LIVINGSTON COUNTY
COMMUNITY NEEDS ASSESSMENT
2016

Community Survey

Population Profile

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NEEDS ASSESSMENT

Prepared by the Livingston County Planning Department for the
Livingston County Community Initiatives Council: June 2016

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Executive Summary

Introduction: Community Needs Assessment

The Community Service Block Grant (CSBG) program provides federal funding, coordinated through the state, to counties and cities. CSBG grants then go to local non-profit organizations that provide direct services to people and families. In Livingston County, CSBG grants and funding are coordinated by the Livingston County Workforce Development Department and the Community Initiatives Council (CIC).   The Livingston County Community Initiatives Council (CIC) was created with the goal of enabling low-income persons to attain the skills, knowledge, and motivations to help them secure the opportunities needed for self-sufficiency. The council consists of representatives from public, private and low-income sectors of the community and oversees the administration of the Community Service Development Block Grant funding that is allocated to diverse social agencies around the county. Members of the CIC are appointed by the Livingston County Board of Supervisors. During 2015, the Livingston County Workforce Development Department and Livingston County CIC distributed more than $132,000 to four local agencies.

By state law, officials from each of the 62 New York State counties that coordinate block grants are required to conduct a community needs assessment study every four years. In 2015, the Livingston County Workforce Development Department engaged the Livingston County Planning Department to assist in the completion of this needs assessment.

> *"Just because people work does not mean they can afford to live."*
> *-Lima resident in her 20s,*
> *survey respondent*

The 2016 Livingston County Community Needs Assessment is broken down into three distinct parts: a community needs survey, a population profile, and a priorities matrix that examines the needs identified in studies involving Livingston County.

Community Survey

The purpose of the community survey is to examine how County residents think about local poverty – both in their own households and in the community. The Livingston County Needs Assessment Questionnaire was conducted between the Fall and Winter of 2015/2016. One comprehensive survey was utilized to reach all sectors of the community. The survey was programmed using SurveyMonkey and was available online from December 2015 – February 2016. Notifications of survey availability were published on the Livingston County website, GeneseeSun.com, and Livingston County News. Notice was also transmitted to local radio stations. Paper versions of the survey were distributed via the four currently funded CSBG agencies, Livingston County departments and facilities, and they were also made available at public libraries, Town and Village offices and throughout the faith based community.

Population Profile

The Population Profile reviews the County's current population characteristics, historic population trends and projections for the future. Regional population trends were also reviewed to gain an understanding of the County's population in relation to the Genesee/Finger Lakes Region and New York State.

Priorities Matrix

The Priorities Matrix reviews and summarizes key issues and priorities resulting from relevant community assessments that have been recently prepared by other county departments and organizations, including but not necessarily limited to:

- ➢ 2013 CSBG Community Needs Assessment
- ➢ Livingston County Department of Health Community Health Assessment/CHIP/Report Cards
- ➢ GVHP Annual Report and Related Documents
- ➢ Livingston County Office for the Aging Needs Assessments
- ➢ Livingston County Housing Task Force SWOT Analysis and List of Priorities
- ➢ Livingston County Transportation Connectivity Plan (Public Transportation Study)
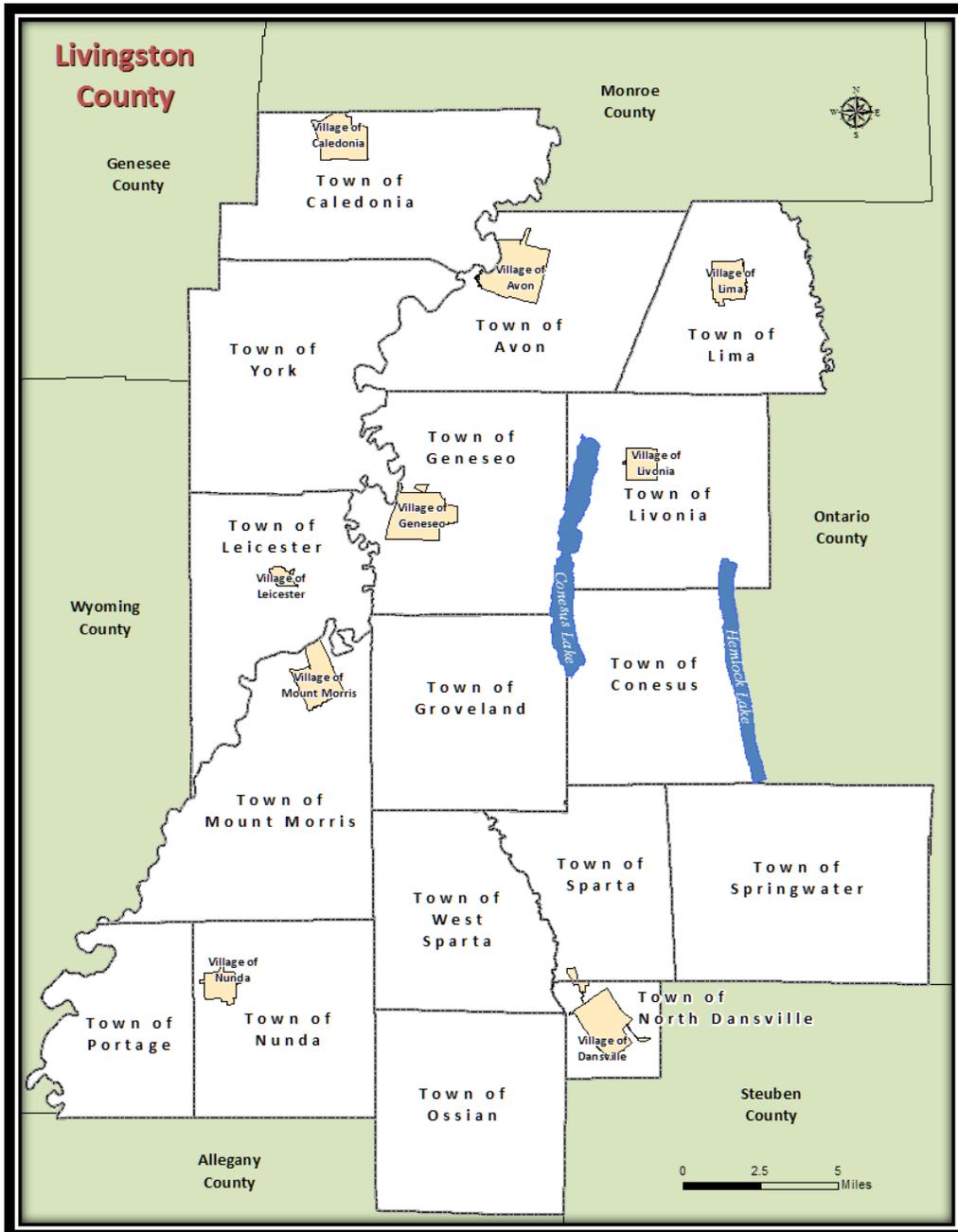
Map of Livingston County and Surrounding Counties

Highlights by Need

Ten general needs were identified by the Livingston County Community Initiatives Council in the Community Survey:

- Finding & keeping a job
- Employment support (affordable child care)
- How to manage money (budgeting; saving)
- Housing (safe & affordable)
- Health Care (accessible & affordable)
- Access to Food (healthy & affordable)
- Transportation (affordable & to the right places)

- Education (vocational; literacy; GED; training beyond high school)
- Independent living for seniors & others with disabilities
- Child & family development (strengthening & supporting families)

At the April 2016 meeting of the Community Initiatives Council, the council analyzed results from the three Needs Assessment components – Community Survey, Population Profile and Priorities Matrix – and ranked the five highest Priority Needs in Livingston County:

Priority Need	Rank
Finding & Keeping a Job	1
Housing	2
Access to Food	3
Transportation	4
Health Care	5

The section below examines what the Community Survey, Population Profile and Priorities Matrix highlight for each of these priority needs.

Finding & Keeping a Job

Population Profile:

1. *Average Salary*: The average salary in the county decreased 2.1% between 2010 and 2014 from $36,510 to $35,753. The average salary in Livingston County in 2014 was the second lowest in the region.
2. *Higher Education*: In 2014, 23.9% of the population 25 years and older in Livingston County had a Bachelor's Degree or higher, which is higher than the region (22.9%) but lower than the state (33.7%). 12.9% of the population 25 years and older had an Associate's Degree, which is higher than the region (12%), state (8.5%) and nation (7.9%).
3. *Employment*: From 2005-2014, there was an overall loss of 267 total jobs in the county (-0.9%).
4. *Job Sectors*: Livingston County is part of the larger regional and national transition from manufacturing to knowledge-based/service-based industry. The top sectors of employment in Livingston County were government, retail trade, accommodation and food service, and manufacturing. In addition, the Genesee/Finger Lakes Development District Comprehensive Economic Development Strategy (CEDS) recognized the health care industry and tourism as key aspects of the County economy. Senior/health care facility development over the last 10 years is also notable.

5. *Unemployment:* From an unemployment rate of 5.8% in 2004, the rate in Livingston County rose to 8.4% in 2009 (recession) before dropping back down to 5.8% in 2014, which was below the state and national rates (6.3% and 6.2%, respectively) and equal to the regional rate.

Community Needs Survey Results:

1. Employment (2013) and Finding a Keeping a Job (2016) retained the highest ranking need for low income respondents.
2. Among all survey respondents, Finding and Keeping a Job ranked highest for the 20s-30s and second highest 40s-50s age groups. Finding and Keeping a Job ranked second for the 60+ age group. Employment support ranked higher for the 20s-30s age group than in the other age groups.
3. Finding and Keeping a Job was ranked in the top two needs across all education levels. Employment support ranked fourth for the HS Grad/GED and 4-yr Degree or higher education groups.
4. The largest barriers to employment reported among low income respondents were "transportation" and "education and training". Low income responders were more likely to respond that "offender status" was a barrier. "Health" and "Child Care" were also listed as barriers for more than 20% of the low income respondents.

Priorities Matrix – Key Findings in Other Existing Reports and Studies:

Livingston County Community Health Assessment, October 11, 2013/Livingston County Community Health Snapshot 2013: An Assessment of Health and Well-Being in Livingston County, Livingston County Department of Health In partnership with Noyes Memorial Hospital

The report included a Strategy Area to expand the role of public and private employers in obesity prevention. A stated objective in the report is to increase by 5% the percentage of worksites that offer a comprehensive worksite wellness program for all employees and is fully accessible to people with disabilities. The goal date is December 2017.

Livingston County Community Needs Assessment 2013. Dr. Paul Scipione, SUNY Geneseo, July 2013.

