



Lewis County Opportunities, Inc.  
8265 State Rte. 812  
Lowville, NY 13367

# 2023 Community Assessment

Approved by the LCOI Board of Directors on May 22, 2023

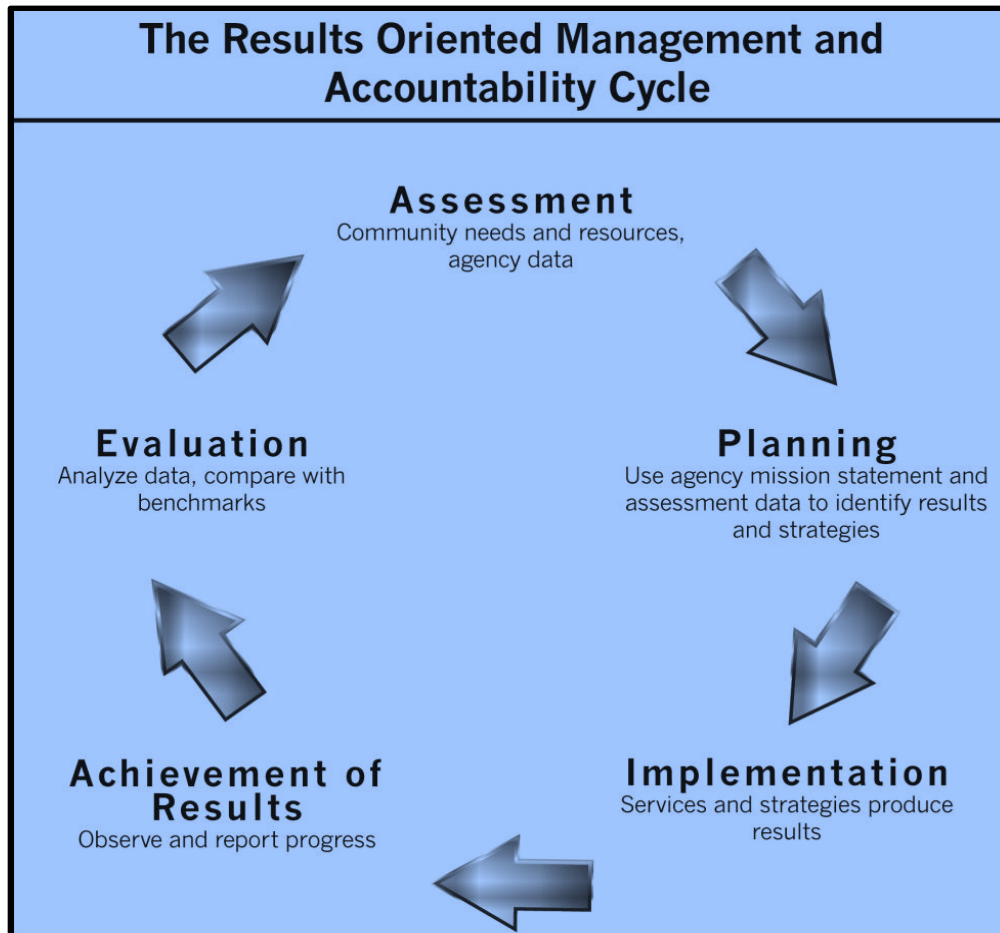


Diagram 1, which illustrates how the Community Needs Assessment relates the ROMA Accountability cycle.

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**Acknowledgements:** The CAAG is comprised of representatives from major sectors of the Lewis County community, including community-based organizations (CBO), private, public, and faith-based organizations, and educational consortia.

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## Community Needs Assessment Methodology

In compliance with the Community Services Block Grant (CSBG), the core principles of the Results Oriented Management and Accountability (ROMA) Cycle (Diagram 1), and the Federal Organizational Standards by which all Community Action Agencies are evaluated, Lewis County Opportunities, Inc. (LCOI) conducts periodic assessments of community needs. This is accomplished through the creation of a Community Needs Assessment (CNA) developed by the Community Action Advisory Council (CAAG), an advisory group to the LCOI Board of Directors.

Since 2016, the CAAG has promoted cross-sector participation in agency planning in an effort to promote maximum feasible participation by low-income families, or advocates of low-income families. The agency believes maximum feasible participation can occur in many ways, such as low-income representation on our Board of Directors, volunteers, or even advisory groups to the Board. The CAAG fulfills an advisory group function with regard to planning, primarily with the development of the CNA and Strategic Planning process, which are two key areas of the ROMA cycle (Diagram 1).

With regard to the CNA development process, the CAAG was instrumental in the creation and distribution of surveys to low-income families, partners (private, public, faith-based, and educational sectors), and agency workforce (LCOI Board members, employees and volunteers). Data from these surveys, as well as US Census data, LCOI consumer comment survey data gathered over the past year, and service provision observations communicated by CAAG members were analyzed to determine key findings regarding individual/family (F), agency (A), and community (C) needs. Program priorities and Needs Statements were then identified and included in this report as the basis for a planned strategic planning process following the completion of the CNA and acceptance by the LCOI Board of Directors on May 22, 2023. The 2023 CNA is available to the public at [www.lewiscountyopportunities.com](http://www.lewiscountyopportunities.com) or hard copy upon request.

## Agency Profile

LCOI is a private 501(c)(3) not-for-profit organization. Since 1965, LCOI has provided services and supports to help economically or other disadvantaged families attain self-sufficiency. The agency employs 34 individuals, and utilizes the services of approximately 70 volunteers, 12 of which serve as LCOI Board members. More information, including agency impact can be accessed at [www.lewiscountyopportunities.com](http://www.lewiscountyopportunities.com)

### Mission

Working with people in need to promote a higher quality of life in our community.

### Vision

A community where people are empowered to live safely without economic barriers.

### Service Area

Lewis County, NY (and Jefferson County, NY for select housing-related services).

## CSBG Domains/Summary of Services

The services LCOI provides are categorized within one or more CSBG domains that organize the work of the Community Action Network across the USA. Domains include Employment, Education and Cognitive Development, Income and Asset Building, Housing, Health and Social/Behavioral Development, and outcomes and services across Multiple Domains.

## **Employment:**

Transportation assistance is a workforce development support provided to low-income individuals who face the barrier of unreliable transportation to obtain or maintain employment. Outputs include vehicle repairs, tires, insurance premiums, gas cards, and other alternative forms of transportation assistance (recipients who don't own a vehicle, but who face a transportation barrier to and from work). The program also helps recipients target underlying causes leading to transportation barriers. For instance, recipient may have had difficulty with budgeting and maintaining their household finances. Consequently, the recipient cannot afford to keep their vehicle running well, or even replace it when the vehicle has reached the end of its useful life. A program worker helps the recipient develop a written plan with basic goals that can help them break out of this predicament.

## **Education and Cognitive Development:**

The Child Passenger Safety program ensures low-income families who cannot afford to purchase child passenger seats have access to this resource to promote the safe travel of their children. Parents/caregivers are educated about the proper installation, fit, and maintenance of the particular seat(s) received.

## **Income and Asset Building**

The Money Management Program provides financial skills training to low-income individuals to help them acquire and/or enhance skills to create and manage a household budget, in an effort to promote increased financial stability. This includes individuals who need assistance to manage their social security funds and maintain their independent living situation by ensuring these funds are appropriately used for allowable needs as defined by the Social Security Administration.

## **Housing:**

The Section 8 Housing Choice Voucher Program enables low-income families in both Jefferson and Lewis Counties to obtain safe and affordable housing through rental assistance subsidies. Other target populations are also served, such as homeless veterans through the Veterans Affairs Subsidized Housing (VASH) program. In Lewis County, LCOI also administers the NYS Rental Supplement program for individuals who are unable to enroll in the Section 8 program.

The Weatherization/EmPower program helps reduce energy costs through energy-efficient home improvements, appliance replacements, and education about energy reduction and conservation. LCOI also administers the Home Modification program to assist qualified Lewis County residents age 60 and older as an aging-in-place strategy.

Emergency Utility/Rent/Mortgage Assistance is a temporary support service to ensure low-income families can remain in their homes for at least 30 additional days to prevent sudden homelessness.

## **Health and Social/Behavioral Development:**

Through the New Bremen Food Pantry, emergency food is provided to families in need, and typically involves a 7 day supply in a given month. Opportunities also provides technical support and 501c3 fiduciary oversight with regard to public funding for the Copenhagen, Harrisville, and Port Leyden food pantries, which collectively comprise the Lewis County Food Pantry Network.

The Victim Services program empowers victims of domestic violence, sexual assault, stalking and other crimes in regaining control of their lives and ultimately move toward healing. The program is certified for residential and non-residential services, and includes 24 Hour crisis hotline availability. The Victim Services program also conducts evidenced-based primary prevention education to students in area schools.

## **Outcomes and Services across Multiple Domains:**

The Opportunity Knocks Thrift Store provides a community resource for the public to obtain daily living items that are either new or gently-used at very affordable prices. Inventory typically includes clothing, kitchenware, books, and bedding. For low-income families who cannot afford to purchase items, the agency utilizes a vouchering process to help these families obtain needed items at no charge. The thrift store is operated by volunteers.

Critical Needs services provide emergency support services for a variety of short-term emergencies not funded by other resources.

## **Service Demographics**

The following tables illustrate the composition of individuals and families who received services during Federal fiscal year 2022 (10/1/21 - 9/30/22).

### Analysis:

The CAAG observed:

- 95% of families served were at or below 200% of the Federal Poverty Level;
- 58% of individuals served were female;
- 35% of individuals served were children;
- 21% of individuals served were seniors (age 60+)
- 27% of individuals served identified with a disabling condition;
- 28% of families served were single-parent families;
- 82% of families served were renters.

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:

Report	Reference
3604	3604

B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:

1780	1780
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### C. INDIVIDUAL LEVEL CHARACTERISTICS

1. Gender	Report	Reference
a. Male	1473	1473
b. Female	2099	2099
c. Other	2	2
d. Unknown/not reported	30	30
TOTAL (auto calculated)	3604	3604

2. Age	Report	Reference
0 - 5	337	337
6 - 13	610	610
14 - 17	298	298
18 - 24	272	272
25 - 44	864	864
45 - 54	331	331
55 - 59	174	174
60 - 64	229	229
65 - 74	229	229
75+	109	109
Unknown/not reported	151	151
TOTAL (auto calculated)	3604	3604

3. Education Levels	Number of Individuals			
	Report	Reference	Report	Reference
a. Grades 0-8	98	98	35	35
b. Grades 9-12/Non-Graduate	274	274	268	268
c. High School Graduate	156	156	1178	1178
d. Equivalency Diploma	8	8	147	147
e. 12 grade+ Some Post-Secondary	19	19	150	150
f. 2 or 4 Years College Graduate	3	3	98	98
g. Graduate of Other Post-Secondary School	0	0	11	11
h. Unknown/not reported	12	12	49	49
TOTAL (auto calculated)	570	570	1936	1936

4. Disconnected Youth	Report	Reference
a. Youth ages 14-24 who are neither working or in school	88	88

5. Health		Number of Individuals			
		Yes	No	Unknown	Total
a. Disabling Condition	Report	960	2384	260	3604
	Reference	960	2384	260	3604
b. Health Insurance	Report	3154	62	388	3604
	Reference	3154	62	388	3604

If an individual reported that they had Health Insurance please identify the source of health insurance

Health Insurance Sources	Report	Reference
i. Medicaid	2424	2424
ii. Medicare	485	485
iii. State Children's Health Insurance Program	145	145
iv. State Health Insurance for Adults	191	191
v. Military Health Care	18	18
vi. Direct Purchase	10	10
vii. Employment Based	77	77
viii. Unknown/not reported	13	13
TOTAL (auto calculated)	3363	3363

6. Ethnicity/Race	Report	Reference
I. Ethnicity		
a. Hispanic, Latino or Spanish Origins	142	142
b. Not Hispanic, Latino or Spanish Origins	3320	3320
c. Unknown/not reported	142	142
TOTAL (auto calculated)	3604	3604

II. Race	Report	Reference
a. American Indian or Alaska Native	7	7
b. Asian	1	1
c. Black or African American	250	250
d. Native Hawaiian or Pacific Islander	8	8
e. White	3048	3048
f. Other (single race)	11	11
g. Multi-Race (2 or more)	135	135
h. Unknown/not reported	144	144
TOTAL (auto calculated)	3604	3604

7. Military Status (Individuals 78+)	Report	Reference
a. Veteran	76	76
b. Active Military	1	1
c. Never Served in the Military	2027	2027
d. Unknown/not reported	104	104
TOTAL (auto calculated)	2208	2208

8. Work Status (Individuals 78+)	Report	Reference
a. Employed Full-Time	232	232
b. Employed Part-Time	223	223
c. Migrant or Seasonal Farm Worker	2	2
d. Unemployed (Short-Term, 6 months or less)	51	51
e. Unemployed (Long-Term, more than 6 months)	297	297
f. Unemployed (Not in Labor Force)	1100	1100
g. Retired	166	166
h. Unknown/not reported	137	137
TOTAL (auto calculated)	2208	2208

D. HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type	Report	Reference
a. Single Person	810	810
b. Two Adults No Children	150	150
c. Single Parent Female	453	453
d. Single Parent Male	52	52
e. Two Parent Household	187	187
f. Non-related Adults with Children	7	7
g. Multigenerational Household	23	23
h. Other	16	16
i. Unknown/not reported	82	82
<b>TOTAL (auto calculated)</b>	<b>1780</b>	<b>1780</b>

10. Household Size	Report	Reference
a. Single Person	967	967
b. Two	321	321
c. Three	208	208
d. Four	147	147
e. Five	72	72
f. Six or more	63	63
g. Unknown/not reported	0	0
<b>TOTAL (auto calculated)</b>	<b>1778</b>	<b>1778</b>

11. Housing	Report	Reference
a. Own	289	289
b. Rent	1454	1454
c. Other permanent housing	10	10
d. Homeless	8	8
e. Other	19	19
f. Unknown/not reported	0	0
<b>TOTAL (auto calculated)</b>	<b>1780</b>	<b>1780</b>

12. Level of Household Income	Report	Reference
a. Up to 50%	626	626
b. 51 - 75%	206	206
c. 76 - 100%	460	460
d. 101 - 125%	202	202
e. 126 - 150%	100	100
f. 151 - 175%	58	58
g. 176 - 200%	34	34
h. 201 - 250%	37	37
i. 251 and over %	57	57
j. Unknown/not reported %	0	0
<b>TOTAL (auto calculated)</b>	<b>1780</b>	<b>1780</b>

13. Sources of Household Income	Report	Reference
a. Income from Employment Only	69	69
b. Income from Employment and Other Income	11	11
c. Income from Emp. Other Sources and Non-Cash	138	138
d. Income from Employment and Non-Cash	300	300
e. Other Income Source Only	83	83
f. Other Income Source and Non-Cash Benefits	1030	1030
g. No Income	20	20
h. Non-Cash Benefits Only	129	129
i. Unknown/not reported	61	61
<b>TOTAL (auto calculated)</b>	<b>1841</b>	<b>1841</b>

Below please report the types of Other income and/or non-cash benefits received by the households who reported sources other than employment.

14. Other Income Sources	Report	Reference
a. TANF	210	210
b. Supplemental Security Income (SSI)	667	667
c. Social Security Disability Income (SSDI)	409	409
d. VA Service-Connected Disability Compensation	14	14
e. VA Non-Service Connected Disability Pension	4	4
f. Private Disability Insurance	5	5
g. Worker's Compensation	11	11
h. Retirement Income from Social Security	91	91
i. Pension	64	64
j. Child Support	142	142
k. Alimony or other Spousal Support	7	7
l. Unemployment Insurance	23	23
m. EITC	0	0
n. Other	392	392
o. Unknown/not reported	84	84

15. Non-Cash Benefits	Report	Reference
a. SNAP	1239	1239
b. WIC	78	78
c. LIHEAP	303	303
d. Housing Choice Voucher	819	819
e. Public Housing	6	6
f. Permanent Supportive Housing	1	1
g. HUD-VA 5H	43	43
h. Childcare Voucher	1	1
i. Affordable Care Act Subsidy	0	0
j. Other	7	7
k. Unknown/not reported	232	232



## Census Bureau Statistics

This following tables illustrate general demographic and statistical information for Lewis County from the US Census Bureau, 2017-2021 American Community Survey (ACS). The CAAG selected these statistics given their relevance to our mission and as it relates to diversity and community composition. An analysis appears under each major heading, with additional analysis included with certain tables discussed by the CAAG, as applicable.

### Population:

Analysis: The CAAG observed population statistics pertaining to Lewis County have not substantially changed since the 2020 CNA. Nor has there been any substantial changes to gender, racial, ethnic, and age composition. Lewis County is experiencing neither substantial overall population gain or loss, which has been the case for the past several decades, with population hovering in the 26,000 to 27,000 range.

#### Total Population

Report Area	Total Population	Total Land Area (Square Miles)	Population Density (Per Square Mile)
Lewis County, NY	26,582	1,274.64	20.85
New York	20,201,249	47,125.54	428.67

#### Male Population

Report Area	Total Population	Male Population	Percent Male Population
Lewis County, NY	26,582	13,216	49.9%
New York	20,201,249	9,665,897	48.4%

#### Female Population

Report Area	Total Population	Female Population	Percent Female Population
Lewis County, NY	26,582	13,228	50.1%
New York	20,201,249	10,293,034	51.6%

### Total Population by Age

Report Area	Total Population	0-4 Years Male	0-4 Years Female	5-17 Years Male	5-17 Years Female	18-64 Years Male	18-64 Years Female	Over 64 Male	Over 64 Female
Lewis County, NY	26,582	817	919	2,319	2,150	7,868	7,545	2,212	2,614
New York	20,201,249	590,167	564,209	1,569,123	1,493,897	6,210,634	6,356,556	1,295,973	1,878,372

### Total Population by Race Alone

Report Area	Total Population	White	Black	Asian	Native American/ Alaska Native	Native Hawaiian/Pacific Islander	Multiple Race
Lewis County, NY	26,582	25,395	428	100	43	0	616
New York	20,201,249	12,215,118	3,058,846	1,739,196	83,734	9,131	3,095,224

### Total Population by Ethnicity Alone

Report Area	Total Population	Hispanic or Latino Population	Percent Population Hispanic or Latino	Non-Hispanic Population	Percent Population Non-Hispanic
Lewis County, NY	26,582	465	1.74%	26,216	98.26%
New York	20,201,249	3,871,753	19.25%	16,242,992	80.75%

### Population with Limited English Proficiency

**Analysis:** This indicator reports the percentage of the population aged 5 and older in Lewis County who speak a language other than English at home and likely facing difficulty speaking English. Although the statistics are very low for Lewis County, the CAAG felt this indicator is relevant because an inability to speak English may create additional barriers to community integration or access to community services such as healthcare, health literacy/education, or other daily living needs.

Report Area	Total Population	Population Age 5 and Older	Population age 5+ with Limited English Proficiency	Percent Population Age 5+ with Limited English Proficiency
Lewis County, NY	26,582	24,945	205	0.8%
New York	20,201,249	18,743,215	2,431,842	13.0%

## Single Parent Families

**Analysis:** According to the most recent American Community Survey estimates, 19.9% of all families in Lewis County are single-parent. The CAAG noted the percentage of female single-parent families (12%) is higher than male single-parent families (8.0%) This is relevant when considering the significantly= higher percentage of female single-parent families in poverty (46% vs. 14.8%), as illustrated on page 13.

Report Area	Total Families	Married Couples	Female, Spouse Absent	Male, Spouse Absent
Lewis County, NY	7,253	5,802	871 (12%)	580 (7.9%)
New York	4,722,870	3,293,425	1,051,312 (22.2%)	378,133 (8.0%)

## Population with Any Disability

**Analysis:** This indicator reports the percentage of the total civilian non-institutionalized population with a disability. At 14.2% in Lewis County, the CAAG noted this indicator is relevant because disabled individuals comprise a vulnerable population that requires targeted services and outreach by providers.

