

INSIGHTS FROM RESIDENTS

CITY OF Buffalo (East of Main St)

SEPTEMBER 2019

“

A mom and dad can work 40 hours each and still struggle to support their family.”

“

If you don't have a car, getting a good paying job is very difficult.”

“

Slumlords need to be held accountable for the poor conditions of houses in neighborhoods.”



Numbers in Need

IN BUFFALO NIAGARA



A Mobile Safety Net Team
initiative established by
The John R. Oishei Foundation



Prepared by



University at Buffalo
Regional Institute
School of Architecture and Planning

City of Buffalo (East of Main St)

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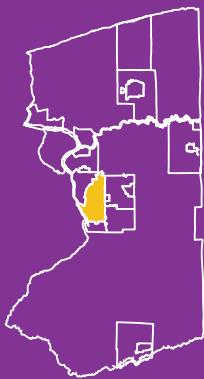
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Numbers In Need is an initiative designed to strengthen the safety-net of human services in Buffalo Niagara communities that are most in need.

Visit NumbersInNeed.org

About this Report

This report offers a snapshot of findings for the City of Buffalo (east of Main Street), with new data on the community's population that lives in or near poverty. It includes the perspectives of human services providers, the landscape of providers, and strategies that could strengthen the safety-net for individuals and families.

Research in this report was led by the University at Buffalo Regional Institute in partnership with the Mobile Safety-Net Team. It was commissioned by The John R. Oishei Foundation. This work updates and expands upon a community report completed by the research team in 2014.

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Defining Need

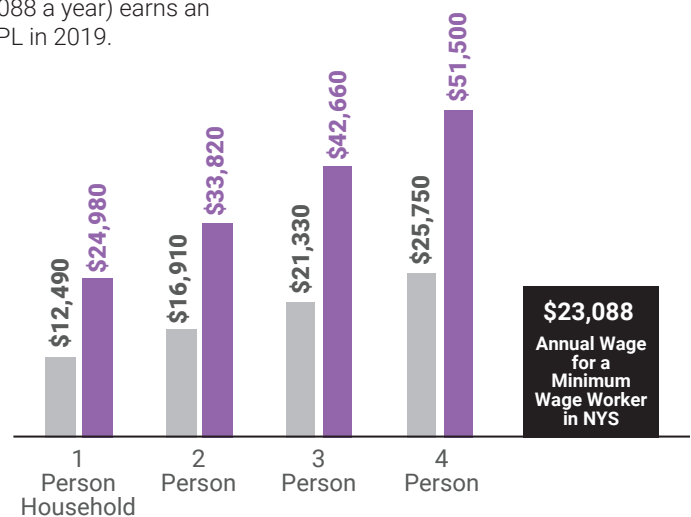
Nearly 79,000 residents east of Main Street in the City of Buffalo live in or near poverty with incomes below 200% of the federal poverty line.

The federal poverty line (FPL) is \$12,490 for a household of one, \$16,910 for a two-person household, \$21,330 for a family of three and \$25,750, for a family of four. A single parent of two who works full time, year round at the minimum wage in NYS (\$11.10 per hour or \$23,088 a year) earns an income just above the FPL in 2019.

The FPL is adjusted annually by the federal government and varies by household size. It is often used to determine eligibility for programs that assist individuals and families with basic living expenses such as food, utilities, and rental housing. Households with incomes that exceed two hundred percent of the FPL (up to \$51,500 for a family of four) generally do not meet income guidelines for most programs.

Federal Poverty Guidelines, 2019

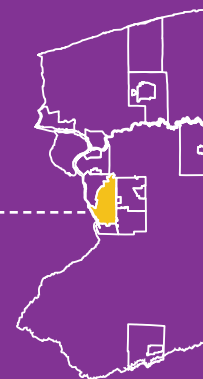
■ Federal Poverty Level
■ 200% of Federal Poverty Level



Source: U.S. Department of Health and Human Services

Reports for this Community

This report is part of a comprehensive suite of reports for the **City of Buffalo (East of Main Street)**, one of 12 representative communities in the Buffalo Niagara Region selected for assessment and investment as part of the Numbers in Need project.

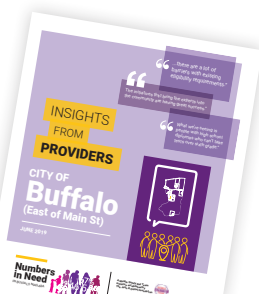


Each of these reports for this community is available online at NumbersInNeed.org



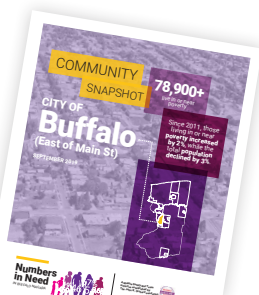
Insights from Residents

This report, *Insights from Residents*, presents a more detailed look at the community's vulnerable populations, their needs, urgent concerns, and barriers to programs and services. A survey of residents and conversations with residents inform findings in this report. Agency and community leaders can use this document as they develop programs and services that respond to the needs of residents and remove barriers to jobs, programs and services faced by residents.



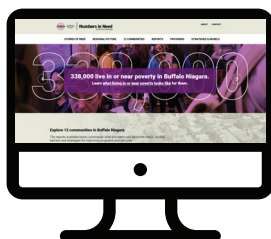
Insights from Providers

Insights from Providers explores the perspectives of service providers in the community with respect to gaps in the landscape of services, barriers to reaching residents, promising developments, and strategies for strengthening the landscape of programs and services. A focus group with agency leaders informed the findings presented in this document. Agency and community leaders can use this report to shape programs and services that respond to identified gaps and barriers, while leveraging system strengths and promising developments.



Community Snapshot

Community Snapshot presents an overview of findings from the research in this community, with new data and information on the people living in or near poverty, their barriers to programs and services, the landscape of service providers, and strategies for strengthening the community so that all residents can thrive economically. This report draws from more detailed findings available on the Numbers in Need website, as well as from Insights from Residents and Insights from Providers. Agency and community leaders can use this report to understand key findings and identify topics for further exploring.



