

Union County Community Action, Inc.

2017-18 COMMUNITY ASSESSMENT UPDATE



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INTRODUCTION

Agency Profile

On January 6, 1966, Union County public officials, civic leaders, and representatives of individuals in need formed Union County Community Action, Inc. (UCCA). Our agency provides comprehensive services to promote self-sufficiency for children, youth, adults, and families across Union, Anson, & Richmond counties. Our services are funded primarily through the Head Start and Early Head Start programs and the Community Services Block Grant (CSBG). As a recipient of federal, state, local, and private monies, the mission of UCCA is to provide services and advocacy for people who are economically disadvantaged. We put our mission statement into action by:

- Identifying the causes of poverty in our communities
- Implementing projects that bring about the most efficient use of resources, which positively impacts the lives and environments of disadvantaged and low-income individuals
- Influencing public policy to enhance opportunities and improve the economic status of low-income people

UCCA remains committed to increasing self-sufficiency in the communities we serve. The services we offer are divided into two areas: the Division of Children and Family Services and the Self-Sufficiency Division. With 52 years of success to build upon, UCCA looks forward to a hopeful future in which we will continue to assist the individuals and families of the communities we serve achieve their goals of self-sufficiency and an improved quality of life.

Division of Children and Family Services

Head Start and Early Head Start are comprehensive programs that focus on childhood development and parental/guardian involvement. We are currently funded to serve 570 pregnant mothers and children ages 0-5 years old in Anson, Richmond, and Union counties. In accordance with our overall mission, the mission of UCCA's Head Start and Early Head Start programs is to provide high-quality early childhood development and education services to eligible children, including those with defined disabilities. In addition to providing these services to children, the Head Start and Early Head Start programs also provide training, education, resources, and referrals to their parents/guardians to expand the resources available to the family unit and further aid them on their journey towards self-sufficiency. Head Start and Early Head

Start staff are trained in accordance with best practices in early childhood development and education. The high-quality training and professional development we provide allows our employees to advocate on behalf of the children and families served by these programs.

All children who participate in UCCA's Head Start and Early Head Start programs receive the following services: biannual growth assessments; hearing, vision, dental, and physical screenings; and follow-up services as necessary. Children with disabilities receive additional services such as speech therapy and physical therapy, and assistance is provided for children who are developmentally delayed. The Head Start program utilizes therapists from local school systems and contracts with a private, licensed counselor to provide additional services for children. Whether children receive therapy at home or in the classroom, parents always remain an integral part of the therapy so that therapeutic plans are consistent in all environments. Parents of children in Head Start and Early Head Start receive case management services as well, and UCCA staff work with parents to assist them in meeting educational and/or employment goals. UCCA also administers the North Carolina Pre-K program in collaboration with the Richmond County Partnership for Children and the Anson County Partnership for Children.

Self-Sufficiency Division

UCCA's Self-Sufficiency program, operated through the Community Services Block Grant, provides low-income families with the opportunity to become self-sufficient. In addition to the Head Start and Early Head Start programs, UCCA operates the Community Services Block Grant (CSBG) program. CSBG promotes self-sufficiency for Union County families who are currently living in poverty by offering on-going case management, financial assistance, educational workshops, and access to an extensive referral network with other Union County, non-profit and human services agencies. Once a participant is enrolled in the CSBG program, their needs are assessed and an individualized action plan is developed to outline the participant's short-term and long-term goals as they relate to achieving self-sufficiency. Progress towards achieving these goals is monitored with follow-up office and home visits by CSBG case management staff. Financial assistance is provided in instances where such assistance contributes to self-sufficiency goals, including aiding participants in reaching employment and/or educational goals by providing assistance with housing, transportation, and utilities. The CSBG program offers various educational

workshops for participants, including budgeting, credit counseling, and nutrition workshops.

Needs Assessment Methodology

UCCA completed a comprehensive Community Needs Assessment for the agency's three-county service area in the Spring of 2015. The following Community Needs Assessment is an annual update to the agency's 2015 triennial assessment and 2016 annual update. These assessments help our agency stay current on the needs of our community and available community resources and enables us to adjust our services accordingly.

To assess the demographic makeup and needs of the population we serve along with available resources in our communities, UCCA distributed three different surveys to community members and program participants and conducted extensive research using the following resources:

- ❖ 2012-2016 American Community Survey, US Census Bureau
- ❖ 2018 & 2017 County Health Rankings & Roadmaps, Robert Wood Johnson Foundation
- ❖ Child Care Services Associates
- ❖ NASCSP
- ❖ Institute for People, Place, & Possibility; the Center for Applied Research & Environmental Systems; Community Initiatives— Community Commons
- ❖ ECLKC
- ❖ North Carolina Center for Afterschool Programs
- ❖ Anson County Health Department
- ❖ NC Department of Health & Human Services, Division of Child Development & Early Education
- ❖ Child Care Resources, Inc.
- ❖ Union County Government
- ❖ United Way of North Carolina
- ❖ The Center for Women's Welfare
- ❖ U.S. Center for Disease Control
- ❖ Child Care Aware of America
- ❖ North Carolina Early Childhood Foundation
- ❖ North Carolina Division of Child Development & Early Education
- ❖ US Dept. of Housing & Urban Development: Office of Community Planning & Development