Report Area	Total Population (for whom Disability Status is Determined)	Total Population with a Disability	Percent of Population with a Disability
Lewis County, NY	26,582	3,774	14.2%
New York	20,201,249	2,323,144	11.5%

## Veteran Population

**Analysis:** This indicator reports the *percentage* of the population age 18 and older that served (even for a short time), but is not currently serving on active duty in the US Army, Navy, Air Force, Marine Corps, or the Coast Guard, or that served in the US Merchant Marines during WWII. The CAAG noted this percentage is nearly double the state average. The CAAG noted there is a statistical deviation between the percentage of veterans in Lewis County compared to the percentage seeking services at LCOI.

Report Area	Total Veterans	Veterans, Percent of Total Population 18 years and older
Lewis County, NY	1,636	8.08%
New York	676,295	4.39%

**Income/Poverty:**

Analysis: The CAAG observed even though the unemployment rate in Lewis County is just slightly above the state average, this data is distorted in terms of employment providing a living wage, as illustrated in the Living Wage chart below.

**Unemployment Rate**

Unemployment rate for Lewis County in January, 2023: 6.0%  
 Unemployment rate for New York in January, 2023: 4.2%

**Income – Median Income**

A family household is any housing unit in which the householder is living with one or more individuals related to him or her by birth, marriage, or adoption. Family income includes the incomes of all family members age 15 and older.

Report Area	Income Average Per Earner	Per Capita Income	Median Household Income
Lewis County, NY	40,150	\$29,207	\$60,049
New York	60,530	\$43,208	\$75,157

**Living Wage**

The living wage shown is the hourly rate that an individual must earn to support their family, if they are the sole provider and are working full-time (2080 hours per year). The Minimum Hourly Wage for the majority of New York counties is \$14.20. In New York City, it is \$15.00 per hour. In Long Island and Westchester Counties, it is \$15.00 per hour.

Report Area	One Adult	One Adult One Child	Two Adults	Two Adults One Child	Two Adults Two Children
Lewis County, NY	\$15.43	\$32.28	\$12.28	\$18.09	\$23.37
New York	\$21.46	\$41.59	\$15.60	\$22.75	\$29.03

## Poverty

Analysis: Within Lewis County, 11.93% of individuals are living in households at or below 100% of the Federal Poverty Level (FPL). However, the CAAG noted nearly 33% of individuals in Lewis County are living at or below 200% FPL. Even at this higher threshold, families struggle to afford all of the basic essentials of daily living which can contribute to food, transportation, housing, and transportation insecurities.

Report Area	Population with Income at or below <b>100% FPL</b>	Percent Population with income at or below <b>100% FPL</b>	Population with Income at or below <b>200% FPL</b>	Percent Population with income at or below <b>200% FPL</b>
Lewis County, NY	3,147	11.93%	8,702	32.98%
New York	2,636,823	13.45%	5,570,893	28.42%

## Families in Poverty by Family Type (100% FPL)

Report Area	Total Families	Total Families in Poverty	Married Couples in Poverty	Male Householder in Poverty	Female Householder in Poverty
Lewis County, NY	7,253	668	262 [39.2%]	99 [14.8%]	307 [46%]
New York	4,722,870	461,701	173,136 [37.5%]	46,121 [10%]	242,444 [52.5%]

## Population in Poverty by Gender

Report Area	Total Male	Total Female	Percent Male	Percent Female
Lewis County, NY	1,399	1,748	10.49%	13.39%
New York	1,169,005	1,467,818	12.25%	14.59%

### Population in Poverty by Ethnicity Alone

**Analysis:** The CAAG noted a statistical deviation where the percentage of the Hispanic/Latino population at or below the poverty level in Lewis County is significantly higher than the non-Hispanic/Latino population.

Report Area	Total Hispanic/Latino	Total Non Hispanic/Latino	Percent Hispanic/Latino	Percent Non Hispanic/Latino
Lewis County, NY	237	2,910	53.74%	11.22%
New York	766,737	1,870,086	20.24%	11.82%

### Population in Poverty by Race Alone, Percent

**Analysis:** The CAAG observed the appearance of high poverty rates among Black and Multiple Race individuals in Lewis County, which together comprise 3.9% of the population.

Report Area	White	Black	Asian	Native American/ Alaska Native	Native Hawaiian/Pacific Islander	Some Other Race	Multiple Race
Lewis County, NY	11.05%	62.15%	1.09%	9.3%	N/A – no data	3.61%	24.76%
New York	10.02%	20.16%	14.07%	23.16%	27.24%	22.42%	16.18%

### Poverty – Children below 100% FPL

**Analysis:** The CAAG noted 1,445 or 18.8% of children age 0-17 are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access, including health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Ages 0-17 of Total Population	Ages 0-17 in Poverty	Ages 0-17 Poverty Rate
Lewis County, NY	6,085	1,445	18.8%
New York	4,138,136	760,862	18.4%

**Food Security:**

Population Receiving SNAP Benefits

Analysis: This indicator reports the average percentage of the population receiving the Supplemental Nutrition Program (SNAP) benefits in January 2022. The CAAG noted this indicator is relevant because it assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs. When combined with poverty report data, LCOI can use this measure to identify gaps in eligibility and enrollment.

Report Area	Total Population	Population Receiving SNAP Benefits	% Population Receiving SNAP Benefits
Lewis County, NY	26,582	2,880	10.8%
New York	20,201,249	2,808,646	13.9%

SNAP Trend (2018-2022)

Analysis: The CAAG noted the significant increase in SNAP benefits between 2020 and 2022, attributed to significant increases in SNAP benefits during the pandemic. With supplemental SNAP benefits expiring on March 1, 2023, and factoring in double-digit inflation for groceries, increased food insecurity among low-income families is probable.

Report Area	Benefits Per Household 2018	Benefits Per Household 2020	Benefits Per Household 2022
Lewis County, NY	\$197.81	\$190.87	\$451.58
New York	\$243.48	\$241.12	\$460.64

Children Eligible for Free/Reduced Price Lunch

Analysis: Within Lewis County, 2,119 public school students or 50.85% are eligible for Free/Reduced Price lunch out of 4,167 total students enrolled. The CAAG noted this indicator is relevant because it correlates with ALICE data indicating financially struggling families in Lewis County. The CAAG also noted the high percentage rate with New York State as a whole, with 74.75% of students eligible. This would suggest low unemployment rates are not necessarily an indicator of prosperity among working class families in New York State.

Report Area	Total Students	Number Free/Reduced Price Lunch Eligible	Percent Free/Reduced Price Lunch Eligible
Lewis County, NY	4,167	2,119	50.85%
New York	3,058,426	2,286,046	74.75%

**Education:**

Population with Varying levels of Education

Analysis: The CAAG observed within Lewis County, only 32.9% of adults possess an Associate’s Degree or higher, significantly trailing the state average of 47%. However, the percentage in Lewis County increased by 4% from that reported in LCOI’s 2020 Community Needs Assessment. The CAAG noted this indicator is relevant, given the recent emphasis of the Lewis County Education Center’s effort to move toward offering more accredited courses pursuant to the attainment of an AAS degree. Higher education attainment is also linked to positive health outcomes (Freudenberg & Ruglis, 2007).

Report Area	Percentage Age 25+ with No High School Diploma	Percentage Age 25+ with High School Diploma/GED	Percentage Age 25+ with Associate's Degree or Higher
Lewis County, NY	8.86%	43.3%	32.9%
New York	12.57%	25.2%	47%

**Housing:**

Housing Affordability

The National Low Income Housing Coalition reports each year on the amount of money a household must earn in order to afford a rental unit based on Fair Market Rents in the area and an accepted limit of 30% of income for housing costs. The information offers a measure of housing affordability and excessive shelter costs. The data also serves to aid in the development of housing programs to meet the needs of lower-income people.

Analysis: The CAAG observed data was from 2021, the most recent available. During 2021, the minimum wage in upstate New York was \$12.50 per hour. Although the minimum wage has increased to \$14.20 in 2023, many families continue to struggle to afford the cost of housing given high inflation and cost of living increases which have eroded wage gains. The table also does not specify the number of hours families must work at a given hourly wage to afford housing.

Report Area	Average Renter Hourly Wage	Hourly Wage: 0 Bedrooms	Hourly Wage: 1 Bedroom	Hourly Wage: 2 Bedrooms	Hourly Wage: 3 Bedrooms	Hourly Wage: 4 Bedrooms
Lewis County, NY (2021)	\$12.21	\$12.40	\$12.87	\$15.92	\$21.08	\$24.12
New York (2021)	\$26.67	\$27.93	\$29.31	\$34.03	\$43.11	\$46.70



## Fair Market Rent

Report Area	Fair Market Rent (Monthly) 0 Bedrooms	Fair Market Rent (Monthly) 1 Bedroom	Fair Market Rent (Monthly) 2 Bedrooms	Fair Market Rent (Monthly) 3 Bedrooms	Fair Market Rent (Monthly) 4 Bedrooms
Lewis County, NY (2022)	\$647	\$658	\$838	\$1,052	\$1,266
New York (2022)	\$894.19	\$967.81	\$1,173.16	\$1,492.10	\$1,644.16

## Housing Age

This indicator reports, for a given geographic area, the median year in which all housing units (vacant and occupied) were first constructed. The year the structure was built provides information on the age of housing units. This data helps identify new housing construction and measures the disappearance of old housing from the inventory, when used in combination with data from previous years. This data also serves to aid in the development of formulas to determine substandard housing and provide assistance in forecasting future services, such as energy consumption and fire protection.

**Analysis:** The CAAG observed housing units in Lewis County are, on average, newer than the state average. However, given 41.5% of the housing units in Lewis County were built before 1960, many of these units would likely benefit from energy-efficient measures or home modifications.

Report Area	Total Housing Units	Median Year Structure Built	Number of Units Built Before 1960
Lewis County, NY	15,474	1971	6,433 [41.5%]
New York	8,449,178	1957	4,553,889 [53.8%]

## Health/Insurance:

### Uninsured Population

The following indicators are relevant because they assess vulnerable populations which are more likely to have multiple health access, health status, and social support needs. When combined with poverty data, providers can use this measure to identify gaps in eligibility and enrollment.

**Analysis:** The CAAG observed statistics for Lewis County in the following medical tables are below the state average.

Report Area	Total Population for Whom Insurance Status is Determined	Population with Any Health Insurance	Population with No Insurance	Percent of Population with No Insurance
Lewis County, NY	26,681	20,085	1,047	3.92%
New York	20,114,745	14,768,827	973,636	4.84%

### Medicare and Medicaid

Report Area	Total Population for Whom Insurance Status is Determined	Population/% Receiving Medicare	Population/% Receiving Medicaid
Lewis County, NY	26,582	5,937 [22.3%]	4,498 [16.9%]
New York	20,201,249	7,258,219 [35.9%]	4,842,490 [23.9%]

### Population Receiving Medicaid by Age Group, Total

Report Area	Under Age 18	18 - 64	Age 65+
Lewis County, NY	1,797	1,660.42	219
New York	1,816,194	1,679,607	292,636

### Use of Public Transport

This indicator reports the percentage of the population using public transportation as their primary means of commute to work.

Analysis: The CAAG noted public transportation usage in Lewis County is substantially less than the state average (which factors in New York City). However, with such a wide service area in an entirely rural county, public transportation within Lewis County has limited resources in its ability to replace private transportation as an effective commuting option to and from work.

Report Area	Total Population Employed Age 16 and Older	% Population Using Public Transit for Commute to Work	% Population Using a Bicycle or Walking to Commute to Work	% Population Using a Taxi or other to Commute to Work	% Population Working from Home
Lewis County, NY	11,791	0.8%	4.2%	1%	5.7%
New York	9,440,371	24.7%	6.6%	1.6%	9.5%

## Safety

### Violent Crime

This indicator reports the rate of violent crime offenses reported by law enforcement per 100,000 residents in 2020. Violent crime includes homicide, assault, robbery, and rape. This indicator is relevant because it assesses community safety.

Analysis: The CAAG noted although statistics for Lewis County appear to be very low, these only reflect statistics for *reported* violent crime offenses, and are not necessarily a true indicator of resident safety in Lewis County. For instance, the statistics for 2022 gathered by LCOI’s Victim Services program indicate the program served 262 victims of domestic violence and/or sexual assault. Many of these crimes often went unreported due to the preferences of victims.

Report Area	Total Violent Crime	Homicide	Assault	Robbery	Rape
Lewis County, NY	23	0	10	0	22
New York	70,543	836	46,591	17,506	5,610

## Local Survey Data

### Methodology:

Appendix A through C contain aggregated data compiled from surveys targeted toward three target populations within Lewis County: low-income individuals/families (Appendix A), LCOI workforce (Appendix B), and LCOI partners (Appendix C). The surveys were developed by the CAAG by reviewing previous survey tools used for the 2020 CNA, and selecting the questions most relevant for the gathering of new data.

Once the tools were finalized, the surveys were distributed in early 2023. To encourage as much participation as possible, including from low-income individuals and families, the CAAG elected to utilize both an online tool and printed copies for the distribution of all three surveys. Once the tools were released, significant outreach was conducted to the public to inform them of the availability of the surveys, which could be completed on personal mobile devices, computers, and tablets either at home, work, or at locations where public Wi-Fi is available such as public libraries, community business districts, or private businesses (including LCOI). Completed surveys were received as follows:

- 74 surveys from low-income individuals/families (Appendix A);
- 57 surveys from the workforce of LCOI, which included 31 employees, 7 Board members, and 19 community volunteers (Appendix B);

- 21 surveys from LCOI partners (Appendix C), which included community-based organizations, private sector, public sector, and educational institutions. Although faith-based organizations were invited to complete the survey, none elected to complete it.

In addition, the CAAG reviewed survey data obtained from low-income families who received LCOI services throughout 2022, through the agency’s “Customer Satisfaction” survey tool.

## Customer Satisfaction Survey Results

Customer satisfaction surveys are always available to consumers who received services from our main office in New Bremen (Lewis County) and our Housing office in Watertown (Jefferson County). Consumers have access to these forms in the waiting rooms and intake rooms. The results of these surveys are reported at bi-monthly LCOI Board meetings.

Consumer Comment Cards: 49 responses were received. All consumers indicated quality of service from our workers. Qualitative data included:

- “All great,” “thank you,” and similar responses;
- “Feels good knowing people still want to lend a helping hand”;
- “Extremely helpful”;
- “Workers are friendly and helpful”;
- “Everyone was patient and made me feel welcome”;
- “Worker was very helpful and patient with all my questions”;
- “Worker is awesome, kind, sweet, and helped me so much.”

Victim-specific surveys: 10 responses were received. All stated they feel more hopeful about the future, know more about community resources, have learned strategies to establish a plan for safety, etc. Qualitative data included:

- “Very comfortable to talk with and made me feel like I have someone to call if needed”;
- “I appreciate how kind and understanding staff was, and I didn’t feel so alone”;
- “I learned so much about my previous relationship and what not to tolerate in future relationships”;
- “The [workers] are without a doubt the absolute best people I’ve ever dealt with during my journey to get out of my DV situation”;
- “I want to put out there that I’m so thankful [worker] answered the hotline the day I called. This was literally my last hope after calling practically every county in NYS. The kindness and willingness to go above and beyond to get me in the shelter was something not even one other place in NYS took the time to do. I have no doubt she saved my life that day.”
- WAP-specific surveys: 1 was received. Qualitative data indicated services were appreciated, the work done was of quality, and they are satisfied with the crew.

- Consumer Letters: 11 were received. Qualitative data included:
  - “Thank you for being so nice, you are a rare person...”;
  - “Thanks so much for all you do, and especially for being you”;
  - “Thanks for help on my housing.”
- Consumer Complaints: Such complaints are generally discussed at routine Board of Director meetings. Two specific complaints were received over the past year however were based either on conjecture or program regulations out of the agency’s control.

## Key Findings:

The CAAG developed Key Findings based upon an analysis of quantitative and qualitative analysis of data from low-income, partner, and workforce survey responses, customer satisfaction data, as well as CAAG member discussion based upon their history of service delivery experiences. As applicable, US Census Bureau and ALICE data were analyzed to support key findings.

The following Key Findings are the result of an analysis of survey data provided by **low-income families**, which reflect conditions/causes of poverty experienced within Lewis County. Both quantitative and qualitative data were analyzed:

### Employment:

Of survey respondents:

- 30.88% indicated they are either employed full or part-time, however less than one third of employed individuals indicated they receive benefits with their employment;
- 69.12% indicated they are unemployed. Of this percentage:
  - 33% are retired;
  - 42% indicated disability/physical health issues;
  - 7.35% indicated lack of transportation;
  - 6% indicated mental/behavioral health issues;
  - 3% indicated domestic violence/abuse;
  - 3% indicated lack of child care;
  - 1.5% indicated alcohol/drug addiction;
  - 1.5% indicated fear of loss of benefits/assistance if income increases;
  - 1.5% indicated incompatible work hours;
  - 1.5% indicated low wages/benefits;

Analysis: For survey respondents who are not retired, gaining/maintaining employment is predominantly hampered by disability/physical health issues distantly followed by lack of transportation, and mental/behavioral health issues. Only 3% indicated lack of child care, which is likely skewed given 45.83% of survey respondents were one-member households. As for gaps

within the community, 45% of survey respondents indicated the need for more job training opportunities, including those for youth.

### **Education and Cognitive Development:**

Of survey respondents:

- In 2020, 35 low-income families received a total of 55 car seats;
- In 2021, 28 low-income families received a total of 68 seats;
- In 2022, 33 low-income families received a total of 41 car seats.

Analysis: Although survey data didn't single out child passenger safety needs, the CAAG turned to LCOI data gathered over the past several years, which revealed a consistent market demand for car seats needed by low income families to improve the safety of their children while riding in the family vehicle. The CAAG concluded this is a continuing need within the community.

Survey respondents also indicated the need for more after-school programs/tutoring and recreational opportunities for youth.

### **Income and Asset Building:**

Of survey respondents:

- 95.77% indicated their household income is either at or below \$27,180 which is the 200% income threshold for a family of two;
- 83.82% indicated they have not sought assistance to manage their money
- 76.47% have a budget they realistically follow;
- 61.76% indicated they are just getting by each month;
- 50% indicated they are able to pay their bills but are unable to save;
- 42.65% indicated they have an emergency fund of \$500 or more and feel they are in a good financial situation;
- 39.71% indicated they have the ability to put money into savings each month;
- 36.76% indicated they have a retirement account;
- 29.41% indicated they are overwhelmed by managing their own finances;
- 22.06% indicated they are behind on more than one bill/payment;
- 17.65% indicated their financial situation is hopeless;
- 16.18% indicated they are under water with their vehicle loan (loan exceeds value of vehicle).

Analysis: The majority of survey respondents indicated they are just getting by each month and are unable to save any money. Less than half have an emergency fund of \$500 or more, while nearly one-third indicated they are overwhelmed by managing their own finances. Yet the vast majority of survey respondents indicated they have not sought assistance to manage their finances. When observing past behaviors with consumers, the CAAG observed low-income families often lack education/skill sets to

manage their finances, are afraid of losing government supports, or are embarrassed to seek help. At the ground level, when observing common challenges experienced by low-income families who participate in LCOI's Money Management/Financial Empowerment program, common problems include lack of ability to identify wants vs. needs, education about budget basics, and committing to a disciplined budget plan to stabilize their financial situation. The CAAG concluded budgeting assistance/money management remains a significant continuing need.

### **Housing:**

Of survey respondents:

- 57.35% indicated they own their home while 41.8% rent their home, while 1.47% reported they are homeless and staying at a hotel;
- 18.83% indicated they cannot find affordable housing to either buy or rent;
- 29.41% indicated their rent or mortgage is more than 30% of their income;
- 55.88% indicated minor repairs are needed to their home, while 5.88% indicated they cannot make necessary repairs to their home;
- 1.47% reported unsafe conditions within their home while 1.47% reported needing home modifications to improve access;
- 4.71% of survey respondents reported housing affordability is hampered by bad credit;
- 98.53% indicated neither they or their household members have been discriminated against;
- 16.93% indicated they struggle to pay utilities/heating bills.