1. *Employment Services for Teens*: Employment training and School to Work programs were indicated as the most needed employment related programs for youth in the community. GED tutoring ranked low overall, but was highly ranked by households with income below $20,000.
2. *Priorities by Household Income*: Concern about employment is universally high among all income categories, however it is greatest within households earning below $35,000 per year.
3. *Employment:* Employment was most often ranked the top priority by respondents in their 20's, 30's and 60's. However, only those in their 50's and 60's tended to name employment support as their top priority.:

Housing
Population Profile:

1. *Housing Units:* Housing unit numbers increased by almost 13%, or an additional 3,100 units between 2000 - 2010. The Town of Livonia and Village of Geneseo experienced the greatest increase in number

of units, and the Town of Conesus experienced the largest percentage increase with over 30% growth. The Town of Geneseo also experienced an increase in multi-family housing units.

2. *Housing Types:* Livingston County housing type is characterized primarily by single-family homes, followed by mobile homes, two-family homes and seasonal residents. Livingston County has six homes for the aged.

3. *Age of Housing Stock:* Livingston County has an aging housing stock, with 60% of the County's total housing built before 1970.

4. *Median Home Values and Median Gross Rents:* The median home value for Livingston County in 2014 was estimated to be $119,200, which was higher than the region ($112,400) but significantly less than the state ($283,700) and nation ($175,700). Livingston County's median gross rent of $711 per month was comparable to the region ($692) and less than the state and nation (1,117 and $920, respectively).

5. *Occupancy Characteristics:* In 2014, Livingston County had a higher percentage of owner occupied units (73.9%) compared to the region (73.8%), the state (53.8%) and the nation (64.4%). The number of renter occupied units increased by 923 units from 5,641 units in 2000 (16%).

6. *Vacancy Rates:*   In 2014, Livingston County had a 6.3% rental housing vacancy rate, which is higher than the region (4.7%) and state (4.4%), but lower than the nation (6.9%).

Community Needs Survey Results:

1. Low income respondents ranked housing as the second highest need for themselves and the community.

2. As an overall community need, housing ranked as the second highest need for age groups 20s-30s and 40s-50s. The 60+ age group ranked housing third. For their own personal and family needs, survey respondents for all age groups ranked housing in the top 3 priorities.

3. As an overall community need, housing ranked second in priority for all education levels, except those with some college. In this group. Housing ranked first. For their own personal and family needs, survey respondents in with tech or vocational certificate, some college, and 2 yr degree ranked housing second highest. Those with HS Grad/GED or 4yr degrees ranked housing third.

Priorities Matrix – Key Findings in Other Existing Reports and Studies:

2014 Public Hearing Survey Results, Office for the Aging

Survey Results: Sometimes a Problem - Often a Problem: Maintaining the residence (inside and outside) and Finding reliable help to perform maintenance chores. Obtaining safe affordable housing did not rank high as a problem.

Livingston County Housing Task Force Meeting, October 16, 2012, Setting Priorities & Determining Actions for 2013 (Meeting Handout)

1. Need for Homeless and Transitional Housing: emergency housing, veterans, jail releases (men and women), state prison parolees, and sex offenders.

2. Need for Housing Repair and Rehabilitation Programs. Livingston County has an aging housing stock with 14,493 units built before 1970. This is 53.4% of the County's total housing. It may be suggested

that a housing conditions survey be conducted, especially in the villages, to help identify neighborhoods that would be likely candidates for housing rehabilitation. The villages of Dansville and Mt. Morris also have the largest concentrations of elderly persons and persons living in poverty. This may suggest that properties in these communities may require additional financial assistance for needed improvements. Mt. Morris and Conesus recently participated in the Community Development Block Grant program to assist residents, especially elderly, with home repair needs. With respect to rental property, investment landlords are often reluctant to rehabilitate rental housing if they will be unable to raise rent to recoup their investment when the majority of tenants cannot afford rents above a certain level. This suggests the continued need for housing grants, loans and rental subsidy programs.

3. Other needs: 1) Housing for the disabled; 2) Consideration for college student housing: SUNY Geneseo and relocation of GCC to heart of Dansville; 3) Transportation needs: Access to services, employment, shopping and food, walkable communities; 4) quality of life issues; 5) Workforce housing for migrants and other farm workers; 6) Advocacy programs for those with housing needs.

Elmira/Steuben, Allegany, Livingston, Chemung, Schuyler Counties Continuum of Care January 2012 Point-in-Time Study, Final Report. The Institute for Human Services, Inc.

This study is a count of homeless persons in Livingston County, and is completed as a requirement for county participation in the IHS Continuum of Care. Participating in the CoC gives the county improved access to funding sources that address needs homeless populations. Livingston County first started the study in 2011. The study concluded that as with other counties in the continuum, individuals reaching out for housing assistance in Livingston County, and responded to the survey, outnumber those in families by almost double (41 to 23).

Livingston County Community Needs Assessment 2013. Dr. Paul Scipione, SUNY Geneseo. July 2013.

1. Safety: Over 10% of respondents disagreed that their housing was safe. 15% felt it did not meet the families' needs.
2. Affordability. 85% felt that their housing was affordable. 10% of respondents indicated receiving financial assistance for their housing.

Access to Food

Population Profile:

1. *Poverty and Age:* In 2014, 14.7% of Livingston County residents were living in poverty, with 18.9% of the county population under 18 living in poverty. Livingston County is above the regional percentage of persons living in poverty (13.7%), below the regional percentage for population under 18 living in poverty (19.5%), and below the state and national percentages for both categories. According to ACT Rochester Community Indicators for the Rochester Area, "children raised in impoverished environments are at higher risk for a wide variety of health and social problems, including poor performance in school. The challenges they face in childhood can diminish their chances for successful adult lives."

2. *Poverty and Race:* Of the Livingston County residents living in poverty in 2014, the highest percentage reported race as Some Other Race (70.1%), followed by Native Hawaiian and Other Pacific (66.7%) and Asian (48.4%).

3. *Poverty and Education:* Of the county population 25 years and older in 2014, people with less than a high school diploma experienced a poverty rate of 25.5%, while those with a Bachelor's degree or higher experienced a poverty rate of 3.1%.

4. *"Highly Distressed Areas":* Nine out of 15 Census Tracts are considered "Highly Distressed Areas" under the definition included in NYS General Municipal Law Section 854(18) using data from the U.S. Census 2010-2014 American Community Survey 5-year estimates. "Highly Distressed Areas" are Census Tracts (and Census Tracts contiguous thereto) with at least 20% population with incomes below poverty or at least 20% of households receiving public assistance and an unemployment rate of at least 1.25 times the statewide unemployment rate.

5. *Financial self-sufficiency:* While it has lower participation in government programs to help those in need compared to the region and state (2.5% vs. 3.4% and 2.9%, respectively), Livingston County has seen an 84% increase in the rate of children receiving temporary public assistance from 2010 to 2014 – climbing from 482 to 820 children.

6. *Free/Reduced Lunch Eligibles:* Mount Morris Central School District (65.3%), Wayland-Cohocton Central School District (58.5%) and Dansville Central School District (51.3%) have the highest percentage of enrolled students eligible for the free/reduced lunch program. Honeoye-Falls/Lima has the smallest percentage of students eligible for this program (14.5%).

Community Needs Survey Results:

1. When low income survey respondents were asked to identify the top needs for themselves and their family members, Access to Food was ranked as the third highest need.

2. Access to Food was ranked as the highest community need for the 60+ age group. However, for themselves, this age group ranked "Access to Food" fifth in priority.

3. Access to Food ranked second in priority for some Middle-High School students. Those with Some College ranked Access to Food as their third highest priority.

4. Access to Food ranked third for the 20s-30s age group and fourth in priority for the 40s-50s age group.

Priorities Matrix – Key Findings in Other Existing Reports and Studies:

<u>2014 Public Hearing Survey Results, Office for the Aging</u>

Survey Results: Sometimes a Problem - Often a Problem - Having enough money to buy necessary groceries; Ability to prepare meals for yourself.

<u>2015 Public Hearing Survey Results, Office for the Aging</u>

1. Survey Results: Other findings - High satisfaction with meals program - respondents would like more senior-center like activities.
2. Survey Results: Key Statistics.8%-10% increase in congregate meals for the past two years. There is a continued need for home delivered meals with more individuals in transition. OFA looking for the safest, best option for delivery of meals.

Transportation
<u>Population Profile:</u>

1. Livingston County is one of the least densely populated counties in the region, after Wyoming and Yates Counties. According to Census 2010, Livingston County has 104 persons per square mile and is most similar in population density to Seneca County (109 persons) and Orleans County (110 persons). With residents spread out through the County, transportation in general and public transportation specifically can be challenging.
2. There are higher concentrations of older populations in the Villages of Dansville, Geneseo, Avon, and Mount Morris. Over the decade, the number of residents 85 years and older increased from 1.4% of the total county population (920 people) to 2% (1,288 people). The increase of 368 individuals aged 85 years and older represents a significant population increase of 40% in this age group and highlights the growing need for elder care and support services.

<u>Community Needs Survey Results:</u>

1. The largest barriers to employment reported among both the full survey population and Low Income Respondents were "Transportation" and "Education and Training."
2. Low income respondents ranked transportation as the fourth highest need for themselves and the fifth highest need for Livingston County as a whole.
3. When asked to identify the Top 10 needs for Livingston County, Transportation ranked as the fifth highest Livingston County need for respondents aged 20 – 60. Transportation ranked as the sixth highest need for respondents over 60+ years old.
4. When asked to identify top needs for themselves and their family members, across the education levels, Transportation was ranked as the fifth highest need among respondents with some college, a 2-year degree or a 4-year degree. Transportation did not rank in the Top 5 needs for the other education level groups.

<u>Priorities Matrix – Key Findings in Other Existing Reports and Studies:</u>

<u>2013 Livingston County Community Health Assessment</u>

1. Upon completion of the community health assessment, the Livingston County Community Health Assessment Leadership Team identified the following top 2 priorities for Livingston County:
   a. Prevent Chronic Disease: Obesity and Diabetes with a focus on decreasing obesity among low-income population as the health disparity. (Assess a variety of transportation options to increase access to chronic disease services.)
   b. Promote Mental Health and Prevent Substance Abuse. (Assess a variety of transportation options to increase access to chronic disease services.)

<u>2013 Livingston County Community Needs Assessment</u>

1. Over half of respondents indicated that reliable transportation is not always available when needed. Transportation to work was most often mentioned as the highest need if assistance was available. This was followed by transportation to medical appointments and shopping.
2. Less than 10% of respondents indicated having used LATS (public transportation) in the past year. Responses for what prevented the usage of LATS were varied and included lack of information on the services, too burdensome to use, no phone to make arrangements and cannot afford.

<u>2014 Public Hearing Survey Results, Office for the Aging</u>

Survey Results: Meeting medical transportation needs was identified as "Sometimes a Problem".

<u>2015 Public Hearing Survey Results, Office for the Aging</u>

Survey Results: Services and Supports with Highest Dissatisfaction Ratings: transportation operations for those unable to drive.