Visit us online at NumbersInNeed.org

NumbersInNeed.org is an online tool that leaders can use to understand economically vulnerable populations in the Buffalo Niagara Region, their urgent needs and concerns, barriers to services and factors that matter such as access to good paying jobs, educational attainment, and transportation options. The website features individual stories, community and regional indicators, interactive lists and maps of service providers, strategies for strengthening communities and models to consider.

About the Resident Survey and Conversations

Almost 600 residents from the community and users of community services completed a two-page, 28 question survey over a three month period in early 2019.

To ensure representative input from those living in or near poverty in the community, surveys were conducted in person at 40 locations across the community including libraries, health clinics, community centers, senior centers, food pantries, housing sites and more.

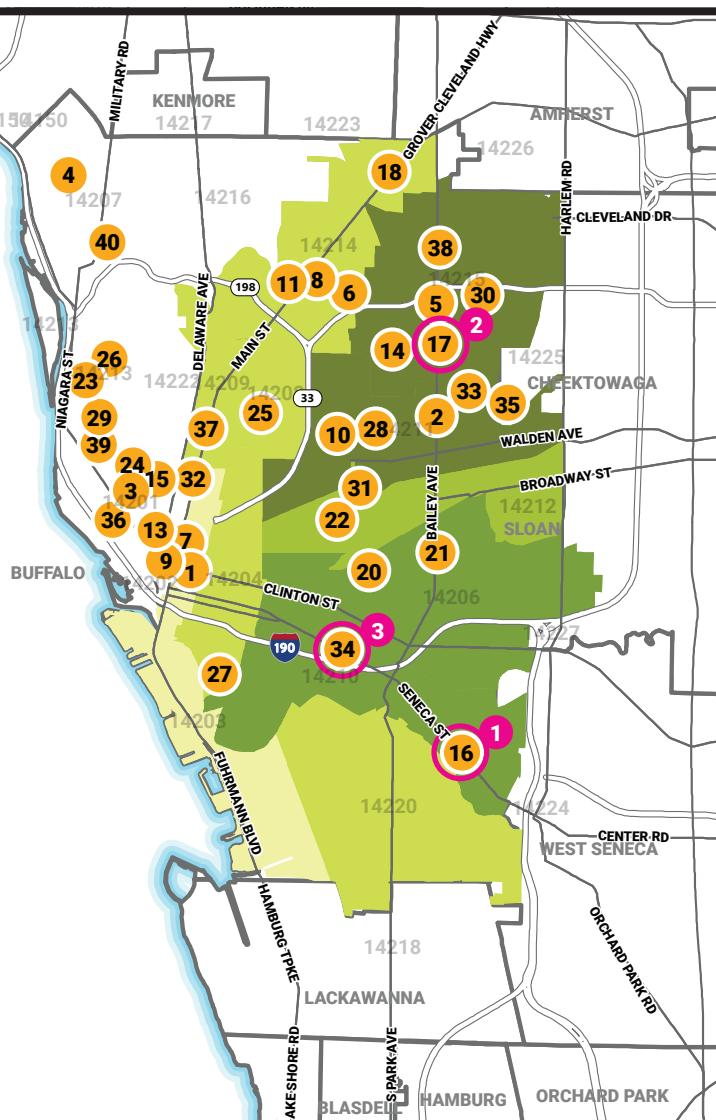
The resident survey was available in Spanish and Arabic, in addition to English. An online version of the survey was also made available beginning in March and shared by community groups through email and social media.

To better understand the challenges identified by survey respondents and begin to formulate priorities and solutions, three hour-long conversations were held with 22 residents at three locations in the community. Participants received a \$10 gift card as an incentive and thank you for participating.

Percent of Survey Respondents by Zip Code

- 0%-1%
- 2%-5%
- 6%-15%
- 11%-15%
- 16%-25%

- Survey conducted at this location
- Resident Focus Group



Resident Surveys were conducted at 40 locations

1	Buffalo and Erie County Public Library - Downtown
2	Boys and Girls Club - Baird
3	Boys and Girls Club - Beecher
4	Black Rock Riverside Mobile Food Truck
5	Community Action Organization Job Fair at Edward Saunders Center
6	Catholic Central Food Pantry
7	Catholic Charities Central Intake
8	Civil Legal Advice Resource Office - Jewett
9	Erie County Bar Association (ECBA) Volunteer Lawyer Project (VLP) Legal Clinic - Adult Education
10	ECBA VLP Legal Clinic- East High School
11	ECBA VLP Legal Clinic- PS 54
12	Elmwood Village Charter School
13	Evergreen Health Services
14	Every Bottom Covered

15	Friends of Night People
16	Genesis Center
17	Gerard Place
18	Gloria J. Parks Community Center
19	Goodwill
20	Goodwill Pantry
21	Hennepin Community Center
22	Jericho Road Community Health Center
23	Jericho Road Hope Refugee Drop-In Center
24	Kleinmans Community Association
25	Frank E. Merriweather, Jr. Library
26	National Grid Expo (at Our Lady of Hope Church)
27	Old First Ward Community Center
28	PS 92 B.U.I.L.D Community School

29	PUSH Buffalo
30	Positive Youth of Tomorrow Center Ken-Lang Housing
31	Response to Love Center
32	Salvation Army Food Express Truck
33	Schiller Park Senior Center
34	Seneca Babcock Community Center
35	SM Josette Food Pantry Villa Maria College
36	The Belle Center
37	Veterans One-Stop Center
38	Westminster Good for the Neighborhood
39	Westside Community Services
40	YWCA WNY



