



Orange County
United Way

Orange County United Way's 2008 Community-wide Needs Assessment



*A Report For the Community
From the Community*

United Way



Orange County United Way

June 2008

Dear Friends,

We are pleased to share with you Orange County United Way's 2008 Community-wide Needs Assessment. As you can see, our byline is "A Report For the Community From the Community". This report contains information and data obtained from a variety of sources in the county in the hopes that its results will be useful not only to us but to you as community leaders, United Way donors, health and human service professionals and other providers in making decisions about where to target our collective energies and influence in Orange County.

The Needs Assessment grew out of our need to change. Orange County United Way is transitioning to a more sustainable model of "community impact". This change will position us to better accomplish our mission "to make a measurable difference in people's lives by securing resources and developing relationships to build a stronger, more vibrant community". And, in order to begin, we wanted to understand what the community believes are truly the greatest health and human service issues in Orange County.

And so, with the help of the SUNY New Paltz Business Institute, we embarked on a community-wide needs assessment to determine the highest priority community health and human service needs in Orange County where United Way funding can make a significant and sustainable impact. We will use the results of this project to set our agenda over the next three to five years.

Special thanks go to the Steering Committee that propelled us forward and oversaw the process at every stage. Serving on the Steering Committee were Martin Harnick, a member of our Board of Directors and chairman of our Allocations Committee, Richard Lay, Director of Leadership Orange and a member of the Allocations Committee, Fran Galloway of the Orange County Youth Bureau, and Felicia Aman, our soon-to-be Director of Community Impact and John C. Checklick.

Funding for the project was provided through generous contributions from The Warwick Savings Foundation and JPMorgan Chase. We thank them for their vision and support that enabled this important work to be accomplished.

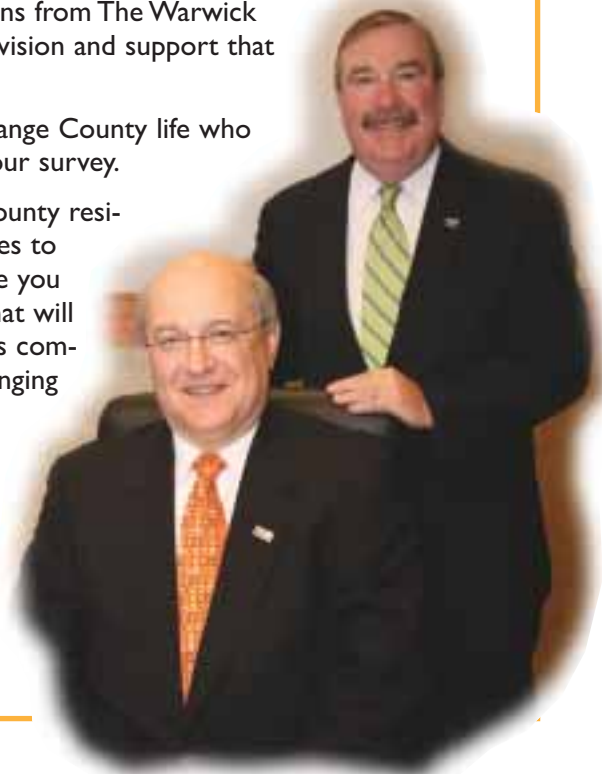
And we want to thank the many people from so many walks of Orange County life who shared their insights with us through interviews, focus groups and our survey.

We are committed to making a difference in the lives of Orange County residents. Orange County United Way will use these identified priorities to guide our efforts and direction for the next several years. We invite you also to use the information in this report to help make decisions that will make a measurable difference in people's lives. Working together as community partners, we can truly address our community's most challenging issues.

Sincerely,

John C. Checklick
President and CPO

Robert E. Hatfield, Jr.
Board Chair



Executive Summary

Orange County United Way (United Way) commissioned this report in an effort to better fulfill its mission of making a measurable difference in people's lives and building a stronger, more vibrant community. As United Way worked to meet the challenge of transitioning to a more sustainable model of community impact, it realized that only by clearly understanding what are the health and human service priorities in Orange County could it achieve its objectives and use its energy, volunteers' time and its donor funds most wisely. A steering committee was formed to assist in the work, The Business Institute of SUNY New Paltz was commissioned to perform the work, and JPMorgan Chase and The Warwick Savings Foundation gratefully provided financial support.

The concept of this assessment was not to conduct another, independent study of the health and human service needs in Orange County but to extract the priority needs in recent studies conducted by others, and to then identify the highest priorities among all of them. In total, eleven studies provided the list of baseline needs in Orange County. Appendix A includes a catalog of the studies used. In an effort to remove its own preconceived notions, United Way employed a process that reached out to the myriad of providers of services as well as users of services for input and guidance. As a result, this is "A Report For the Community From the Community", as the subtitle indicates.

The baseline needs were organized into 14 need categories (see Appendix A) which were incorporated into a survey that asked recipients to rank the significance of each need. The survey was widely distributed and its results were augmented by four focus groups and ten interviews which allowed for specific information about why one priority was more significant than another. And finally, these activities culminated in this report, Community-Wide Needs Assessment. A more detailed description of the methodology used can be found in the next section of this report.

Results

From the multi-layered exploration process, three distinct and clear priorities emerged. The highest priority was **Affordable Health Care**, followed by **Helping Children and Youth Succeed** and **Affordable Housing**. At the same time, client input from the survey (approximately 20% of all survey recipients were clients) was segregated and analyzed. From the clients' perspective, Create a Safer Community and Affordable and Available Child Care also ranked as significant priorities. In recognition that clients have a special voice, their priorities were included in the report as Additional Considerations.

Affordable Health Care

The survey, focus groups and interviews made it clear that many people in Orange County are caught in "the gap", i.e., they can't afford private health insurance but have incomes too high to qualify for government insurance programs. People in this gap often must make a decision whether to go to a doctor with an illness or buy food and pay for heat. Delays in medical attention may end up creating life-threatening situations and the irony of higher medical bills.

Helping Children and Youth Succeed

There was substantial input that attention needs to be focused on improving the attitudes toward and sense of



well-being of Orange County's children and youth. Both the baseline studies and the activities conducted for this project indicated that positive reinforcement, a sense of connectedness, educational achievement, career and job goals and English language proficiency are key to fostering success among youth.

Affordable Housing

Statistics show that housing costs are growing at a significantly faster rate than the incomes of Orange County residents. The rate of growth in housing costs is affecting young adults, the elderly and disabled, and people at all income levels. In Orange County, 53% of renters are unable to afford the fair market cost of rental housing, and 46% of homeowners with mortgages pay more than 30% of their income for housing.

Additional Considerations

In analyzing survey results, there were clearly needs that clients, as a group, considered to be priorities. As the population served by its dollars and activities, United Way decided to recognize their importance and has included them in this report.