OVERVIEW OF SERVICE AREA

Union, Anson, & Richmond Counties

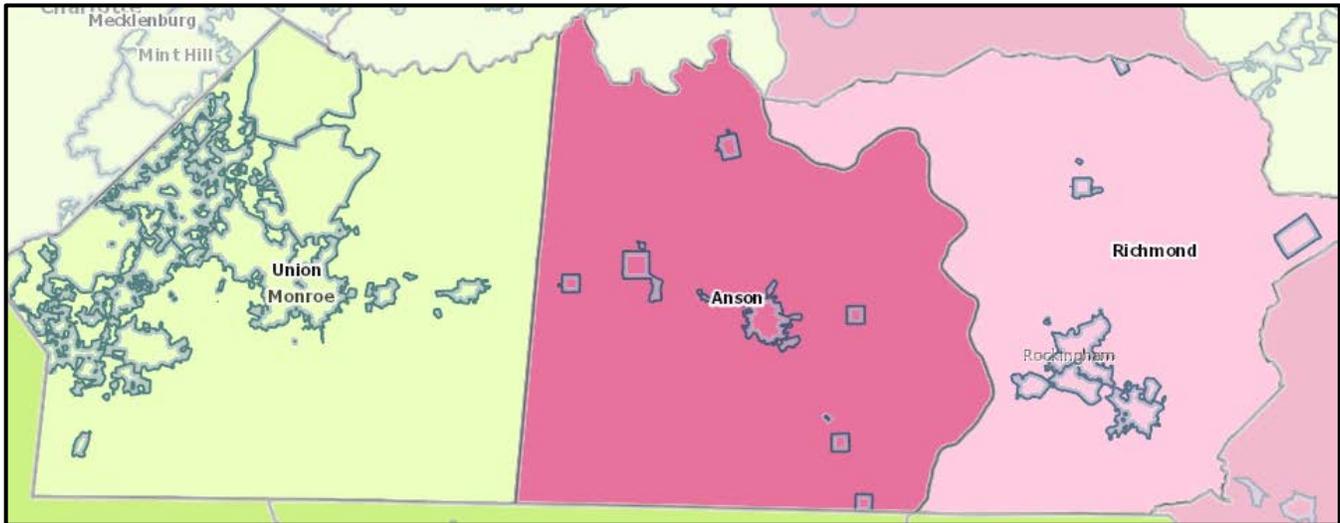


TABLE 1

	DEMOGRAPHIC PROFILE, UCCA SERVICE AREA											
	Union		Monroe		Anson		Wadesboro		Richmond		Hamlet	
	Total	Percent of Total	Total	Percent of Total	Total	Percent of Total	Total	Percent of Total	Total	Percent of Total	Total	Percent of Total
TOTAL POPULATION	217,614		34,212		25,883		5,577		45,710		6,500	
AGES 0-4	13,211	6.1%	2,943	8.6%	1,294	5.0%	399	7.2%	2,744	6.0%	423	6.5%
AGES 0-18	61,945	28%	9,856	28.8%	5,266	20.3%	1,249	22.4%	10,749	23.5%	1,976	30.4%
AGES 18-64	131,044	60%	20,241	59.2%	16,460	63.6%	3,310	59.4%	27,617	60.4%	3,593	55.3%
AGES 65+	24,625	11%	4,115	12.0%	4,157	16.1%	1,018	18.3%	7,344	16.1%	931	14.3%
MALE	107,221	49%	16,815	49.1%	13,575	52.4%	2,783	49.9%	22,113	48.4%	2,805	43.2%
FEMALE	110,393	51%	17,397	50.9%	12,308	47.6%	2,794	50.1%	23,597	51.6%	3,695	56.8%
WHITE	177,613	82%	22,042	64.4%	12,423	48.0%	1,896	34.0%	28,756	62.9%	3,471	53.4%
BLACK/ AFRICAN AMERICAN	25,260	12%	8,692	25.4%	12,612	48.7%	3,504	62.8%	14,473	31.7%	2,493	38.4%
HISPANIC OR LATINO	23,393	11%	9,541	27.9%	940	3.6%	231	4.1%	2,796	6.1%	462	7.1%

The table above provides detailed demographic information for UCCA’s three-county service area, including information for cities where UCCA’s main centers are located. Table 2, below, contains change rates for select populations in each area. As shown, both Anson and Richmond counties experienced a decrease in population from 2015 estimates to 2016 estimates. Richmond County’s population dropped approximately .75%, and the population of Anson County decreased roughly 1%. In keeping with annual trends, Union County’s population increased once again, growing 1.9% since 2015 estimates. The racial composition of the population in UCCA’s service area varies greatly by location. The populations of Union County, Monroe, Richmond

County, and Hamlet are predominantly White while the population of Wadesboro is predominantly African-American and Anson County's population is evenly distributed between Whites and African-Americans. The population of the City of Monroe is nearly 28% Hispanic or Latino and the same is true for 11% of Union County's population. All three counties experienced decreases of children between the ages of 0 and 4 and increases in the number of residents ages 65 and up.