Analysis: Nearly one-third of survey respondents indicated their rent or mortgage exceeds 30% of their income, which is the accepted threshold for housing affordability. Nearly one-fifth indicated they cannot find affordable housing to rent or buy, while one-sixth indicated they struggle to pay utilities/heating bills. Just over half reported needing minor repairs to their home, while nearly all indicated they had not experienced discrimination when seeing affordable housing. As for recommended LCOI priorities, 70% of survey respondents indicated increasing safe and affordable housing. The CAAG acknowledged limited resources are a factor, however LCOI has implemented related services since the last CNA, namely a Home Modification program to promote aging in place among qualifying seniors, a Rent Supplement program that complements LCOI's Section 8 program, and a Cooling Initiative program, which mitigates excessive heat inside qualifying homes during the summer months. LCOI also capitalizes on additional funding whenever possible to provide for emergency rent, mortgage, and utility assistance for qualifying families. The CAAG concluded the continuing high importance of these services provided by LCOI.

## Health and Social/Behavioral Development

Of survey respondents:

- 14.29% struggled to pay for food/groceries;
- 95.59% indicated they felt safe within their community with the remainder (4.41%) indicating domestic violence issues were the main reason why they felt unsafe;
- Indicating some sort of abuse:
  - 8.82% Emotional abuse;
  - 7.35% Physical abuse;
  - 7.35% Verbal abuse;
  - 5.88% Financial abuse;
  - 4.41% Sexual harassment and/or assault;
  - 2.91% Crime
  - 1.47% Bullying

Analysis: Food insecurity was evident with some survey respondents who indicated they struggled to pay for food/groceries. 85% of survey respondents indicated local food pantries through the county assist in meeting needs, of which four pantries are either operated by or receive technical support/guidance from LCOI. Emergency food distribution continues to be an important need.

While the vast majority reported they felt safe within their community, the remainder had experienced domestic violence and were fearful of their perpetrator. 80% of survey respondents also indicated domestic violence needs are currently being met within the community. The CAAG concluded LCOI's Victim Services program, as the only certified Domestic Violence/Sexual Assault services provider in the county, remains an important program for the community.

Mental/behavioral health services was a notable service survey respondents felt community need was not meeting, including for youth.

### Multiple Needs

Of survey respondents:

- 12.22% indicated they are unable to afford vehicle repairs, maintenance, inspections, and/or registrations;
- 13.76% indicated they are unable to afford gas;
- 6.67% indicated they do not have access to a vehicle;
- 4.44% indicated they have no vehicle insurance;
- 16.18% indicated they are under water with their vehicle loan (loan exceeds value of vehicle);
- 14.44% indicated a variety of other barriers, including limitations of public transportation regarding access or compatibility with work schedules, or impairments that prevent driving;



- The lack of child care was also cited, with 13.94% of survey respondents indicating such services were lacking or insufficient.

Analysis: Nearly one-fourth of survey respondents indicated they are either unable to afford vehicle upkeep or gas. For those who have a vehicle, nearly one-sixth indicated they are under water with their vehicle loan. For those who do not have a vehicle, limited public transportation routes and/or schedules were cited as a transportation barrier, which the CAAG concluded was not surprising given the rural composition of Lewis County. However, LCOI does help as an important contributor to transportation challenges in Lewis County through its Transportation Assistance program for qualifying families.

Child care was one other service in which community need was not being met. The CAAG noted that although this need has been evident for many years, the pandemic had a substantial effect on the number of providers and available slots. To address this issue, the Lewis County Department of Social Services and other community partners have collaborated since the last CNA to create a *Regulated Home Day Care Training Bootcamp program* to work toward mitigating this community need.

Although not included in the survey, the CAAG observed the Thrift Store continues to be an important resource for low income families for affordable goods, when reflecting upon daily store traffic.

The following Key Findings are the result of an analysis of survey data provided by **workforce and partner surveys**, which reflect conditions of poverty experienced within Lewis County. Both quantitative and qualitative data were analyzed:

- Gaining/Maintaining employment (assuming jobs are available) are hampered by lack of child care, poor work ethic, fear of loss of government supports if income increases, lack of transportation, and mental/behavioral health issues;
- Services (adult) that are lacking/absent/need improvement in the county include child care, safe and affordable housing, mental/behavioral health services, and transportation;
- Services (youth) that are lacking/absent/need improvement in the county include lack of jobs and job skills training, mental/behavioral health services, recreation opportunities, budgeting skills, after-school programs/tutoring assistance.

## Needs Statements/Program Priorities:

The CAAG developed the following Needs Statements and Program Priorities which are based upon key findings above.

When deliberating Program Priorities, the CAAG took great care to align program priorities based on conditions in our community believed to be causes and/or results of poverty. Program priorities must also align with LCOI's mission to avoid the potential of mission drift. Consequently, the CAAG also took

into consideration existing services offered by other providers within Lewis County, which may or may not be readily apparent to a portion of the survey respondents. In these situations, more public awareness of available services within the community may be warranted rather than duplicating services. In other situations, services may be limited by income or other eligibility guidelines, resource constraints originating at the Federal, State, or local levels, or other limitations beyond LCOI's control. In these situations, LCOI may be able to contribute by adding its voice along with fellow provider agencies (through various consortia or associations) to advocate for regulatory changes at the local, State, or Federal levels. Other opportunities to mitigate various barriers through a strengthened referral process with local partners, or collaborating to some degree with service provision may also potentially exist.

Needs Statements and Program Priorities are categorized under the applicable CSBG National Domain. Program Priorities are further denoted by Community (C), Agency (A), or Individual/Family (F) related priorities. All program priorities include the presumption that all people accessing LCOI have access to language translation services (A).

### **CSBG Domain: Employment**

#### Needs Statement:

*Low-income individuals lack transportation and other workforce development supports to obtain or maintain employment.*

The above needs statement is based on data indicating obtaining and maintaining employment (assuming jobs are available) continue to be substantial issues in Lewis County. The CAAG observed basic consistency among the survey responses, which expressed the need for job skills training, transportation supports, and other supports listed under the Multiple Domain category later in this CNA.

#### Program Priorities:

- (F) Transportation Assistance as a workforce development support to help remove the barrier of unreliable transportation to obtain or maintain employment;
- (C) Active engagement in consortia at the local level to address barriers to workforce development (job training) and other supports.
- (A) Continued availability of the Thrift Store as a venue for work skills development (Lewis County One Stop);
- (A) Community awareness to inform low-income families about workforce development supports within the community.
- (A) A strong referral process to community service providers who offer other workforce development supports.

## **CSBG Domain: Education and Cognitive Development**

### Needs Statement:

*Low-income families lack education about child passenger safety, as well as access to affordable car seats that meet current regulatory standards.*

The above needs statement is supported by the continual market demand for regulatory-compliant car seats sought by low-income families who otherwise cannot afford them. These families often lack the education to properly install car seats, which is provided to them through training by Certified Car Seat Technicians.

### Program Priorities:

- (F) Standards-compliant car seats are provided to low-income families;
- (F) Education is provided to low income families on how to properly install a car seat for their child;
- (A) Community awareness to inform low-income families about the availability of the Child Passenger Safety program;
- (A) A strong referral process with other community service providers to ensure low-income families in need of Child Passenger Safety services can be referred to the program;
- (C) Continued engagement as an active member of the Lewis County Local Traffic Safety Board where traffic safety issues experienced by low-income families can be discussed;

## **CSBG Domain: Income and Asset Building**

### Needs Statement:

*Low-income families lack education/skill development for basic management of their household budgets.*

The above needs statement is based on data indicating low-income families often struggle with basic budgeting concepts and their relationship to money. Excessive debt to income is a common problem, recognizing wants vs. needs can compound the problem, and lack of education/skill development in basic budget creation/management often exasperates the problem into a sense of hopelessness.

### Program Priorities:

- (F) Money Management/Financial Empowerment program
  - Representative Payee Services for eligible individuals (Social Security funds);
- (C) Continued availability of the Thrift Store as a community resource for affordable household items and clothing;
- (C) Active engagement in consortia at the local level to address barriers to basic financial skills development.

- (A) Increased community awareness to inform low-income families about the availability of financial skills training programs within the community;
- (A) A strong referral process to community consortia who offer other types of financial skills training or awareness;
- (A) Education/skill development through collaborative partnerships.

## **CSBG Domain: Housing**

### Needs Statement #1:

*Low-income families lack safe and affordable housing.*

The above needs statement is based on data indicating many low-income families cannot afford rent, mortgage, or as applicable, repairs to their residence. Nearly one-sixth of survey respondents also found it financially difficult to pay for their utility/heat bills. Although consumer survey data did not indicate significant homelessness, significant efforts have been made at the county level to mitigate homelessness, including the creation of a warming center in the autumn of 2022 and the proposal of a supportive housing site in Lowville.

### Program Priorities:

- (F) Section 8 Housing Choice Voucher program;
  - > Housing Choice Vouchers;
  - > Family Self Sufficiency;
  - > Homeownership (as applicable);
  - > VASH (as applicable);
- (F) Home Modification program to promote aging in place;
- (F) Emergency Utility/Rent/Mortgage assistance;
- (F) NYS Rental Supplement program;
- (F) Weatherization/EmPower/Cooling Initiative, to promote energy efficiency and affordability;
- (C) Active engagement in consortia at the local level to address barriers to homelessness and/or safe, affordable housing;
- (C) Continued participation with Warming Center planning/development as applicable (C);
- (C) Active engagement at the State and/or Federal level for expansion of eligibility guidelines.
- (A) Community awareness to inform low-income families about availability of the housing and energy-efficiency programs, and in the case of renters, their rights as tenants;
- (A) A strong referral process with other community service providers to ensure low-income families in need of safe and affordable housing can be referred to applicable programs;
- (A) Continued service collaboration with area partners;

## **CSBG Domain: Health and Social/Behavioral Development**

### Needs Statement #1:

*Low-income families lack food security.*

The above needs statement is based on data indicating many low-income families skip meals to stretch their limited food supplies. Furthermore, low-income families typically have to rely upon support services such as SNAP, free school breakfast and lunch programs, area food pantries, Giving Boxes, and Stone Soup to ensure their family has enough access to food each month.

Program Priorities:

- (F) Continued LCOI operation of the New Bremen Food Pantry;
- (C) Active engagement in consortia at the local level and/or advisory boards to address barriers to food security.
- (A) Continued technical assistance and service collaboration with the Copenhagen, Harrisville, New Bremen, and Port Leyden Food Pantries;
- (A) Community awareness to inform low-income families about availability of emergency food assistance of various types within Lewis County, as well as supplemental food available through various programs, community events, or faith-based initiatives.
- (A) A strong referral process with other community service providers to ensure low-income families in need of emergency or supplemental food can access services;
- (A) As a related health priority, continued partnerships with area health insurance facilitators by offering site space at on campus to assist uninsured individuals with seeking health insurance options.

Needs Statement #2:

*There is a need for a locally-based victim services program in Lewis County to ensure families who have been victimized by domestic violence, sexual assault, stalking, or other crimes can access help to improve their safety.*

The above needs statement is based on a cross section of data indicating varying levels of safety concerns. While Lewis County is regarded as an overall safe place to live, our own long-term program experience validates the need for a locally-based, comprehensive victim services program which provides both residential and non-residential services as a resource for victims of domestic violence, sexual assault, and other crimes. Education to area community groups and professionals as well as age-appropriate primary prevention education to students has also been validated through program observations and partner surveys.

Mental/behavioral health services (either enhanced or improved) were also cited in each survey type as a need in the community, which falls outside LCOI's core mission. However LCOI does serve on a number of committees, most notably the Lewis County Priorities Council, and can advocate on this issue.

Program Priorities:

- (F) Victim Services (Residential and Non-residential), including 24/7 Hotline, Safe Dwelling, Advocacy, Counseling, and Criminal/Family/Hospital Accompaniment for victims, and age-appropriate Primary Prevention Education to students in area schools;
- (C) Active engagement in consortia at the local level and/or advisory boards to address barriers to holistic victim services delivery and mental/behavioral health services within our community;
- (A) Community awareness to inform the public about issues related to domestic violence, sexual assault, stalking, and other crimes, and the availability of services within our community to see help;
- (A) Training to human service professionals and community groups regarding the dynamics of victimization, new regulations and protections for victims;
- (A) A strong referral process with other community service providers to ensure low-income families in need of victim services are aware of resources;
- (A) Continued collaborations with service delivery partners to ensure a holistic approach to victim services.

### **CSBG Domain: Multiple**

#### Needs Statement:

*Additional community resources are needed to address the daily living concerns of low-income residents.*

The above needs statement is based on data indicating which community resources are perceived as inadequate to address daily living needs. The two most often cited were transportation and child care.

Youth services perceived to be lacking/absent/need improvement include the lack of jobs specifically for youth, job skill training, budgeting skills, drug prevention programs, after school programs and recreational opportunities.

Although not included in the survey, the CAAG observed the Thrift Store continues to be an important resource for low income families for affordable goods, when reflecting upon daily store traffic.

#### Program Priorities:

- (F) Transportation assistance to address daily living needs, such as vehicle repairs, tires, insurance assistance, gas cards, and alternate forms of transportation;
- (F) Back to school supplies/hygiene products;
- (F) Miscellaneous critical needs not falling under any other domain;
- (F) Technology assistance and training supports to low income families to access online school work, employment, or daily living needs;
- (F) Vouchers to access needed items at the Thrift Store;

- (C) Active engagement in consortia at the local level and/or advisory boards to address barriers (real or perceived) to the identified above services.
- (A) Community awareness to inform the public about the availability of the above identified services;
- (A) Exploration during the Strategic Planning process of the above identified services perceived as inadequate; duplication of these services in the community (if any); and suitability to the agency's mission, capacity, and resources when considering future exploration.

**Linkages:**

Needs Statement:

*The agency requires partners/partnerships to meet its mission.*

In order to effectively meet its mission, LCOI must forge partnerships through a variety of partners across major sectors of the community who specialize in various services or capabilities. With leveraging created through partnerships, LCOI is able to more effectively provide services to low-income families.

Priorities:

- (A) Identify public/private agencies mutually accessed by our consumers and prioritize those which need inter-agency development and/or strengthening;
- (A)(C) Active engagement in consortia/partnerships at the community level to address barriers/issues identified with:
  - Mental Health;
  - Workforce development/EAP;
  - Local traffic safety/transportation;
  - Financial literacy/empowerment such as Bridges Out of Poverty/Getting Ahead;
  - Homelessness/Safe and affordable housing/Fair housing;
  - Energy efficiency (including audits);
  - Food security/technical oversight;
  - Affordable health insurance;
  - Domestic violence, sexual assault, and stalking; Primary Prevention Education; Community education/training;
  - Migrant rights;
  - Language interpretation services;
  - Racial justice;
  - Suicide prevention;
  - Early childhood intervention;
  - Leadership development (volunteers);

- Youth development;
- Countywide emergency response;
- Countywide human services priorities;
- Information and Technology.

## **Agency Capacity Needs (A):**

### Needs Statement:

*Agency capacity-building is needed in order to address program priorities and implement effective strategies for successful program operation.*

In order to develop and implement program strategies, LCOI must have the agency capacity to do so. The following Agency Capacity Priorities are identified, some of which also appear under program priorities.

### Agency Capacity Priorities:

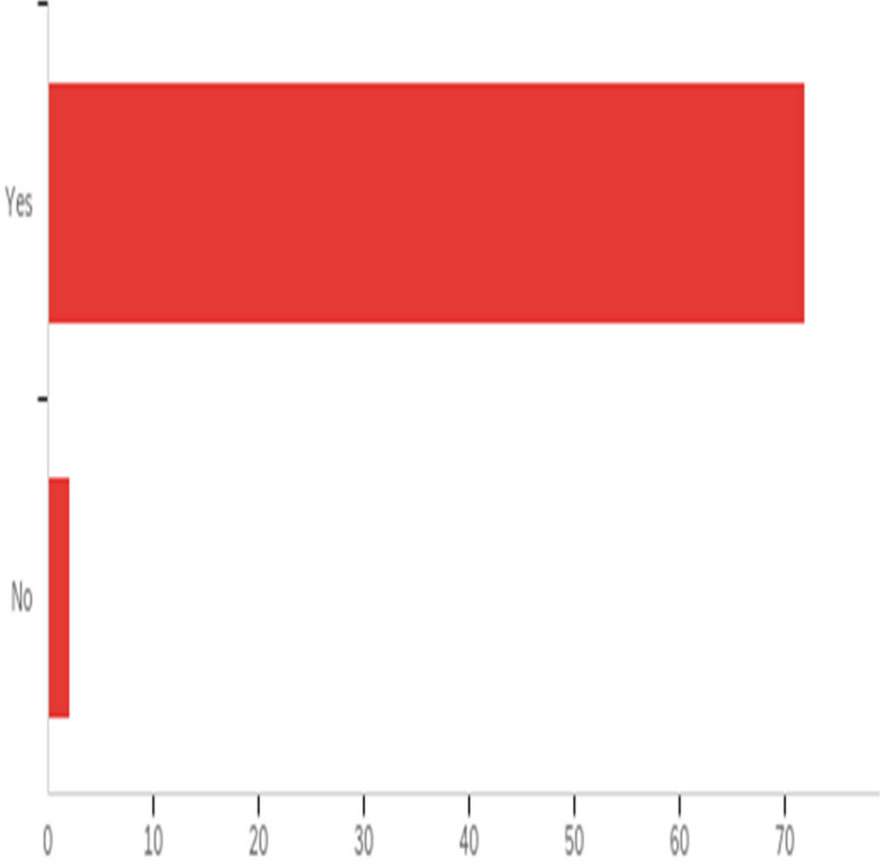
1. LCOI focuses Results Oriented Management Accountability (ROMA) principles and strategies when assessing, identifying, planning, implementing, and evaluating its program and services;
2. LCOI maintains a qualified and well-equipped workforce;
3. LCOI maintains an effective volunteer function for coordinated initiatives benefiting low-income families;
4. Training venues are provided for consumer work skills development (i.e. continued availability of the Thrift Store or agency programs as a venue for work skills development via Lewis County One Stop);
5. The internal consumer assessment methodology increases the effectiveness of cross-program service in meeting individual outcomes;
6. The agency maintains (or increases as applicable) its on-site availability within the community;
7. The IT function effectively meets the agency's data management and communications needs;
8. The safety and health needs of the agency's workforce and facilities are addressed;
9. The community is educated about the agency's mission, services, impacts, and relevant community awareness issues;
10. The agency maintains fiscal competency;
11. The agency maintains competent agency governance;
12. Low-income representation is maintained with formal community organizations, governments, boards or councils that provide input into topics supported by agency mission.