Health Care
Population Profile:

1. In 2014, 6.1% of Livingston County residents were uninsured, which is the lowest percentage of uninsured people among the Genesee/Finger Lakes nine counties. 8.7% of the Genesee/Finger Lakes Region residents were uninsured, while 10.6% and 14.2% of New York State and U.S. residents were uninsured, respectively.
2. Livingston County tied with Ontario County for having the smallest percentage of residents living with a disability (11.8%). In 2014, 13.2% of the Genesee/Finger Lakes Region residents lived with a disability, while 10.6% and 14.2% of New York State and U.S. residents lived with a disability, respectively.
3. Mount Morris Central School District had the highest enrollment counts for students with disabilities (17% of students), followed closely by the Dansville Central School District (16%) and the York Central School District (16%). Avon Central School District (6%) and Livonia Central School District (9%) had the lowest enrollment counts for students with disabilities.
4. There are higher concentrations of older populations in the Villages of Dansville, Geneseo, Avon, and Mount Morris. Over the decade, the number of residents 85 years and older increased from 1.4% of the total county population (920 people) to 2% (1,288 people). The increase of 368 individuals aged 85

years and older represents a significant population increase of 40% in this age group and highlights the growing need for elder care and support services.

Community Needs Survey Results:

1. Low Income Respondents reported having a larger percentage of persons living with a disability in the household than the full survey population.
2. Identifying needs for survey respondents and their families, Health Care had the highest ranking among respondents aged 40 – 60+.
3. Over half of the survey respondents travel outside Livingston County for medical, dental or eye care. For Low Income Respondents, about 44% travel outside the county for medical care. Lower Income Respondents were less likely to find a doctor available when needed.
4. Over 90% of both the full survey group and the low income group have health insurance. 62% of the full survey group is able to afford health insurance deductibles. 44% of the low income group can afford these deductibles.
5. 17% of all survey respondents report delaying treatment because of health insurance deductible cost.

Priorities Matrix – Key Findings in Other Existing Reports and Studies:

2013 Livingston County Community Health Assessment

1. Upon completion of the community health assessment, the Livingston County Community Health Assessment Leadership Team identified the following top 2 priorities for Livingston County:
   a. Prevent Chronic Disease: Obesity and Diabetes with a focus on decreasing obesity among low-income population as the health disparity. (Assess a variety of transportation options to increase access to chronic disease services.)
   b. Promote Mental Health and Prevent Substance Abuse. (Assess a variety of transportation options to increase access to chronic disease services.)
2. Strategy Area: Expand the role of health care and health service providers and insurers in obesity prevention.

2013 Livingston County Community Needs Assessment

Access to Care: Nearly 80% reported family members traveling outside the county to seek medical, dental or vision care, although 88% indicated that they were able to find a doctor when needed. Less than 10% indicated having to visit the emergency room or an after-hours facility due to lack of a regular doctor. Prescription drug coverage was included with the insurance policies of almost 90% respondents. For those without drug coverage, one in five reported having to go without medicine as a result of the expense.

2014 Public Hearing Survey Results, Office for the Aging

Survey Results: Respondents expressed an interest in assistance with understanding programs that may reduce health costs; understanding health insurance coverage and option; and assistance with affording medical costs.

<u>2015 Public Hearing Survey Results, Office for the Aging</u>

1. Survey results showed that most responses for issues of concern include managing chronic conditions.
2. Survey Results: Most responses for issues of concern include -- 1) Understanding Medicare and other options; 2) Affording medical costs.
3. Survey Results: Key Statistics. OFA saw a 50% increase in calls for Health Insurance Information and Counseling in 2014.

Community Survey

Introduction: Community Survey

The goal of the Community Initiatives Council for the Community Needs Assessment Questionnaire was to receive at least 300 individual responses, with at least 20% of those responses from individuals with an average annual household income of less than $15,000. The survey received 397 responses, with 31.1% from the identified income group.

This data summary is an examination of responses given by all survey participants and responses of subgroups within the survey. For purposes of the summary, the term "Low Income Respondents" signifies respondents with an average annual household income of less than $15,000.

Survey Response: Prioritizing Needs

Top 10 Needs Identified for Livingston County

The nearly 400 respondents who participated in the Livingston County Community Needs Assessment survey were asked to priority rank ten needs for Livingston County as a whole. The results are broken down over several subgroups below. For all factors, both the weighted score (%) and the rank for each need are shown.

In the interest of space, the parenthetical text describing each need will be removed from subsequent tables. The text for "Independent living for seniors & others with disabilities" will be shortened to "Independent living."

Top 10 Needs: All Respondents

Top 10 Needs for Livingston County: All Respondents		
Rank	Need	% Score
1	Finding & keeping a job	12.9%
2	Housing (safe & affordable)	12.3%
3	Health Care (accessible & affordable)	10.5%
4	Transportation (affordable & to the right places)	10.2%
5	Employment support (affordable child care)	10.2%
6	Access to Food (healthy & affordable)	10.0%
7	Education (vocational; literacy; GED; training beyond high school)	9.2%
8	Child & family development (strengthening & supporting families)	8.8%
9	How to manage money (budgeting; saving)	8.3%
10	Independent living for seniors & others with disabilities	7.5%

n=300

Change in Needs Ranking (2013 vs. 2016)

While Employment (2013) and Finding & Keeping a Job (2016) retained the highest ranking, the second highest ranked need changed from Education (2013) to Housing (2016). Health Care and Transportation remained in the 3rd and 4th ranks, respectively.

The "n" at the end of each table and chart signifies the number of survey respondents who answered the question.

Top 10 Needs: Low Income Respondents

The top three needs identified <u>for Livingston County as a whole</u> by Low Income Respondents were the same as the top three needs identified by all survey respondents, but Access to Food ranked higher for Low Income Respondents than Transportation and Employment Support.

Top 10 Needs for Livingston County: Low Income Respondents		
Rank	**Need**	**% Score**
1	Finding & keeping a job	14.3%
2	Housing	12.2%
3	Health Care	11.1%
4	Access to Food	10.8%
5	Transportation	10.6%
6	Employment support	9.8%
7	How to manage money	8.8%
8	Education	8.0%
9	Independent living	7.9%
10	Child & family development	6.5%

The term "Low Income Respondents" is defined as survey respondents with an average annual household income of less than $15,000.

n=39

Top 10 Needs by Age: All Respondents

Each age group in the table below contains two decades. The top ranking needs for <u>Livingston County as a whole</u> by respondents aged 20 – 50 were "Finding & keeping a job" and "Housing." "Employment support" ranked higher for the 20s-30s age group than in the other age groups. In the respondents over 60 years, there was a significant increase in responses between the first and second ranked need. "Access to Food" was the number one need identified by the oldest age group. "Independent living for seniors & others with disabilities" was also ranked higher in this age group than in younger age groups.

Top 10 Needs for Livingston County by Age: All Respondents						
Rank	**20s-30s**	**%**	**40s-50s**	**%**	**60+**	**%**
1	Finding & keeping a job	13.0	Finding & keeping a job	12.8	Access to Food	17.5
2	Housing	12.1	Housing	12.6	Finding & keeping a job	11.8
3	Employment support	11.0	Health Care	10.8	Housing	11.0
4	Access to Food	10.9	Employment support	10.7	Health Care	10.7
5	Transportation	9.9	Transportation	10.5	Independent living	9.4
6	Health Care	9.6	Access to Food	9.7	Transportation	9.3
7	How to manage money	9.3	Education	9.2	Employment support	8.1
8	Education	9.3	Child & family devt.	8.7	Child & family devt.	7.9
9	Child & family devt.	8.5	How to manage money	7.9	Education	7.9
10	Independent living	6.5	Independent living	7.0	How to manage money	6.3
	n=88		n=120		n=63	

Top 10 Needs by Highest Education Level Completed: All Respondents

"Finding and keeping a job" and "Housing" were ranked in the top two needs <u>for Livingston County as a whole</u> across all education levels. "Access to Food," "Health Care" and "Employment Support" were the next most listed as third and fourth ranked needs across the education levels.

	Top 10 Needs by Highest Education Level Completed: All Respondents												
Rank	Some Middle-High School	%	HS Grad or GED	%	Tech or Vocational Certificate	%	Some College	%	2-yr. Degree	%	4-year Degree or higher	%
1	Finding & keeping a job	13.2	Finding & keeping a job	14.7	Finding & keeping a job	14.8	Housing	13.6	Finding & keeping a job	13.7	Finding & keeping a job	12.9
2	Housing	12.7	Housing	13.7	Housing	12.4	Finding & keeping a job	12.7	Housing	12.4	Housing	12.1
3	Access to Food	11.9	Health Care	11.4	Access to Food	10.9	Health Care	11.6	Health Care	10.6	Transportation	11.3
4	Education	10.7	Employment support	9.9	Health Care	10.4	Access to Food	10.8	Access to Food	10.5	Employment support	10.9
5	Transportation	9.9	Transportation	9.3	Education	10.1	Employment support	9.7	Employment support	9.7	Health Care	10.2
6	Employment support	9.6	Access to Food	8.8	Employment support	9.8	How to manage money	9.4	Transportation	9.5	Child & family devt.	9.6
7	Health Care	9.4	How to manage money	8.6	Child & family devt.	9.6	Education	8.7	Education	9.1	Access to Food	9.3
8	How to manage money	9.2	Education	8.5	Transportation	8.8	Independent living	7.9	Child & family devt.	8.9	Education	8.8
9	Child & family devt.	7.2	Child & family devt.	7.7	Independent living	7.6	Transportation	7.8	How to manage money	8.0	How to manage money	7.6
10	Independent living	6.2	Independent living	7.5	How to manage money	5.7	Child & family devt.	7.7	Independent living	7.6	Independent living	7.3
	n=25		n=60		n=12		n=41		n=33		n=118	

Top 5 Needs for Individual Respondents and Families

Question 2 of the Community Needs Assessment Questionnaire was different than Question 1 (identify Top 10 needs for Livingston County) in that it studied personal/family needs instead of countywide needs. Survey respondents were asked in Question 2 to identify the Top 5 needs that they felt were greatest <u>for themselves and their families</u>.

Top 5 Needs: Comparing All Respondents to Low Income Respondents

The top need <u>for survey respondents and their families</u> by a wide margin for both groups was "Finding and keeping a job." "Housing," "Access to Food" and "Transportation" ranked higher among Low Income Responders, and "Health Care" was the #2 need among All Respondents.

	Top 5 Needs for Survey Respondents & Their Families: Comparing All Respondents to Low Income Respondents			
Rank	**All Respondents**	**%**	**Low Income Respondents**	**%**
1	Finding & keeping a job	46.3	Finding & keeping a job	29.2
2	Health Care	16.1	Housing	23.3
3	Housing	14.5	Access to Food	18.7
4	Access to Food	13.8	Transportation	15.1
5	Transportation	9.3	Health Care	13.6

n=238   n=65

Top 5 Needs by Age: All Respondents

It is in the different age groups where the largest differences in personal/family needs are in evidence. "Health Care" was not identified as not as much of a need among 20-39 year old <u>survey respondents and their families</u> as it is in the older age groups. "Finding and keeping a job" was not identified as much of a need among survey respondents over 60 years old as it is in the younger age groups. "Housing" was ranked in the Top 3 for all age groups.