TABLE 2

POPULATION CHANGE RATES						
	Union	Monroe	Anson	Wadesboro	Richmond	Hamlet
Total Population	1.93%	0.76%	-0.97%	-1.56%	-0.74%	-0.38%
Ages 0-4	-0.50%	1.17%	-4.50%	-17.05%	-2.45%	-15.90%
Ages 65+	5.8%	5.9%	1.8%	-8.5%	3.1%	26.3%

CONDITIONS OF POVERTY

Data gathered from the Census Bureau's most recent American Community Survey, 2012-2016 indicate that total poverty rates have decreased in Union and Anson counties from the previous 2011-2015 American Community Survey. However, as shown in Table 3, Richmond County residents have not seen the same positive outcomes as their neighbors. While the poverty rate in Union County decreased approximately 1.1% and the rate in Anson County decreased 2.2%, the poverty rate has risen 1.1% in Richmond County and 7.6% in the City of Hamlet. Although the population of Hamlet is relatively small in comparison to cities like Monroe, it's population is nearly equal that of Wadesboro, where the poverty rate decreased 7.5%— nearly the equivalent rate at which Hamlet's rate grew during the same period. The disparity in poverty rates in Union County and in Monroe, one of its largest cities, is also worth further examination. The current poverty rate in Monroe is 20.3%, which is 209% higher than the poverty rate in Union County.

TABLE 3

CURRENT POVERTY RATES & ANNUAL RATE CHANGES						
	UNION COUNTY	MONROE	ANSON COUNTY	WADESBORO	RICHMOND COUNTY	HAMLET
POVERTY RATE	9.7%	20.3%	22.8%	26.3%	25.8%	28.2%
% CHANGE	-1.1%	-2.0%	-2.2%	-7.5%	1.1%	7.6%
AGES 0-4	16.0%	31.1%	40.2%	48.6%	50.2%	56.0%
% CHANGE	-1.4%	-11.1%	1.5%	3.3%	5.1%	9.9%
AGES 65+	5.8%	10.7%	16.3%	7.7%	14.4%	16.5%
MALE	8.9%	18.5%	20.8%	24.6%	24.0%	26.2%
FEMALE	10.5%	22.1%	24.8%	28.0%	27.5%	29.7%

Children & Families

Although the total poverty rate decreased in Anson County, the poverty rate of children ages 0-4 grew by 1.5% during the same time. Richmond County's youngest residents also experienced an increase in poverty, as the rate of children 0-4 living in poverty grew 5.1%. At a growth rate of 9.9%, the City of Hamlet experienced the highest increase in poverty rates for this age group. While the rate that poverty has grown for children ages 0-4 may seem relatively small, the overall poverty rates for this age group are staggering. In Anson County, 4 out of every 10 children live in poverty; in Richmond County, 5 out of every 10 children live in poverty; and in the City of Hamlet, nearly 6 out of every 10 children live in poverty.

TABLE 4

12 MONTH % CHANGE, POVERTY RATES BY FAMILY TYPE							
	NC	Union	Monroe	Anson	Wadesboro	Richmond	Hamlet
All Families	-0.4%	-0.7%	-4.5%	0.0%	-2.7%	0.1%	2.2%
W/Children under 18	-0.7%	-0.9%	-7.1%	-0.2%	-7.9%	0.1%	5.3%
W/Children under 5	-0.6%	-1.5%	-9.5%	13.1%	8.3%	0.1%	13.5%
Married Couples	-0.2%	-0.5%	-4.1%	0.5%	-1.8%	-0.3%	0.7%
W/Children under 18	-0.4%	-0.9%	-7.0%	0.0%	-8.8%	1.3%	0.8%
W/Children under 5	-0.5%	-1.3%	-7.2%	-1.3%	-15.6%	0.6%	0.0%
Female Householder	-0.9%	-1.2%	-6.3%	-2.1%	-9.2%	-0.2%	1.8%
W/Children under 18	-0.8%	0.0%	-7.7%	-1.1%	-1.8%	-2.5%	0.1%
W/Children under 5	-0.7%	-5.1%	-16.1%	18.5%	16.9%	-0.4%	4.3%

As illustrated in Table 4, families with children under 5-years-old experienced poverty rate increases in Anson and Richmond counties, while poverty rates for each type of family listed decreased or remained the same in Union County. Anson County female householders with children ages 0-4 experienced the highest growth in poverty, increasing 18.5% throughout the county and 16.9% in the town of Wadesboro.

According to December 2017 data from the U.S. Department of Housing & Urban Development, there are currently 2,918 homeless families with children across North Carolina. The 2017 point-in-time homelessness count for Union County was 54 individuals, including 6 families with children. In Richmond County, a total of 14 people were reported as homeless, including 1 family with children under age 18, and in Anson County, 37 people were reported as homeless, including 1 family with 3 children under age 18. Additionally, there were 10,425 children in foster care throughout North Carolina as of October 2016.

SNAP Participation

The table below contains Supplemental Nutrition Assistance Program (SNAP) participation rates for households in each area profiled in this assessment. As shown, the average participation rate throughout North Carolina is 14.4% while the average participation rate for UCCA's service area is 24.8% and is especially high in Wadesboro and Hamlet.