# 2023 Consumer Survey

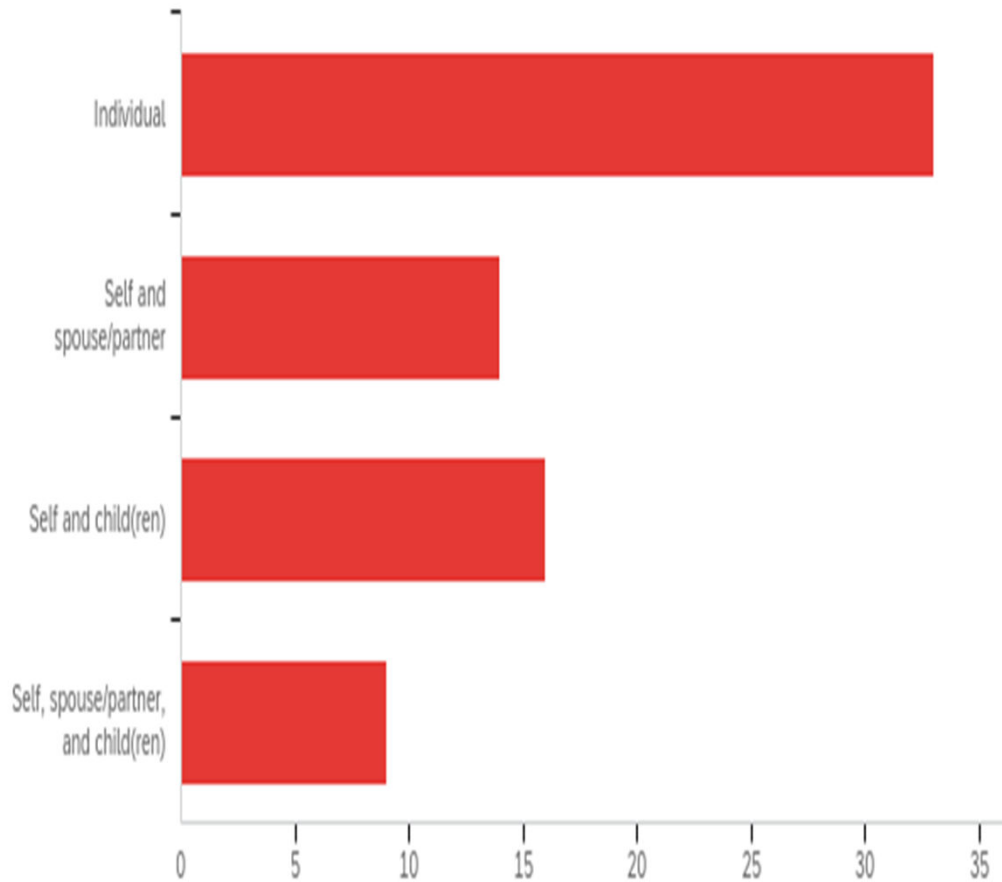
Community Needs Assessment Results

# Do you live in Lewis County?



Answer	%	Count
Yes	97.30%	72
No	2.70%	2
Total	100%	74

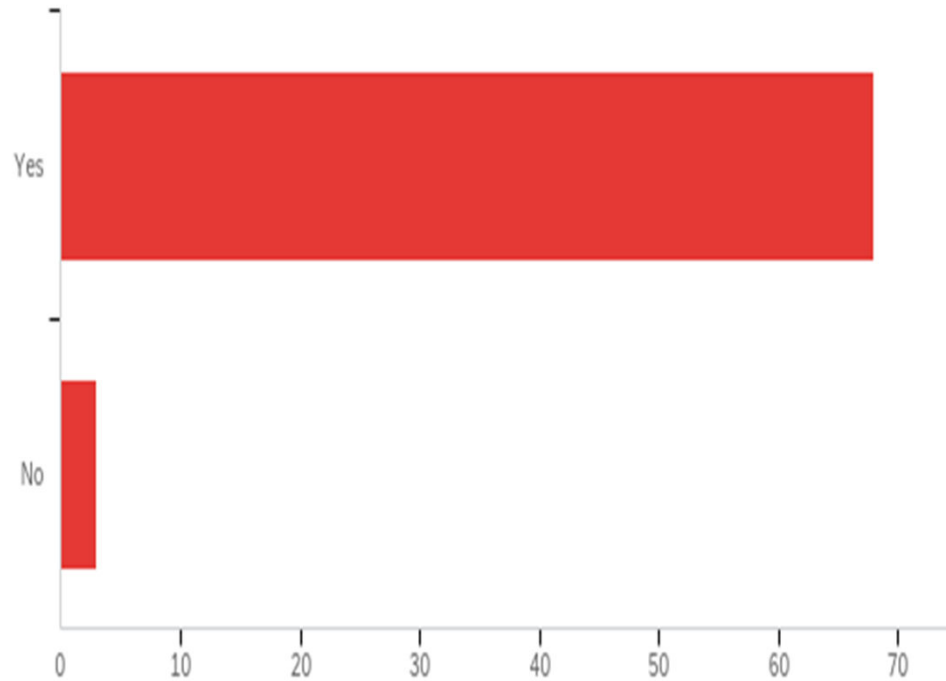
## What is your family makeup?



Answer	%	Count
Individual	45.83%	33
Self and child(ren)	22.22%	16
Self and spouse/partner	19.44%	14
Self, spouse/partner, and child(ren)	12.50%	9
<b>Total</b>	<b>100%</b>	<b>72</b>

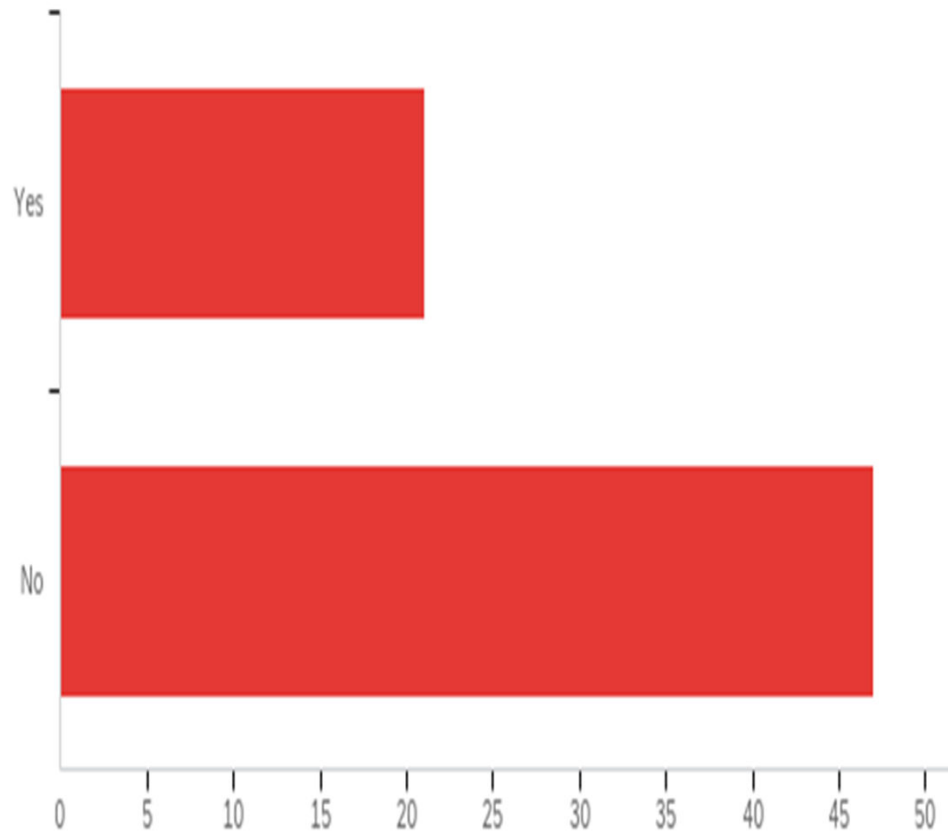
**Find the row with your current household size in the chart.  
Does your annual income fall at/below that amount?**

Household size	Annual income
1	\$27,180
2	\$36,620
3	\$46,060
4	\$55,500
5	\$64,940
6	\$74,380
7	\$83,820
8	\$93,260



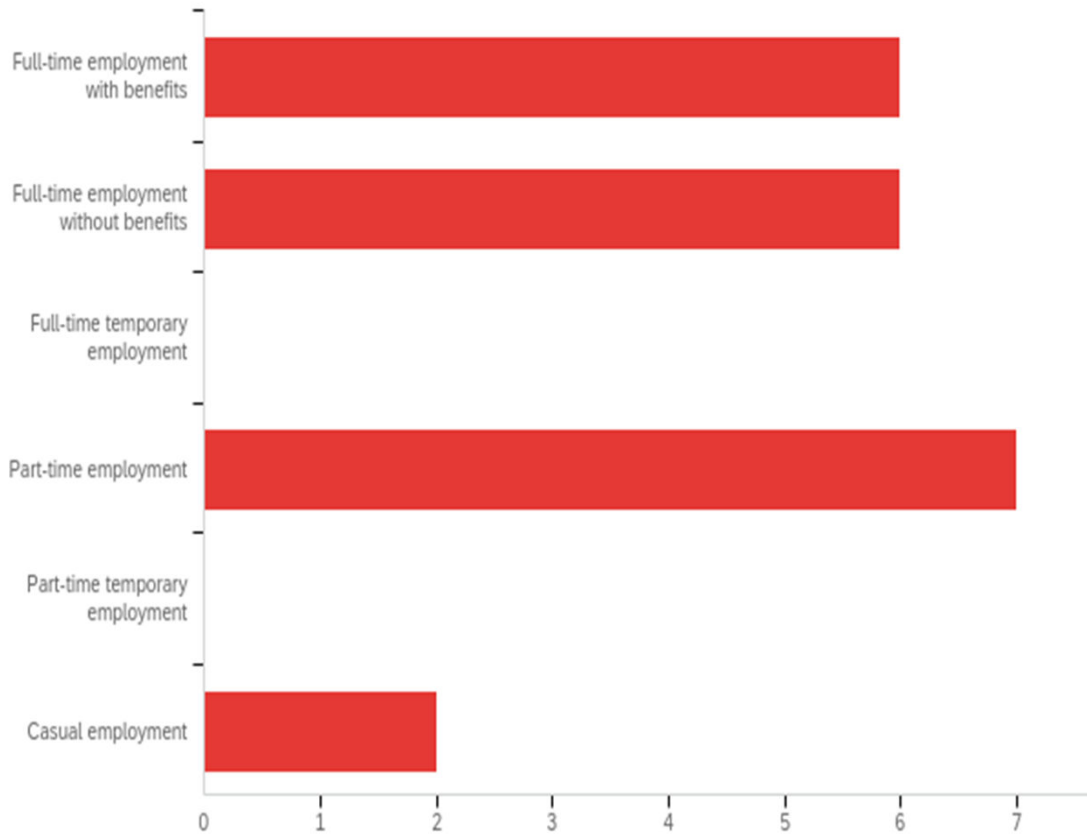
Answer	%	Count
Yes	95.77%	68
No	4.23%	3
<b>Total</b>	<b>100%</b>	<b>71</b>

## Are you employed?



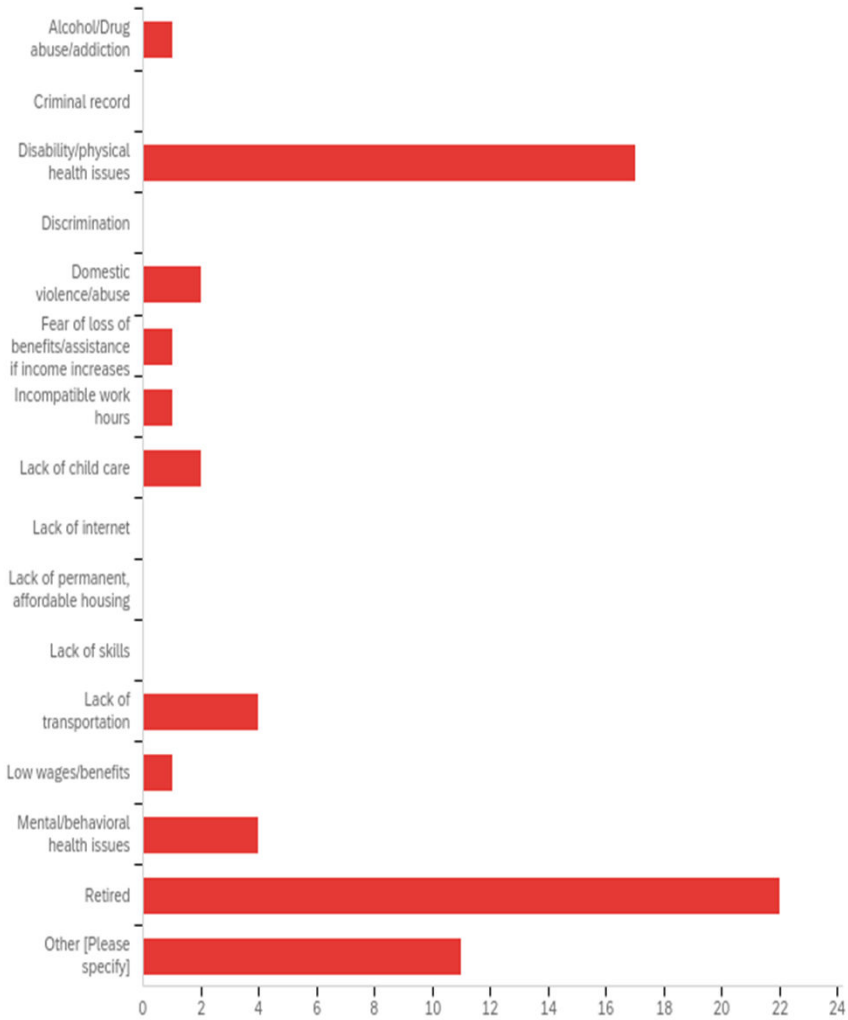
Answer	%	Count
No	69.12%	47
Yes	30.88%	21
Total	100%	68

## If yes, what is your employment status?



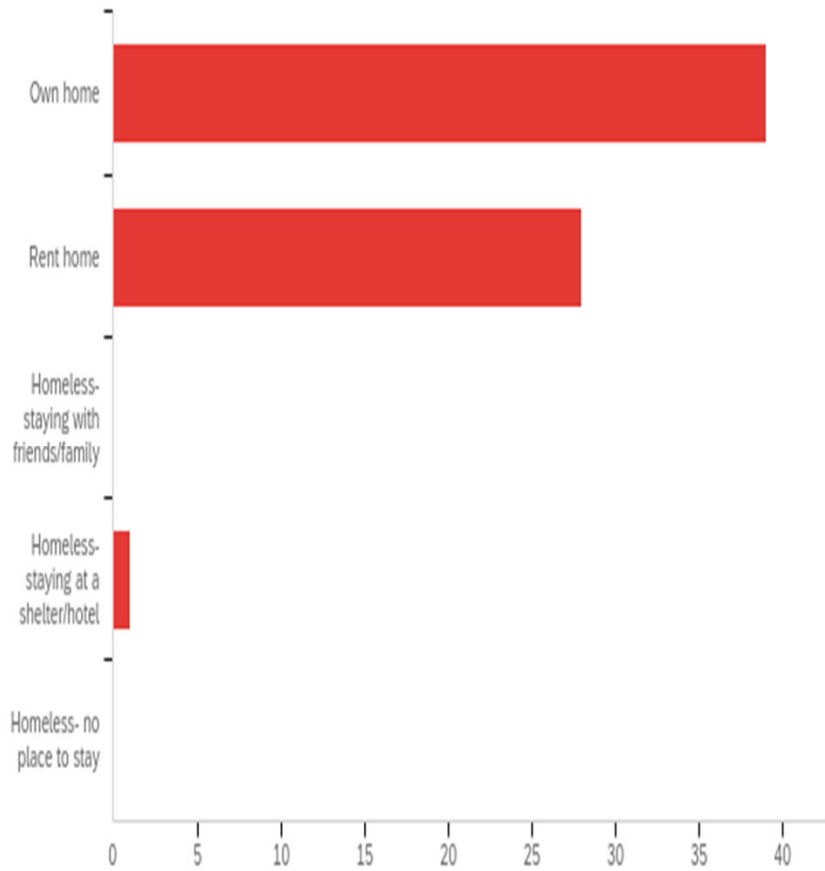
Answer	%	Count
Part-time employment	33.33%	7
Full-time employment with benefits	28.57%	6
Full-time employment without benefits	28.57%	6
Casual employment	9.52%	2
Full-time temporary employment	0.00%	0
Part-time temporary employment	0.00%	0
<b>Total</b>	<b>100%</b>	<b>21</b>

## If no, choose the top 3 reasons you are not employed:



Answer	%	Count
Retired	33.33%	22
Disability/physical health issues	25.76%	17
Other [Please specify]		
Disability from the Army		
Social Security		
Disability, wife is employed		
Disabled	16.67%	11
Retired (3 responses)		
Worker's Compensation		
College		
Lack of transportation	6.06%	4
Mental/behavioral health issues	6.06%	4
Domestic violence/abuse	3.03%	2
Lack of child care	3.03%	2
Alcohol/Drug abuse/addiction	1.52%	1
Fear of loss of benefits/assistance if income increases	1.52%	1
Incompatible work hours	1.52%	1
Low wages/benefits	1.52%	1
Criminal record	0.00%	0
Discrimination	0.00%	0
Lack of internet	0.00%	0
Lack of permanent, affordable housing	0.00%	0
Lack of skills	0.00%	0
<b>Total</b>	<b>100%</b>	<b>66</b>

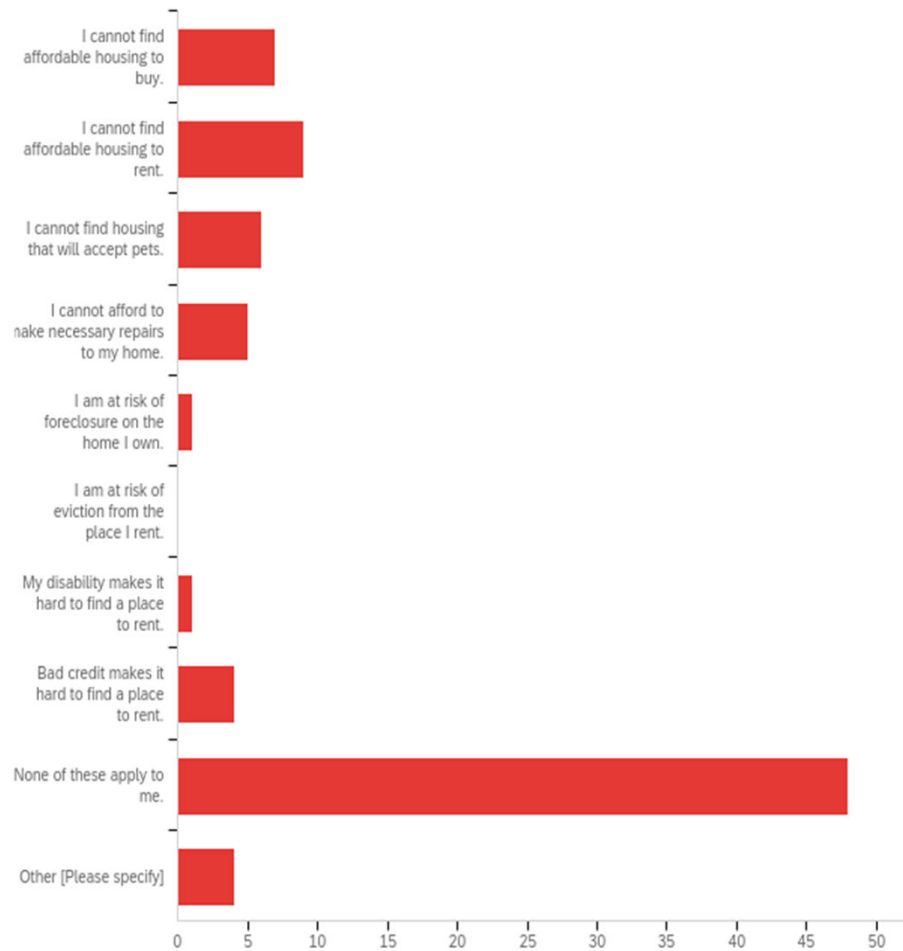
## What is your current housing status?