Resident Focus Groups were held at 3 locations

- 1 Genesis Center
- 2 Gerard Place
- 3 Seneca Babcock Community Center

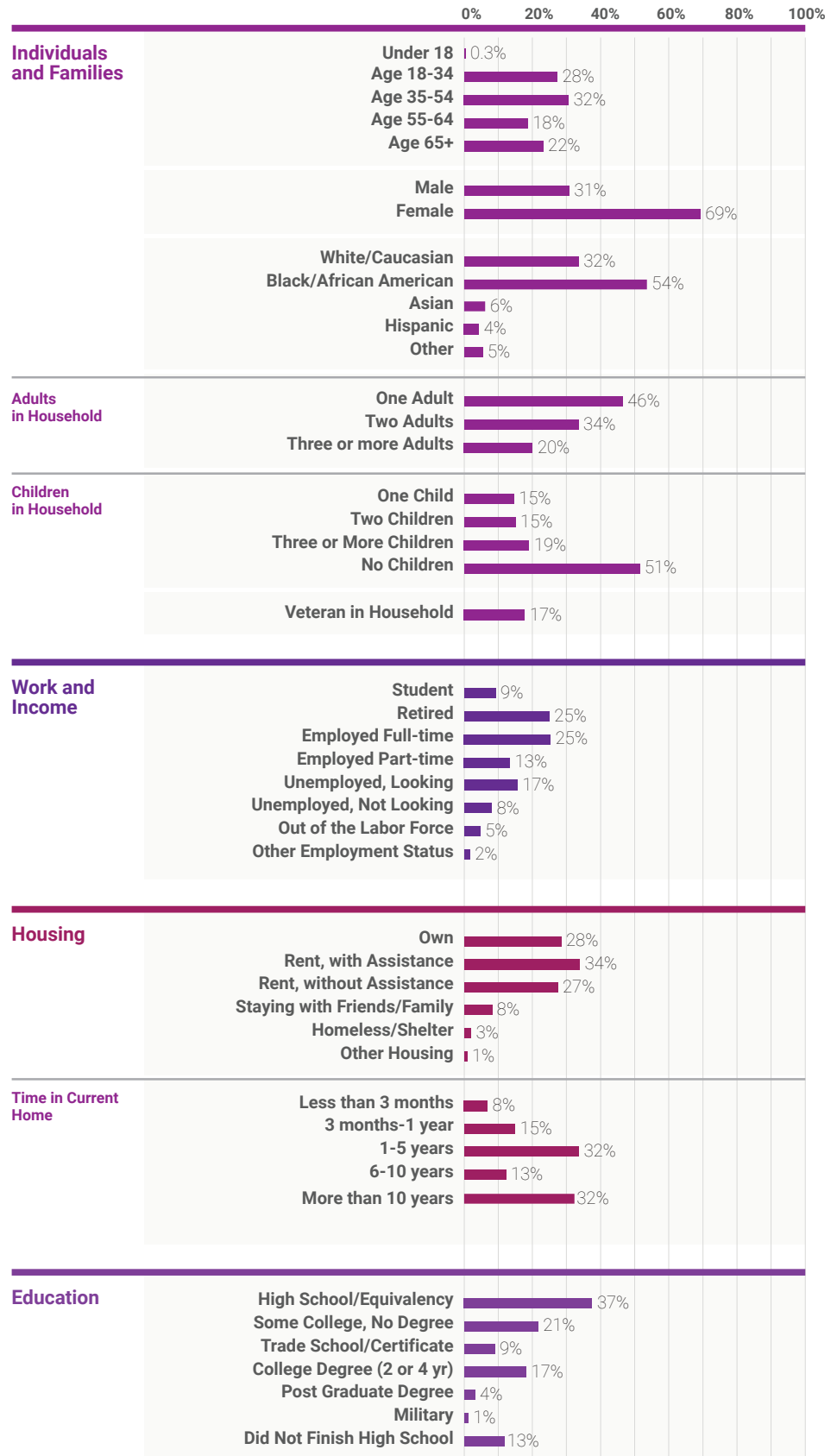
About the Residents who took the Survey

Poverty and economic vulnerability in neighborhoods east of Main Street in the City of Buffalo cuts across age, race, gender, household status and educational attainment. Surveys were conducted until respondents were as close to representative of the actual population as possible. Survey results slightly overrepresent women, older residents, and those without children, but are racially representative of the actual population.

The majority of respondents are working age adults between 18 and 64 years old, yet only a quarter are fully employed, and even more are employed part time or currently looking for work. More than one in ten respondents did not finish high school, but for every respondent who has a college degree, one has some college experience but no degree. Most respondents rent their homes, and over half have only lived in their current home for five years or less. About half of respondents have at least one child in their household.



595 Residents took the survey



Key Findings from the Resident Survey and Conversations



Poor transportation options are a barrier to services and employment.

Limited alternative transportation options and the costs associated with car ownership make getting to services and employment outside of one's neighborhood difficult.

Residents with cars face poor road conditions, which can lead to expensive car repairs and unexpected breakdowns. Car owners also have other expenses to contend with, such as inspections and car insurance. But getting around without a car can be even harder. Some residents feel that public transportation is costly, unreliable, unsafe, time-consuming, or that it simply doesn't go where they need it to go. With many services and employment opportunities located outside of the community, many residents feel that improving transportation options would enable more people to seek assistance, find better jobs, or further their education.

Residents need better opportunities to get higher paying employment, especially among youth.

Incomes, employment, and educational attainment are low among survey respondents. Improving educational outcomes and providing more guidance for job training could help improve chances of employment in higher wage jobs.

About three quarters of survey respondents are working-age adults (18-64), yet only about a third are employed. Almost half of respondents had just a high school diploma or less, and a quarter had some college but no degree. A large majority of respondents have incomes less than \$24,000 per year.

Residents in the focus groups felt that the school system is designed to push students through, without adequate preparation for the skills needed to fill good paying jobs in the community. Focus group members described how some youth see the disinvestment in their community and poor state of their physical environment and sometimes turn to crime because they see it as their best option for making money. Yet other residents in focus groups described how having a criminal record makes getting a good paying job extremely difficult.

Low incomes and expensive housing contribute to other financial concerns.

Residents in the community reporting facing high housing costs for rental units in poor conditions, but low incomes limit their options.

The majority of survey respondents are renters, and more than half of renters have financial rental assistance. Nearly half of respondents have incomes below \$15,000 a year, and focus group members report spending a lot of their income on housing, leaving less money to pay for utilities, food, healthcare, or childcare. Residents face financial challenges such as consumer and credit card debt, student loans, and unpaid medical bills.

But housing challenges extend beyond expense. Focus group participants talked about experiencing issues with landlords who refused to perform needed maintenance on homes, even when the tenant's quality of life was negatively affected. Some described landlords in the community that live out of town, state, or country, and simply don't take care of homes in the neighborhood, leading to dilapidated housing conditions.