TABLE 5

% OF HOUSEHOLDS RECEIVING SNAP	
UNION COUNTY	9.8%
MONROE	21.9%
ANSON COUNTY	23.5%
WADESBORO	33.3%
RICHMOND COUNTY	26.5%
HAMLET	33.9%
NORTH CAROLINA AVERAGE= 14.4%	
UCCA SERVICE AREA AVERAGE= 24.8%	

CAUSES OF POVERTY

TABLE 9

CAUSES OF POVERTY						
	Union	Monroe	Anson	Wadesboro	Richmond	Hamlet
UNEMPLOYMENT	4%	n/a	5.5%	n/a	6.8%	n/a
GRADUATION RATE	93%	n/a	85%	n/a	81%	n/a
TEEN PREGNANCY PER 1,000 (AGES 15-19)	8	14	70	24	15	0
SINGLE-PARENT HOUSEHOLDS	22%	n/a	53%	n/a	48%	n/a
EDUCATIONAL ATTAINMENT- AGES 25+						
LESS THAN 9TH GRADE	4.2%	11.2%	5.2%	6.9%	7.4%	7.2%
9-12TH GRADE, NO HSD	6.7%	12.7%	14.4%	12.1%	12.3%	14.1%
HSD/ GED	25%	28%	41.1%	33.7%	35%	31.4%
SOME COLLEGE, NO DEGREE	22.1%	24.2%	22.3%	26%	22.5%	24.6%
ASSOCIATE'S DEGREE	8.4%	6.6%	7.5%	6.7%	8.9%	9.5%
BACHELOR'S OR HIGHER	33.6%	17.2%	9.5%	14.5%	13.8%	13.4%

Employment & Income

According to the most recent available statistics, the unemployment rate is 4% in Union County, 5.5% in Anson County, and 6.8% in Richmond County. The median household income throughout UCCA's service area varies widely. Union County has the highest median income at \$67,194; the median income of Anson County is almost

50% less than that of Union County and Richmond’s median income is even lower than Anson’s. On average, the median household income increased in Union County, Monroe, Anson County, and Wadesboro but Richmond County and Hamlet both experienced decreases in household income. In addition to the income variances in UCCA’s service area, both Table 3 and Table 4 illustrate the income inequality that exists between residents from different races and ethnicities in these communities.

TABLE 6

MEDIAN HOUSEHOLD INCOME IN THE PAST 12 MONTHS						
	Union	Monroe	Anson	Wadesboro	Richmond	Hamlet
All Households	\$67,194	\$44,267	\$34,656	\$31,866	\$32,526	\$34,528
White	\$71,234	\$47,483	\$43,704	\$42,500	\$39,868	\$48,490
Black/ African American	\$47,062	\$38,267	\$27,027	\$25,881	\$22,342	\$19,886
Hispanic/ Latino	\$46,161	\$40,649	\$28,750	\$30,305	\$25,545	\$27,383

TABLE 7

CHANGES IN MEDIAN HOUSEHOLD INCOME						
	Union	Monroe	Anson	Wadesboro	Richmond	Hamlet
All Households	\$1,291	\$2,081	\$1,428	\$4,505	-\$161	-\$1,637
White	\$1,952	\$585	-\$184	\$5,778	\$1,699	-\$1,027
Black/ African American	\$570	\$6,324	\$1,627	-\$10,841	-\$455	-\$23
Hispanic/ Latino	\$449	\$4,562	-\$461	\$116	\$3,679	-\$6,523

Educational Attainment

U.S. Census Bureau statistics indicate that an individual’s poverty status directly correlates with their educational attainment level. Nearly 24% of Monroe residents over the age of twenty-five do not have a high school diploma or equivalent. The poverty rate for these residents is 34.8%, which is 20% higher than that of residents with a high school diploma or GED and 31.9% higher than those who have obtained a Bachelor’s degree or higher. The correlation between educational attainment and poverty rates is strong throughout UCCA’s entire service area. In Union and Richmond counties, the poverty rate for individuals without a high school education is double that of high school graduates and in Anson County, those without a high school education are 2.6 times more likely to live in poverty. Clearly, the correlation between poverty rates and educational attainment levels cannot be denied, which is why UCCA is dedicated to assisting the individuals we serve attain education levels that will diminish their chances of living in poverty.

Child Care

CURRENT CHILD CARE CENTER MARKET RATES, EFFECTIVE OCTOBER 1, 2017															
	Infant-Toddler Rates					2-Year-Old Rates					3 to 5-Year-Old Rates				
	1-Star	2-Star	3-Star	4-Star	5-Star	1-Star	2-Star	3-Star	4-Star	5-Star	1-Star	2-Star	3-Star	4-Star	5-Star
UNION	\$437	\$445	\$816	\$893	\$1,020	\$379	\$390	\$819	\$889	\$1,002	\$348	\$366	\$572	\$615	\$674
ANSON	\$437	\$445	\$593	\$711	\$906	\$402	\$410	\$569	\$672	\$843	\$379	\$386	\$515	\$600	\$764
RICHMOND	\$424	\$445	\$585	\$603	\$740	\$390	\$410	\$541	\$576	\$698	\$289	\$304	\$515	\$568	\$665