Answer	%	Count
Own home	57.35%	39
Rent home	41.18%	28
Homeless- staying at a shelter/hotel	1.47%	1
Homeless- staying with friends/family	0.00%	0
Homeless- no place to stay	0.00%	0
<b>Total</b>	<b>100%</b>	<b>68</b>

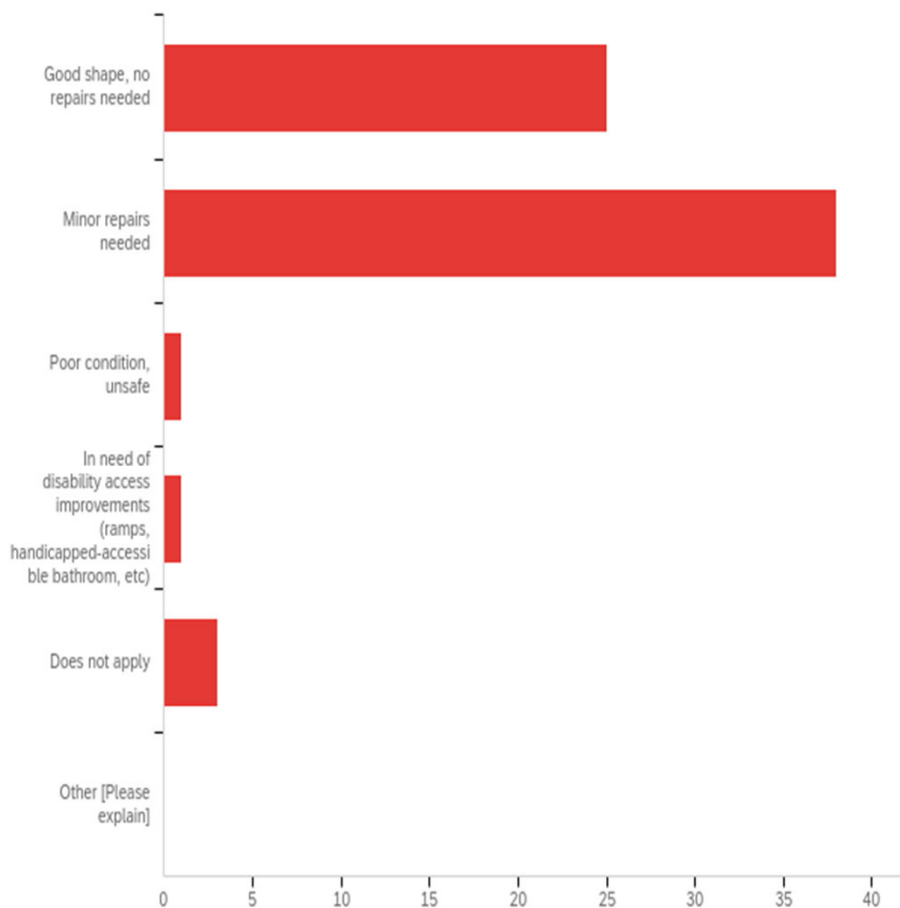


## Choose up to 3 housing issues that apply to you:



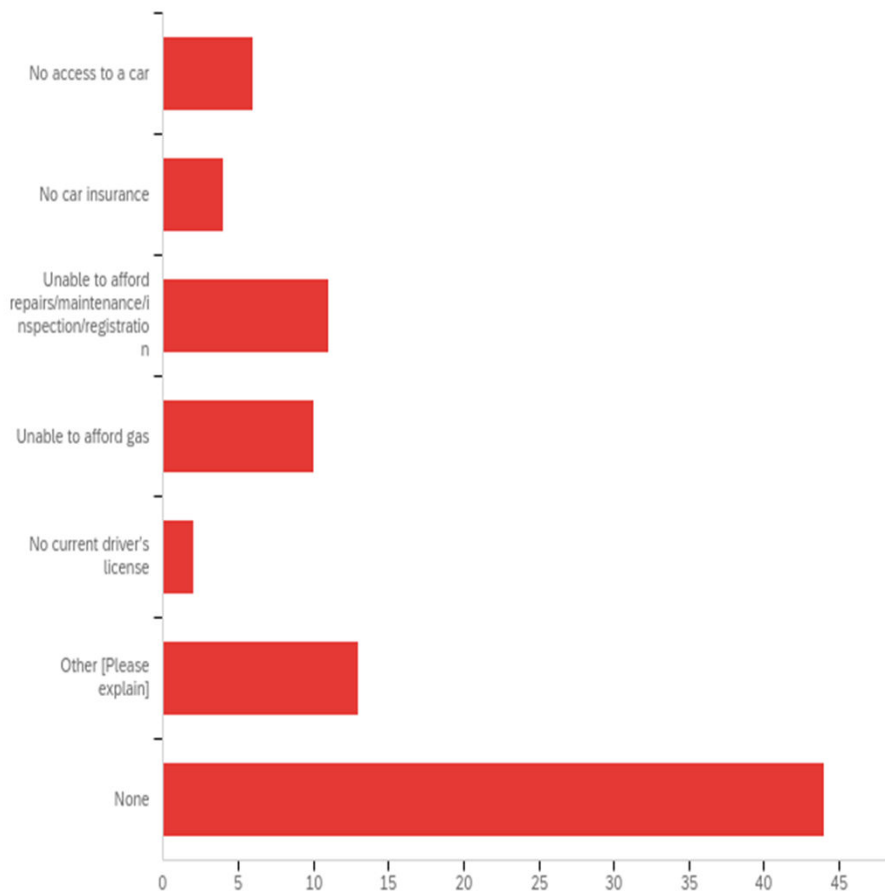
Answer	%	Count
None of these apply to me.	56.47%	48
I cannot find affordable housing to rent.	10.59%	9
I cannot find affordable housing to buy.	8.24%	7
I cannot find housing that will accept pets.	7.06%	6
I cannot afford to make necessary repairs to my home.	5.88%	5
Bad credit makes it hard to find a place to rent.	4.71%	4
Other [Please specify] Own my home, no issues (3 responses)	4.71%	4
I am at risk of foreclosure on the home I own.	1.18%	1
My disability makes it hard to find a place to rent.	1.18%	1
I am at risk of eviction from the place I rent.	0.00%	0
<b>Total</b>	<b>100%</b>	<b>85</b>

## What is the current condition of your residence?



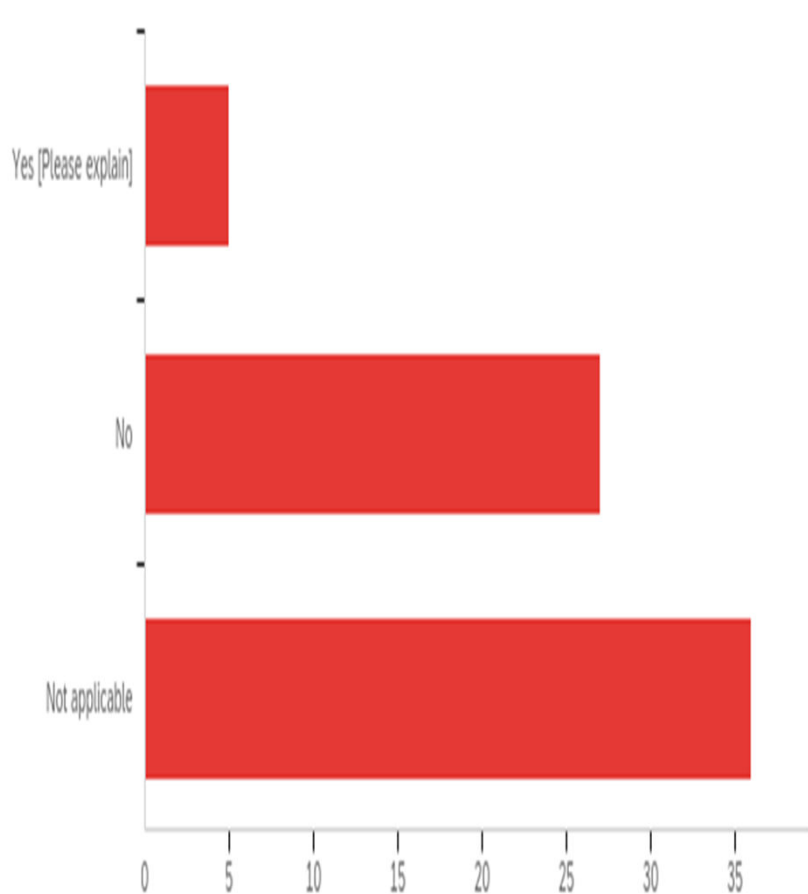
Answer	%	Count
Minor repairs needed	55.88%	38
Good shape, no repairs needed	36.76%	25
Does not apply	4.41%	3
Poor condition, unsafe	1.47%	1
In need of disability access improvements (ramps, handicapped-accessible bathroom, etc)	1.47%	1
Other [Please explain]	0.00%	0
<b>Total</b>	<b>100%</b>	<b>68</b>

## Which of these transportation issues have you experienced in the last 12 months?



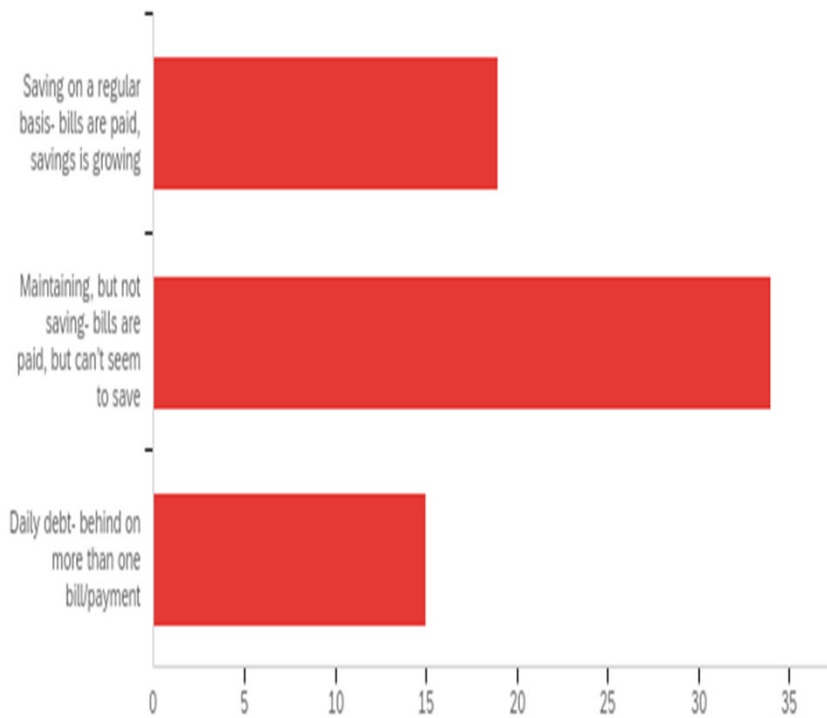
Answer	%	Count
None	48.89%	44
Other [Please explain] Hard to use bus routes Bus routes not always available during my hours of work Car was totaled Need license renewed, but cannot afford it at this time Legally blind No car, Social Worker drives me Vision impairments, don't drive Driver has no license Have a license, just not capable of driving at this time	14.44%	13
Unable to afford repairs/maintenance/inspection/registration	12.22%	11
Unable to afford gas	11.11%	10
No access to a car	6.67%	6
No car insurance	4.44%	4
No current driver's license	2.22%	2
<b>Total</b>	<b>100%</b>	<b>90</b>

## Do transportation issues prevent you from working?



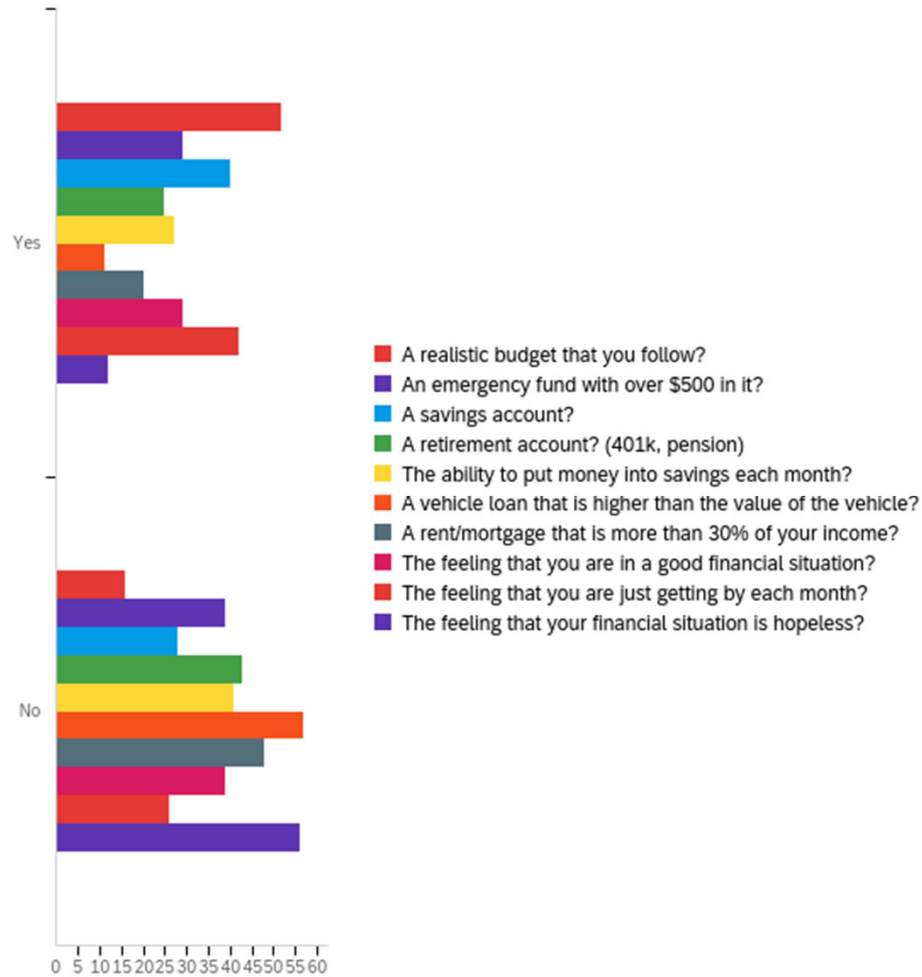
Answer	%	Count
Not applicable	52.94%	36
No	39.71%	27
Yes [Please explain] My car needs repairs so I cannot drive it currently Only have one car, so when I have appointments, wife cannot work No gas, job too far away Access to a vehicle is a necessity	7.35%	5
<b>Total</b>	<b>100%</b>	<b>68</b>

## How would you describe your current financial position?



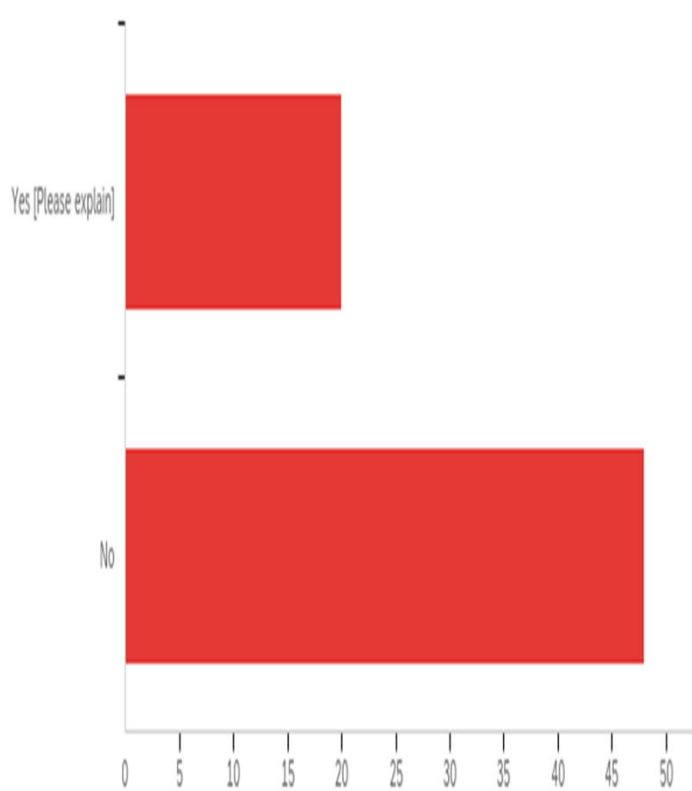
Answer	%	Count
Maintaining, but not saving- bills are paid, but can't seem to save	50.00%	34
Saving on a regular basis- bills are paid, savings is growing	27.94%	19
Daily debt- behind on more than one bill/payment	22.06%	15
<b>Total</b>	<b>100%</b>	<b>68</b>

## Do you currently have:



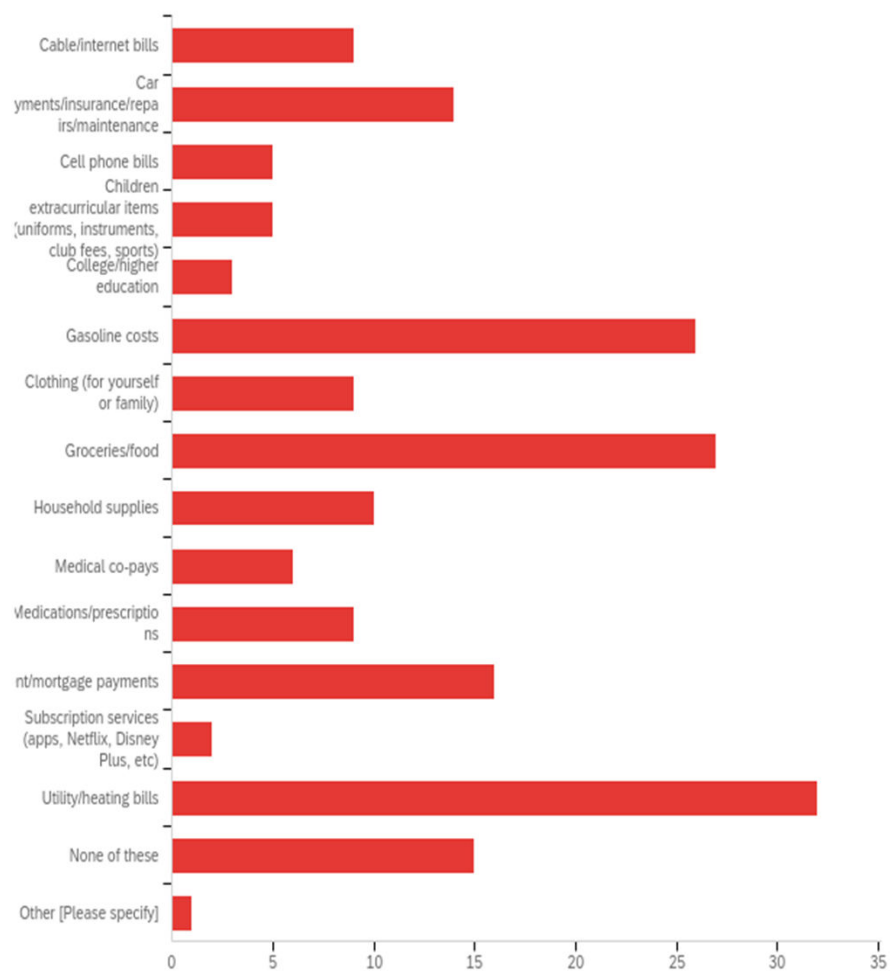
Question	Yes		No		Total
A realistic budget that you follow?	76.47 %	52	23.53 %	16	68
An emergency fund with over \$500 in it?	42.65 %	29	57.35 %	39	68
A savings account?	58.82 %	40	41.18 %	28	68
A retirement account? (401k, pension)	36.76 %	25	63.24 %	43	68
The ability to put money into savings each month?	39.71 %	27	60.29 %	41	68
A vehicle loan that is higher than the value of the vehicle?	16.18 %	11	83.82 %	57	68
A rent/mortgage that is more than 30% of your income?	29.41 %	20	70.59 %	48	68
The feeling that you are in a good financial situation?	42.65 %	29	57.35 %	39	68
The feeling that you are just getting by each month?	61.76 %	42	38.24 %	26	68
The feeling that your financial situation is hopeless?	17.65 %	12	82.35 %	56	68

## Are you overwhelmed by managing your finances?



Answer	%	Count
No	70.59%	48
Yes [Please explain]		
I get worried at times		
Budgeting		
Not enough income, no child support		
Live paycheck-paycheck w/ 4 kids, vehicle pymts, bills		
I don't make enough, barely getting by		
When you have absolutely no money, you clearly cannot manage finances		
Bigger bills are hard to pay		
Food and fuel costs, heating costs, kerosene is too expensive		
Hard to keep a budget	29.41%	20
Starting a new job		
National Grid is high; never know what is going to be until you get it		
Inflation is making everything uncertain		
Vehicle payment is high		
I juggle bills		
Lack of income/job market		
I find it hard to support me and my family		
My son helps sometimes		
I have a Rep Payee		
<b>Total</b>	<b>100%</b>	<b>68</b>

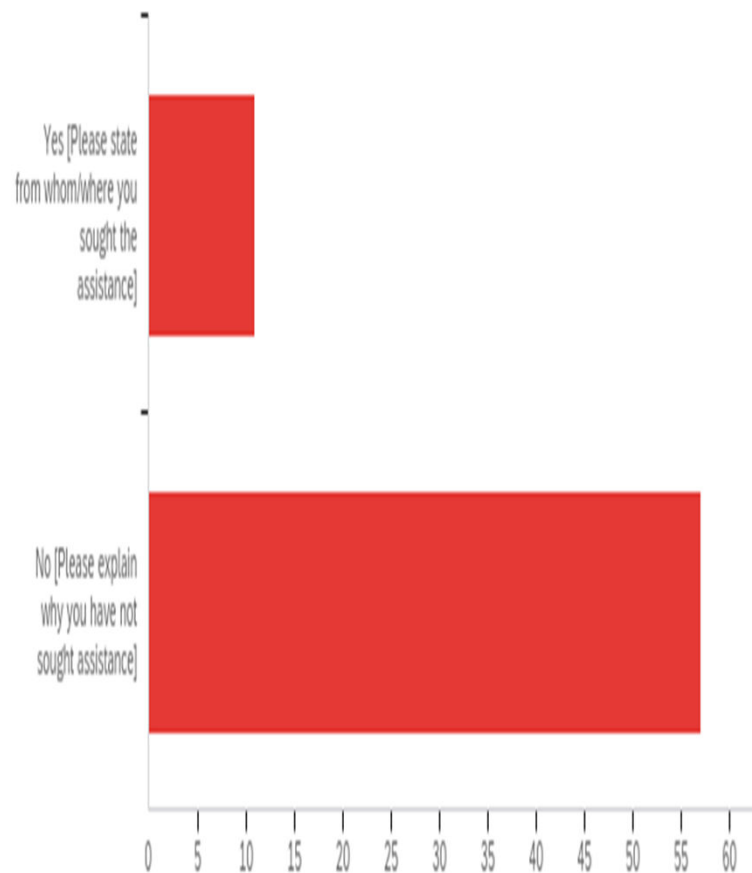
## Which of the following are financially difficult for you?