The system is keeping up with urgent concerns and may incentivize staying in poverty.

Public assistance programs can help support families through hardship, and give residents an opportunity to find financial stability and self-reliance. While the goal of programs is to help residents eventually live without assistance, sometimes program rules encourage residents to stay on assistance.

More than three quarters of respondents rely on some kind of assistance. Although residents feel that services are helpful, many respondents' urgent concerns were related to these same services, indicating that programs may not be addressing the urgent needs of everyone in the community.

One resident described how she and her child's father decided to live separately, because living together would have caused her to lose her assistance due to an increase in household income. In other instances, people who work part time with inconsistent hours may intentionally take fewer shifts so they don't trigger a loss of benefits over a small and temporary increase in income. The risk of losing benefits often outweighs the short-term benefits of increasing income beyond the income limits for assistance.

Urgent Concerns, Special Needs and Barriers for Residents

Immediate repercussions of not having enough money were some of the most frequently reported urgent concerns among residents. Residents facing hunger, cold winters, or the choice between working and providing childcare, might be more likely to take on debt to help them pay utility, food, and childcare costs, resulting in outstanding debt that is difficult to pay off. But getting help with these challenges can be a challenge of its own. A fifth of residents face several barriers to services, such as difficulty traveling, confusing processes, limited Internet access and more.

TRENDS

The proportion of residents saying their household has an urgent concern is nearly identical to survey findings in 2014. At that time, 41% of survey takers reported having an urgent concern, 1 percentage point lower than today. The proportion of those reporting barriers to services has dropped from about 40% to only 22%, yet the most common barriers faced are similar to those reported in 2014, with the addition of limited Internet access.



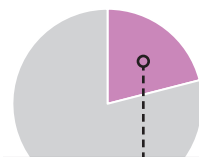
42%

REPORTED
HAVING
SOME TYPE
OF URGENT
CONCERN

TOP URGENT CONCERNS REPORTED BY THESE RESIDENTS

Utility Shut-off	46%
No Money for Food	42%
Outstanding Debt	35%
Legal Problems	25%
Cost/Availability of child care	14%
Foreclosure/Eviction	9%
Hurt or threatened at home	1%

*Residents could report more than one urgent concern.



22%

REPORTED A
BARRIER OR
DIFFICULTY
GETTING
SERVICE



BARRIERS THESE RESPONDENTS FACE

36%
Traveling to get
services is difficult

31%
The process is confusing and
it's too much of a hassle

31%
Limited Internet
access

26%
Turned away
because of
income limits

25%
Hours of operation
don't fit my
schedule

22%
Physically
difficult to leave
my home

5%
I don't speak
or read English
well

*Residents could report more than one barrier.

Detailed Findings: Disabilities and Health Care Access

More than half of respondents reported a disability in the household, most commonly related to mental health and physical disabilities. In more than half of these instances, the disability limits the person from going to work or school. About one in eight adults in the survey did not have health insurance, yet almost half of respondents needed healthcare that they could not afford. Publicly funded health insurance programs like Medicaid and Medicare are the most common programs providing medical coverage for residents.

TRENDS

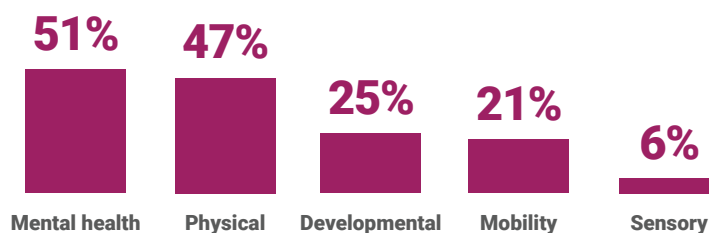
Since 2014, the percentage of adults without health insurance has improved from over 20% to just 12% today. The proportion of uninsured children remains low. Governmental sources of insurance like Medicaid and Medicare are slightly more common today than in 2014.



DISABILITIES IN HOUSEHOLDS



TYPE OF DISABILITIES REPORTED IN THESE HOUSEHOLDS

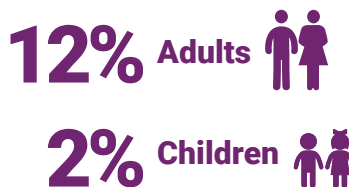


*Residents could report more than one type.

HEALTHCARE

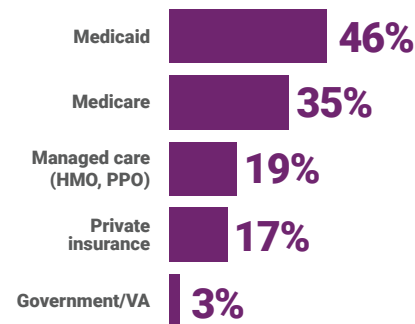


Lack of health insurance among...

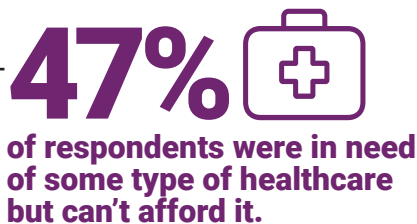


While most children of survey respondents had some kind of insurance, about one in eight adults did not. Strategies that create awareness of insurance options for adults, or policies that decrease the cost of health insurance could help close this gap.

Top 5 Types of Health Insurance Coverage Used Among Respondents



*Residents could report more than one type.



Only one in eight respondents reported not having insurance, but nearly half of respondents needed healthcare that they could not afford. This might indicate that simply having insurance is not enough, if it does not cover all of the necessary costs to provide quality, holistic healthcare.



*Residents could report more than one type.

Detailed Findings: Transportation

Transportation in the community is a challenge faced by many residents, whether they own a car or not. While half of respondents get around by driving their own car, many car owners face expensive repairs, often exacerbated by poor road conditions in the community. Although a quarter of respondents use public transit to get around, those who don't see it as unsafe, inconvenient, and expensive.