Creating a Safer Community

For clients, creating a safer community was as important as affordable health care and housing, and helping youth and children succeed. Violence, gangs, alcohol and drug abuse were some of the problems cited. Coordination of services, tracking and a continuum of services were just a few of the recommendations for addressing these issues.

Affordable and Available Child Care

Child care, both its availability and affordability, was also considered to be a significant issue. In Orange County, 40% of parents are having trouble paying for child care. Sick child care, before and after-school care, and child care in general also ranked high for United Way's partner agencies and their clients.

Statistics show that housing costs are growing at a significantly faster rate than the incomes of Orange County residents.

Next Steps

Orange County United Way plans to use this report as it strives to transition to a strategy of greater long-term community impact by promoting sustainable change in Orange County. The priorities revealed through this project will form the backdrop against which decisions will be made.

“Orange County United Way's Board of Directors has accepted this report and will be reviewing the information in depth to determine what its own priorities will be over the next 3 -5 years. We have made this report public so that others in Orange County might use it to assist their own programs and endeavors to build a stronger, more vibrant Orange County.” *Robert E. Hatfield, Jr., Board Chair, Orange County United Way.*



Orange County United Way conducted this project to learn what people in Orange County believe are the most pressing health and human service needs. It wanted to remove its own perspectives and biases and reach out to its various constituencies throughout the community to hear from them.

The project incorporated three distinct phases.

PHASE ONE - Research

- The first phase included a close review of already-published studies conducted by key organizations in Orange County and the Hudson Valley. Each study identified a set of priority needs which were then organized into 14 major categories (see Appendix A).
- No priorities were omitted. Some needs were determined to be outside the scope of United Way's mission. These were set aside for further consideration as to whether United Way might take on an advocacy role regarding them.

PHASE TWO - Surveys, Focus Groups, Interviews

This phase subjected the 14 major needs categories to substantial input from many members of the community.

- **Surveys.** 1,300 surveys were distributed to health and human service agencies in Orange County (using the 2-1-1 database), municipal and community leaders, the faith community, schools, United Way agencies and their clients, and the United Way Board, donors and volunteers. Survey recipients were asked to indicate how significant each of the 14 needs is. United Way received 320 completed surveys back, for a response rate of 25%. A summary of the results are included in Appendix B.
- **Focus Groups.** In order to obtain greater understanding of why one priority is more significant than another, United Way next conducted four (4) focus groups that included 32 health and human service professionals, youth, adults and United Way donors. Each focus group began with an opportunity for participants to complete a survey. They were then asked to identify their top priorities. Appendix B includes the priorities of focus group participants. Following these activities, participants discussed what made each identified top need a priority. The report includes some of these comments because they help to clarify how and why a given need is significant.
- **Interviews.** Ten interviews were conducted with a total of 18 representatives of business and human service organizations in Orange County, colleges, the faith community, elected officials, employment and health professionals, and family court judges in order to gain additional insight into why and how given needs are significant. Those interviewed also completed surveys. Selected comments from those interviewed are included in this report.

PHASE THREE - Need Priorities

- Based on analysis of the survey data, corroborated by focus groups and interviews, three (3) clear priority needs emerged. These form the basis of this report.
- The survey responses pointed clearly to three needs that were deemed to be of the highest priority, **Affordable Health Care, Helping Children and Youth Succeed, and Affordable Housing.** Comments from focus groups and interviews supported the survey conclusions and suggested that affordable health care and housing are economic issues, related to income levels and the rising cost of living. They may also be construed as part of the larger issue of individual and family financial stability or self sufficiency. The need, helping children and youth succeed in Orange County, relates to attitudes, services and connectivity with community.



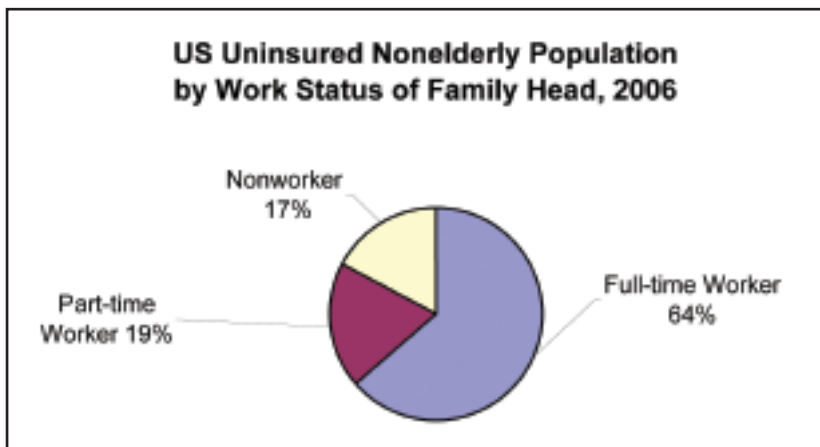
Priority 1: Affordable Health Care

Affordable Health Care topped the list of all health and human services needs in Orange County among survey respondents and was frequently noted as a top priority in the baseline studies. The issue was not only the high cost of health care but the growing number of people who fall in “the gap”. By “gap” we mean there are those who cannot afford private health insurance but have incomes too high to qualify for government insurance programs.

- Orange County residents said that health insurance costs (41%) and health care costs (37%) cause a great deal of financial strain on their family budgets. Some residents did not visit a doctor (10%) or buy needed medicine (11%) because of the cost.
Source: Dyson Foundation and the Marist College Institute for Public Opinion, “Many Voices One Valley, 2007”
- The affordability of medical care ranked among the top 10 areas of concern for United Way partner agencies, United Way clients, and the general public.
Source: Orange County United Way Partner Agency Director Survey, 2007
- Twelve percent of Orange County households have at least one member who currently does not have health insurance. Twenty-four percent of households and 44% of low income households (earning less than \$30,000 a year) have someone who has had a gap in health insurance in the past year.
Source: Dyson Foundation and the Marist College Institute for Public Opinion, “Many Voices One Valley, 2007”
- In the US, half of all personal bankruptcies are caused by medical bills.
Source: Health Insurance Resource Center at www.healthinsurance.org

Focus Groups - Common Themes

- Many people in Orange County are caught in the “gap”. They can't afford private health care but have incomes too high to qualify for government insurance programs.
- Each government program has income requirements. A growing number of people have problems qualifying.
- Young working people choose to go without health insurance because they can't afford it without making sacrifices.
- Because of the cost of private health insurance and the difficulty of qualifying for government programs, some Orange County residents must make a choice between buying health insurance and meeting other financial obligations.
- The high cost of prescription medicine forces some to make a decision whether to purchase medication to keep someone alive or buy food.
- Those without health insurance are more likely to go without medical care before their conditions become life-threatening.