	Top 5 Needs for Survey Respondents & Their Families by Age: All Respondents					
Rank	**20s-30s**	**%**	**40s-50s**	**%**	**60+**	**%**
1	Finding & keeping a job	27.8	Health Care	25.5	Health Care	26.4
2	Housing	22.2	Finding & keeping a job	25.2	Independent living	24.0
3	Access to Food	18.9	Housing	17.5	Housing	18.5
4	Employment support	16.1	Access to Food	16.8	Finding & keeping a job	15.7
5	Health Care	15.0	How to manage money	15.1	Access to Food	15.5

n=78   n=90   n=48

Top 5 Needs by Highest Education Level Completed: All Respondents

"Finding and keeping a job," "Health Care" and "Housing" were ranked in the top two needs <u>for survey respondents and their families</u> across most education levels. "Access to Food" was ranked #2 among respondents with some middle-high school education. "Health Care" was ranked #1 among respondents with a 4-year degree or higher.

	Top 5 Needs for Survey Respondents & Their Families by Highest Education Level Completed: All Respondents											
Rank	Some Middle-High School	%	HS Grad or GED	%	Tech or Vocational Certificate	%	Some College	%	2-yr. Degree	%	4-year Degree or higher	%
1	Finding & keeping a job	29.3	Health Care	26.8	Finding & keeping a job	34.0	Finding & keeping a job	26.5	Finding & keeping a job	23.4	Health Care	24.7
2	Access to Food	24.9	Finding & keeping a job	24.1	Housing	20.2	Housing	23.1	Housing	21.6	Finding & keeping a job	24.5
3	Employment support	16.1	Housing	22.1	Health Care	18.1	Access to Food	20.9	Health Care	20.8	Housing	19.2
4	Housing	15.1	Access to Food	14.2	Access to Food	16.0	Health Care	18.3	Access to Food	19.7	Employment support	16.7
5	Education	14.6	How to manage money	12.8	Employment support	11.7	Transportation	11.2	Transportation	14.5	Transportation	14.9
	n=20		n=54		n=9		n=28		n=30		n=85	

Survey Respondent Characteristics: Age, Gender, Education & Residency

This section compares characteristics of all survey respondents with Low Income Respondents for a snapshot of segments of the Livingston County population.

Age

Among all respondents, over 40% were in their 40s and 50s. Among Low Income Respondents, over half were in their 20s and 30s.

Age: All Respondents

n=363

Age: Low Income Respondents
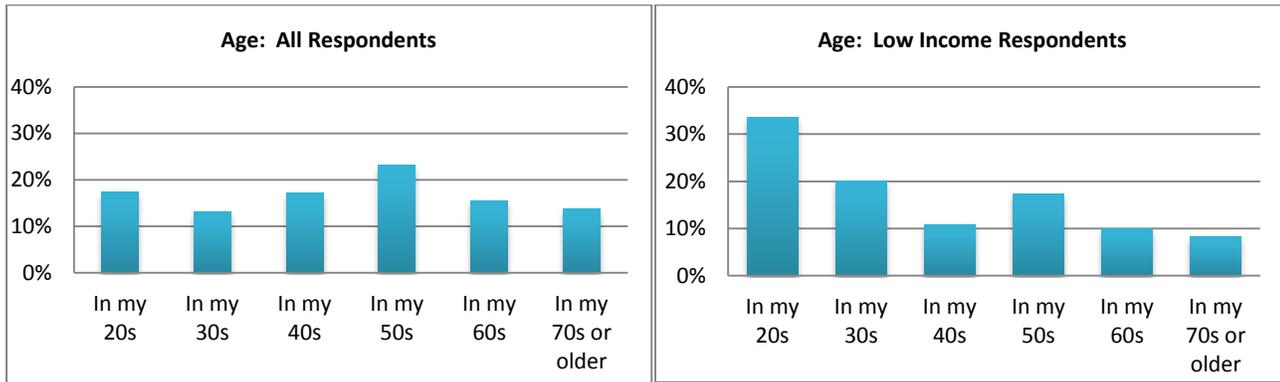
n=110

Age by the Numbers		
Age	All Respondents	Low Income Respondents
In my 20s	63	37
In my 30s	48	22
In my 40s	62	12
In my 50s	84	19
In my 60s	56	11
In my 70s or older	50	9
Total (n)	363	110

Gender

Survey respondents in both categories had roughly the same gender distribution. About 75% of all respondents were female.

Gender: All Respondents

26%

74%

- Male
- Female

n=382

Gender: Low Income Respondents

24%

76%
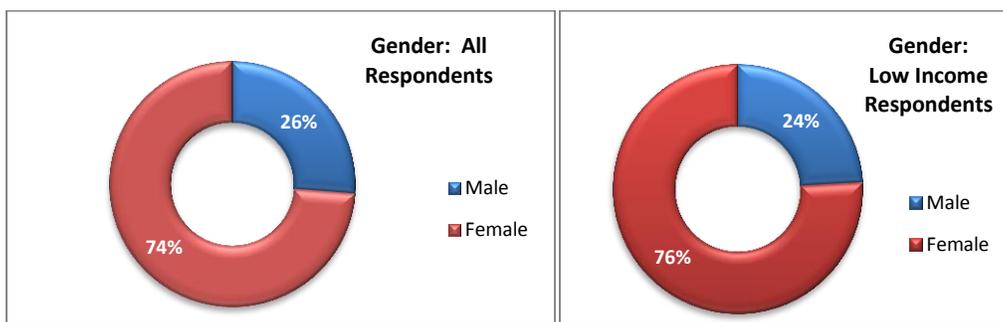
- Male
- Female

n=112

Gender by the Numbers		
Gender	All Respondents	Low Income Respondents
Female	282	85
Male	100	27
Total (n)	382	112

15

Education

Among all survey respondents, about 60% had college experience. For almost a quarter of respondents, the highest level of education completed was high school/GED. Among Low Income Survey Respondents, about 38% had college experience. For 35% of respondents, the highest level of education completed was high school/GED. Around 18% of Low Income responders did not graduate from high school/GED.

Highest Level of Education Completed, All Respondents

- Some middle or high school education — 11%
- High school diploma or GED — 24%
- Certificate or degree from technical/vocational program — 5%
- Some college — 16%
- 2-year college degree (Associates) — 11%
- 4-year college degree or higher (Bachelors, Masters, PhD) — 33%

n=378

Highest Level of Education Completed, Low Income Respondents

- Some middle or high school education — 18%
- High school diploma or GED — 35%
- Certificate or degree from technical/vocational program — 9%
- Some college — 19%
- 2-year college degree (Associates) — 10%
- 4-year college degree or higher (Bachelors, Masters, PhD) — 9%

n=112

Education by the Numbers		
Highest Level of Education Completed	**All Respondents**	**Low Income Respondents**
Some middle or high school education	43	21
High school diploma or GED	89	39
Certificate or degree from technical/vocational program	20	10
Some college	60	21
2-year college degree (Associates)	43	11
4-year college degree or higher (Bachelors, Masters, PhD)	123	10
Total (n)	378	112

Residency

Every municipality had at least two respondents. The highest percentage of total respondents lived in the Village of Dansville (14%), the Town of Mount Morris (12.1%), the Town of Livonia (9.7%) and the Town of Avon (9.4%). Respondents were almost equally divided between the northern half of the county (183) and the southern half of the county (189). Respondents with an average annual household income of less than $15,000 were concentrated in the Towns of Avon and Mount Morris and the Villages of Dansville and Nunda.

Tables and a Map showing survey respondent residency are included below.

Where Survey Respondents Live: All Respondents		
Municipality	Response Percent	Response Count (n)
Avon (Town)	9.4%	**35**
Avon (Village)	3.0%	11
Caledonia (Town)	1.9%	7
Caledonia (Village)	2.2%	8
Conesus	2.4%	9
Geneseo (Town)	6.2%	23
Geneseo (Village)	5.1%	19
Groveland	1.9%	7
Leicester (Town)	1.3%	5
Leicester (Village)	1.3%	5
Lima (Town)	3.2%	12
Lima (Village)	0.5%	2
Livonia (Town)	9.7%	**36**
Livonia (Village)	1.1%	4
Mount Morris (Town)	12.1%	**45**
Mount Morris (Village)	3.8%	14
North Dansville	1.3%	5
Dansville (Village)	14.0%	**52**
Nunda (Town)	5.4%	20
Nunda (Village)	2.4%	9
Ossian	0.5%	2
Portage	1.1%	4
Sparta	2.7%	10
Springwater	1.3%	5
West Sparta	2.2%	8
York	4.0%	15

n=372

Survey Respondent Residency

Respondents
- 0 - 4.9
- 5 - 11.9
- 12 - 22.9
- 23 - 52
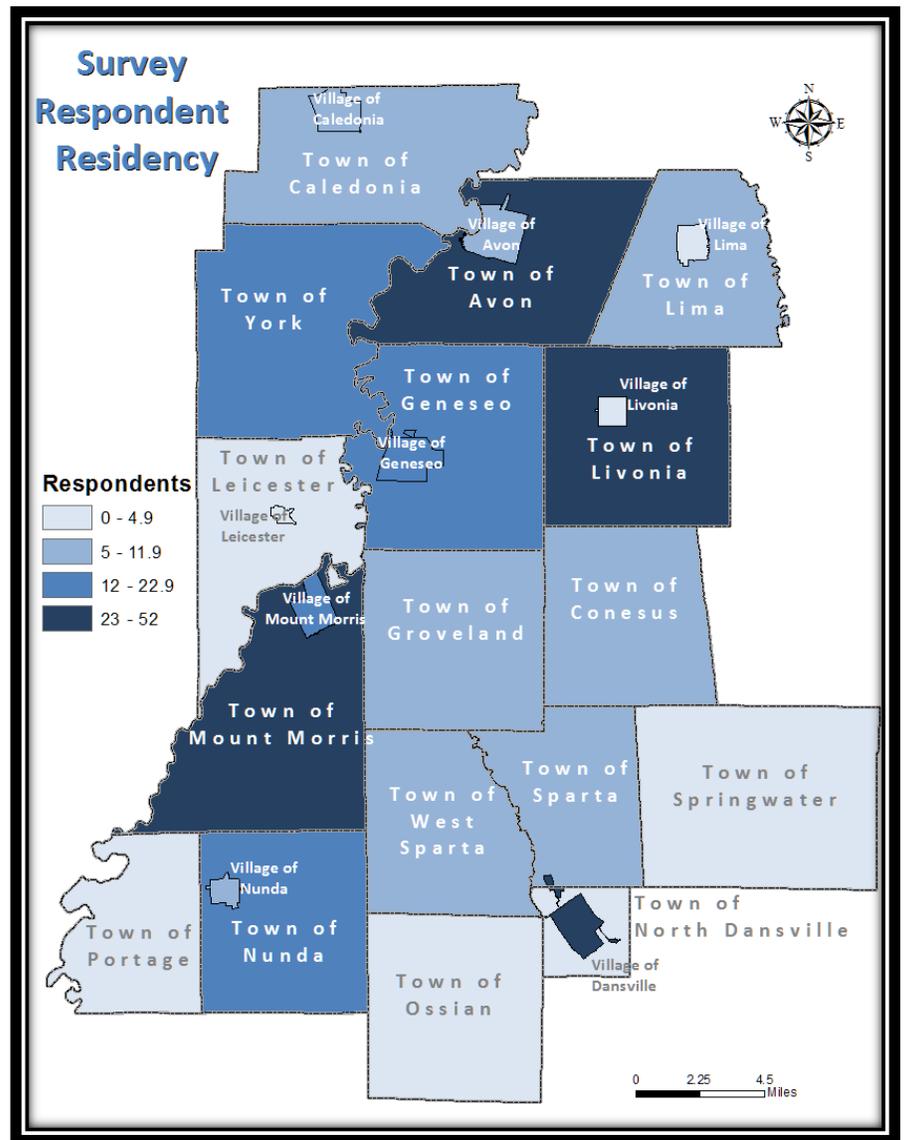
| Geographic Concentration of Survey Respondents by Income					
Income	Municipality	Response Count (n)	Income	Municipality	Response Count (n)
Less than $15,000	Town of Mount Morris	31	$40,000 - $69,999	Town of Livonia	14
	Village of Dansville	15		Village of Dansville	8
	Town of Avon	12			
	Town of Nunda	11			
$15,000 - $24,999	Village of Dansville	12	**$70,000 - $99,000**	Town of Avon	6
	Town of Avon	8		Town of Livonia	6
	Town of Geneseo	6		Village of Mount Morris	5
	Town of York	5			
$25,000 - $39,999	Village of Caledonia	4	**$100,000 or more**	Town of Livonia	7
	Village of Dansville	4		Town of York	6

