home		
	Number of Respondents	Percentage
Under \$40,000	19	5.0%
\$40,001-\$60,000	18	4.8%
\$60,001-\$80,000	37	9.8%
\$80,001-\$100,000	52	13.8%
Over \$100,000	202	53.6%
No Response	49	13.0%

5. Employment status (check all that apply)		
	Number of Respondents	Percentage
Full Time	314	83.3%
Part Time	31	8.2%
Self-employed	38	10.1%
Student	17	4.5%
Military	2	0.5%
Retired	27	7.2%
Disabled	14	3.7%
Homemaker	17	4.5%

6. Combined household income		
	Number of Respondents	Percentage
Below \$12,490	22	5.8%
\$12,491-\$30,551	34	9.0%
\$30,552-\$38,189	21	5.6%
\$38,190-\$45,827	37	9.8%
Over \$45,827	243	64.5%
No Response	20	5.3%

7. Where would you go for help with basic necessities?  
(Please select top three)

	Number of Respondents	Percentage
Family	302	80.1%
Friends	177	46.9%
Faith Based Organizations	102	27.1%
Community Social Service Agency	61	16.2%
Bank	117	31.0%
Township Trustees	8	2.1%
Pay day loans business	6	1.6%
Government agencies	35	9.3%
I would not ask	75	19.9%
Do not Know	29	7.7%

8. Meeting basic needs:	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Paying rent or mortgage	30	8.0%	266	70.6%	59	15.6%	22	5.8%
Money for food	41	10.9%	284	75.3%	35	9.3%	17	4.5%
Paying utility bills	45	11.9%	250	66.3%	63	16.7%	19	5.0%
Keeping car running	41	10.9%	248	65.8%	74	19.6%	14	3.7%
Money for needed clothing/shoes	34	9.0%	267	70.8%	64	17.0%	12	3.2%
Needing food aid	64	17.0%	282	74.8%	20	5.3%	11	2.9%

9. In the past 12 months have you used any of the following services in Jefferson County? (Check all that apply)		
	Number of Respondents	Percentage
Addiction, Education and treatment services	6	1.6%
Child Assessment services	8	2.1%
Education Training	61	16.2%
Employment Opportunities Job Placement	29	7.7%
Health Care	166	44.0%
Housing Services	7	1.9%
Child Care	44	11.7%
Family Support In-home Assistance	3	0.8%
Family Safety Protection Housing	1	0.3%
Life Skills Development and Assistance	7	1.9%
Residential Care	0	0.0%
Mental Health	7	1.9%
Youth Services	17	4.5%
Rent Utility Assistance	10	2.7%
Counseling Support Groups	8	2.1%
STD HIV Services	1	0.3%
Food and or clothing assistance	16	4.2%
Public Transportation services	23	6.1%

10. Are you currently caring for people in your household that you would describe as any of the following? (Check all that apply)		
	Number of Respondents	Percentage
Elderly	12	3.2%
Disabled	22	5.8%
Frail	3	0.8%
Sick	7	1.9%

11. Do you perceive non-native speakers to have difficulty accessing services or attaining employment?		
	Number of Respondents	Percentage
Yes	202	53.6%
No	175	46.4%

12. Highest level of education completed		
	Number of Respondents	Percentage
College degree	215	57.0%
Vocational/technical degree	19	5.0%
Some college	67	17.8%
High school or GED	41	10.9%
Less than high school	8	2.1%
Other	13	3.4%
No Response	14	3.7%

13. Barriers to obtaining or furthering education (please select top 3)		
	Number of Respondents	Percentage
Childcare	84	22.3%
Motivation	83	22.0%
Transportation	27	7.2%
Support network	26	6.9%
Poor credit	28	7.4%
Location of educational facilities	71	18.8%
Time	174	46.2%
Money for textbooks materials	130	34.5%
Access to Technology	13	3.4%

14. Perceived factors contributing to need of emergency shelter (please select top 3)		
	Number of Respondents	Percentage
Chemical addiction	86	22.8%
Mental or emotional health issues	101	26.8%
Lack of education	43	11.4%
Sub-standard housing	25	6.6%
Limited job skills	41	10.9%
Unemployment	87	23.1%
Under employment	33	8.8%
Physical Health	32	8.5%
Domestic violence	146	38.7%
Divorce separation	39	10.3%
Jail time	10	2.7%
Flooding storm damage	62	16.4%