TRENDS

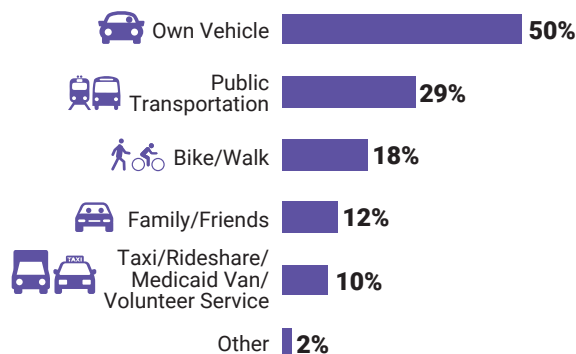
The percentage of survey respondents saying they get around in a car they own increased from about 40% to 50% since 2014, while those relying on public transit notably declined from around 40% last time to 29% this year. In 2014, the expense associated with public transit was the #1 reason residents said they do not use it more often, but today taking too long to get places is the biggest reason respondents don't use public transit.



TRANSPORTATION

Half of respondents use their own vehicle to get around, but other methods of transportation like public transit, biking and walking are just as prevalent. More than one in ten respondents relied on family and friends to help them get around, and about the same amount used taxis, rideshare, Medicaid vans or volunteer services.

How respondents get around

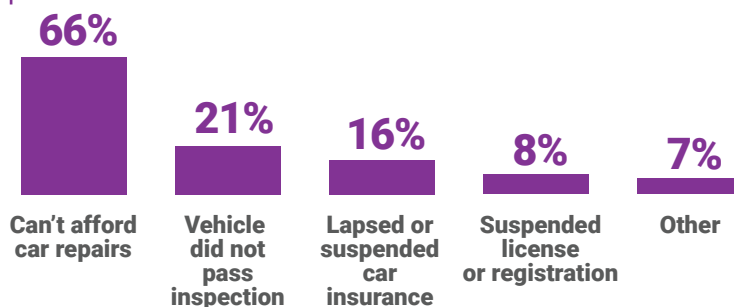


Slightly more than a quarter of respondents use public transit. For those who don't, the time it takes to get places is the number one barrier preventing them from using the bus or train. Other frequent concerns with public transit are that transit service is unsafe, expensive, and has stops that are too far from destinations and buses that are too infrequent.

Top reasons respondents don't take public transportation more often

- #1 Takes too long to get places
- #2 Don't feel safe
- #3 Too expensive
- #4 Buses don't run often enough
- #5 Too far to walk to bus stop

25% of respondents own a vehicle but experience one or more of the following issues



The number one challenge among car owners was not being able to afford repairs. Other challenges like failed vehicle inspections or suspended car insurance may be related to the cost of owning the car, since repairs are sometimes needed to pass inspection and car insurance can be expensive.

Detailed Findings: Finances and Assets

Low incomes are only the tip of the iceberg when it comes to financial challenges faced by survey respondents. Residents report receiving income from many other sources, either because they have no employment income or to supplement low employment income.

Debt from student loans and consumer debt pose a large barrier to financial stability. Most respondents felt that in their current financial situation, they would not be confident in handling a \$500 emergency. For others, who expressed more confidence, resiliency and resourcefulness in surviving on little were likely more important factors than having an actual savings to draw upon to cover an unexpected expense.

TRENDS

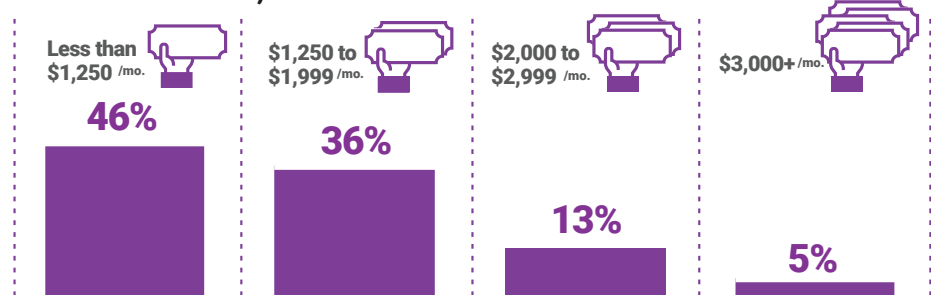
Survey respondents today reported higher incomes than in 2014; now, 46% earned less than \$1,250 per month, compared to about 70% before. Increases in the NYS minimum wage and cost-of-living adjustments to other income sources may contribute to slightly higher monthly income levels for some residents.



FINANCES AND ASSETS

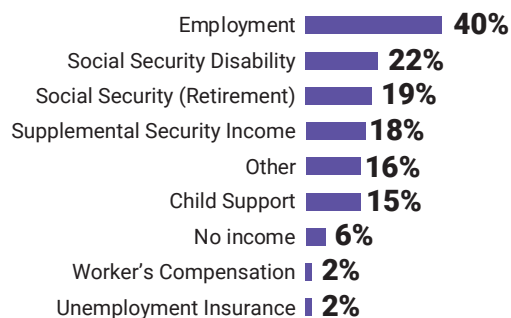
Four out of five respondents reported making less than \$24,000 per year (or less than \$2,000 per month), which is barely above the yearly income of a minimum wage worker in New York State. Nearly half of respondents reported that their household made less than \$15,000 per year, which is under the federal poverty level for a two person household.

Household Income, 2019

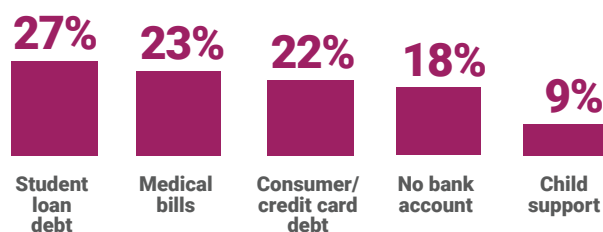


After income from employment, residents most often reported getting income from Social Security, either for disability or retirement. Only a small percentage of respondents reported having no income. Low incomes among respondents indicates that these sources of income may not be enough of a financial safety net for many families.