Answer	%	Count
Utility/heating bills	16.93%	32
Groceries/food	14.29%	27
Gasoline costs	13.76%	26
Rent/mortgage payments	8.47%	16
None of these	7.94%	15
Car payments/insurance/repairs/maintenance	7.41%	14
Household supplies	5.29%	10
Cable/internet bills	4.76%	9
Clothing (for yourself or family)	4.76%	9
Medications/prescriptions	4.76%	9
Medical co-pays	3.17%	6
Cell phone bills	2.65%	5
Children extracurricular items (uniforms, instruments, club fees, sports)	2.65%	5
College/higher education	1.59%	3
Subscription services (apps, Netflix, Disney Plus, etc)	1.06%	2
Other [Please specify]	0.53%	1
Need help with bills		
<b>Total</b>	<b>100%</b>	<b>189</b>

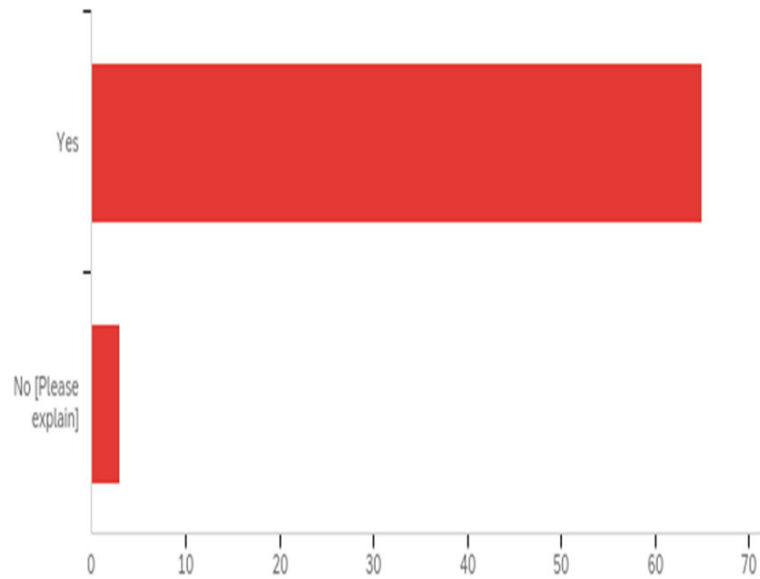


## Have you sought assistance with managing your money?



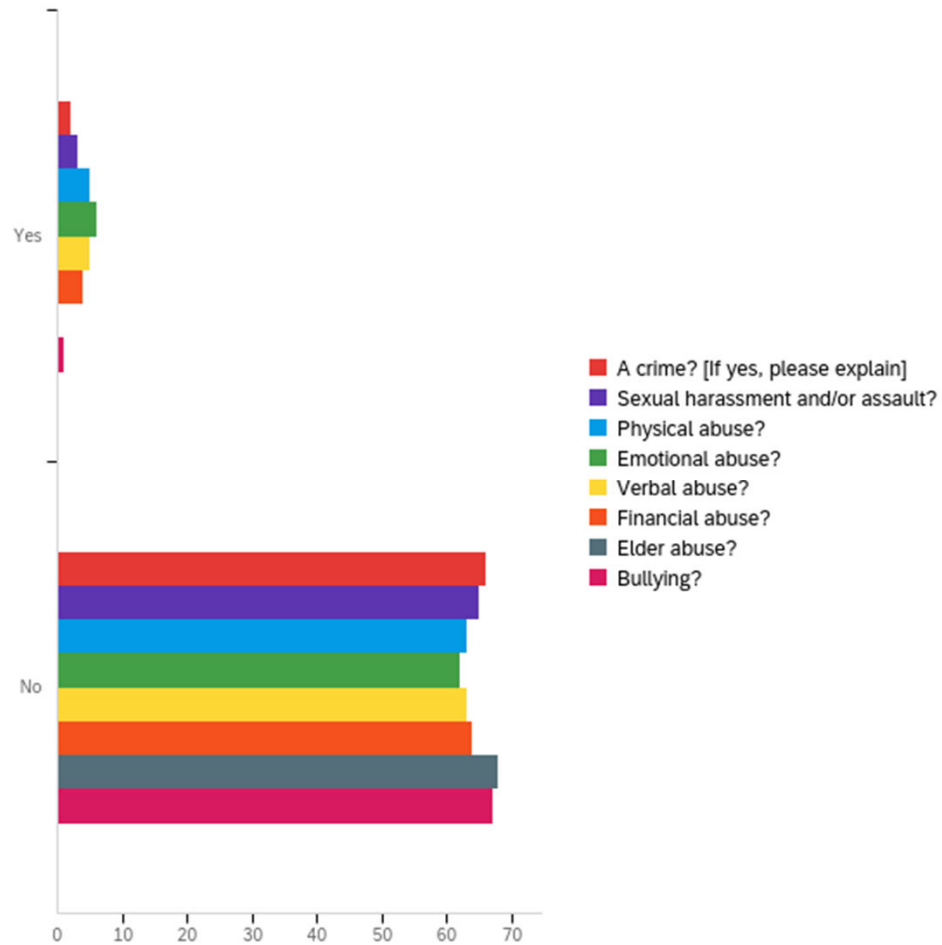
Answer	%	Count
<b>No [Please explain why you have not sought assistance]</b> Have a Rep Payee They will steal it Can't afford a financial planner I am trying to get a mortgage and don't want to have to say I'm getting help for heat Trying to handle it on my own If I cannot do it after 55 years of marriage, no one will My son/niece/family helps me (3 responses) Prefer to do it myself (3 responses) No need (2 responses) Not a lot of bills	83.82%	57
<b>Yes [Please state from whom/where you sought the assistance]</b> Rep Payee (5 responses) DSS (2 responses) Army LCOI Family supports Local accountant	16.18%	11
<b>Total</b>	<b>100%</b>	<b>68</b>

## Do you and your family feel safe in your community?



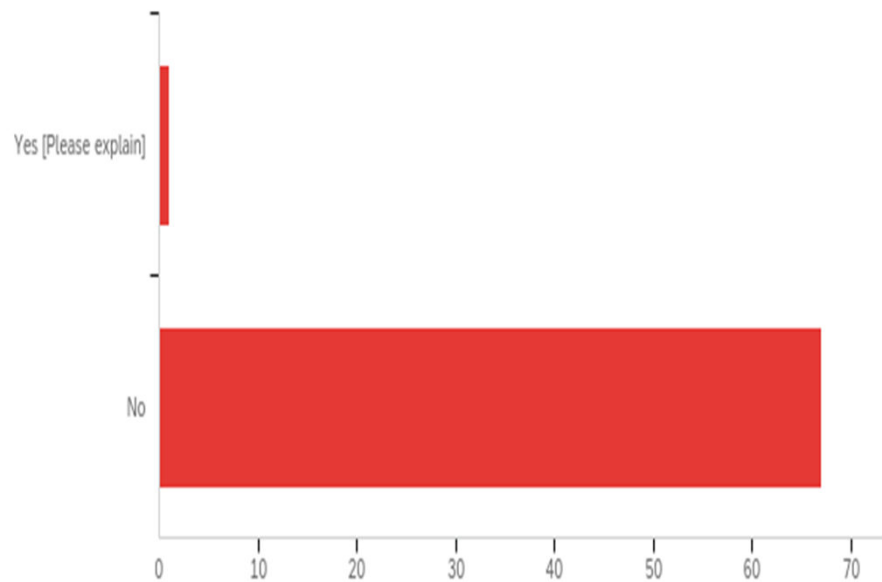
Answer	%	Count
Yes	95.59%	65
No [Please explain] Depends on whether my ex is in the area Have an OP against my ex and even with that, I am worried he will show up one day Domestic violence situation, perpetrator is still out there	4.41%	3
<b>Total</b>	<b>100%</b>	<b>68</b>

## In the past 12 months, have you (or has someone in your home) been a victim of:



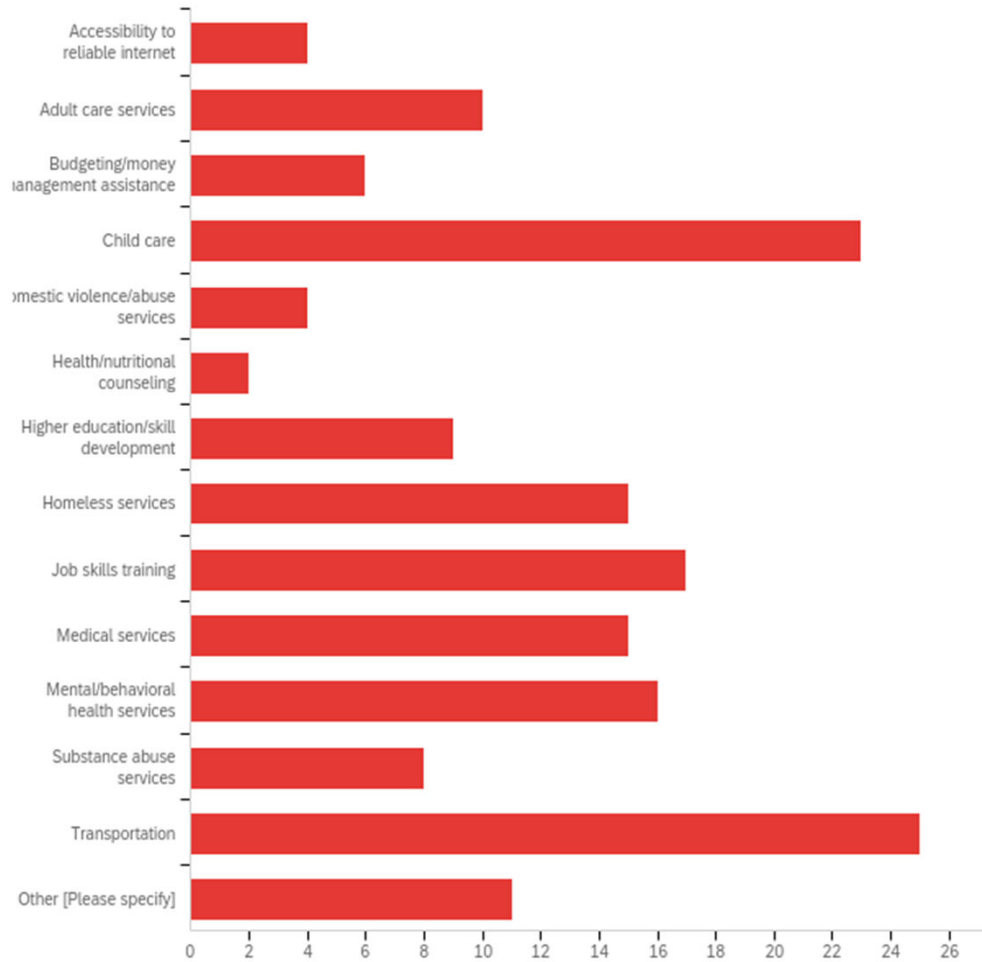
Question	Yes		No		Total
Emotional abuse?	8.82%	6	91.18%	62	68
Physical abuse?	7.35%	5	92.65%	63	68
Verbal abuse?	7.35%	5	92.65%	63	68
Financial abuse?	5.88%	4	94.12%	64	68
Sexual harassment and/or assault?	4.41%	3	95.59%	65	68
A crime? [If yes, please explain]	2.94%	2	97.06%	66	68
Bullying?	1.47%	1	98.53%	67	68
Elder abuse?	0.00%	0	100.00%	68	68

## Do you feel you/your household members have been discriminated against in the past 12 months?



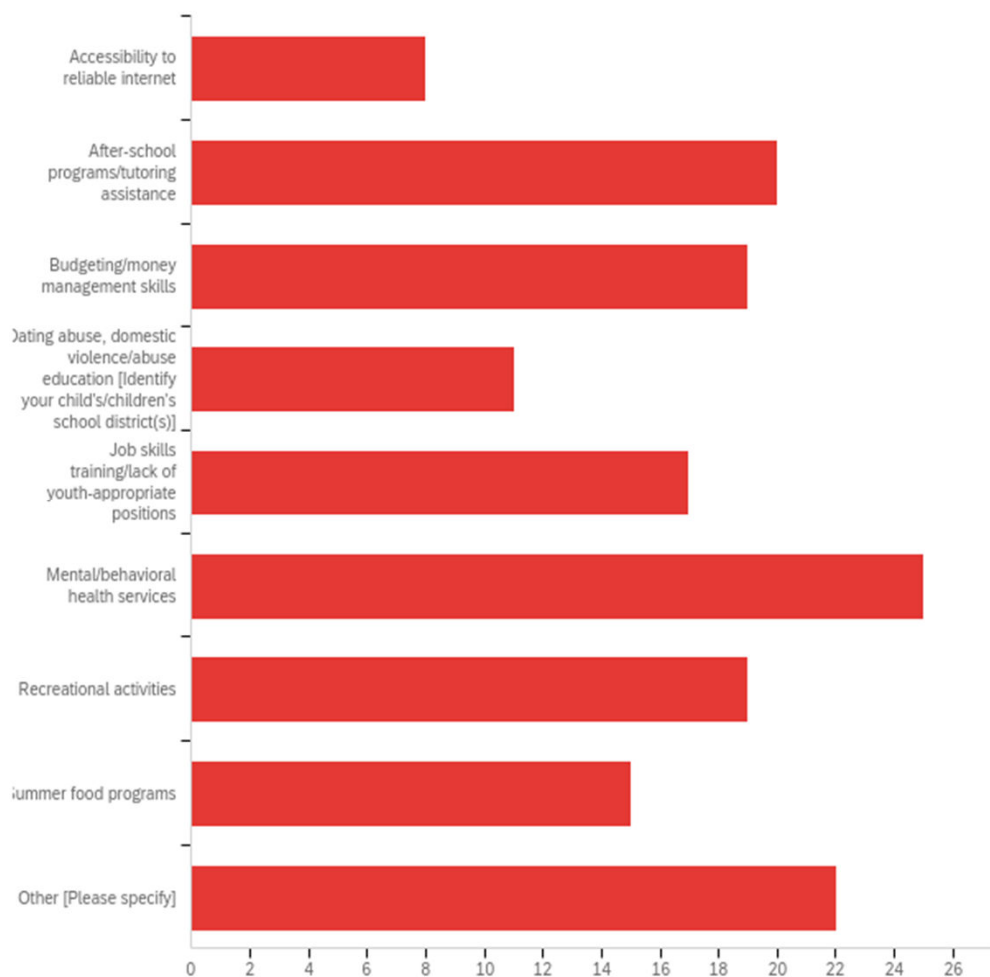
Answer	%	Count
No	98.53%	67
Yes [Please explain]	1.47%	1
Total	100%	68

## What are the top 3 ADULT services that are lacking or insufficient in Lewis County?



Answer	%	Count
Transportation	15.15%	25
Child care	13.94%	23
Job skills training	10.30%	17
Mental/behavioral health services	9.70%	16
Homeless services	9.09%	15
Medical services	9.09%	15
Other [Please specify] No issues with services We stay to ourselves and don't have an opinion Unsure of most options More food pantry sites Unknown/Not sure/NA (7 responses)	6.67%	11
Adult care services	6.06%	10
Higher education/skill development	5.45%	9
Substance abuse services	4.85%	8
Budgeting/money management assistance	3.64%	6
Accessibility to reliable internet	2.42%	4
Domestic violence/abuse services	2.42%	4
Health/nutritional counseling	1.21%	2
<b>Total</b>	<b>100%</b>	<b>165</b>

## What are the top 3 YOUTH services that are lacking or insufficient in Lewis County?



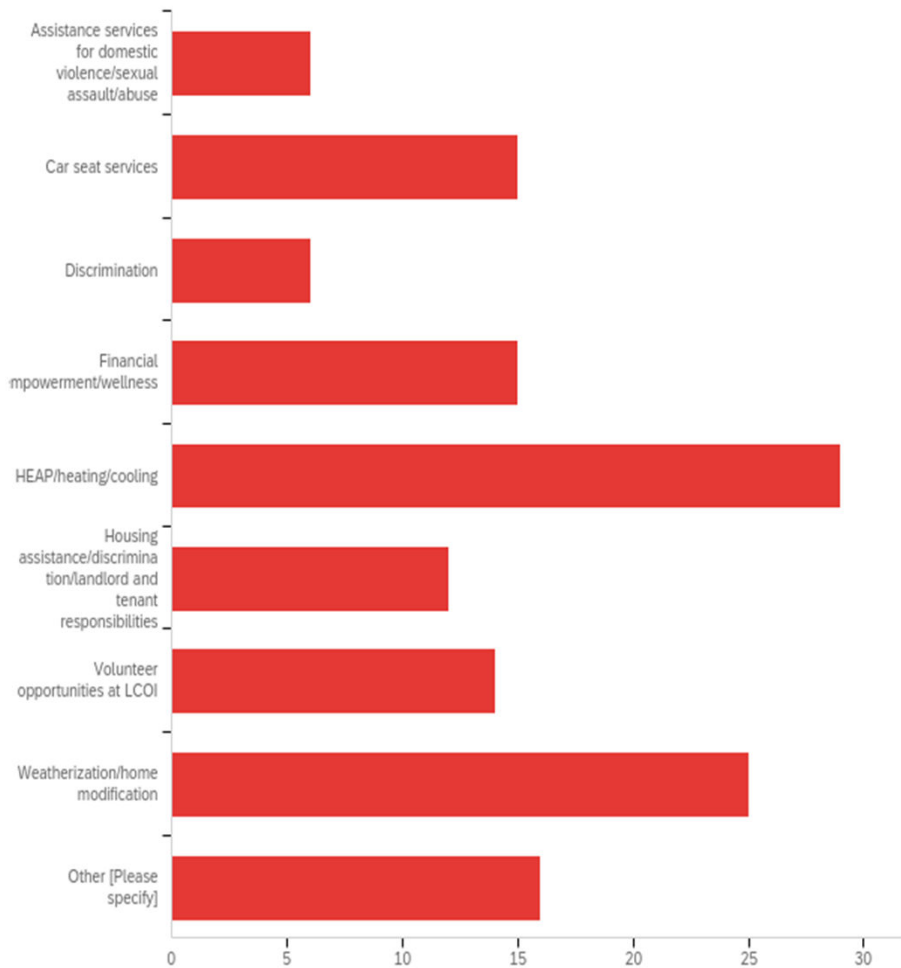
Answer	%	Count
Mental/behavioral health services	16.03%	25
Other [Please specify] I don't have children No Opinion/NA/Does not apply (18 responses) Free lunches Drug abuse prevention Not sure of options	14.10%	22
After-school programs/tutoring assistance	12.82%	20
Budgeting/money management skills	12.18%	19
Recreational activities	12.18%	19
Job skills training/lack of youth-appropriate positions	10.90%	17
Summer food programs	9.62%	15
Dating abuse, domestic violence/abuse education [Identify your child's/children's school district(s)] Lowville (5 responses)	7.05%	11
Accessibility to reliable internet	5.13%	8
<b>Total</b>	<b>100%</b>	<b>156</b>