15. Do you have health insurance for: (check all that apply)		
	Number of Respondents	Percentage
Yourself	320	84.9%
Spouse	244	64.7%
Children	190	50.4%

16. Access to Health Insurance:	No Response/No Opinion		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Monthly cost of coverage	42	11.1%	151	40.1%	99	26.3%	85	22.5%
Jobs with offered affordable coverage	83	22.0%	138	36.6%	61	16.2%	95	25.2%

17. Paying for health care:	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Money to pay doctor	34	9.0%	164	43.5%	106	28.1%	73	19.4%
Money for prescriptions	42	11.1%	169	44.8%	93	24.7%	73	19.4%
Money for dentist	39	10.3%	166	44.0%	93	24.7%	79	21.0%
Money for eye	41	10.9%	157	41.6%	107	28.4%	72	19.1%

18. Where do you usually go for medical problems?		
	Number of Respondents	Percentage
Clinic	28	7.4%
Family doctor	312	82.8%
Don't Go	14	3.7%
ER	2	0.5%
Don't Know	1	0.3%
Other	3	0.8%
No Response	17	4.5%

19. Having alcohol or drugs disrupt life including family, work, school, health		
	Number of Respondents	Percentage
No Opinion/No Response	91	24.1%
Not a Problem	192	50.9%
Minor Problem	21	5.6%
Major Problem	73	19.4%

20. Getting into substance abuse treatment programs		
	Number of Respondents	Percentage
No Opinion/No Response	158	41.9%
Not a Problem	132	35.0%
Minor Problem	35	9.3%
Major Problem	52	13.8%

21. Getting into early intervention or prevention programs		
	Number of Respondents	Percentage
No Opinion/No Response	176	46.7%
Not a Problem	111	29.4%
Minor Problem	42	11.1%
Major Problem	48	12.7%

22. In your community is domestic violence a problem? (Where a spouse or partner is being hurt by someone else in their household)

	Number of Respondents	Percentage
No Opinion/No Response	109	28.9%
Not a Problem	37	9.8%
Minor Problem	133	35.3%
Major Problem	98	26.0%

23. In your community is child neglect a problem? (Placing a child in danger or physically harming a child)

	Number of Respondents	Percentage
No Opinion/No Response	93	24.7%
Not a Problem	31	8.2%
Minor Problem	126	33.4%
Major Problem	127	33.7%

24. In your community is under reporting of child molestation or sexual abuse a problem?

	Number of Respondents	Percentage
No Opinion/No Response	144	38.2%
Not a Problem	40	10.6%
Minor Problem	104	27.6%
Major Problem	89	23.6%

25. Are you currently involved in the care of an elderly person? (Check all that apply)

	Number of Respondents	Percentage
Yes	73	19.4%
No	263	69.8%
In my home	11	2.9%
In-care facility	23	6.1%
In their home	44	11.7%
Other	9	2.4%

26. If you are caring for an elderly person, please rank the following issues:	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
In Home Assistance	306	81.2%	14	3.7%	29	7.7%	28	7.4%
Transportation	302	80.1%	23	6.1%	29	7.7%	23	6.1%
Medical Services	300	79.6%	33	8.8%	30	8.0%	14	3.7%
Accessibility of Sidewalks Curbs	303	80.4%	33	8.8%	29	7.7%	12	3.2%
Accessibility of business and public places	301	79.8%	34	9.0%	28	7.4%	14	3.7%
Availability of needed equipment	310	82.2%	29	7.7%	24	6.4%	14	3.7%
Services dispersed over multiple agencies	313	83.0%	24	6.4%	21	5.6%	19	5.0%
Access to community activities	310	82.2%	32	8.5%	21	5.6%	14	3.7%
Nutrition services advice	311	82.5%	32	8.5%	23	6.1%	11	2.9%

27. Employment:	No Opinion/ No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Finding a job that pays enough	66	17.5%	93	24.7%	82	21.8%	136	36.1%
Getting access to needed training	98	26.0%	108	28.6%	106	28.1%	65	17.2%
Finding a job with health benefits	87	23.1%	81	21.5%	80	21.2%	129	34.2%

28. Barriers to a job entry:	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Credit problems	162	43.0%	130	34.5%	59	15.6%	26	6.9%
Criminal history	161	42.7%	132	35.0%	50	13.3%	34	9.0%
Daycare	137	36.3%	91	24.1%	50	13.3%	99	26.3%
Job skills	136	36.1%	98	26.0%	73	19.4%	70	18.6%
Transportation	146	38.7%	118	31.3%	82	21.8%	31	8.2%
Substance abuse	167	44.3%	130	34.5%	39	10.3%	41	10.9%
Work related necessities	165	43.8%	124	32.9%	73	19.4%	15	4.0%