Sources of Household Income



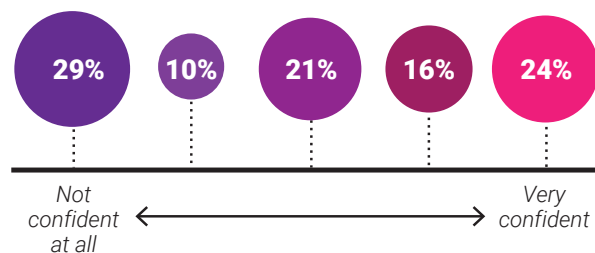
Top 5 Financial Challenges Households Experience



In addition to low incomes, residents face other financial challenges. Half of respondents are dealing with some kind of debt, and another quarter have medical bills to pay. Respondents often turn to taking on debt to help cover household expenses when regular income is insufficient, but have a hard time paying off that debt later due to low income.

Confidence in one's ability to handle a \$500 emergency indicates how much money someone has saved, or how much extra income they can access quickly. Sixty percent of respondents felt less than somewhat confident they could handle such an emergency, and a quarter had no confidence at all.

Confidence to Handle a \$500 Emergency



Detailed Findings:

Programs, Services and Supports

Public programs and other supports are important to the well-being of respondents. Three quarters of respondents in the community are receiving assistance. Most frequently, residents get help to pay food, medical, and utility expenses, which coincide with some of the top urgent concerns among community residents.

TRENDS

The types of benefits received by respondents is proportionally similar to 2014, but on the whole a greater percentage of this year's respondents receive benefits across most categories. The most noticeable difference is with HEAP, where the percentage of those receiving services has gone from under 10% in 2014 to 40% today.

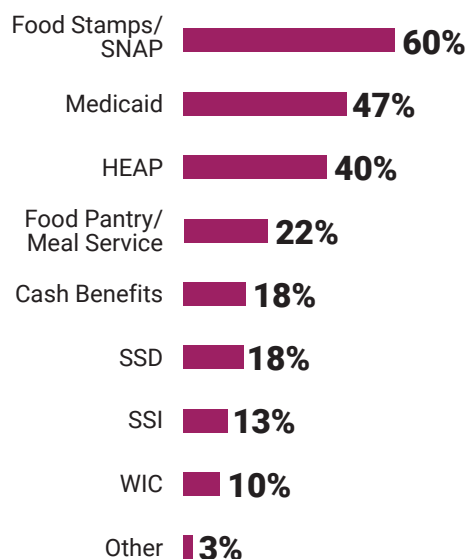


HOUSEHOLDS RECEIVING SERVICES THROUGH PROGRAMS

Three out of every four respondents reported receiving some form of public financial assistance. SNAP benefits were the most frequent, with more than half of respondents receiving money for food.

78% of households receive one or more services

Types of Services Received

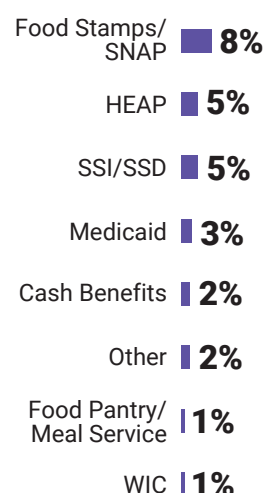


HOUSEHOLDS WITH PENDING APPLICATIONS FOR PROGRAMS

Far fewer respondents are waiting for benefits than currently receiving them. Even so, SNAP benefits are at the top of the list, an indication that residents in this community struggle to find enough money to feed their families.

16% of households have pending applications for assistance programs

Types of Services Pending



During resident focus groups, participants completed a brief exercise where they chose the programs and services they felt were strongest in the community, and those they believed need the most improvement.

Education/training and homeless programs are seen as both a strength and a need indicate that these services might be adequately serving a subset of the community, but that there is still work to be done in bolstering these programs to ensure they are serving the needs of all residents.

Programs/services residents identified as...

...the strongest

- #1 Education/Training
- #2 Homeless Programs
- #3 Veteran Programs
- #4 Health/Wellness
- #5 Food Services

...in need of improvement

- #1 Affordable Housing
- #2 Transportation
- #3 Education/Training
- #4 Homeless Programs

Perspectives from Residents

While survey responses help us understand broader trends occurring within the community, focus groups supplement survey findings by capturing deeper, more personal reflections on the lives of residents. Over three meetings held in various locations in the community, 22 residents shared their insights during hour-long conversations that addressed strengths of the community, challenges residents face, and ideas for how residents would improve their community.



Strengths and Assets of the Community

Neighborhood residents in some parts of the community are friendly and helpful. Some residents who live in South Buffalo described how their neighbors and people in their neighborhood are friendly and helpful. They felt that there was a strong sense of community and that their kids were safe going outside, making it a good place to live.

Neighborhoods are starting to see investment. After long periods of neglect in their community, Seneca Babcock residents shared that they are finally starting to see positive changes, like the construction of new green space and athletic fields, community gardens, and investments in the community center.

Residents are hopeful about updates to the transit system. Although residents reported a number of challenges associated with public transit, some were hopeful for the transit system's future because of the proposed expansions to light rail and renovations of the existing system infrastructure.

Mayor's Summer Youth Internship Program is a great asset for young people. One of the focus groups' younger participants shared that the city's summer youth employment program was a great way to keep kids busy during the summer, and provides them with a way to help make money and gain experience.

Locally-owned businesses are social centers for the community. Although this longstanding restaurant is now closed, Gigi's was described as an asset on Buffalo's East Side. In addition to being a Black-owned restaurant with great soul food at affordable prices, one resident described it as a social center where everyone felt welcomed.

Challenges in the Community

Assistance programs do not always work as intended. Focus group participants received some of the assistance programs listed in the survey, and spoke to some of the challenges associated with these programs. One group talked about how corner store owners in the community abused the food stamp system through price inflation practices. One young woman described how she and her child's father made the difficult decision to live apart to ensure they didn't lose benefits. A father shared that he receives SNAP benefits, yet still struggles to afford feeding his children. Others described finding the process of getting benefits to be time consuming and confusing, or found that they weren't eligible for certain programs even when they were struggling. In one group, residents felt that new immigrant residents to the city were getting better benefits than longtime, struggling residents.