## How well does Lewis County Opportunities, Inc. meet the following needs?



Question	Meeting the need		Not meeting the need		Unknown/no opinion		Total
Safe, affordable housing	37.31%	25	17.91%	12	44.78%	30	67
Financial services	34.33%	23	10.45%	7	55.22%	37	67
Safe shelter	35.82%	24	8.96%	6	55.22%	37	67
Budget management	41.79%	28	8.96%	6	49.25%	33	67
Utility/Rent assistance	53.73%	36	7.46%	5	38.81%	26	67
Rep Payee services	38.81%	26	5.97%	4	55.22%	37	67
Transportation assistance	40.30%	27	5.97%	4	53.73%	36	67
Housing Services	49.25%	33	5.97%	4	44.78%	30	67
DV/SA Counseling	40.30%	27	4.48%	3	55.22%	37	67
DV/SA/Dating Violence Education/prevention	37.31%	25	4.48%	3	58.21%	39	67
Domestic Violence Services	43.28%	29	2.99%	2	53.73%	36	67
Language interpretation	31.34%	21	2.99%	2	65.67%	44	67
24-hour hotline	46.27%	31	1.49%	1	52.24%	35	67
Food pantry	62.69%	42	1.49%	1	35.82%	24	67
Home energy efficiency	62.69%	42	1.49%	1	35.82%	24	67
Volunteer programs	38.81%	26	1.49%	1	59.70%	40	67
Car seats	44.78%	30	0.00%	0	55.22%	37	67
Weatherization Services	64.18%	43	0.00%	0	35.82%	24	67
Home modifications	58.21%	39	0.00%	0	41.79%	28	67

## What are the top 3 categories you would like to learn more about?



Answer	%	Count
HEAP/heating/cooling	21.01%	29
Weatherization/home modification	18.12%	25
Other [Please specify]	11.59%	16
Car seat services	10.87%	15
Financial empowerment/wellness	10.87%	15
Volunteer opportunities at LCOI	10.14%	14
Housing assistance/discrimination/landlord and tenant responsibilities	8.70%	12
Assistance services for domestic violence/sexual assault/abuse	4.35%	6
Discrimination	4.35%	6
<b>Total</b>	<b>100%</b>	<b>138</b>



## What should be the priorities for LCOI during the next 3 years?

Keep doing what you have been doing (12 responses)

Improve on the current transportation services for disabled people, and increase the workers wages because they are amazing

More available apartment, hard to find a place to move into that is willing to accept Section 8, Finding more housing for homeless as well as fixing houses that need it.

Helping the low and mid class to thrive in business and home, helping families in poverty

Encouraging people to work

We are happy with the programs that LCOI offers. We are seeing savings in our bills since weatherization. Food pantry has done very well by us as well.

Offer more assistance for drug abuse victims. Also domestic violence victims.

15 year wait for weatherization is too long for new owners of a home.

Better advertising so consumers know what is being offered and what they qualify for. Radio, newsletter, etc. (14 responses)

Take care of the homeless

Helping the elderly: heating, LCOI services (4 responses)

Mental health awareness. More options for adults to keep them busy. Drug Abuse Awareness.

Prevention education and education growth and getting services out to community, maybe go into work places to talk about our programs, spreading the word more

They can only do what they have money for. Lean more for the domestic violence, housing.

Medical. Raise the limit for helping people.

(redacted)

To help anyone in need, no matter what it is. Housing/homeless, housing retired military assistance.

Track down on people that have taken advantage of our services.

Having more Rep Payees

You have done great things for our family and we appreciate the OFA grant and the work done.

I think they have helped me with my home and I am satisfied with it. I feel they have done me very well. I know other people need help and can't seem to get it. Not sure if the standards are to high or don't meet the requirement.

I think they have done pretty good by us.

Help for people who own their home

I appreciate what they do for me. I think a lot of them.

I think we are very fortunate to have Lewis County Opportunities in Lewis County because we offer so many helpful things and that are available for people. The OFA grant helped me a lot.

They need to continue the OFA program for mobility. This was a huge help in keeping me in my home. The weatherization program is a huge program. The organization of our building can continue to steer people in the right direction to other agencies for help.

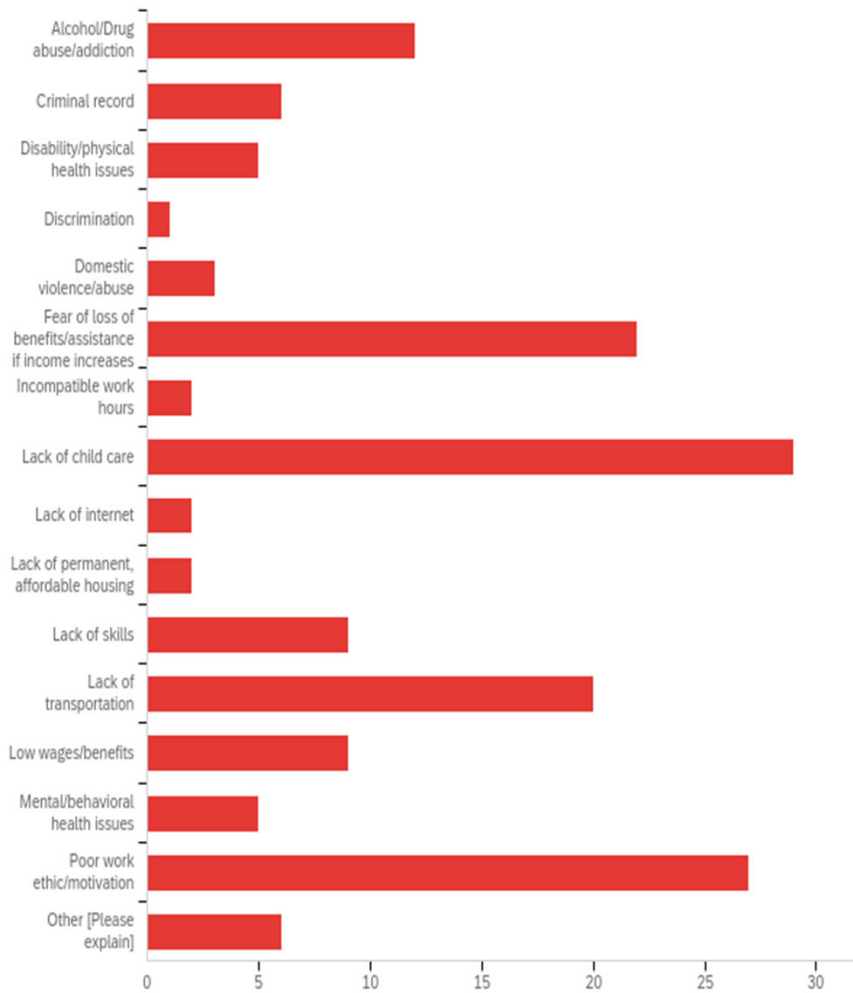
2023  
Employee/Board/Volunteer  
Survey

Community Needs Assessment Results

**I am a(n):**

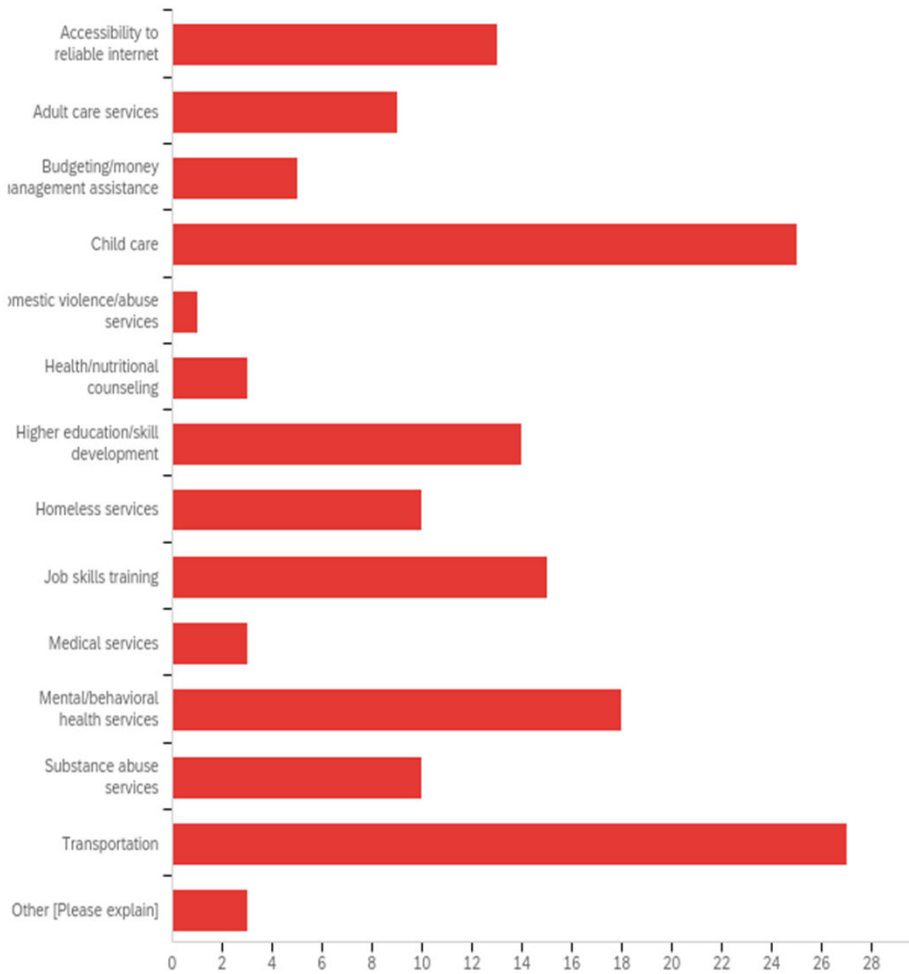
<b>Answer</b>	<b>%</b>	<b>Count</b>
<b>Employee</b>	54.39%	31
<b>Volunteer</b>	33.33%	19
<b>Board Member</b>	12.28%	7
<b>Total</b>	100%	57

## What do you feel are the TOP 3 reasons that make it most difficult for people to get/maintain employment?



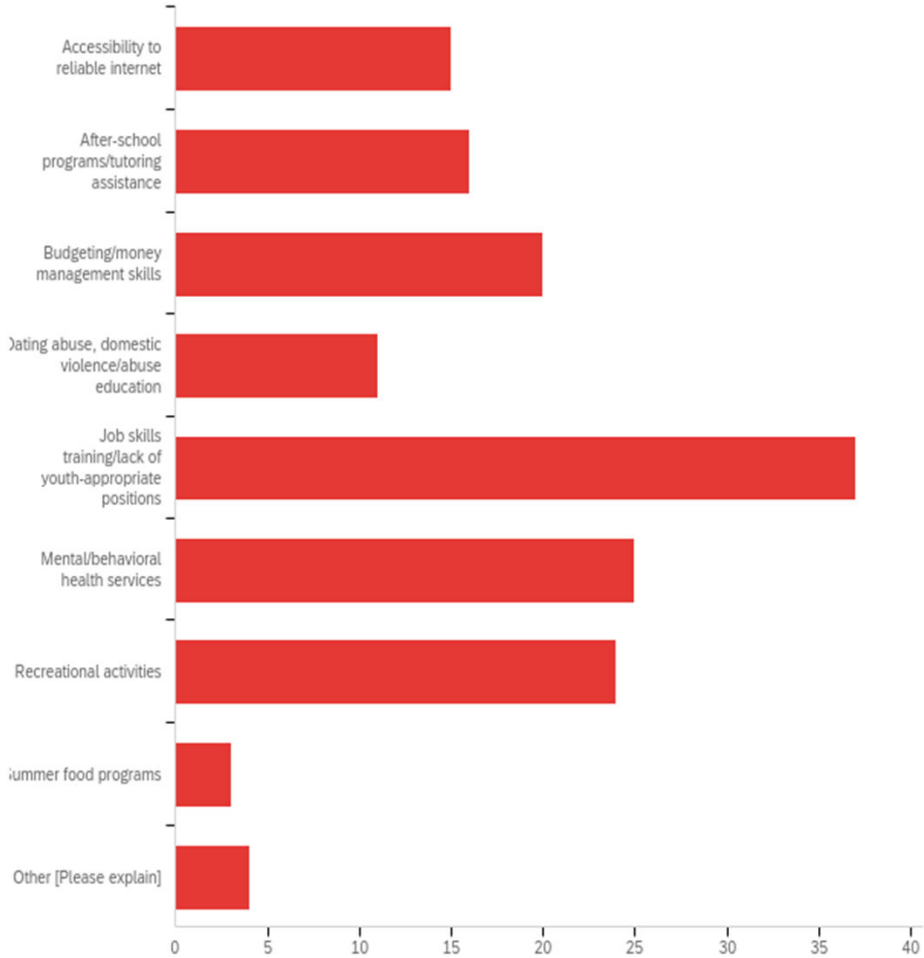
Answer	%	Count
Lack of child care	18.13%	29
Poor work ethic/motivation	16.88%	27
Fear of loss of benefits/assistance if income increases	13.75%	22
Lack of transportation	12.50%	20
Alcohol/Drug abuse/addiction	7.50%	12
Lack of skills	5.63%	9
Low wages/benefits	5.63%	9
Criminal record	3.75%	6
Other [Please explain] Why work when they can get support for free Rare work-from-home options Retired Being in a rural area	3.75%	6
Disability/physical health issues	3.13%	5
Mental/behavioral health issues	3.13%	5
Domestic violence/abuse	1.88%	3
Incompatible work hours	1.25%	2
Lack of internet	1.25%	2
Lack of permanent, affordable housing	1.25%	2
Discrimination	0.63%	1
<b>Total</b>	<b>100%</b>	<b>160</b>

## What are the TOP 3 ADULT services that are lacking or insufficient in Lewis County?



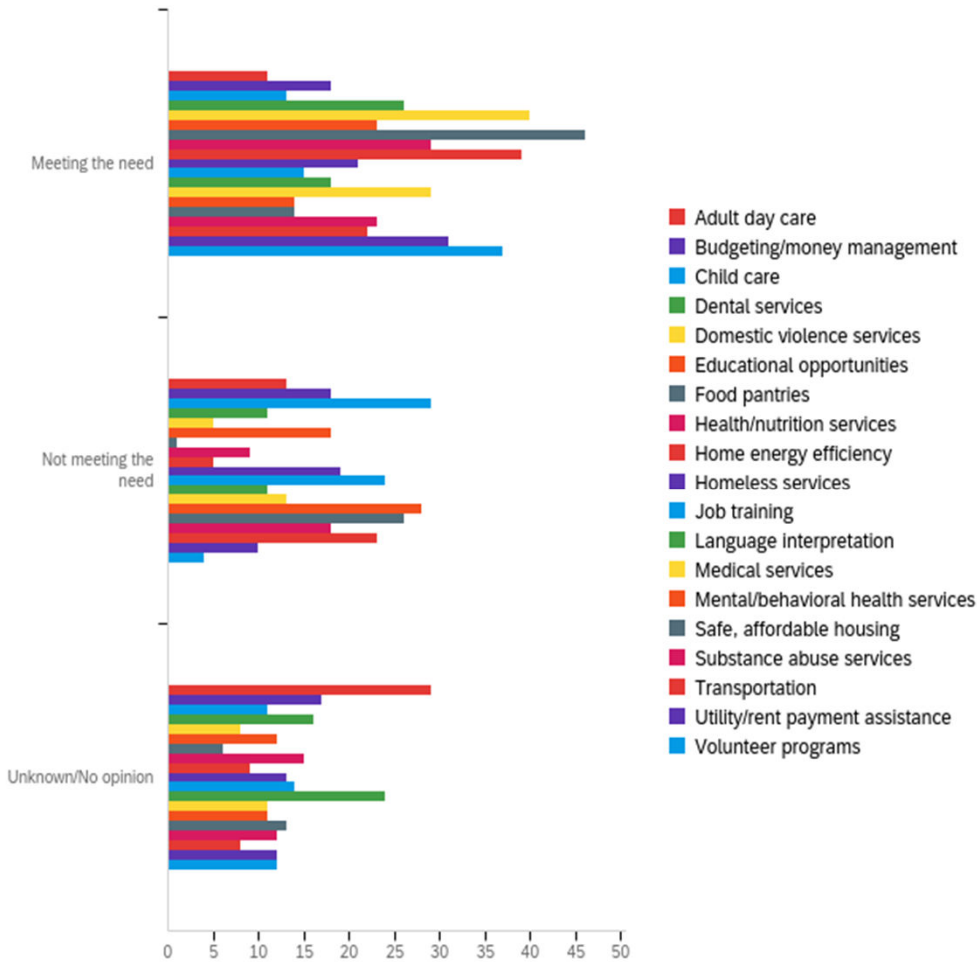
Answer	%	Count
Transportation	17.31%	27
Child care	16.03%	25
Mental/behavioral health services	11.54%	18
Job skills training	9.62%	15
Higher education/skill development	8.97%	14
Accessibility to reliable internet	8.33%	13
Homeless services	6.41%	10
Substance abuse services	6.41%	10
Adult care services	5.77%	9
Budgeting/money management assistance	3.21%	5
Health/nutritional counseling	1.92%	3
Medical services	1.92%	3
Other [Please explain]	1.92%	3
Nutrition	1.92%	3
Lack of willingness to work	1.92%	3
Domestic violence/abuse services	0.64%	1
<b>Total</b>	<b>100%</b>	<b>156</b>

## What are the TOP 3 YOUTH services that are lacking or insufficient in Lewis County?



Answer	%	Count
Job skills training/lack of youth-appropriate positions	23.87%	37
Mental/behavioral health services	16.13%	25
Recreational activities	15.48%	24
Budgeting/money management skills	12.90%	20
After-school programs/tutoring assistance	10.32%	16
Accessibility to reliable internet	9.68%	15
Dating abuse, domestic violence/abuse education	7.10%	11
Other [Please explain] Coping skills taught Sexual health education Comprehensive sexuality education	2.58%	4
Summer food programs	1.94%	3
<b>Total</b>	<b>100%</b>	<b>155</b>

## How well does the community meet the following needs:



	Meeting the need		Not meeting the need		Unknown/No opinion		Total
Child care	24.53%	13	54.72%	29	20.75%	11	53
Mental/behavioral health services	26.42%	14	52.83%	28	20.75%	11	53
Safe, affordable housing	26.42%	14	49.06%	26	24.53%	13	53
Job training	28.30%	15	45.28%	24	26.42%	14	53
Transportation	41.51%	22	43.40%	23	15.09%	8	53
Homeless services	39.62%	21	35.85%	19	24.53%	13	53
Budgeting/money management	33.96%	18	33.96%	18	32.08%	17	53
Educational opportunities	43.40%	23	33.96%	18	22.64%	12	53
Substance abuse services	43.40%	23	33.96%	18	22.64%	12	53
Adult day care	20.75%	11	24.53%	13	54.72%	29	53
Medical services	54.72%	29	24.53%	13	20.75%	11	53
Dental services	49.06%	26	20.75%	11	30.19%	16	53
Language interpretation	33.96%	18	20.75%	11	45.28%	24	53
Utility/rent payment assistance	58.49%	31	18.87%	10	22.64%	12	53
Health/nutrition services	54.72%	29	16.98%	9	28.30%	15	53
Domestic violence services	75.47%	40	9.43%	5	15.09%	8	53
Home energy efficiency	73.58%	39	9.43%	5	16.98%	9	53
Volunteer programs	69.81%	37	7.55%	4	22.64%	12	53
Food pantries	86.79%	46	1.89%	1	11.32%	6	53

## What should be the priorities for Lewis County Opportunities, Inc. during the next 3 years?

More advertising for services and food pantries. (3 responses)

Vocational training, youth community activities, healthy relationships, nutritional teaching (especially in youth!).