- In 2006, 18% of the US' non-elderly population (ages 18-64) was uninsured.
- The majority of uninsured adults (64%) have full-time jobs.

Source: Cover the Uninsured at www.covertheuninsured.org



Community Survey Comments

Among survey respondents, 24% took the time to write that affordable health care was the single greatest issue in Orange County. Comments ranged from the general need for health care that can fit within family budgets to specific needs for children and for programs for treatment of substance abuse.

Community Insights

- There is reasonably affordable health insurance for children and welfare recipients. It's the group in the middle that has the greatest need. They put off accessing health care until the problems worsen."
Dean Scher, PhD, Catholic Charities Community Services of Orange County
- "For people on government health programs, if they need a specialist, one visit is covered but after that, individuals must bear the full cost of medical services. As a consequence, many people do not receive sufficient medical assistance."
Marta Herrera, Church of the Good Shepherd, Newburgh
- "People who come to the hospital are sicker than in prior times because they don't have health insurance and wait until a crisis occurs."
Renee Feenaghty, St. Luke's Cornwall Hospital

Government Health Insurance Programs

Medicaid is a program for low-income Americans. An individual may qualify if s/he has high medical bills, receives Supplemental Security Income, and meets certain income, resource, age or disability requirements.

Source: NYS Department of Health at www.health.state.ny.us/health_care

- 25,260 households were enrolled in Medicaid in 2007 in Orange County. This number included 46,550 individual county residents.

Source: Orange County Department of Social Services

Medicare is an entitlement program, available to everyone 65 or older; those under age 65 with certain disabilities, or people of all ages with End-Stage Renal Disease.

Source: www.medicare.gov

Child Health Plus provides health insurance for children under the age of 19 who are NYS residents. There are family income eligibility requirements.

Source: NYS Department of Health at www.health.state.ny.us/health_care

- 9,245 Orange County children were enrolled in Child Health Plus in 2007.

Source: Orange County Department of Social Services

Family Health Plus addresses the health insurance needs of adults age 19-64 who do not have health insurance through their employer and who are not eligible for Medicaid.

Source: NYS Department of Health at www.health.state.ny.us/health_care

- 3,378 families were enrolled in Family Health Plus in 2007 in Orange County.

Source: Orange County Department of Social Services

Healthy New York offers health insurance to working adults who are uninsured and not eligible for Family Health Plus. There are income eligibility requirements.

Source: www.ins.state.ny.us

- 3,662 individuals were enrolled in Healthy New York in 2007 in Orange County, an increase of 10% over 2006 enrollments.

Source: NYS Insurance Department, "2007 Annual Report on the Healthy New York Program"

"People who come to the hospital are sicker than in prior times because they don't have health insurance and wait until a crisis occurs."



Priority 2: Helping Children & Youth Succeed

Of the 14 needs categories, Helping Children and Youth Succeed was considered to be the second most important for Orange County residents among the survey respondents. Not only the Orange County Department of Social Services and the Youth Bureau, but the county's Health Department also rated this need as a priority.

The issue of success is amorphous, i.e., how do you measure success? Below are some of the specific concerns in several of the baseline studies and focus groups that clarify the underlying issues. The critical needs appear to emphasize these attributes:

- Positive reinforcement by parents, teachers and mentors
- Positive perception of youth by adults
- A connection with community
- Educational achievement
- Career/job goals
- English language proficiency

“Raising healthy children and youth is a priority in Orange County. We need to address prevention and positive youth development at an early age.”

“Raising healthy children and youth is a priority in Orange County. We need to address prevention and positive youth development at an early age. We cannot afford the costs related to dealing with problems and negative behavior when youth become teenagers and young adults. We need to prepare them, at every developmental stage, to be ready for school, ready for work and ready for life.” *Carol Chichester, Orange County Youth Bureau*

According to a 2006 needs assessment conducted jointly by the Orange County Department of Social Services and the Youth Bureau:

- Healthy youth development depends upon effective parenting skills.
- The number of youth receiving preventive services increased.
- Most juvenile incidents are committed during after-school hours, evening and weekends.
- Youth need to feel connected to communities.
- Youth need to feel connected to adults.
- Youth need to feel valued.

Source: Orange County Department of Social Services and Orange County Youth Bureau, “Integrated County Plan, January 1, 2007 - December 31, 2009”

The Orange County Health Department, in its report, identified these priorities:

- Expand health promotion opportunities for children and adolescents
- Increase the availability of comprehensive education programs, including healthy eating/fitness, substance abuse and pregnancy prevention, mental health awareness, and avoidance of self-destructive behaviors
- Promote self-worth and healthy alternatives.

Source: Orange County Department of Health, “Orange County Community Health Assessment, 2005-2010”

Other Baseline Studies reported:

- There is a need to focus on school age children 10-15 years old. They need somewhere to go and something to do.
Source: Orange County United Way Partner Agency Survey, 2007
- The total number of reported runaway cases for youth under 17 years old increased 24%, from 440 in 2002 to 547 in 2005.
Source: Orange County Youth Bureau, “Community Profile Needs Assessment,” 2006
- The total number of PINS (Persons In Need of Supervision) complaints received and referrals to Family Keys, an agency that provides PINS diversion services, increased from 817 in 2003 to 956 in 2005, a jump of 17%.
Source: Orange County Youth Bureau, “Community Profile Needs Assessment,” 2006



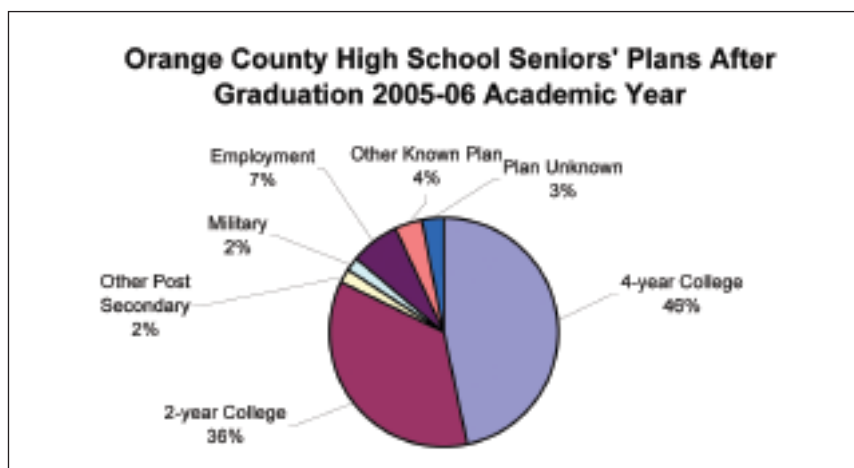
Education:

- 39% of Orange County residents said that improving the quality of public schools was a top priority.
Source: Dyson Foundation and the Marist College Institute for Public Opinion, "Many Voices One Valley, 2007"
- 33% of Orange County residents said that providing more after-school activities is a high priority.