29. Child Care Concerns:	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Centers with limited hours	155	41.1%	53	14.1%	78	20.7%	91	24.1%
Center in proximity to work home	163	43.2%	69	18.3%	77	20.4%	68	18.0%
Safe and healthy facilities	162	43.0%	85	22.5%	68	18.0%	62	16.4%
Adequate outdoor activities environment	168	44.6%	77	20.4%	82	21.8%	50	13.3%
Lack of stimulating play and learning activities	171	45.4%	79	21.0%	71	18.8%	56	14.9%

30. Perceived needs of youth in community	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Affordable day care	106	28.1%	16	4.2%	84	22.3%	171	45.4%
Affordable after school programs	100	26.5%	26	6.9%	105	27.9%	146	38.7%
Early Intervention	152	40.3%	41	10.9%	78	20.7%	106	28.1%
Addiction prevention	147	39.0%	28	7.4%	92	24.4%	110	29.2%
Recreation for teenagers	96	25.5%	17	4.5%	78	20.7%	186	49.3%
Transportation to activities recreation	121	32.1%	32	8.5%	119	31.6%	105	27.9%
Access to tutoring	135	35.8%	42	11.1%	105	27.9%	95	25.2%
Teenage pregnancy	132	35.0%	17	4.5%	105	27.9%	123	32.6%
Latch-key kids	138	36.6%	25	6.6%	89	23.6%	125	33.2%
Health services	146	38.7%	35	9.3%	109	28.9%	87	23.1%
Adult supervision outside of school	111	29.4%	20	5.3%	84	22.3%	162	43.0%
Mentoring role models	121	32.1%	23	6.1%	111	29.4%	122	32.4%
Exposure to different positive home family environments	131	34.7%	29	7.7%	83	22.0%	134	35.5%
Exposure to natural environments	149	39.5%	58	15.4%	97	25.7%	73	19.4%
Apprenticeship internship in business	149	39.5%	34	9.0%	95	25.2%	99	26.3%
Parenting skills for all income levels	117	31.0%	18	4.8%	86	22.8%	156	41.4%
Leadership training	150	39.8%	37	9.8%	95	25.2%	95	25.2%

31. Please rank the following issues in regard to care of a disabled person:	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
In-Home Assistance	209	55.4%	24	6.4%	65	17.2%	79	21.0%
Transportation	202	53.6%	33	8.8%	73	19.4%	69	18.3%
Advocates	228	60.5%	24	6.4%	64	17.0%	61	16.2%
Medical Services	215	57.0%	39	10.3%	71	18.8%	52	13.8%
Accessibility of Sidewalks Curbs	195	51.7%	39	10.3%	92	24.4%	51	13.5%
Accessibility of business and public places	209	55.4%	30	8.0%	89	23.6%	49	13.0%
Availability of needed equipment	224	59.4%	29	7.7%	78	20.7%	46	12.2%
Services dispersed over multiple agencies	227	60.2%	25	6.6%	70	18.6%	55	14.6%
Access to respite services	238	63.1%	28	7.4%	56	14.9%	55	14.6%

32. Please indicate services needed by your community and indicate any for which you would be willing to volunteer. (Check all that apply)

	Service Needed		Willing to Volunteer	
	Number of Respondents	Percentage	Number of Respondents	Percentage
Transportation Assistance	126	33.4%	13	3.4%
Child Care Assistance	201	53.3%	10	2.7%
Utility Assistance	119	31.6%	6	1.6%
Rent Assistance	125	33.2%	5	1.3%
Youth Mentoring Programs	217	57.6%	55	14.6%
Intervention for At-Risk Youth	204	54.1%	35	9.3%
After School Programs	215	57.0%	32	8.5%
Legal Assistance	118	31.3%	4	1.1%
Employment/Job Training	165	43.8%	13	3.4%
Volunteer center	118	31.3%	28	7.4%
Addiction Services	128	34.0%	11	2.9%
Counseling Services	134	35.5%	15	4.0%
Recreational Activities	169	44.8%	18	4.8%
Food Pantry	113	30.0%	24	6.4%
Parenting Skills Services	175	46.4%	25	6.6%
Emergency Shelter	157	41.6%	11	2.9%
Women's Shelter	182	48.3%	26	6.9%
Home Repair Assistance	156	41.4%	15	4.0%
Elderly Living Assistance	156	41.4%	11	2.9%
Disability Services	116	30.8%	5	1.3%
Health Clinics	128	34.0%	9	2.4%
Environmental Services	86	22.8%	11	2.9%