Family planning (finance, parenting, retirement, preparation).

Continue the good work, maybe grow some new programs! (13 responses)

Elder housing for those who don't meet low income guidelines, aren't Medicaid eligible but are unable to safely live independently.

Please offer more assistance with food. Lower the threshold for food stamps.

Expansion of food pantry hours and locations, other opportunities for innovative programs like the OFA age in place.

Childcare, Remote work options, emotional/mental wellness.

Continue Section 8, find affordable housing options.

Continue to support our consumers after leaving a DV situation.

Increasing Money Management Skills.

Continue to focus on empowerment, staff development, and community education on services and supports.

Work case-by-case to get people into jobs and not just staying home and getting by with social services benefits as the jobs are plenty, this will be hard mindset to change.

Mental health services, coping skills, and drug use reduction (working w/Credo for services). (5 responses)

Connecting people to benefits - ie. child care assistance programs.

More training to help clients become more self-sufficient.

Internet service for remote sites/ Job training.

Continued development of agency capacity to ensure the agency operates effective programs and services; this includes the gradual increase of ROMA awareness and implementation at the community, agency capacity, and family levels.

Continue to support the development of safe and affordable housing, transportation, and community projects. Collaborating by actively participating in community meetings, cross training, prevention, advertising and activities that support our mission.

Work with community partners to increase available housing. Maintain and add depth to current critical services. Build capacity through meaningful and mission-driven staff training.

Help consumers become independent instead of reliant on LCOI when it comes to financial help

Providing educational assistance to low-income families at JCC building, like BOCES, but at little to no cost.

Keeping in touch with our consumer's and try to the best of our abilities to meet their needs

Affordable child care/housing

Look in to expanding services that can be utilized by families that are not only within the poverty line income range but also help those who are between that and middle class.



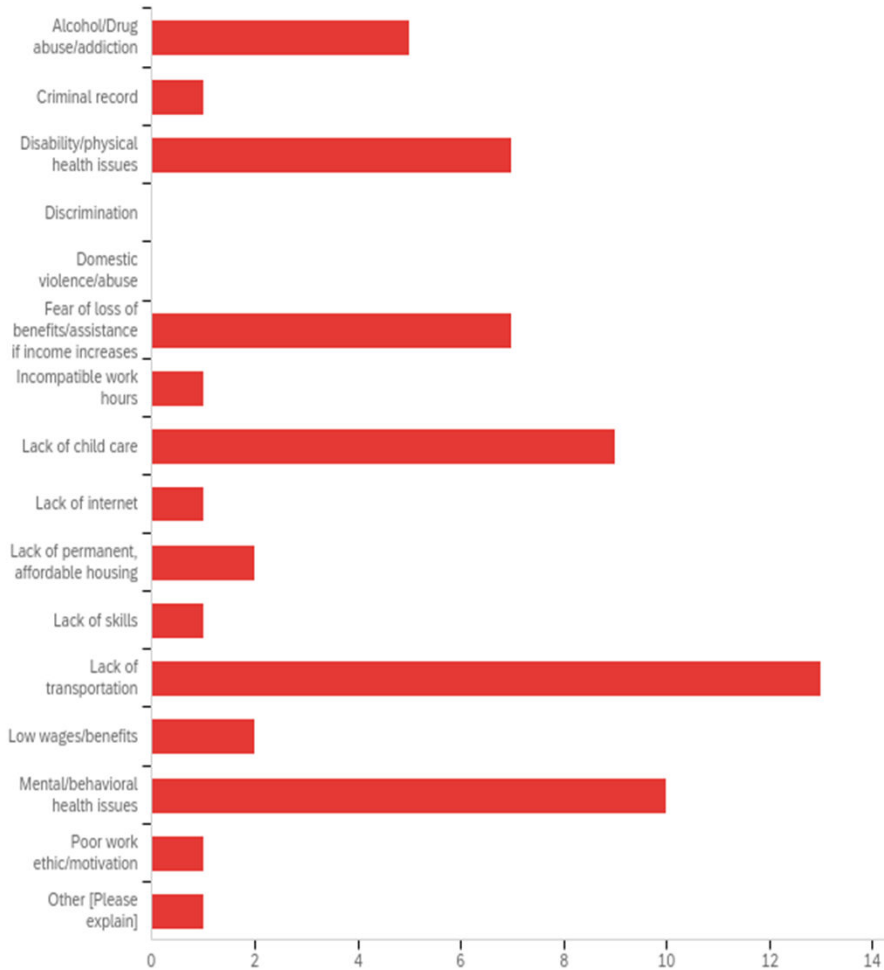
# 2023 LCOI Partner Survey

Community Needs Assessment Results

## What is the name of your organization?

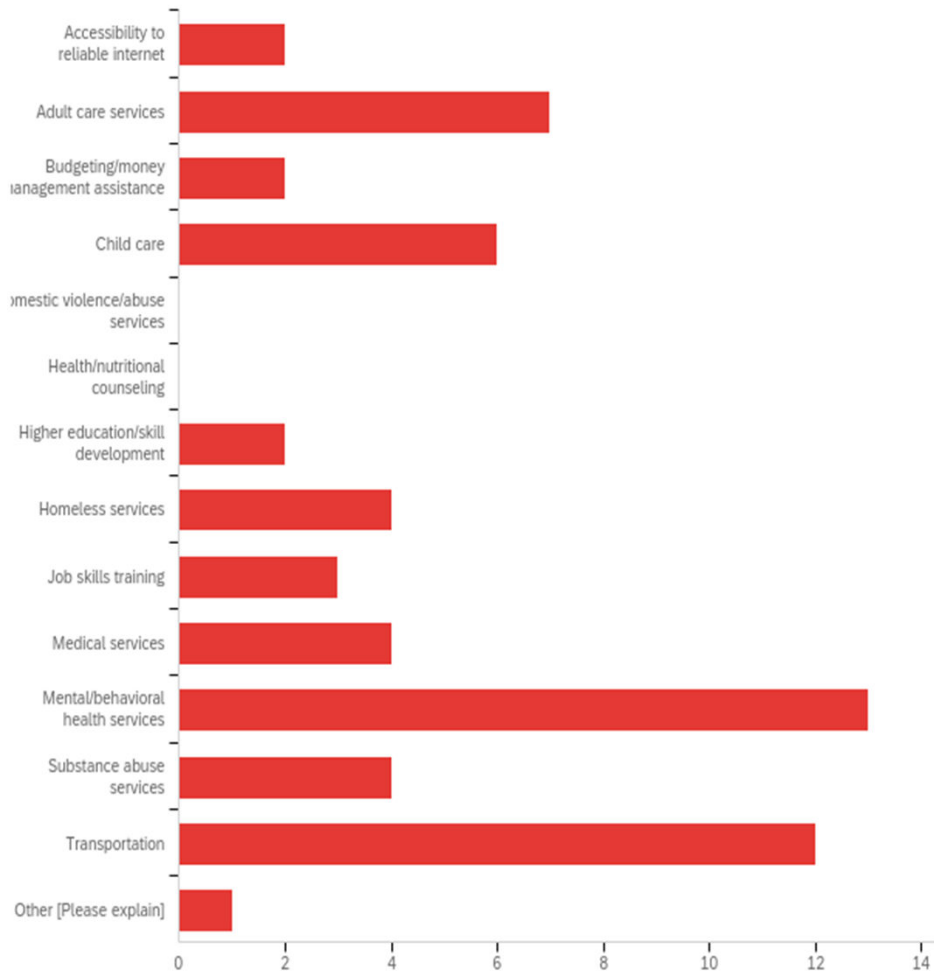
Answer	%	Count
Lewis County Department of Social Services	4.76%	1
Lewis County Office for the Aging	23.81%	5
Lewis County Probation	4.76%	1
Lewis County Public Health	0.00%	0
North Country Family Health Center	0.00%	0
Northern Regional Center for Independent Living	19.05%	4
Resolution Center of Jefferson & Lewis Counties, Inc.	4.76%	1
Transitional Living Services of NNY	4.76%	1
Other [Please state] ACR Health- adult health homes North Country Prenatal/Perinatal Council ACR Health/ Q Center ACR Health ACR Health Snow Belt Housing, Inc. Mountain View Prevention Services, Inc. Beaver River Central School	38.10%	8
Total	100%	21

## Choose the TOP 3 reasons you feel it is most difficult for people to get/maintain employment.



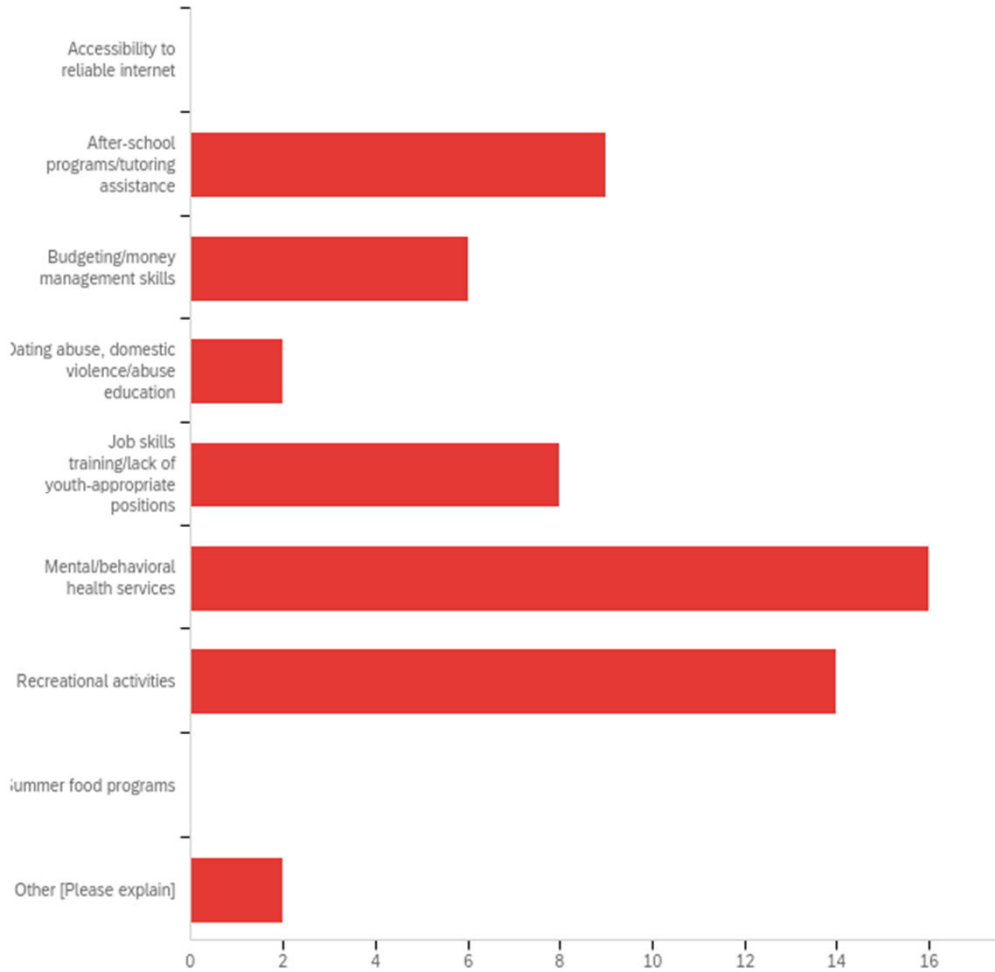
Answer	%	Count
Lack of transportation	21.31%	13
Mental/behavioral health issues	16.39%	10
Lack of child care	14.75%	9
Disability/physical health issues	11.48%	7
Fear of loss of benefits/assistance if income increases	11.48%	7
Alcohol/Drug abuse/addiction	8.20%	5
Lack of permanent, affordable housing	3.28%	2
Low wages/benefits	3.28%	2
Criminal record	1.64%	1
Incompatible work hours	1.64%	1
Lack of internet	1.64%	1
Lack of skills	1.64%	1
Poor work ethic/motivation	1.64%	1
Other [Please explain]	1.64%	1
Lack of necessary certifications for positions	1.64%	1
Discrimination	0.00%	0
Domestic violence/abuse	0.00%	0
<b>Total</b>	<b>100%</b>	<b>61</b>

## Choose the TOP 3 ADULT services that are lacking or insufficient in Lewis County



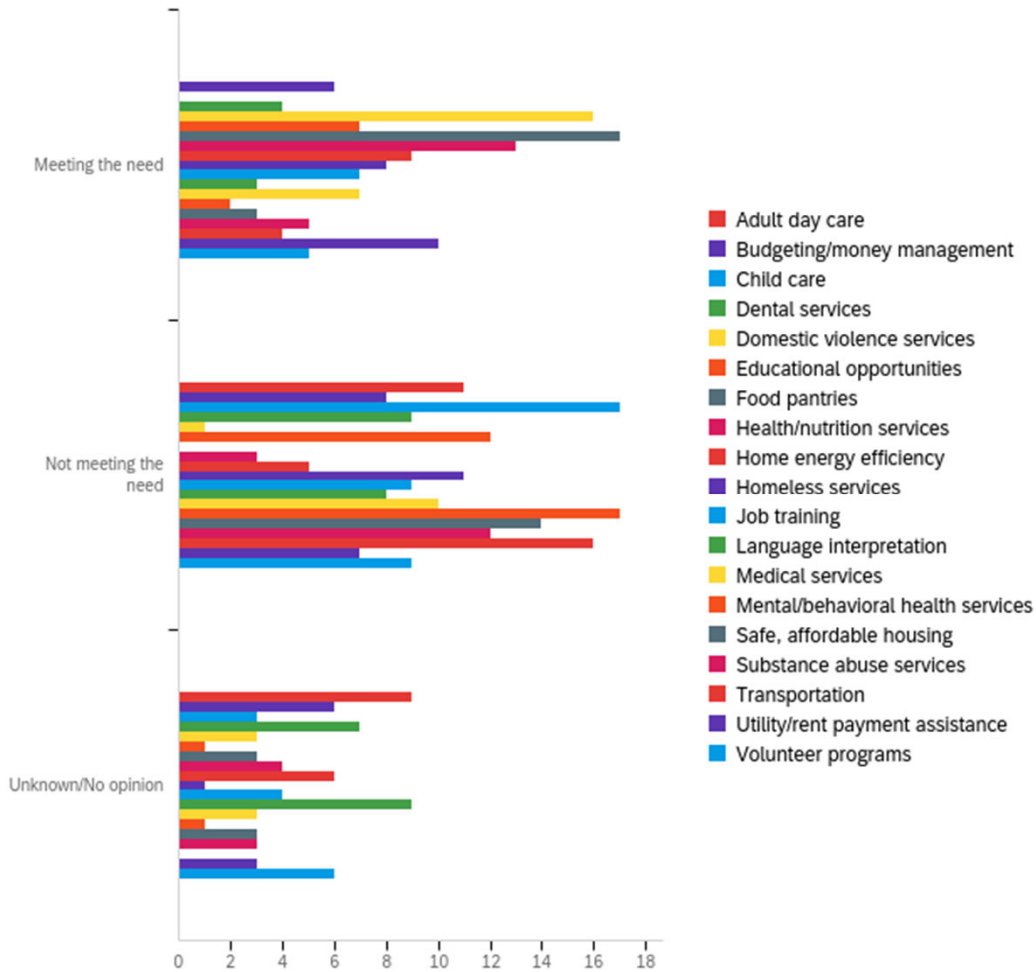
Answer	%	Count
Mental/behavioral health services	21.67%	13
Transportation	20.00%	12
Adult care services	11.67%	7
Child care	10.00%	6
Homeless services	6.67%	4
Medical services	6.67%	4
Substance abuse services	6.67%	4
Job skills training	5.00%	3
Accessibility to reliable internet	3.33%	2
Budgeting/money management assistance	3.33%	2
Higher education/skill development	3.33%	2
Other [Please explain] So many folks call their primary care Dr. and are told to go to the ED- they cannot be seen at the Dr. office, this starts a spiral ...	1.67%	1
Domestic violence/abuse services	0.00%	0
Health/nutritional counseling	0.00%	0
Total	100%	60

## Choose the TOP 3 YOUTH services that are lacking or insufficient in Lewis County



Answer	%	Count
Mental/behavioral health services	28.07%	16
Recreational activities	24.56%	14
After-school programs/tutoring assistance	15.79%	9
Job skills training/lack of youth-appropriate positions	14.04%	8
Budgeting/money management skills	10.53%	6
Dating abuse, domestic violence/abuse education	3.51%	2
Other [Please explain] I don't know, I do not work with children School Based Services- Primary Care	3.51%	2
Accessibility to reliable internet	0.00%	0
Summer food programs	0.00%	0
<b>Total</b>	<b>100%</b>	<b>57</b>

## How well does the community meet the following needs:



	Meeting the need		Not meeting the need		Unknown/No opinion		Total
Child care	0.00%	0	85.00%	17	15.00%	3	20
Mental/behavioral health services	10.00%	2	85.00%	17	5.00%	1	20
Transportation	20.00%	4	80.00%	16	0.00%	0	20
Safe, affordable housing	15.00%	3	70.00%	14	15.00%	3	20
Educational opportunities	35.00%	7	60.00%	12	5.00%	1	20
Substance abuse services	25.00%	5	60.00%	12	15.00%	3	20
Adult day care	0.00%	0	55.00%	11	45.00%	9	20
Homeless services	40.00%	8	55.00%	11	5.00%	1	20
Medical services	35.00%	7	50.00%	10	15.00%	3	20
Dental services	20.00%	4	45.00%	9	35.00%	7	20
Job training	35.00%	7	45.00%	9	20.00%	4	20
Volunteer programs	25.00%	5	45.00%	9	30.00%	6	20
Budgeting/money management	30.00%	6	40.00%	8	30.00%	6	20
Language interpretation	15.00%	3	40.00%	8	45.00%	9	20
Utility/rent payment assistance	50.00%	10	35.00%	7	15.00%	3	20
Home energy efficiency	45.00%	9	25.00%	5	30.00%	6	20
Health/nutrition services	65.00%	13	15.00%	3	20.00%	4	20
Domestic violence services	80.00%	16	5.00%	1	15.00%	3	20
Food pantries	85.00%	17	0.00%	0	15.00%	3	20

## What should be the priorities for Lewis County Opportunities, Inc. during the next 3 years?

Increase housing availability, increase community program activities for the youth, Transportation for evening hours and weekends.

parent-family engagement, professional discourse struggles (respect even when disagreeing with others in the workplace- turning into an angry society), collaborative work around mental health counseling (very few services for temporary mental health support), child care, finding commonality between all people

Increase the supply of affordable rental units, promote more awareness of domestic violence

transportation issues, increase mental health services, increase substance abuse services (3 responses)

Keep doing the great job that you are! Maybe a goal to be in all schools to educate about safe dating- signs of domestic violence, standing up for ones self. Continue all your programming and collaboration to unite with other community providers. Keep your pulse on the community just as you have been.

working to enhance mental health services in Lewis County

Providing assistance to families who may be struggling to meet their needs

More adult services, such as home visits and attending doctors visits with the elderly...I appreciate all LCOPPS services and feel that any needs still out there wouldn't be addressed by one single entity.

Options for medical, mental health and substance abuse services.

Continue with what they have been doing (3 responses)

Housing and affordable child care

Unsure.

Energy Efficiency Programs

Keep providing weatherization, that is very needed. food pantries. I am not sure people know you provide services for domestic abuse

Mental Health needs in our community and assistance in keeping our older community members in their homes

Increasing emergency funding for the community for high costs that those living on limited budgets have more access to. Yes, there has been funding available but it has been restricted.

continue to work on Domestic Violence services, advocating, and rent/HEAP/other assistance