Source: Dyson Foundation and the Marist College Institute for Public Opinion, "Many Voices One Valley, 2007"

- 83% of Orange County graduating high school seniors in the 2005-2006 academic year intended to enroll in college. This ranks in the bottom half of the Hudson Valley counties.

Source: NYS Kids' Wellbeing Indicators Clearinghouse



English Language Proficiency:

- The percentage of students with Limited English Proficiency in Orange County reached 11.5% in the 2005-06 academic year. This rate is higher than NYS and all Hudson Valley counties, excluding Rockland.

Source: NYS Kids' Wellbeing Indicators Clearinghouse

Community Survey Comments

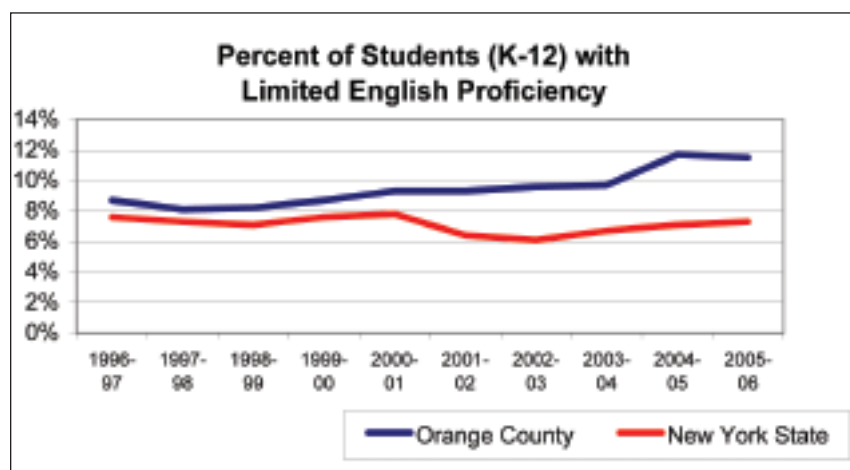
Almost 10% of all survey respondents stated that the needs of children and youth are the most significant health and human service issues. Among the specific problems identified were drugs and high teen pregnancy rates. But other consistently-expressed concerns had to do with the need for youth development, opportunities for a brighter future, and activities that will occupy and promote the well-being of youth.

Community Insights

- "Children need mentors and to know they are doing well. They need clear boundaries and to learn to respect others in order to gain self-respect."

Ann Marie Maglione, Orange County Executive's Office

- "Our mission is to educate all students - some of our kids come to school hungry, or with lice and pink eye, emotional and/or abuse problems. All these concerns must be addressed before they can be successful in school." *Alanna Smith, Orange-Ulster BOCES*
- "For kids under 18, there is a lack of job readiness skills. These should be taught in the high schools but they become a curriculum issue." *Stephen Knob, Orange County Employment & Training*
- "Drug abuse is multi-generational. It appears that many parents don't hold themselves or their children accountable for their actions." *Judge Lori Currier Woods, Orange County Family Court*
- "Parents often work two jobs and aren't home to be with their kids. When the parents and schools both don't interact with kids, they will turn to gangs for the support they're not getting." *The Reverend Edmundo Desueza, Church of the Good Shepherd, Newburgh*



Priority 3: Affordable Housing

The Affordability of Housing ranked third highest among the survey respondents and was the highest priority among all of the focus group participants. And it was a frequently-identified need in the baseline studies.

“In Orange County in 2007, the median income for a 4-person household was \$76,400 (U.S. Department of Housing and Urban Development, 3/07). Based on the costs related to owning a home, a household at this income can afford a home valued at around \$212,946. But the median price of an Orange County home reached \$321,250 (\$108,304 higher) during the same time period.”

John Ebert, Orange County Office of Community Development

Focus Groups - Common Themes

- Housing costs in Orange County have increased at a faster rate than incomes.
- What is affordable isn't necessarily habitable.
- Housing issues affect all incomes, i.e., the middle-income and young adults can't afford to purchase homes and the elderly are being priced out of their long-time residences.
- There is a need for affordable housing for people with disabilities.

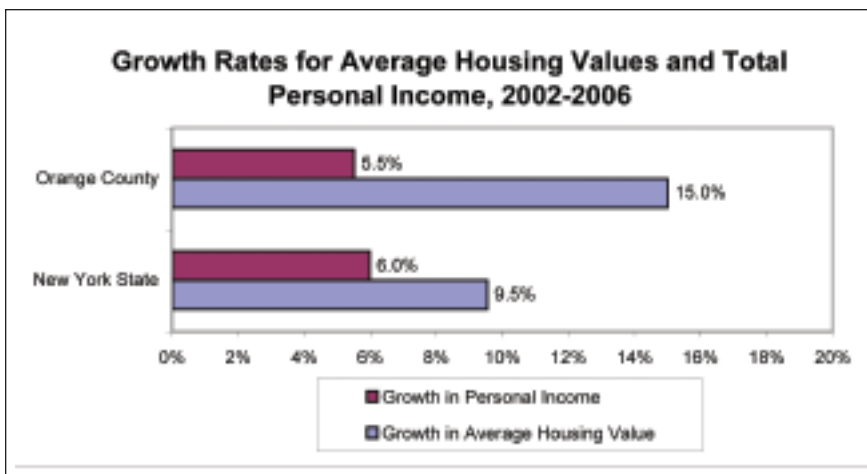
46% of all homeowners with a mortgage pay more than 30% of their income for housing.

Cost Burden of Housing in Orange County

- 46% of all homeowners with a mortgage pay more than 30% of their income for housing.
Source: American Community Survey, 2006
- 24% of all homeowners with no mortgage pay more than 30% of their income for housing.
Source: American Community Survey, 2006
- The top three referrals to 2-1-1 were for basic needs:
 - Rent Payment Assistance
 - Utility Bill Payment Assistance
 - Undesignated Temporary Financial Assistance

Source: Orange County United Way 2-1-1 Referrals, September 2005-December 2007

As the chart shows, the growth in housing has outstripped the growth in incomes.



Source: Marist College's Bureau of Economic Research



RENT VS. WAGES			
	2008 Fair Market Rent 2-bedroom Apartment	% Increase Since 2000	% Renters Unable to Afford Rent
Orange County	\$1,103	47%	53%

Source: National Low Income Housing Coalition, "Out of Reach 2007-2008." Renters who spend more than 30% of their income on rent are considered unable to afford rent.

- The estimated average wage for a renter is \$10.40 an hour. A renter must work 82 hours per week year-round at this wage in order to afford rent for a two bedroom apartment. Or, two workers must work 40 hours a week all year at \$10.40 to afford rent.