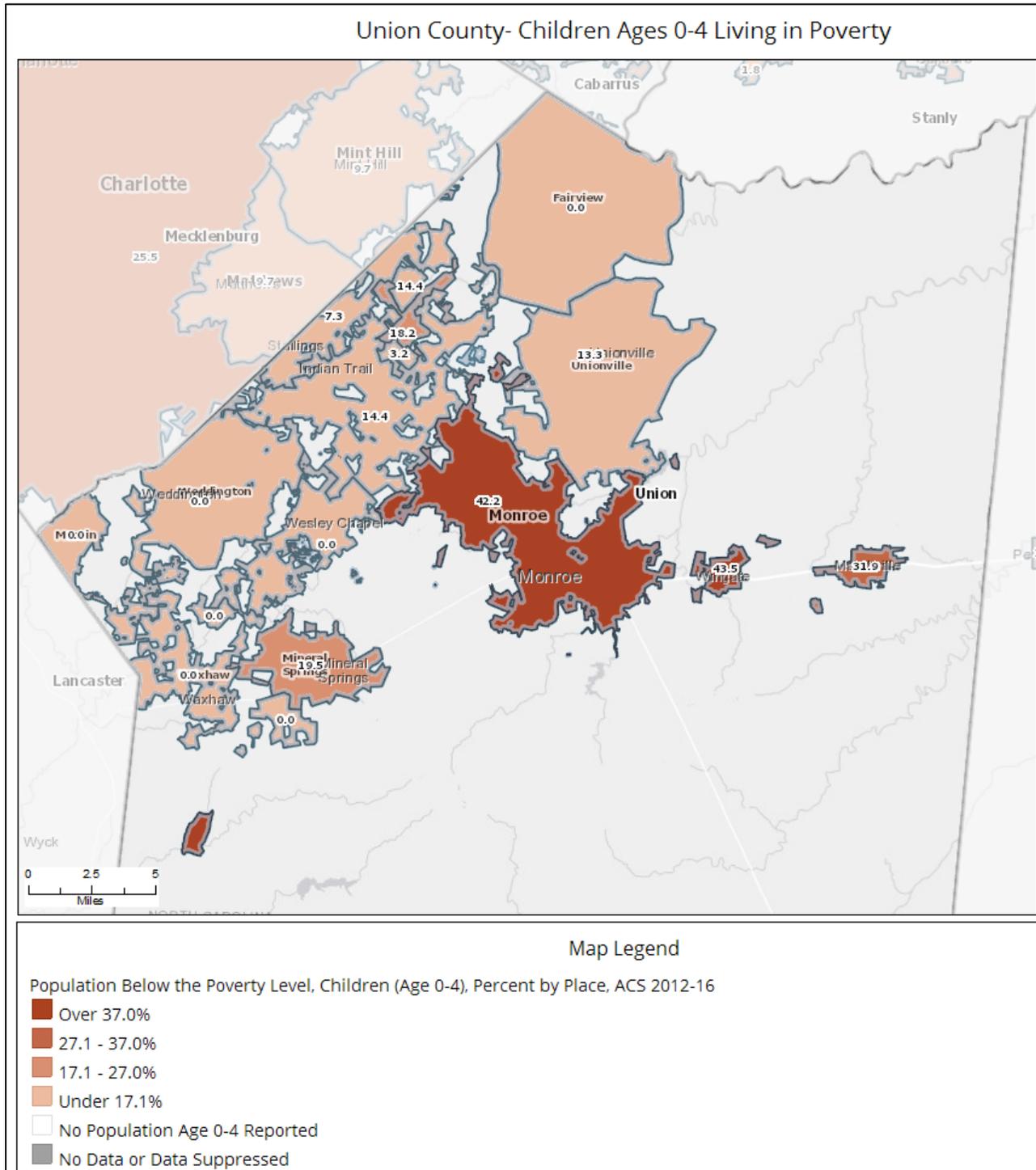
Child Care Resources, Inc. reports that the average cost of child care for 0 to 5-years-old children at a 5-star center in the UCCA service area can cost between \$665 and \$1,020 per month. Additionally, a single parent with two children will spend an average of 19.1% of their income on child care each year. The current child care rates are hardly affordable for the average family living in our service area, which makes programs like Head Start, Early Head Start, and NC Pre-K so valuable to our communities. UCCA currently serves 54 children in Richmond County and 108 children in Anson County through the NC Pre-K program. According to data from the Child Care Services Association, the NC Pre-K programs throughout Union, Anson, and Richmond counties were each reduced by one classroom since February 2017. Currently, the available funding for pre-kindergarten in the UCCA service areas is not sufficient to serve all eligible children. As of February 2018, there are approximately 498 children in Union County, 227 children in Anson County, and 283 children in Richmond County who are on waiting lists to receive state-subsidized child care.

EXECUTIVE SUMMARY

Closing the Gap between County & City Residents

The data gathered for this community assessment indicate that a gap in economic equality exists between residents of the City of Monroe and the rest of Union County. As illustrated throughout this community assessment, poverty within Union County is highly concentrated in the City of Monroe, whose residents account for only 15.7% of the County's total population but 32.9% of the County's population who is living in poverty. The City of Monroe's poverty rate has decreased 3.3% in the past year but at 20.3%, the City's poverty rate is still more than twice that of Union County. While nearly 1 out of every 10 Union County residents live in poverty, the same is true for 1 in every 5 Monroe residents. The poverty rate of children ages 0-5 who live in Monroe is 31.1%, nearly double the overall poverty rate of Union County children from the same age group. In addition, the rate of females living in poverty is 10.5% throughout

the County but 22.1% within Monroe. Further research will be necessary to uncover the factors that have created and contributed to the economic disparity existing between neighboring towns and cities in Union County.