The average length of time respondents lived in Livingston County was 24.6 years.

| Average Length of Residency by Income		
Income	**Years (average)**	**Response Count (n)**
Less than $15,000	16.8	113
$15,000 - $24,999	27.7	58
$25,000 - $39,999	30.0	35
$40,000 - $69,999	31.9	66
$70,000 - $99,000	26.1	49
$100,000 or more	25.5	39

Respondent Characteristics – Household and Health

Members in Household: Age and Disability Status

Low Income Respondents reported having a larger percentage of children, 19-54 year olds, and persons living with a disability in the household than the full survey population. The full survey population had a slightly higher percentage of individuals 55 years or older in the household.

Household Member Age and Disability Status: All Respondents

n=373 households
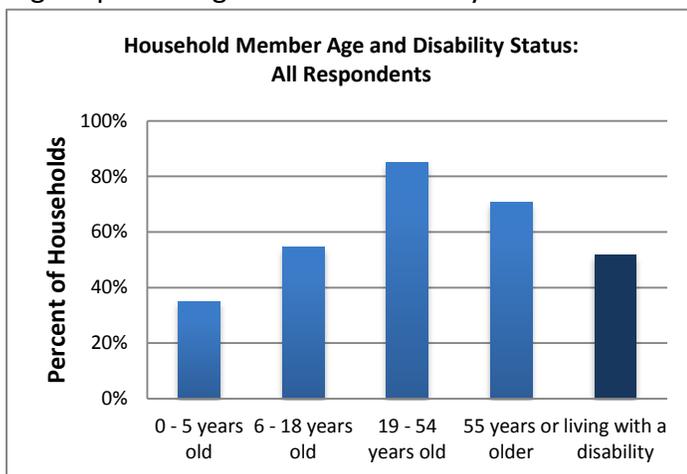
Household Member Age and Disability Status: Low Income Respondents
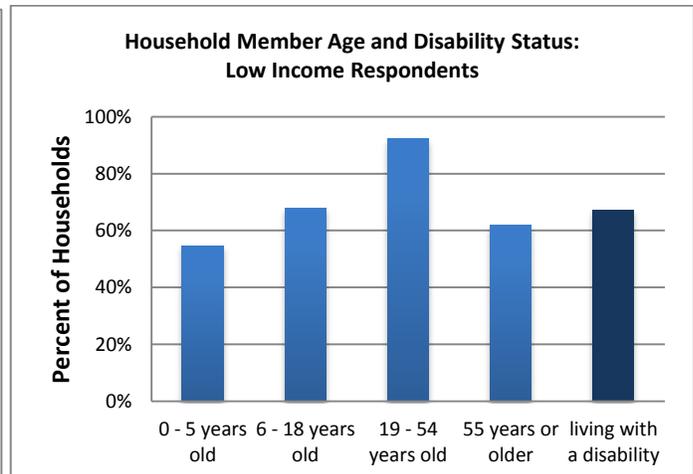
n=112 households

Age and Disability Status by the Numbers		
Age/Disability Status	**All Respondents**	**Low Income Respondents**
0 - 5 years old	55	23
6 - 18 years old	107	34
19 - 54 years old	224	71
55 years or older	165	31
living with a disability	87	31
Total (n)	373	112

Number of People in Household

Low Income Respondents were more likely to have a one-person household than the full survey population. There was a greater percentage of 2-person households in the full survey population.

Number of People in Household: All Respondents

n=377

Number of People in Household: Low Income Respondents
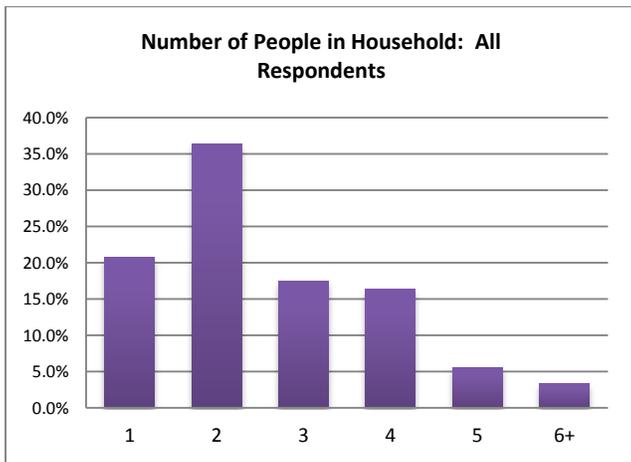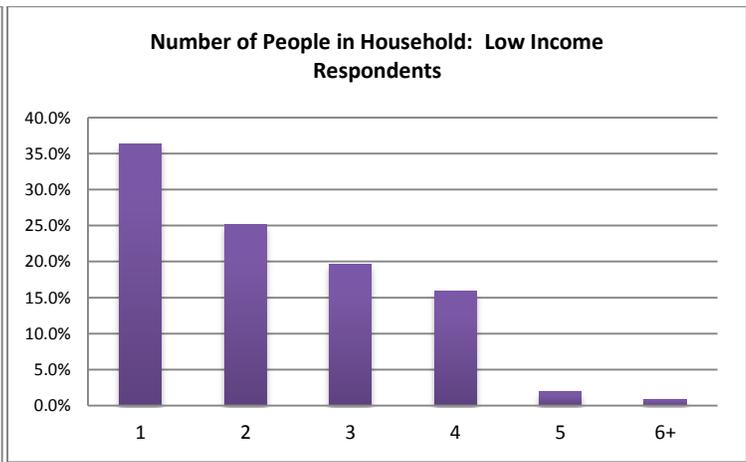
n=107

Number of People in Household by the Numbers		
# in Household	All Respondents	Low Income Respondents
One	78	39
Two	137	27
Three	66	21
Four	62	17
Five	21	2
Six or more	13	1
Total (n)	377	107

Health & Health Insurance

The survey contained a multiple part question on health insurance and location of medical offices. Over half of the survey respondents travel outside Livingston County for medical, dental or eye care. For Low Income Respondents, about 44% travel outside the county for medical care. Lower Income Respondents were less likely to find a doctor available when needed.

Over 90% of both the full survey group and the low income group have health insurance. 62% of the full survey group is able to afford health insurance deductibles. 44% of the low income group can afford these deductibles.

17% of all survey respondents report delaying treatment because of health insurance deductible cost.

Tables are included below.

Health & Health Insurance: All Respondents

Uncertain ■No ■Yes

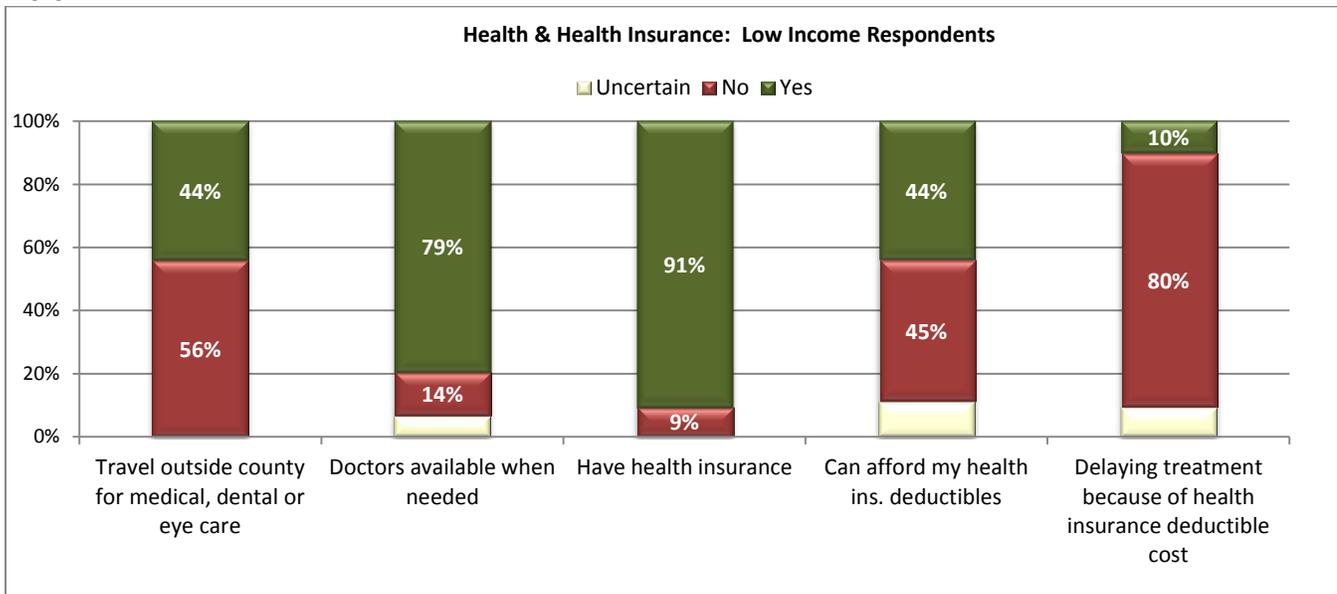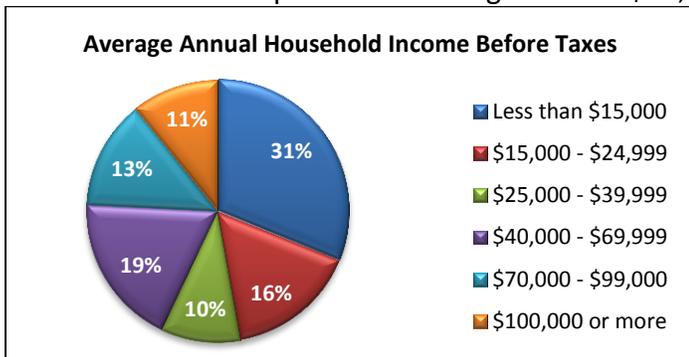|	Travel outside county for medical, dental or eye care	Doctors available when needed	Have health insurance	Can afford my health ins. deductibles	Delaying treatment because of health insurance deductible cost
Yes	58%	89%	93%	62%	17%
No	40%	8%	7%	28%	75%