Source: National Low Income Housing Coalition, "Out of Reach 2007-2008."

Community Survey Comments

Approximately 12% of all survey respondents cited affordable housing as the most significant issue in Orange County. Some people included taxes and keeping up with bills as part of this problem.

Community Insights

- "Many people are one paycheck away from homelessness."
Karen VanHouten, Community Foundation of Orange and Sullivan
- "The high cost of housing is affecting all incomes."
Nancy Proyect, Orange County Citizens Foundation
- "People need money for the rising cost of utilities."
The Reverend Steve Huston, First Presbyterian Church, Port Jervis
- "In the space where 4 or 5 people should live, there are often 14-16. People don't make enough money to afford to pay rent and send money back home to their families."
The Reverend Edmundo Desueza, Church of the Good Shepherd, Newburgh

"Many people are one paycheck away from homelessness."





Additional Considerations

While the study concentrated on the rankings of top priorities universally determined by all survey respondents, other needs were also overwhelmingly paramount to the clients who completed the survey. Orange County United Way felt compelling reason existed to identify them separately in light of its mission to make a measurable difference in people's lives and build a more vibrant community.

Create a safer community

For clients, creating a safer community was as important as affordable health care, affordable housing and helping children and youth succeed. The baseline study of the Orange County Department of Social Services and the Orange County Youth Bureau cited eight specific issues that range from coordination and communication among existing services for youth and creating closer working relationships with schools, to considering a continuum of services for youth who are alcoholics and/or drug dependent, increasing aftercare services for all youth returning from residential placement as well as Orange County Jail, expanding options for legal consequences for youth under 16 who are indicted for criminal offenses, and improving tracking and data-gathering.

The Orange County Health Department, in its report, "Orange County Community Health Assessment, 2005-2010", recommended prevention initiatives to reduce violence, especially related to adolescents, and injuries. It also urged expansion of programs such as Healthy Neighborhoods.

Improve the affordability of child care as well as the availability of child care

Child care, both its availability and affordability, was considered to be another significant issue to clients. There is unmet need for child care services, according to the Child Care Council of Orange County, Inc. As well, issues of scheduling, transportation and sick child care exist. Twenty-percent of 10-11 year old children and 7% of 6-9 years olds have no regular care or oversight, according to the Child Care Council.

- 40% of parents are having trouble paying for child care
Source: Child Care Council of Orange County, Inc., "Orange County Child Care Needs Assessment," January 2006
- Sick child care, before school care, after school care and child care in general ranked among the top concerns for Orange County United Way's partner agencies, their clients, and the general public.
Source: Orange County United Way Partner Agency Survey, 2007



NEXT STEPS

As with all reports, they have value only if they are used. Orange County United Way (United Way) intends to use this report.

The primary purpose of this effort is to help United Way to set strategic direction and focus over the next few years. United Way is already in the process of transitioning to a “Community Impact Model”. What this means is that it wants to support programs and initiatives that can help Orange County residents in need to become more self-sufficient and independent, just as the expectation is that the current partner agencies of United Way will eventually become self-sustaining. As clients of United Way funded programs have less and less need for public and private services, the United Way can direct donor dollars toward new and emerging needs.

**“A Report
From the
Community
For the
Community”**

Orange County United Way is prepared to commit its time, energy and available donor funds to organizations and ideas that can demonstrate measurable, positive change in the lives of county residents. While United Way is just one of many players in problem-solving through its collaboration and partnering with public and private sectors, it can lead the effort to make meaningful changes in people's lives.

And so, to make informed decisions on where the greatest needs exist, a study was conducted that has led to this report and the conclusions in it.

Orange County United Way's Board of Directors has accepted this report, which will become a key component of its community impact agenda. The Board will now determine how it will use the information in this report. Will the top priorities be invoked as written, or will United Way want to broaden - or limit - the scope of any priority? Do issues of affordability of health care and housing really mean that the financial stability/self sufficiency of Orange County residents is being seriously challenged? Are there additional needs, not identified as priorities, which should be included in decision-making?



The Community Needs Assessment will have significant value to United Way. But it is the hope of United Way that it will have value to you as well. The report is subtitled, “A Report From the Community For the Community”. Both the needs and priorities herein have been generated by Orange County residents, its health and human service and other professionals, and by the individuals served. The conclusions in this report can help United Way donors to understand their community better and have confidence that their contributions to United Way will be thoughtfully directed. As professionals working with persons in need, the results here can add a valuable perspective to their organization's dialogue on what are the greatest needs and how to meet them.

“We urge you to review this report carefully. Ultimately, the report will help us all make measurable differences in people's lives and build a stronger, more vibrant community.” *Robert E. Hatfield, Jr., Board Chair, Orange County United Way.*



APPENDIX A

Baseline Reports

The eleven (11) reports listed below were the starting point for this project. Needs priorities were extracted from each and all were included among the fourteen (14) initial priority needs except for those considered directly outside the United Way's mission, such as transportation, protecting open space, and creating jobs.

- Child Care Council of Orange County, Inc., "Orange County Child Care Needs Assessment," January 2006
- Dyson Foundation & Marist College Institute for Public Opinion, "Many Voices One Valley," 2007 & 2002
- Newburgh Community Action Committee, Inc., "Community Needs Assessment," June 30, 2004
- NYS Kids' Wellbeing Indicators Clearinghouse
- Orange County Citizens Foundation, "Quality of Life Report," 2007
- Orange County Department of Health, "Orange County Community Health Assessment," 2005-2010
- Orange County Department of Social Services & Youth Bureau, "Integrated County Plan," January 1, 2007- December 31, 2009
- Orange County Long Term Care Council, "Strategic Plan and Gaps Analysis for Long Term Care Services"
- Orange County Youth Bureau, Communities That Care & Search Institute Archival Data Report, 2003
- United Way of Orange County, 211 Referrals, September 2005 - December 2007
- United Way of Orange County, Partner Agency Survey, Spring 2007

Priorities

Below is the list of priorities, in no particular order, that emerged from the baseline studies and which formed the basis for survey, focus group and interview input.

- Increase the affordability of health care
- Foster optimal physical and emotional health among youth
- Help children and youth succeed
- Strengthen the family unit
- Increase the availability of affordable housing
- Increase the availability of services to people who are abused and neglected
- Increase education and detection of health issues
- Increase the ability to meet financial obligations
- Create a safer community
- Increase the availability of services to people with disabilities
- Improve affordability of child care
- Increase the availability of health care
- Increase the availability of services for seniors
- Improve the availability of child care



APPENDIX B

In this Appendix, you will find information about and from the people who helped to identify the priority needs among the original list of fourteen.