## Selected Results Disaggregated by Income Level:

9. In the past 12 months have you used any of the following services in Jefferson County? (check all that apply)										
Combined Income	Below \$12,490		\$12,491-\$30,551		\$30,552-\$38,189		\$38,190-\$45,827		Over \$45,827	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Addiction, Education and treatment services	4	18%	0	0%	0	0%	1	3%	1	0%
Child Assessment services	3	14%	1	3%	0	0%	1	3%	3	1%
Education Training	7	32%	7	21%	2	10%	6	16%	38	16%
Employment Opportunities Job Placement	4	18%	10	29%	0	0%	5	14%	10	4%
Health Care	9	41%	14	41%	11	52%	14	38%	114	47%
Housing Services	4	18%	1	3%	0	0%	0	0%	2	1%
Child Care	2	9%	4	12%	3	14%	2	5%	33	14%
Family Support In-home Assistance	1	5%	0	0%	0	0%	0	0%	2	1%
Family Safety Protection Housing	0	0%	0	0%	0	0%	0	0%	1	0%
Life Skills Development and Assistance	4	18%	0	0%	0	0%	0	0%	3	1%
Residential Care	0	0%	0	0%	0	0%	0	0%	0	0%
Mental Health	1	5%	1	3%	1	5%	1	3%	3	1%
Youth Services	3	14%	1	3%	1	5%	0	0%	12	5%
Rent Utility Assistance	7	32%	3	9%	0	0%	0	0%	0	0%
Counseling Support Groups	1	5%	2	6%	2	10%	0	0%	3	1%
STD HIV Services	0	0%	0	0%	1	5%	0	0%	0	0%
Food and or clothing assistance	8	36%	4	12%	1	5%	1	3%	2	1%
Public Transportation services	6	27%	3	9%	1	5%	1	3%	11	5%

30. Perceived needs of youth in community			Affordable day care					
Combined Income	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Below \$12,490	9	41%	2	9%	4	18%	7	32%
\$12,491-\$30,551	10	29%	2	6%	4	12%	18	53%
\$30,552-\$38,189	9	43%	1	5%	2	9.5%	9	42.9%
\$38,190-\$45,827	12	32%	0	0%	11	29.7%	14	37.8%
Over \$45,827	55	22.6%	10	4.1%	60	24.7%	118	48.6%

30. Perceived needs of youth in community			Affordable after school programs					
Combined Income	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Below \$12,490	9	41%	2	9%	3	14%	8	36%
\$12,491-\$30,551	9	26%	3	9%	11	32%	11	32%
\$30,552-\$38,189	9	43%	2	10%	4	19.0%	6	28.6%
\$38,190-\$45,827	12	32%	1	3%	11	29.7%	13	35.1%
Over \$45,827	50	20.6%	16	6.6%	73	30.0%	104	42.8%

30. Perceived needs of youth in community			Early Intervention					
Combined Income	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Below \$12,490	10	45%	2	9%	2	9%	8	36%
\$12,491-\$30,551	16	47%	2	6%	6	18%	10	29%
\$30,552-\$38,189	11	52%	2	10%	5	23.8%	3	14.3%
\$38,190-\$45,827	21	57%	3	8%	5	13.5%	8	21.6%
Over \$45,827	81	33.3%	30	12.3%	57	23.5%	75	30.9%

30. Perceived needs of youth in community			Addiction prevention					
Combined Income	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Below \$12,490	10	45%	2	9%	3	14%	7	32%
\$12,491-\$30,551	14	41%	2	6%	4	12%	14	41%
\$30,552-\$38,189	9	43%	3	14%	4	19.0%	5	23.8%
\$38,190-\$45,827	17	46%	2	5%	10	27.0%	8	21.6%
Over \$45,827	84	34.6%	17	7.0%	69	28.4%	73	30.0%

30. Perceived needs of youth in community			Recreation for teenagers					
Combined Income	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Below \$12,490	10	45%	1	5%	1	5%	10	45%
\$12,491-\$30,551	10	29%	1	3%	3	9%	20	59%
\$30,552-\$38,189	6	29%	1	5%	2	9.5%	12	57.1%
\$38,190-\$45,827	8	22%	1	3%	7	18.9%	21	56.8%
Over \$45,827	50	20.6%	12	4.9%	64	26.3%	117	48.1%