n=375

Health & Health Insurance: Low Income Respondents

Uncertain ■No ■Yes

	Travel outside county for medical, dental or eye care	Doctors available when needed	Have health insurance	Can afford my health ins. deductibles	Delaying treatment because of health insurance deductible cost
Yes	44%	79%	91%	44%	10%
No	56%	14%	9%	45%	80%

n=112

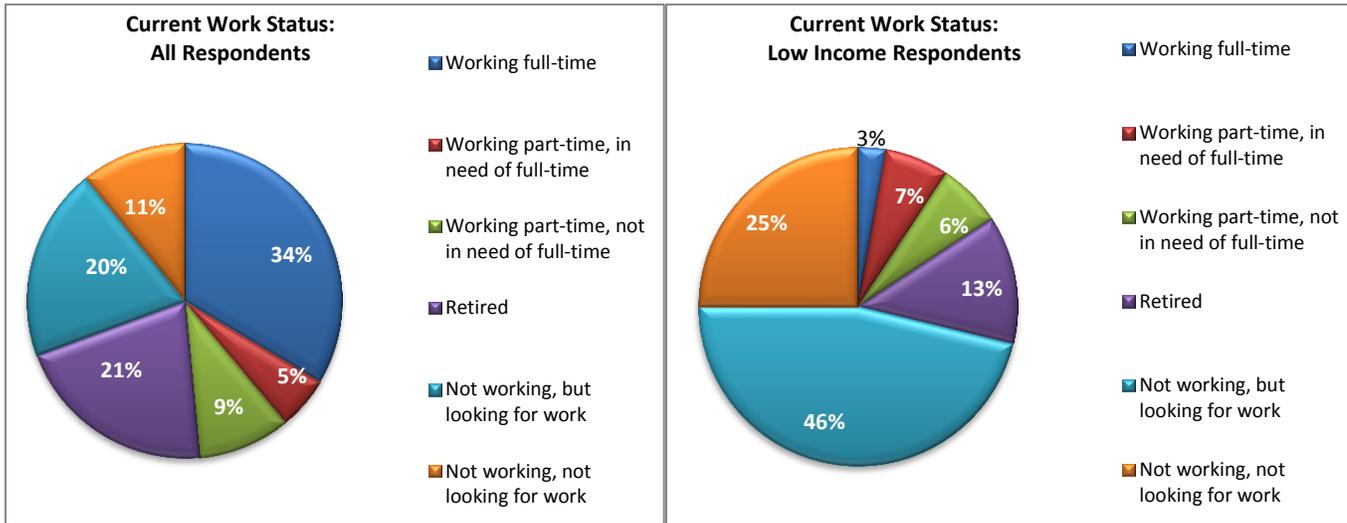# Respondent Characteristics – Economic

Average Annual Household Income

Almost half of the respondents had an annual average household income before taxes of less than $25,000, with 31% of total respondents earning less than $15,000.

Average Annual Household Income Before Taxes

- 31% Less than $15,000
- 16% $15,000 - $24,999
- 10% $25,000 - $39,999
- 19% $40,000 - $69,999
- 13% $70,000 - $99,000
- 11% $100,000 or more

Respondent Income by the Numbers	
Average Annual Household Income	**Number of Respondents**
Less than $15,000	113
$15,000 - $24,999	58
$25,000 - $39,999	36
$40,000 - $69,999	68
$70,000 - $99,000	49
$100,000 or more	39
Total (n)	363

20

Current Work Status

34% of all respondents worked full-time, 21% were retired and 20% were not working but were looking for work. A comparison of all respondents and Low Income Respondents is included below:

Current Work Status: All Respondents

Working full-time: 34%
Working part-time, in need of full-time: 5%
Working part-time, not in need of full-time: 9%
Retired: 21%
Not working, but looking for work: 20%
Not working, not looking for work: 11%

n=369

Current Work Status: Low Income Respondents

Working full-time: 3%
Working part-time, in need of full-time: 7%
Working part-time, not in need of full-time: 6%
Retired: 13%
Not working, but looking for work: 46%
Not working, not looking for work: 25%

n=108

| Work Status by the Numbers		
Work Status	**All Respondents**	**Low Income Respondents**
Working full-time	124	3
Working part-time, in need of full-time	20	7
Working part-time, not in need of full-time	35	7
Retired	77	14
Not working, but looking for work	73	50
Not working, and not looking for work	40	27
Total (n)	369	108

Barriers to Employment

The largest barriers to employment reported among both the full survey population and Low Income Respondents were "Transportation" and "Education and Training." Low Income Respondents were more likely to respond that "Offender Status" was a barrier. "Health" and "Child Care" were also listed as barriers for more than 20% of the Low Income Respondents.

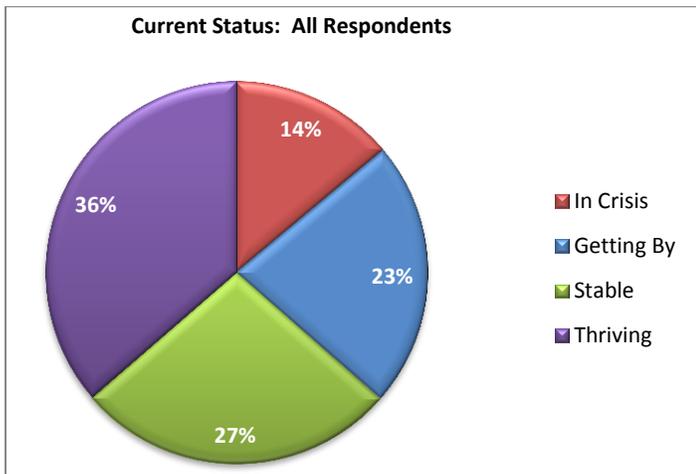Charts and tables on barriers to employment are included below.

Barriers to Employment: All Respondents

Barriers to Employment: Low Income Respondents
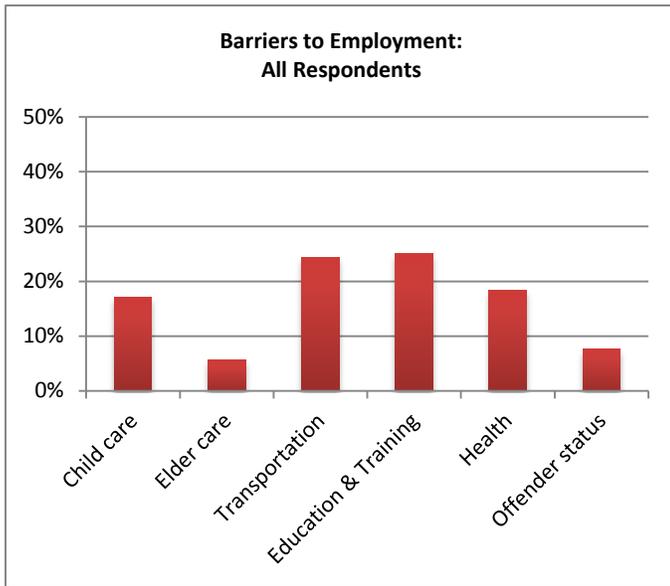
n=342
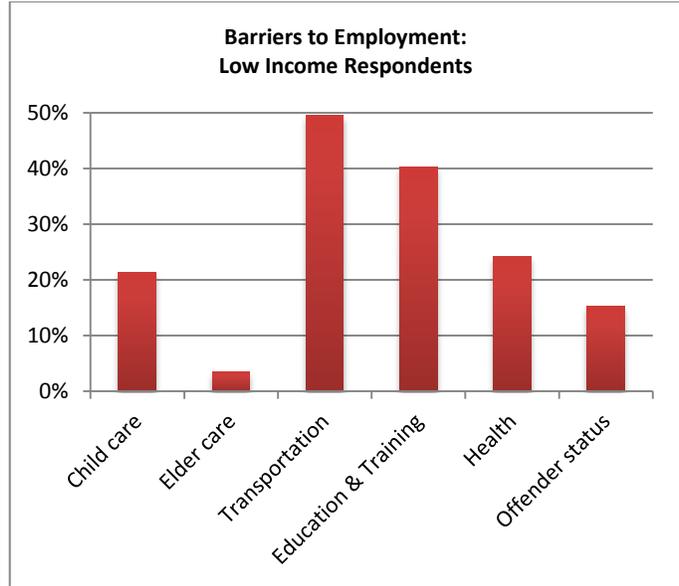
n-103

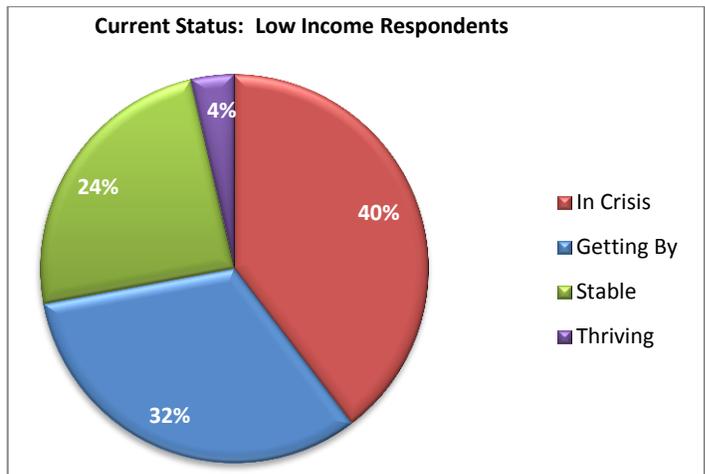| Barriers to Employment by the Numbers				
Potential Barrier	**Yes**	**No**	**Uncertain**	**Response Count (n)**
Child care (All Respondents)	53	247	11	311
Child care (Low Income Respondents)	19	66	4	89
Elder care (All Respondents)	17	277	11	305
Elder care (Low Income Respondents)	3	83	1	87
Transportation (All Respondents)	78	232	11	321
Transportation (Low Income Respondents)	47	46	2	95
Education & Training (All Respondents)	79	224	13	316
Education & Training (Low Income Respondents)	37	52	3	92
Health (All Respondents)	58	244	14	316
Health (Low Income Respondents)	22	65	3	91
Offender status (All Respondents)	23	265	12	300
Offender status (Low Income Respondents)	13	69	3	85

Overall Status

Respondents were asked to describe their overall status in the following terms:

- In Crisis (Frequently need help with one or more types of services, do not have a stable source of income, or recently lost a job.)
- Getting By (Occasionally need help with one or more types of services, have some stable income.)
- Stable (Able to maintain rent/mortgage and obtain food but need help once or twice a year with living needs.)
- Thriving (Have sufficient income to pay monthly rent/mortgage, utility bills, purchase food, etc. Don't require any assistance from a social service agency.)