Survey Results

Information about Survey Participants

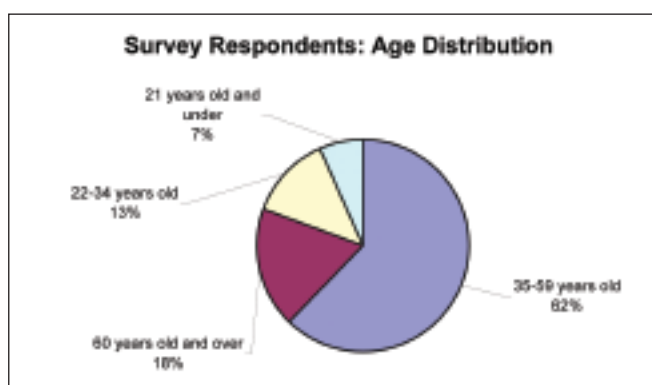
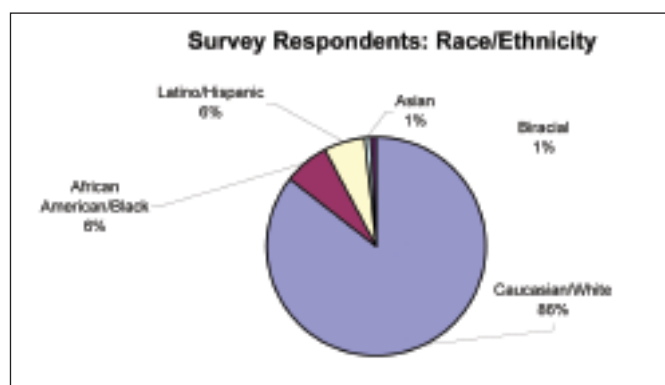
Almost 1,300 surveys were distributed. Of that number, 320 individuals completed the survey and returned it, for a 25% response rate. Some information that describes them is here.

The table below shows the distribution of respondents. Note that the percentages add up to more than 100% because respondents were given the option of choosing more than one answer. For example, a respondent could be both a human service professional and a United Way volunteer.

Affiliation	Percent
Human Service Professional	27.5%
Health & Human Service Client	21.0%
United Way Volunteer/Donor	15.2%
Municipal Leader	8.4%
United Way Board	6.5%
Health Service Professional	5.8%
Youth	3.9%
Other *	23.0%

*Other includes individuals such as such a professionals in childcare, the faith community, education, the non-profit sector, senior services, and law enforcement.

The majority of the respondents were female (70%), and as the pie charts indicate, the majority were Caucasian/white (86%) and 35-59 years old (62%).



- Of those respondents who identified where they live, 89% lived in Orange County.
- Of those respondents who work and identified where they work, 96% worked in Orange County.



Survey Respondent Priorities

Respondents were asked to rate the 14 community assessment needs on a scale of 1 through 10, with 10 being a high priority and 1 being a low priority. The 'Mean' column on the table below shows the mean for all 320 respondents.

Community Needs Assessment Survey Participant Results

Priority	Rank	Mean
Increase the affordability of health care	1	8.66
Help children and youth succeed	2	8.56
Increase the availability of affordable housing	3	8.39
Strengthen the family unit	4	8.27
Foster optimal physical and emotional health among youth	5	8.22
Increase the availability of services to people who are abused and neglected	6	8.18
Create a safer community	7	8.14
Increase the availability of health care	8	8.07
Improve affordability of child care	9	7.99
Increase education and detection of health issues	10	7.81
Increase the availability of services to people with disabilities	11	7.79
Improve the availability of child care	12	7.78
Increase the ability to meet financial obligations	13	7.73
Increase the availability of services for seniors	14	7.69

Note: Statistically, the need, Increase the affordability of health care, was significantly higher (at the 95% confidence level) than the priorities ranked 3 and below. Help children and youth succeed ranked significantly higher (at the 95% confidence level) than the priorities ranked 4 and below. Increase the availability of affordable housing is significantly higher (at the 95% confidence level) than the priorities ranked 8 and below.

Respondents were also offered an opportunity to write what was their number one health and human service issue in Orange County today. The top responses included:

- Health care,
- Housing,
- Youth,
- Financial stability,
- Senior citizens,
- Strengthening the family,
- Child care, and
- Alcohol and drug use.



Focus Groups

Four focus groups generated information from youth, adults, donors and non-profit organizations to help prioritize needs and collect more detailed information on the top issues in Orange County. Focus groups were held in Middletown, Goshen (2) and Montgomery. Thirty-two people participated in total.

Focus group participants were asked to complete the Community Needs Assessment survey and participate in ranking them followed by discussion. Participants were also encouraged to offer other needs not on the survey they considered significant. There were no needs with a substantial number of proponents beyond the 14 that emerged from the baseline studies. Focus groups informally ranked the 14 needs. The table below shows the most significant needs to them.

Focus Group Ranking of Priorities

Priority	Rank
Increase the availability of affordable housing	1
Help children and youth succeed	2
Increase the availability of services to people with disabilities	3
Strengthen the family unit	4
Create a safer community	5
Increase the availability of services to people who are abused and neglected	6
Increase the affordability of health care	7
Improve affordability of child care	8

Interviews

Eighteen professionals from diverse health and human service areas were interviewed in order to learn more about why their priority needs were considered significant. Each was asked for his or her single greatest need, regardless of whether it was one of the 14 original needs or not.

There were no particular themes that resonated among those interviewed. The top three survey priorities (affordable health care, affordable housing, and helping children and youth succeed) had numerous advocates. At the same time, other issues were considered noteworthy.

Discussion of one need easily transitioned into others. In this way, such issues as the problems faced by immigrant populations with language difficulty, insufficient job skills and cultural differences emerged, as did the need for not only better coordination of services but also the flexibility of hours when these services are available so people are not required to miss work to attend appointments. Not unexpectedly, the high cost of living and its affect on families was important to many interviewed as was the need for a safer community.

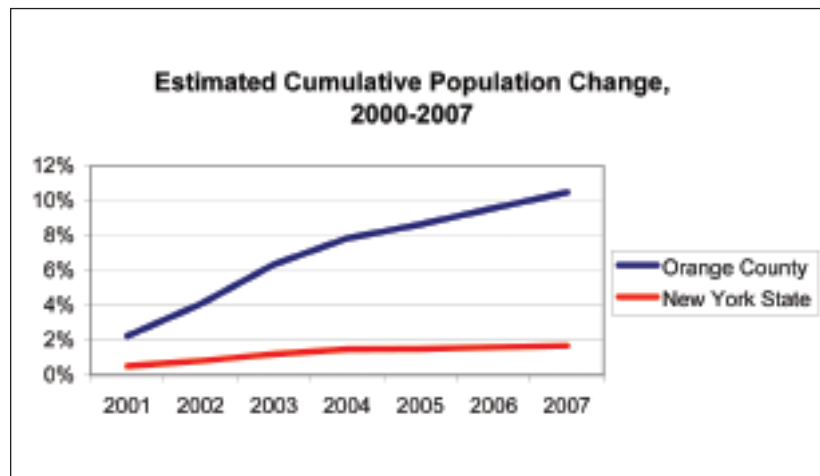


APPENDIX C Orange County Demographics 2006

The demographic data of Orange County below provides a snapshot of the county. It is intended to inform the reader of relevant characteristics of the county and to put the needs and priorities in this report into perspective.