Getting a good paying job is difficult. Residents in focus groups talked about the difficulties they faced when trying to find a good paying job in their community. Participants noted that simply getting to good paying jobs is difficult because of poor transit access to remote locations for those without cars. Others noted how even when they have the skills necessary to get a good paying job, they feel judged on how they look or their past records. Some say that drug screening practices hurt chances of getting jobs, even for occasional marijuana use. Participants said schools push students through to graduation without the skills they need to achieve success in life and careers. In other instances, residents reported that even having bad credit is a barrier to employment, especially for those who might want to start their own business.

Inadequate transportation is a barrier to jobs and services. Most residents felt that the region's public transit system is insufficient. Some reported high costs, while others say service where they live is too infrequent or trips simply take too long. Many good paying jobs in the area are located far outside the community, but bus service to these locations is difficult to use or non-existent. One young resident takes two buses and a train to get to school. Another got a job in Clarence, but when he left work at 9pm there were no buses left to take him home.

Challenges in the Community, cont'd.

Residents are not always aware of the healthcare options available to them. Most participants in the focus groups reported having some kind of health insurance coverage, but residents felt that many people are unaware of all of the healthcare options and services available to them. For example, things that are not covered by insurance plans, like dental work, are affordably available at UB for those who qualify, but residents feel that programs like that are not well-known.

Crime and drug use negatively impact residents' quality of life.

Residents in the focus group described how many areas of the community do not feel safe. One resident described dealing with break-ins in her neighborhood. Drug abuse is a common issue that affected many participants directly or indirectly. A resident described how drug use spans the full spectrum of the socio-economic spectrum, but consequences are drastically different for people of color compared to white offenders. He described a system where black residents with crack are sent directly to jail, but white residents with heroine have methadone clinics where they can get help. Other participants talked about how marijuana use and screening can limit employment opportunities, even when residents use it medically. Other residents noted how drug use creates broken homes, where grandparents end up raising grandchildren, because parents are no longer in the picture due to drug use.

Slumlords charge high rents for buildings that they fail to maintain. Several residents described how people who do not live in the neighborhood, city, state, or even the US purchase rental properties that they do not maintain, leading to poor housing conditions and blighted structures. Yet residents say absentee landlords will charge high rents for homes that are falling apart, making it difficult to find a comfortable and affordable place to live in the community.

There is a perception among residents that foreign-born residents are given an unfair advantage. Some resident focus groups mentioned how many of their neighborhood businesses were owned by new immigrants, who they believe were able to get tax breaks, more public assistance, and help starting businesses than longtime residents of the neighborhood.

Ideas for Change in the Community

Create a one-stop-shop for services in the community. To address the challenges of transportation, some residents would like to see offices for services located within different neighborhoods of the community rather than downtown. These offices would be a one-stop-shop for assistance with housing, utilities, employment, childcare, healthcare, and more.

Improve affordable housing options and crack down on bad landlords. Residents want to see more affordable, high-quality housing options including rent-to-own, in their neighborhoods. Some participants believe this should be accomplished by fixing up the dilapidated housing that already exists, and by cracking down on absentee and abusive landlords through stricter enforcement of the law.

Expand affordable transportation options. Some participants would like to have more frequent and convenient public transit, especially when it comes to providing travel options to locations outside the community where jobs are located. Others also mentioned the need for services that provide transportation similar to medical transportation for Medicaid recipients, but for non-medical trips such as running errands or leisure.

Make the process of applying for and receiving assistance simpler and less stressful. Residents expressed a desire to simplify the application process for different forms of assistance, or to consolidate them to reduce paperwork. Others felt that when working with service providers, workers could be rude or insensitive, so they felt that employees could be trained better to empathize with residents.

Provide better job training and education for youth in the community. Many residents felt that youth were not being adequately prepared by the school system to enter the workforce. Participants desire more real-world skill training in schools, better guidance for students in high school, and increased exposure to career options for students.

Support more Black-owned businesses in the community. Residents talked about their memories of thriving commercial districts in their community, where Black-owned businesses were once strong and prevalent. Residents would like more resources and supports for helping Black residents in the community open businesses, not only to help bolster the neighborhood's economic well-being, but to also foster a stronger sense of community.

Generate greater awareness of the services that are already available. Although some residents said that 2-1-1 WNY and other online resources are helpful for finding information about services, others noted that more people would use existing services if they knew where to learn about them.

Bernie

A gang member-turned-family man in South Buffalo tries his best to provide a better future for his children, despite numerous challenges.

Bernie* is a family man living in South Buffalo with his wife and four children ranging in age from 10 to 17. It is a world apart from the years he spent on the streets of Buffalo's East Side dealing drugs, befriending gang members, and making fast money. He turned to the streets when he was a teen living with his biological father. Supervision was not among his dad's greatest skills. Rather, he let his boys do pretty much what they wanted. "My brother and I ran the household." With so much freedom, Bernie dropped out of high school and turned to the streets. They became his family. They gave him the attention and love he craved at home. This way of life continued until Bernie himself became a father and wanted something better, something safer, for himself and his family. Thoughts of being shot at multiple times still haunt him.

"South Buffalo is quiet." We sit outside on the front porch and nobody bothers us. My son can walk up to the store and be safe. They moved there almost three years ago from the West Side of Buffalo. They were evicted after years of faithfully making rent payments. "The landlord decided to up the rent from \$650 to \$1200 per month and rent to different tenants." They lived with friends until they found the apartment in



“I worked in every department... I have lots of job skills...but they did not promote me.”

South Buffalo. While the neighborhood offers a welcome alternative and more affordable rents, quality isn't always there.

Bernie's landlord lives overseas and has yet to address the leaky roof or the peeling paint with lead. Last year Bernie was injured at home when a shaky staircase broke. He has been out of work since. Prior to this, he worked in manufacturing, as well as retail and healthcare. He misses the pay, especially the ability to earn overtime at the Southtowns plant where he was employed through a temporary agency. His wife is also out of work after being hurt in a serious auto accident some years ago.