Of all respondents, 63% of respondents described themselves/their families as either Stable or Thriving. 23% described themselves as Getting By, and 14% described themselves as In Crisis.
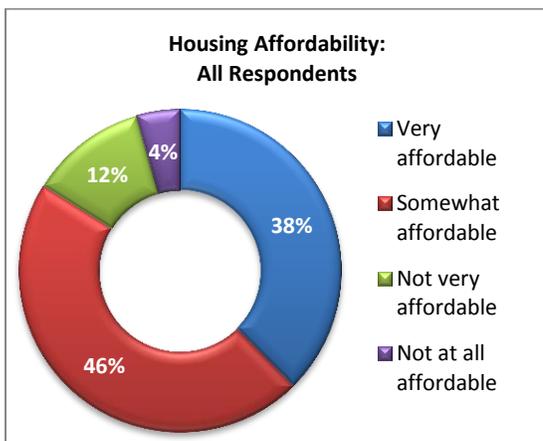
Current Status: All Respondents

- In Crisis: 14%
- Getting By: 23%
- Stable: 27%
- Thriving: 36%

n=368

Current Status: Low Income Respondents

- In Crisis: 40%
- Getting By: 32%
- Stable: 24%
- Thriving: 4%

n=111

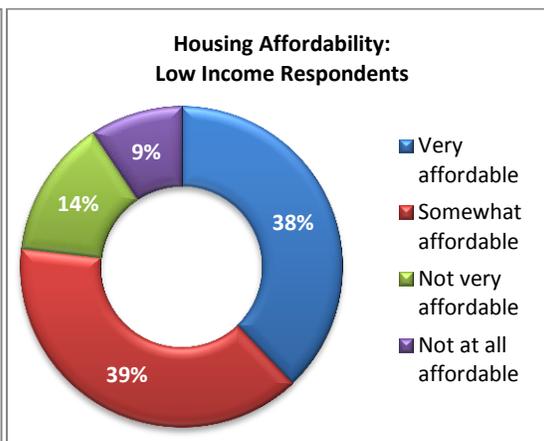| Overall Status by Income					
Income	In Crisis	Getting By	Stable	Thriving	# of Respondents (n)
Less than $15,000	**39.7%**	32.4%	24.3%	3.6%	111
$15,000 - $24,999	11.1%	**44.4%**	31.5%	13.0%	54
$25,000 - $39,999	2.9%	31.4%	**40.0%**	25.7%	35
$40,000 - $69,999	0%	10.3%	33.8%	**55.9%**	68
$70,000 - $99,000	0%	0%	18.7%	**81.3%**	48
$100,000 or more	0%	5.1%	12.8%	**82.1%**	39

Respondent Characteristics – Housing

Housing Affordability

A majority of survey respondents characterized their housing as either "Very Affordable" or "Somewhat Affordable." Average monthly rent for Low Income Responders was reported to be $520 per month.

Housing Affordability: All Respondents

- Very affordable: 38%
- Somewhat affordable: 46%
- Not very affordable: 12%
- Not at all affordable: 4%

n=367

Housing Affordability: Low Income Respondents

- Very affordable: 38%
- Somewhat affordable: 39%
- Not very affordable: 14%
- Not at all affordable: 9%

n=108

Housing Affordability by the Numbers

23

Response	All Respondents	Low Income Respondents
Very affordable	138	41
Somewhat affordable	170	42
Not very affordable	43	15
Not at all affordable	16	10
Total (n)	367	111

Rental Expense by Income		
Income	Average Monthly Rent	Response Count (n)
less than $15,000	$520.53	75
$15,000-$24,999	$725.67	27
$25,000-$39,999	$800.22	9
$40,000-$69,999	$752.27	11
$70,000-$99,999	$1,047.50	2
$100,000+	no renters in this category	0

Rent/Own Status

About 52% of all respondents owned their residence, while 39% rented and 9% had other situations (i.e. living in a motel, living with parents, renting from parents). 77.3 % of low income respondents indicated that they rented.

Rent vs. Own: All Respondents

10%
39%
51%
- Own
- Rent
- Other

n=375

Rent vs. Own: Low Income Respondents

16% 7%
77%
- Own
- Rent
- Other

n=110
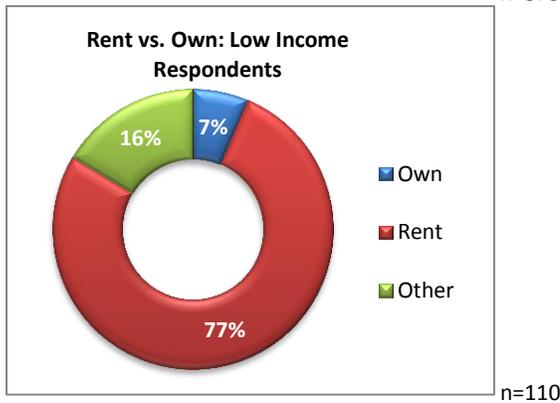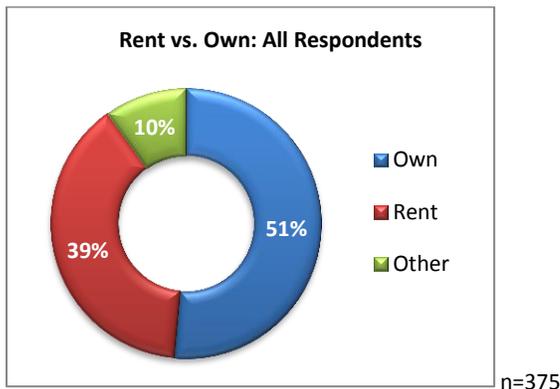
"I believe it would be easier for a lot of us if we could get help with car payments or mortgages."
*-Mount Morris resident in her 50s*

Own vs. Rent by the Numbers		
Status	All Respondents	Low Income Respondents
Own	193	7
Rent	145	85
Other	37	18
Total (n)	375	110

Respondent Characteristics – Transportation

53% of respondents indicated that reliable transportation is available when they need it. 19.2% indicated that it is sometimes available, and 9.8% indicated that reliable transportation is not available when they need it. Of the respondents with an average annual household income of less than $15,000, 40.2% indicated that reliable transportation is available when they need it.
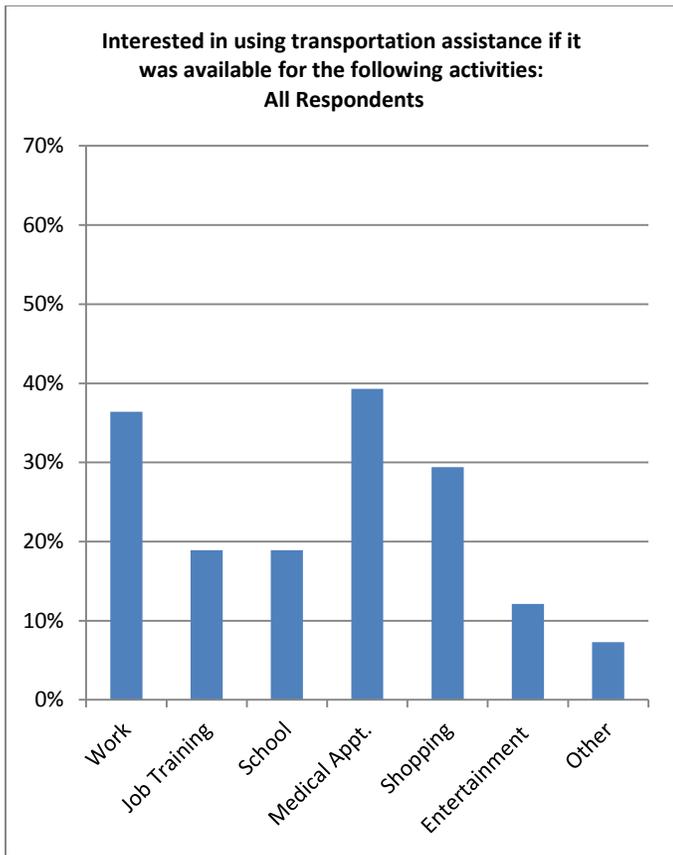

Reliable transportation is available when needed?
All Respondents

n=376

Reliable transportation is available when needed?
Low Income Respondents
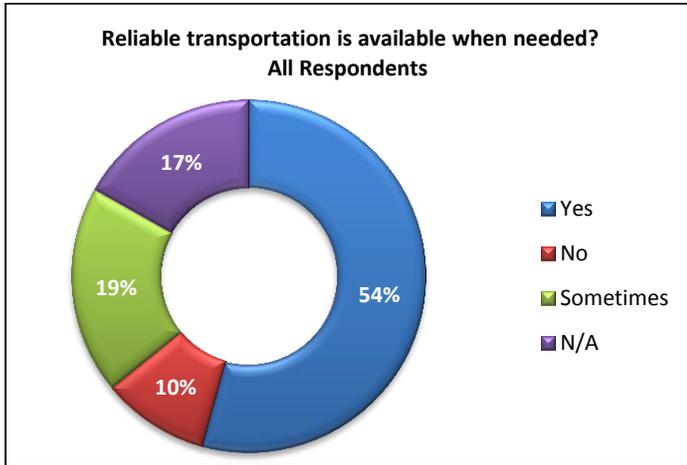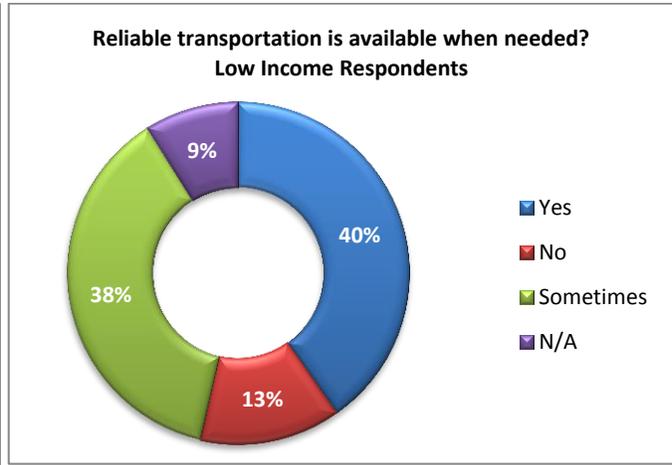
n=112