Population

- 376,392 people
- Population Growth
Orange County's population grew 10.5% from 2000-2007. This is the largest cumulative population change for any county in New York State during the same time period. Since Orange County United Way, as it is known today, was established in 1987, Orange County's population has grown over 30%.

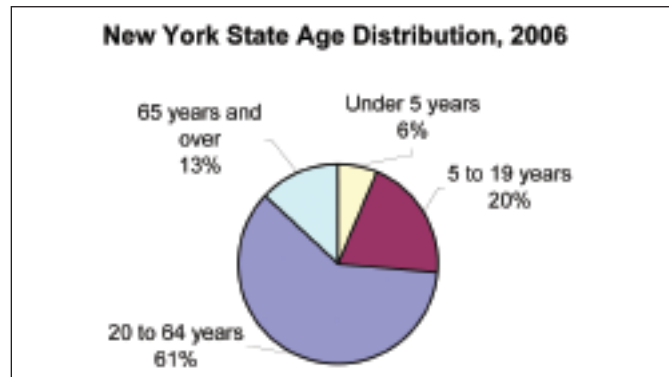
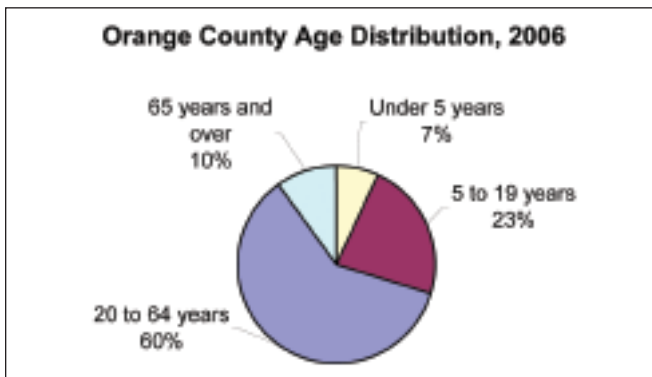


Gender

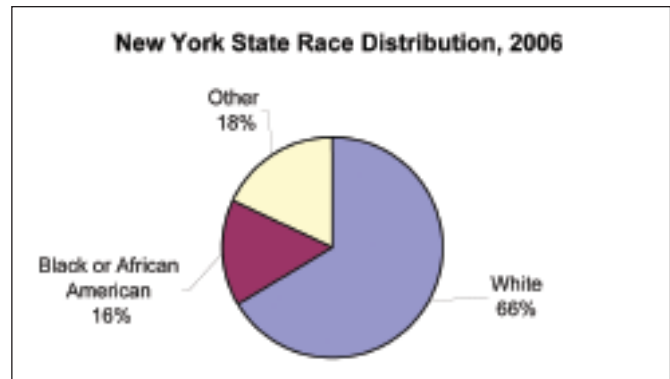
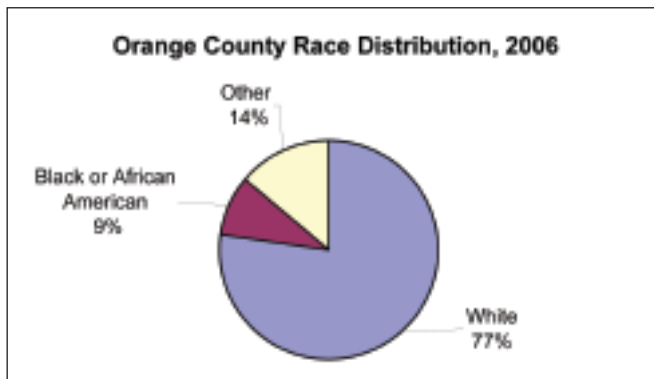
- Females: 49.9%
- Males: 50.1%

Age

- Median age of Orange County residents: 34.6 years

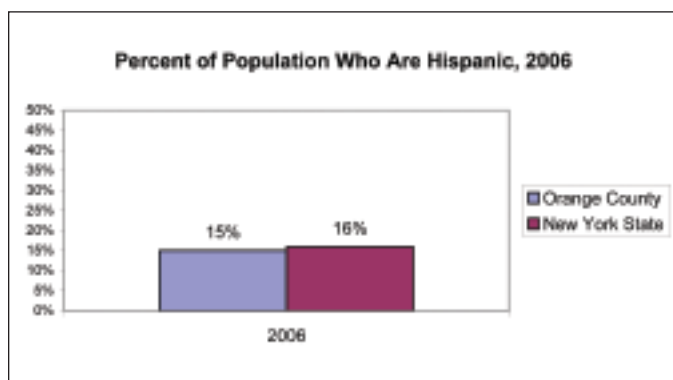


Race



Note: The US Census considers White, Black or African American, Asian, American Indian, Alaska Native, Native Hawaiian and other Pacific Islanders as races. Hispanic is considered an ethnicity. As such, a person can, for instance, be both Black (race) and Hispanic (ethnicity). Ethnicity is not a race.