30. Perceived needs of youth in community			Transportation to activities recreation					
Combined Income	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Below \$12,490	9	41%	1	5%	4	18%	8	36%
\$12,491-\$30,551	11	32%	1	3%	6	18%	16	47%
\$30,552-\$38,189	5	24%	3	14%	7	33.3%	6	28.6%
\$38,190-\$45,827	14	38%	1	3%	13	35.1%	9	24.3%
Over \$45,827	70	28.8%	23	9.5%	88	36.2%	62	25.5%

30. Perceived needs of youth in community			Access to tutoring					
Combined Income	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Below \$12,490	9	41%	2	9%	2	9%	9	41%
\$12,491-\$30,551	13	38%	4	12%	8	24%	9	26%
\$30,552-\$38,189	9	43%	4	19%	5	23.8%	3	14.3%
\$38,190-\$45,827	15	41%	5	14%	10	27.0%	7	18.9%
Over \$45,827	77	31.7%	24	9.9%	78	32.1%	64	26.3%

30. Perceived needs of youth in community			Teenage pregnancy					
Combined Income	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Below \$12,490	9	41%	2	9%	3	14%	8	36%
\$12,491-\$30,551	16	47%	1	3%	7	21%	10	29%
\$30,552-\$38,189	7	33%	0	0%	8	38.1%	6	28.6%
\$38,190-\$45,827	15	41%	0	0%	13	35.1%	9	24.3%
Over \$45,827	74	30.5%	11	4.5%	71	29.2%	87	35.8%

30. Perceived needs of youth in community			Latch-key kids					
Combined Income	No Opinion/No Response		Not a Problem		Minor Problem		Major Problem	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Below \$12,490	10	45%	4	18%	4	18%	4	18%
\$12,491-\$30,551	14	41%	2	6%	5	15%	13	38%
\$30,552-\$38,189	8	38%	1	5%	5	23.8%	7	33.3%
\$38,190-\$45,827	15	41%	2	5%	8	21.6%	12	32.4%
Over \$45,827	78	32.1%	13	5.3%	65	26.7%	87	35.8%

32. Please indicate services needed by your community. (Responses on the willingness to volunteer were not disaggregated.)

Combined Income	Below \$12,490		\$12,491-\$30,551		\$30,552-\$38,189		\$38,190-\$45,827		Over \$45,827	
	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage	Number of Respondents	Percentage
Transportation Assistance	8	36%	13	38%	9	43%	12	32%	81	33.3%
Child Care Assistance	10	45%	16	47%	10	48%	20	54%	139	57.2%
Utility Assistance	14	64%	13	38%	6	29%	14	38%	69	28.4%
Rent Assistance	12	55%	14	41%	8	38%	16	43%	73	30.0%
Youth Mentoring Programs	7	32%	19	56%	12	57%	19	51%	154	63.4%
Intervention for At-Risk Youth	8	36%	15	44%	10	48%	20	54%	146	60.1%
After School Programs	7	32%	16	47%	13	62%	23	62%	149	61.3%
Legal Assistance	10	45%	14	41%	8	38%	16	43%	64	26.3%
Employment/Job Training	10	45%	14	41%	9	43%	16	43%	112	46.1%
Volunteer center	9	41%	13	38%	7	33%	16	43%	72	29.6%
Addiction Services	10	45%	13	38%	5	24%	13	35%	85	35.0%
Counseling Services	7	32%	12	35%	7	33%	13	35%	94	38.7%
Recreational Activities	11	50%	18	53%	10	48%	16	43%	110	45.3%
Food Pantry	11	50%	11	32%	4	19%	12	32%	70	28.8%
Parenting Skills Services	9	41%	14	41%	11	52%	15	41%	122	50.2%
Emergency Shelter	11	50%	14	41%	11	52%	19	51%	98	40.3%
Women's Shelter	10	45%	16	47%	12	57%	21	57%	117	48.1%
Home Repair Assistance	10	45%	17	50%	11	52%	17	46%	96	39.5%
Elderly Living Assistance	8	36%	14	41%	10	48%	19	51%	100	41.2%
Disability Services	9	41%	13	38%	5	24%	12	32%	75	30.9%
Health Clinics	10	45%	12	35%	7	33%	13	35%	82	33.7%
Environmental Services	9	41%	8	24%	7	33%	11	30%	50	20.6%