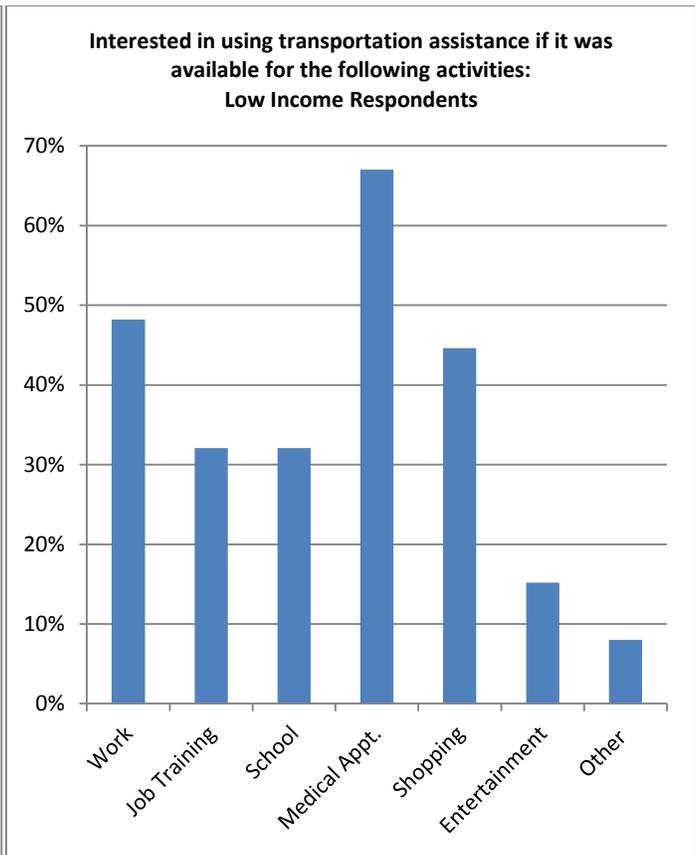| Access to Reliable Transportation by the Numbers		
Do you have access to reliable transportation?	All Respondents	Low Income Respondents
Yes	204	45
No	37	15
Sometimes	72	42
N/A	63	10
Total (n)	376	112

"These programs might be available, but I do not have transportation."
-Geneseo resident in her 60s

Charts and a table on the following page examine interest in using transportation assistance for several activity options. Almost 40% of all survey respondents indicated that they would use transportation assistance to get to medical appointments; 36% would use it to get to work; and 29% would use it to get to a shopping destination. 67% of Low Income Respondents indicated that they would use transportation assistance to get to medical appointments; 48% would use it to get to work; and 45% would use it to get to a shopping destination. Some of the survey respondent responses to the "Other" category are included below:

- Adult day care
- Family events
- Classes
- Access to rentable dock space on Conesus Lake!
- Probation

- Prescriptions
- Meetings/Education opportunities
- Job search
- Hospital admissions
- Church

- Visiting friends
- Emergencies
- Respite care

Interested in using transportation assistance if it was available for the following activities:
All Respondents

n=354 (multiple answers accepted)

Interested in using transportation assistance if it was available for the following activities:
Low Income Respondents

n=112 (multiple answers accepted)

Interest in Transportation Assistance by the Numbers (Multiple Answers Accepted)		
Activities	**All Respondents**	**Low Income Respondents**
Work	129	54
Job Training	67	36
School	67	36
Medical Appt.	139	75
Shopping	104	50
Entertainment	43	17
Other	26	9
Total (n)	354	112

"When I quit driving in 10 years or so, I'd look for transportation help for docs, shopping, and play."
-Lima resident in his 70s

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Top 5 Needs for Teenagers

Survey respondents were asked to indicate the Top 5 needs that they felt were the greatest for them individually (if younger than 20) and/or their family members (aged 13 through 19). Among all survey respondents, college preparation workshops, summer youth employment and mental health services ranked in the Top 3. Among Low Income Respondents, dropout prevention, mental health services and mentoring programs ranked highest.

	Top 5 Needs for Teenagers			
Rank	All Respondents	%	Low Income Respondents	%
1	College preparation workshop	23	Dropout prevention	22
2	Summer youth employment	21	Mental health services	21
3	Mental health services	21	Mentoring Program	20
4	Substance abuse counseling	18	Assistance for drop-outs (GED, job readiness, etc.)	18
5	Pregnancy and STD prevention	17	Substance abuse counseling	18

n=129   n=28

Program Evaluation

The last section of the Community Needs Questionnaire included an evaluation of five CIC-funded programs. The first question assessed general knowledge of these programs by asking respondents to identify which programs they have heard of before this study and which programs they or their families have used.

Programs Respondents Have Heard of in the Past				
Programs	All Respondents	Response Count (n)	Low Income Respondents	Response Count (n)
Catholic Charities of Livingston County	84.4%	303	82.4%	89
Chances & Changes (Domestic Violence and Homeless Shelter)	63.2%	227	52.8%	57
Geneseo Parish Outreach (Low cost and free medical and dental aid)	36.8%	132	22.2%	24
Noyes Memorial Hospital Lifeline program for the Elderly & Disabled	45.4%	163	27.8%	30
Livingston County Workforce Development Certified Nursing Assistant/CNA Program	51.3%	184	44.4%	48
I have not heard of any of these programs.	6.7%	24	7.4%	8
Programs Respondents or a Household Member Have Used in the Past				
Programs	All Respondents	Response Count (n)	Low Income Respondents	Response Count (n)
Catholic Charities of Livingston County	37.5%	104	67.7%	65
Chances & Changes	11.6%	32	20.8%	20
Geneseo Parish Outreach	11.2%	31	10.4%	10
Noyes Memorial Hospital Lifeline program	12.6%	35	11.5%	11
Livingston County Workforce Development (CNA)	16.2%	45	25.0%	24
I/We have not used any of these programs.	40.8%	113	10.4%	10

Evaluations

If a survey respondent indicated that they or a member of their household had used one of the five listed programs, they were asked to evaluate the program. The programs include:

- Catholic Charities of Livingston County
- Chances & Changes (Domestic Violence and Homeless Shelter)
- Geneseo Parish Outreach (Low cost and free medical and dental aid)
- Noyes Memorial Hospital Lifeline Program for the Elderly & Disabled
- Livingston County Workforce Development Certified Nursing Assistant Program

Catholic Charities of Livingston County

Catholic Charities of Livingston County had an overall rating of **3.31 out of 4**. Their highest ratings were in being friendly and polite, closely followed by a high rating for making sure that clients are never charged for free-cost services to which they are entitled.

Ratings for Catholic Charities of Livingston County						
Category	Excellent	Good	Fair	Poor	Rating Average	Response Count (n)
Being friendly & polite to you	77	32	6	3	3.55	118
Explaining the services that are available to you & your family	57	38	12	8	3.25	115
Being open at convenient times	56	34	15	8	3.22	113
Making sure that you get everything you are entitled to	53	38	10	12	3.17	113
Getting to know you personally	49	31	17	14	3.04	111
Never embarrass or demean you	70	28	7	6	3.46	111
Make sure you are never charged for free-cost services you are entitled to	70	31	5	3	3.54	109
Help you & your family find ways to improve your lives	56	38	9	8	3.28	111

Chances & Changes

Chances & Changes, a domestic violence and homeless shelter, had an overall rating of **3.75 out of 4**. Their highest ratings were in making sure that clients are never charged for free-cost services to which they are entitled.

Ratings for Chances & Changes						
Category	Excellent	Good	Fair	Poor	Rating Average	Response Count (n)
Being friendly & polite to you	38	7	1	0	3.80	46
Explaining the services that are available to you & your family	33	7	4	0	3.66	44
Being open at convenient times	35	8	0	0	3.81	43
Making sure that you get everything you are entitled to	32	8	0	1	3.73	41
Getting to know you personally	32	9	2	0	3.70	43
Never embarrass or demean you	36	4	3	0	3.77	43
Make sure you are never charged for free-cost services you are entitled to	37	4	1	0	3.86	42
Help you & your family find ways to improve your lives	32	5	2	1	3.70	40

Geneseo Parish Outreach Center

Geneseo Parish Outreach Center, which provides low cost and free medical and dental aid, had an overall rating of **3.66 out of 4**. Their highest ratings were in making sure that clients are never charged for free-cost services to which they are entitled.

Ratings for Geneseo Parish Outreach Center						
Category	Excellent	Good	Fair	Poor	Rating Average	Response Count (n)
Being friendly & polite to you	30	4	2	1	3.70	37
Explaining the services that are available to you & your family	26	6	3	0	3.66	35
Being open at convenient times	24	7	2	1	3.59	34
Making sure that you get everything you are entitled to	26	5	1	2	3.62	34
Getting to know you personally	25	4	1	3	3.55	33
Never embarrass or demean you	27	4	1	2	3.65	34
Make sure you are never charged for free-cost services you are entitled to	29	3	1	0	3.85	33
Help you & your family find ways to improve your lives	27	4	1	2	3.65	34

Noyes Memorial Hospital Lifeline Program

Noyes Memorial Hospital Lifeline Program for the Elderly & Disabled had an overall rating of **3.72 out of 4**. Their highest ratings were in being friendly and polite.

"The people who work for this program are the nicest, most kind-hearted people I have ever met or spoken to."
-Geneseo resident in her 60s

Ratings for Noyes Memorial Hospital Lifeline Program for the Elderly & Disabled						
Category	Excellent	Good	Fair	Poor	Rating Average	Response Count (n)
Being friendly & polite to you	33	5	0	0	3.87	38
Explaining the services that are available to you & your family	24	11	0	0	3.69	35
Being open at convenient times	22	12	1	0	3.60	35
Making sure that you get everything you are entitled to	24	7	1	0	3.72	32
Getting to know you personally	22	10	1	0	3.64	33
Never embarrass or demean you	27	7	0	0	3.79	34
Make sure you are never charged for free-cost services you are entitled to	27	6	0	1	3.74	34
Help you & your family find ways to improve your lives	24	9	1	0	3.68	34

Livingston County Workforce Development

The Livingston County Workforce Development Certified Nursing Assistant Program had an overall rating of **3.5 out of 4**. Their highest ratings were in being friendly and polite for explaining the services that are available.

"So glad had the opportunity to be a part of the program."
-County resident in her 30s

Ratings for Livingston County Workforce Development Certified Nursing Assistant Program						
Category	Excellent	Good	Fair	Poor	Rating Average	Response Count (n)
Being friendly & polite to you	28	7	2	2	3.56	39
Explaining the services that are available to you & your family	27	9	1	2	3.56	39
Being open at convenient times	23	10	2	2	3.46	37
Making sure that you get everything you are entitled to	25	9	2	2	3.50	38
Getting to know you personally	24	7	5	3	3.33	39
Never embarrass or demean you	24	9	2	2	3.49	37
Make sure you are never charged for free-cost services you are entitled to	26	9	1	2	3.55	38
Help you & your family find ways to improve your lives	28	5	4	2	3.51	39