Improving Health Outcomes in Anson & Richmond Counties

The Robert Wood Johnson Foundation released the 2018 County Health Rankings on March 14th. There are 100 counties throughout North Carolina, and each county receives an overall ranking for health outcomes and health factors. Union County is ranked 4th for Health Outcomes while Anson is ranked 90th and Richmond is ranked 91st. Union County also ranked 4th for Health Factors while Anson ranked 87th and Richmond ranked 98th. The rankings for health outcomes are based on scores for length of life and quality of life. The health factors ranking reflects scores for four categories: health behaviors, clinical care, social and economic factors, and physical environment.

The extreme difference between Union County’s Health Outcomes and Health Factors rankings and those of Richmond and Anson counties illustrates a great need for increased resources in these two counties. UCCA helps bridge resource gaps in Anson and Richmond counties by providing medical and dental care to children enrolled in our programs. Additionally, several of the medical and dental professionals who conduct screenings and provide services for children enrolled in our Anson and Richmond programs travel from Union County.

While our agency helps to close health equity gaps for the children we serve, the 2018 County Health Rankings illustrate that the health equity gap for adult citizens of Anson and Richmond counties is great and in need of additional resources.

TABLE 10

	UNION	ANSON	RICHMOND
HEALTH FACTORS	4	87	98
Social & Economic Factors	1	84	91
HEALTH OUTCOMES	4	90	91
Teen Birth Rate per 1,000	18	46	53
Dentists (NC= 1,890:1)	3,840:1	4,240:1	3,210:1
Mental Health Providers (NC= 490:1)	460:1	1,160:1	750:1
Uninsured Adults	14%	17%	19%
Uninsured Children	5%	5%	5%
Diagnosed Disabilities 0-18	3.1%	5.1%	6.3%

SURVEYS

Three different types of surveys were conducted to collect data for UCCA's 2017 Community Needs Assessment Update: a Participant Needs Assessment survey, a Community Stakeholders survey, and a Customer Satisfaction survey. We collected 178 responses to the Participant and Customer Satisfaction surveys, which were distributed to all Head Start and Early Head Start parents and to CSBG clients. Twenty-two responses were collected from the Community Stakeholders survey, which we distributed to nearly 100 individuals from educational institutions, human services organizations (e.g. nonprofits), the public sector (e.g. government), faith-based organizations, and the private sector (e.g. businesses) across Union, Anson, and Richmond counties.

The Customer Satisfaction Survey consisted of seven multiple-choice questions and one open-ended question. Respondents were asked to indicate which UCCA program they and/or their family participated in and to rate how well our services met their needs, the quality of the services they received, the responsiveness of UCCA staff members, and the satisfaction level of their interactions with UCCA staff. The final survey question gave respondents an opportunity to communicate their questions, concerns, and/or comments.

Noteworthy questions and responses from all three surveys are summarized below. Complete copies of each survey conducted for this assessment are also included.



Union County
Community Action, Inc.

Union County Community Action, Inc. 2017 Community Needs Assessment Survey

Today's Date: _____

*****Please return completed survey by November 17th, 2017**

Your responses to the following survey questions are **completely confidential** and will be used to help us evaluate and improve the way UCCA serves our communities.

1) Which UCCA program(s) do you/your family participant in?

- Head Start
- Early Head Start
- CSBG
- WIOA

2) What city/county is the program located in?

3) How did you learn about this program?

- Friend UCCA employee
- Family Advertisement
- Other (please describe) _____

4) What is your current employment status?

- Unemployed Full-time Part-time

5) Are you disabled? Y N

6) Do you have children? Y N

7) What is the highest level of education you've attained?

- Some High School/GED
- Bachelor's Degree
- High School Diploma/GED
- Master's Degree
- Some College
- Doctoral Program
- Associate's Degree

8) Do you/your family receive assistance with meeting any of the following needs?

- Education Medical
- Employment Dental
- Budgeting Transportation
- Food/Nutrition Housing
- Other (please list) _____

9) Are there any types of assistance you/your family need but do not receive?

- Education Medical
- Employment Dental
- Budgeting Transportation
- Food/Nutrition Housing
- Other (please list) _____

10) What do you consider barriers to accessing needed services?

- Unaware of existing services
- Agencies not open at convenient time
- Eligibility requirements are too exclusive
- Agencies are inconveniently located
- Lack of transportation
- Child care unavailable
- Agency staff are unfriendly/unwelcoming
- Lengthy waiting lists
- Language/lack of translation services

11) What kinds of community resources do you/your family frequently use?

- Public transportation
- Emergency Assistance (food, utilities, etc....)
- Employment Church
- Legal Aid Recreation
- Public Health Education
- Law Enforcement Literacy
- Family Support Mental health
- Crisis intervention

12) What is your current housing status?