Ethnicity

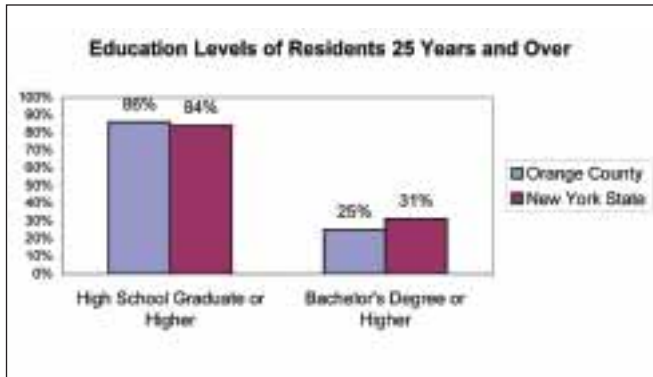


Language Spoken at Home

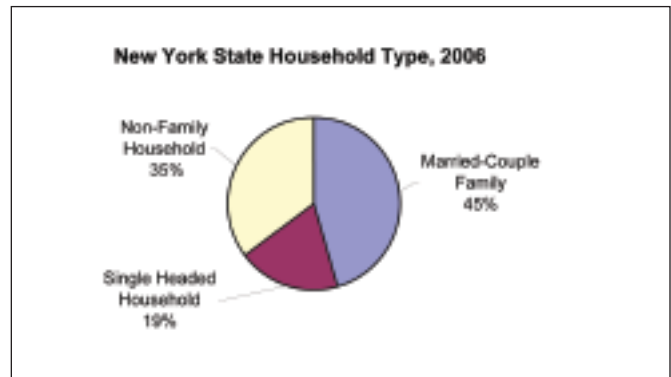
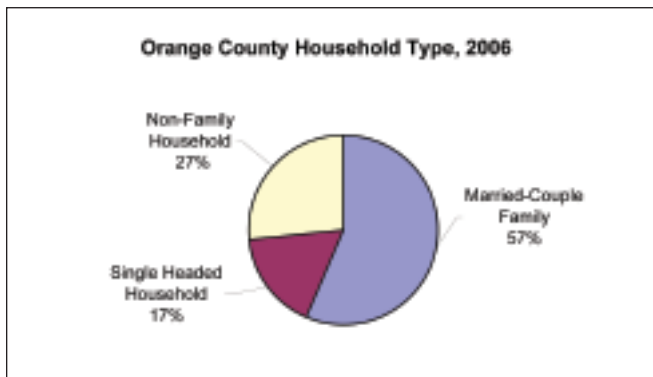
- 22% of Orange County residents 5 years and older spoke a language other than English at home as compared to 29% of New York State.
- Of those who spoke another language at home, about 50% in Orange County as well as in New York State spoke Spanish.
- Of those who spoke another language at home, 43% residing in Orange County and 46% who live in New York State said they do not speak English "very well".



Education Levels

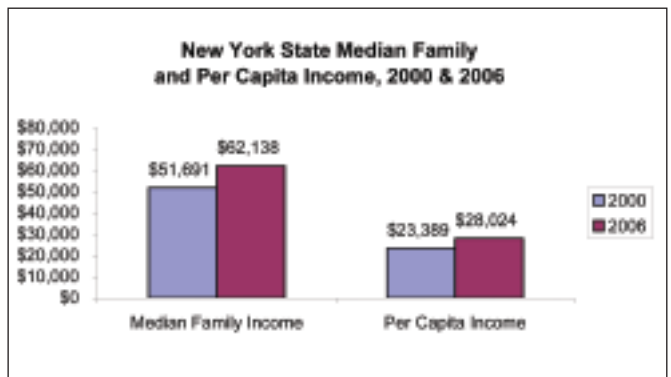
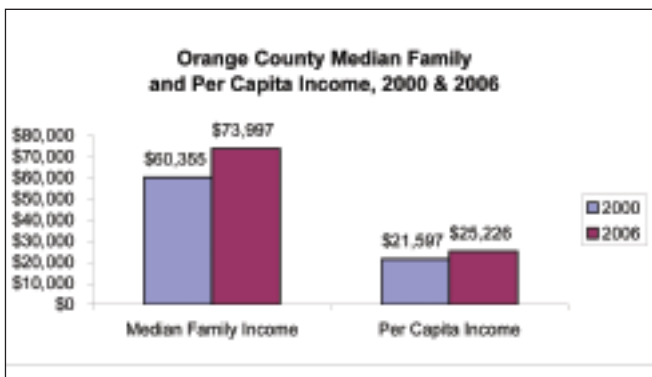


Households

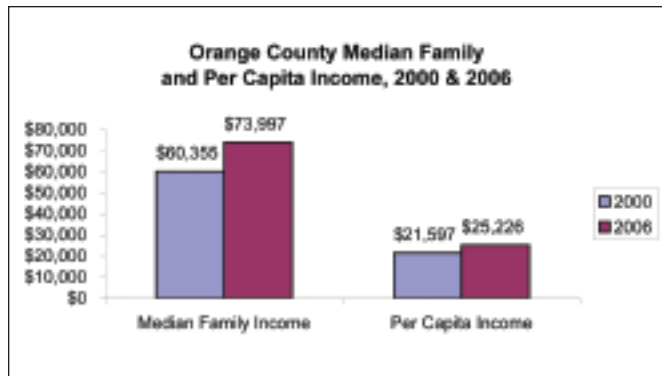


Note: A non-family household is a household where an individual either lives alone or with a non-relative

Income



Poverty Level



Note: The poverty thresholds are adjusted each year for changes in the cost of living. In 2006, the poverty threshold for a married couple with two children was \$20,444, and for an individual under 65 years old was \$10,488.

Employment & Commuting Patterns

- In 2006, the largest employment sectors in Orange County were government (20.9%), retail trade (16.7%), and health care and social assistance (13.6%).
- In 2000, 34% of Orange County workers over 16, worked outside of the county. This percentage includes 9% who worked in New York City, 7% who worked in New Jersey, 2% who commuted outside of New York State and New Jersey, and 16% who worked primarily in the Hudson Valley. In 2005, the number increased to 37% of Orange County workers who worked outside of the county.
- The mean travel time to work is 31.7 minutes for Orange County, and 30.9 minutes for all of New York State.

Source: U.S. Census, 2000, 2005 & 2000 American Community Survey, NYS Department of Labor





Orange County United Way

United Way



THANK YOU TO OUR SPONSORS

Orange County United Way gives special thanks to two contributors whose generosity has made this Community-wide Needs Assessment to the Orange County community a reality.

JPMorgan Chase



JPMorgan Chase is a leading global financial services firm with assets of \$1.5 trillion and operations in more than 50 countries.

JPMorgan Chase has a proud tradition of being a good corporate citizen around the world. In 2006, the firm gave more than \$100 million through grants and sponsorships to thousands of non-profit organizations around the world.

The firm's philanthropy is directed toward three areas, Community Asset Development, Youth Education and Community Life, all of which work toward community economic self-sufficiency and enrichment. Orange County United Way is proud to be a recipient of the JP Morgan Chase grant that enabled the creation of this report to Orange County.

Warwick Savings Bank Foundation

The Warwick Savings Foundation was formed in 1997 by Warwick Community Bancorp. as a charitable entity to continue the Warwick Savings Bank's long-standing commitment to community service.

Its mission is to support programs that will expand access to home ownership and affordable rental housing, sustain the availability of not-for-profit medical facilities, encourage youth development, and enhance Orange County's quality of life. The United Way values the Foundation's commitment to Orange County by helping to make this report possible.

The Business Institute of SUNY New Paltz



And thanks go to SUNY New Paltz School of Business through which the United Way commissioned this report. Under the aegis of The Business Institute of SUNY New Paltz, the work of reviewing baseline data, distributing and analyzing surveys, conducting focus groups and interviews and incorporating the results of these activities into this report was accomplished primarily by Danielle Semenchuk of the college, Ann Barber Consulting, a contractor to The Business Institute, and Andy Komonchak of ARK Graphics, Inc.



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