- Own with mortgage
- Own without mortgage
- Live with relatives/friends
- Own without a mortgage
- Rent a home/apartment
- Homeless

13) What mode of transportation do you/your family rely on most often?

- Personal vehicle
- Friend's/Relative's vehicle
- Public transportation
- Private Transportation (Uber, taxi, etc....)
- Other (please describe) _____

14) Do you regularly receive any of the following benefits?

- TANF
- Disability
- Social Security
- Pension
- WIC
- Unemployment
- SNAP



Union County Community Action, Inc.

2017 Encuesta Necesidades de la Comunidad

La fecha de hoy: _____

***** Por favor, devuelva la encuesta completada antes 17 noviembre 2017**

Esta encuesta hace preguntas sobre el programa de UCCA usted o su familia participa en, demografía, y su comunidad local. Todas las respuestas de la encuesta son confidenciales y serán utilizados para ayudarnos evaluar y mejorar la manera de atender a nuestras comunidades.

1) ¿En cuál programa de UCCA usted participa?

- Head Start
- CSBG
- Early Head Start
- WIOA

2) ¿En qué ciudad/condado se encuentra el programa?

3) ¿Cómo aprendió sobre el programa?

- Amigo Empleado de UCCA
- Familia Anuncio
- Otro (por favor describir) _____

4) ¿Cuál es su estado de empleo actualmente?

- Desempleados Tiempo Completo Medio tiempo

5) ¿Está incapacitado? Si No

6) ¿Tienes hijos? Si No

7) ¿Cuál es el más alto nivel de educación completado?

- Menos de la escuela secundaria/ GED
- Diploma de escuela secundaria / GED
- Alguna educación superior
- Grado Asociado/ Certificación
- Licenciatura
- Maestría
- Grado de Doctorado (PhD, JD, MD)

8) ¿Tiene usted o su familia alguna de las siguientes necesidades?

- Educación Medico
- Empleo Dental
- Presupuesto Transportación
- Alimento/nutrición Vivienda
- Otro (por favor escriba) _____

9) ¿Qué tipo de asistencia que necesita, pero no recibe?

- Educación Medico
- Empleo Dental
- Presupuesto Transportación
- Alimento/nutrición Vivienda
- Otro (por favor escriba) _____

10) ¿Qué barreras considera usted evitar que las familias obtengan los servicios necesarios?

- No tengo conocimiento de los servicios existentes
- Agencias no están abiertos a las horas convenientes
- Requisitos de elegibilidad son demasiado estrictas
- Servicios muy lejos de la casa
- Transportación
- No hay cuidado de niños
- Personal de la agencia son descorteses
- Lista de espera muy largo
- Idioma/ No servicios de traducción disponible

11) ¿Qué tipo de recursos en la comunidad utiliza su familia con más frecuencia?

- Transportación publica
- Asistencia de Emergencia (alimentos, etc...)
- Empleo Iglesia
- Asistencia legal Recreación
- Salud publica Educación
- Agentes del Orden Alfabetismo
- Apoyo familia Salud Mental
- La intervención en crisis/consejería

12) ¿Cuál es su situación de vivienda?

- Propia con una hipoteca
- Propia sin hipoteca
- Vivo con parientes/amigos
- Alquilo una casa/apartamento
- Estoy sin hogar

13) ¿Qué medio de transporte tiene usted o su familia con más frecuencia?

- Vehículo personal
- Vehículo de parientes/amigos
- Transportación publico
- Transportación privado (Uber, taxi, etc...)
- Otro (por favor escriba) _____

14) ¿Recibe usted regularmente asistencia de alguno de los siguientes?

- TANF
- Discapacidad
- Seguro Social
- Pensión
- WIC
- Desempleo
- SNAP



Union County Community Action, Inc.

2017 Community Stakeholders Survey

Today's Date: _____

Follow this link to complete the survey online: <https://www.surveymonkey.com/r/UCCA>

- 1) Please provide the name of the organization you represent.
- _____
- 2) Which of the following best describes your organization?
- Community-Based/Human Services
 Public Sector (e.g. government)
 Faith-based Organization
 Private Sector (business, industry)
 Educational Institution
- 3) Which of the following counties does your organization serve?
- Anson
 Richmond
 Union
 Other: _____
- 4) Does your organization currently have a collaboration or partnership with UCCA?
 Yes No
- If you answered "no," please briefly explain your connection to our agency:

- 5) Based on your experience, what are the top-three leading causes of poverty in your service area? (please rank 1, 2, & 3)
- Language or cultural barriers
 Low wages
 Lack of adequate child care
 Health problems
 Alcohol/substance abuse
 Lack of education
 Lack of employment opportunities
 Lack of affordable and/or quality housing
- 6) Assuming jobs are available in your service area, which of the following factors make it difficult for people to obtain employment? (please rank 1, 2, & 3)
- Lack of technical skills
 Lack of soft skills
 Substance/alcohol abuse
 Lack of education
 Lack of transportation
 Lack of child care
 Lack of industry diversity
- Health problems
 Mental health/behavioral problems
- 7) What are the top 3 factors that make it difficult for people to maintain employment in your service area? (please rank 1, 2, & 3)
- Child care issues
 Lack of transportation
 Alcohol/substance abuse
 Low wages/benefits
 Lack of opportunity for advancement
 Lack of permanent, affordable housing
 Fear of losing public benefits as income increases
 Mental health/behavioral problems
- 8) Based on your interaction with the communities you serve, which of 3 of the following health-related problems are most commonly experienced by people in your service area? (please rank 1, 2, & 3)
- Diabetes
 Sexually transmitted diseases
 Obesity
 Heart disease
 Alcohol abuse
 Drug abuse
 Mental health
- 9) Of the resources listed below, which 3 are most needed in your service area? (please rank 1, 2, & 3)
- Affordable & safe housing
 Youth services
 Mental/behavioral health
 Senior services
 Parenting education/skills
 Food resources
 Quality public education
 Job skills training
 Affordable medical care
 Quality child care
 Affordable dental care
 Public transportation
 Domestic violence services
 Shelter/transitional housing
 Assistance w/rent or utilities
 Continuing education/GED programs
 Substance/alcohol abuse rehabilitation services
 Budgeting/personal finance

10) Based on your experience, which of the following are the three most commonly-encountered barriers to accessing needed services?

(please number 1, 2, & 3)

- Unaware of existing services
- Child care unavailable
- Lengthy waiting lists
- Lack of transportation
- Agencies not open at convenient time
- Eligibility requirements are too exclusive
- Agencies are inconveniently located
- Agency staff are unfriendly/unwelcoming
- Language/lack of translation services

11) What do you think is the most challenging issue low-income households in your service area will face in the next three years?

12) What would you say are the emerging trends in your service area that will impact low and mid-income households over the next three years?

13) What additional resources would you like to see available to people in your service area? Please be specific.

14) In your opinion, what does UCCA do well in its efforts to serve our communities?

15) In your opinion, how could UCCA improve its efforts to serve our communities?

16) If you feel there are program areas within your organization that could benefit from a new partnership and/or enhanced collaboration with UCCA, please describe the potential opportunity and include your contact information.

UCCA 2017 CUSTOMER SATISFACTION SURVEY

Por favor, tómese un momento para ayudarnos a mejorar su experiencia en **Union County Community Action Inc.**

1. ¿Qué tan bien nuestros servicios satisfacen sus necesidades?

- Muy bien
- Algo bien
- No muy bien
- No en absoluto
- Otro

2. En general, ¿cómo fue la experiencia con la Unión del Condado comunitario Action Inc.?

- Muy satisfecho
- Algo satisfecho
- Ni satisfecho ni insatisfecho
- Algo insatisfecho
- Muy insatisfecho

3. ¿Cuánto tiempo ha sido cliente de nuestra agencia?

- Esta es mi primera visita
- Menos de seis meses
- Seis meses a 1 año
- 1-2 años
- 3 o más años

4. ¿Cómo calificaría la calidad del servicio que recibió?

- Muy alta calidad
- Alta calidad
- Ni alta ni baja calidad
- Baja calidad
- Muy baja calidad
- No hay servicios recibidos

5. ¿Qué tan receptivo fue nuestro equipo a sus preguntas o preocupaciones sobre nuestros servicios?

- Extremadamente receptivo
- Muy receptivo
- Un poco receptivo
- No tan receptivo
- No en absoluto receptivo
- No es aplicable

6. En general, ¿cómo calificaría su interacción con los miembros del equipo de la comunidad de Union County Action, Inc.?

- Muy satisfecho
- Satisfecho moderadamente
- Ligeramente satisfecho
- Ni satisfecho ni insatisfecho
- Ligeramente insatisfecho
- Moderadamente insatisfecho
- Extremadamente insatisfecho

7. ¿Cuál de los siguientes programas de UCCA ha participado?

Head Start	CSBG	WIOA Union	WIOA Anson	Ninguno
<input type="checkbox"/>				

8. ¿Tiene algún comentario, pregunta o preocupación? Si es así, por favor explique abajo.

UCCA 2017 CUSTOMER SATISFACTION SURVEY

Please take a moment to help us improve your experience at Union County Community Action Inc.

1. How well did our services meet your needs?

- Extremely well
- Very Well
- Somewhat well
- Not very well
- Not at all well
- Other

4. How would you rate the quality of the service you received?

- Very high quality
- High quality
- Neither high nor low quality
- Low quality
- Very low quality
- No services received

2. Overall, how was your experience with Union County Community Action Inc.?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

5. How responsive was our team to your questions or concerns about our services?

- Extremely responsive
- Very responsive
- Somewhat responsive
- Not so responsive
- Not at all responsive
- Not applicable

3. How long have you been a customer of our agency?

- This is my first visit
- Less than six months
- Six months to 1 year
- 1-2 years
- 3 or more years

6. Overall, how would you rate your interaction with Union County Community Action, Inc. Team Members?

- Extremely satisfied
- Moderately Satisfied
- Slightly satisfied
- Neither satisfied nor dissatisfied
- Slightly dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

7. Which of the following UCCA programs have you participated in?

Head Start	CSBG	WIOA Union	WIOA Anson	None
<input type="checkbox"/>				

8. Do you have any comments, questions, or concerns? If so, please explain below.