Bernie dreams of someday opening a business of his own, a pub where everyone is welcome, even smokers, and where food and drink is affordable. He would also like to be a homeowner with a yard where he could grow vegetables and reduce their grocery bill that only increases when the kids are not in school. He knows that for these dreams to become a reality he needs to build up his credit and save. However, right now they get by on a fixed income that just covers the necessities in life: rent, food and car insurance. There is no money for any extras.

Naomi

Naomi lives with her husband and two children on a quiet, tree-lined street in Buffalo in a home they recently purchased at an auction for the price of a new car.

She lives a mile from the hospital where she works in housekeeping. She is more than 7,700 miles from where she grew up in Bangladesh. They came here less than three years ago. When her mother passed away back in 2017, they sold the plot of land her mom owned and used the proceeds to purchase the house. “We were sick of paying rent.” They were also determined to transform a house abandoned for years into a home with a garden out back.

While Naomi has a master’s degree and worked as a teacher back home, the wages were paltry. “There I owned two dresses. Here I have many.” She absolutely loves her job at the hospital, simply thankful for the opportunity. “My English is horrible. My accent is different, my pronunciation hard to understand.” She wants to advance but says she needs to build up her language skills. She is also working on a driver’s license. She has taken the test over 10 times but still not passed. I know everything but get too scared. Her commute to work is a half hour by bus, but the walk home from the bus stop, in the dark near midnight, isn’t always pleasant. Some days she runs home, frightened by comments from those drinking on their porch.

Focusing on the future keeps her going. So does being a proud mom. Both of her children excel at school and her son passed his driver’s test on the first try.



“I’d like to advance but need to build up my language skills. I’m learning every day.”

Data Sources & Notes

Defining Need, Page 2

Federal Poverty Level: U.S. Department of Health and Human Services, HHS Poverty Guidelines for 2019.

Minimum Wage: New York State Department of Labor, Minimum Wage (effective 12/31/18).

Resident Survey

The resident survey was conducted from January 2019 through June 2019. Surveys were gathered at various sites across the community, including the Boys and Girls Club Baird Clubhouse, Buffalo Public School District Community School Saturday Academies at Harvey Austin and BUILD, Response to Love, Independent Health's Good for the Neighborhood event at Westminster Community Charter School, Jericho Road Community Health Center (East Side Clinic), Sister Mary Josette Pantry at Villa Maria College, and Holy Cross Head Start. Surveys at these locations were completed in person, administered by a Mobile Safety-Net Team Community Impact Coordinator or an agency staff member. The survey was made available in English, Spanish and Arabic. About a dozen online surveys were also completed, with a link to the survey distributed through partner agencies in the community through email and/or social media.

The analysis of the 595 responses included standardizing open ended responses and cleaning data for accuracy. Not all surveys were completed in full, and response rates for questions ranged from 331 responses to question 28, to 592 responses to question nine. In cases where percentages are used, these numbers represent the percent of people who answered the question, not the percent of all people who took the survey.

Although some questions asked for respondents to choose one answer, there were several instances where respondents chose multiple responses; in these cases, all answers were included.

Resident Focus Group

Resident focus groups were held on February 20th, 2019, March 6th, 2019, and March 20th, 2019. Participants were recruited through the resident survey, where respondents could opt to provide contact info if they were interested in participating in a focus group. Additional participants were identified through collaboration with community partners and service providers. Residents who participated in the focus group were given a \$10 gift card to Tops as appreciation for their time. Public notes were taken during the meeting, then later transcribed.

Detailed Findings: Programs, Services and Supports, Page 10

Programs/services residents identified as strongest and in need of improvement.

Resident focus group participants were asked to identify the strongest types of programs and services in the community as well as the program and service types where need for expansion and/or investment was greatest. Each resident had three yellow dots for placing next to the strongest programs and three blue dots for identifying where need was greatest across 16 categories of programs and services. Dots could be used to identify up to three strengths and weaknesses or several dots could be allocated to fewer categories. The top strengths and needs/gaps are those program and service types that generated the largest number of dots from all residents.

Trends: As of December 31, 2018, the minimum wage in NYS was \$11.10 per hour. A resident who works 30 hours a week for 4 weeks will earn \$1,332 a month, versus \$960 a month at a wage of \$8.00 per hour, the minimum wage in 2014, when the resident survey was last conducted. Minimum wages are provided by the NYS Department of Labor.

Social Security benefits also get adjusted over time for cost of living changes. The average monthly payment under the Social Security Disability Program was less than \$1,250 in 2014 but is now, in 2019, more than \$1250 per month, according to average monthly benefit data provided by the Social Security Administration.

Stories of Need

Stories of need reflect the voice and experience of actual residents living in Buffalo (East of Main street). Names and other identifying information have been changed to protect the identity and confidentiality of those who were interviewed. Interviews took place between April and June 2019. Interviews were conducted over the telephone and/or in person. Interviewees were recruited from the focus group with residents, or represent individuals who volunteered to share their story. Interview questions explored challenges around topics covered in community reports such as access to jobs, job training, affordable housing, healthy foods, transportation, and other barriers to jobs and services. The are intended to paint a picture of how these challenges play out in the lives of individuals and show how issues are interrelated.

Appendix

Resident Survey - English version

MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT

Thank you for participating in this survey. Your answers will assist us in better understanding the needs in the community and help us build a stronger safety net that more readily connects residents to the human services they need. Please select one response unless indicated otherwise. **Your answers will remain completely confidential.**

1 Age _____ 2 Gender _____ 3 Race _____ 4 Zip Code _____ 5 Survey Location _____

6 Including yourself, how many people are in your household?

Adults (18 and up) _____¹ Children (under 18) _____²

7 Has anyone in your household ever served in the armed forces?

☐ Yes¹ ☐ No²

8 What is your current employment status? *Select all that apply.*

- | | |
|---|---|
| ☐ Student ¹ | ☐ Unemployed, not looking ⁶ |
| ☐ Retired ² | ☐ Out of the labor force |
| ☐ Employed full time ³ | (not working, not looking) ⁷ |
| ☐ Employed part time ⁴ | ☐ Other: _____ ⁸ |
| ☐ Unemployed, looking ⁵ | |

9 What is your current living situation?

- | | |
|---|--|
| ☐ Own ¹ | ☐ Staying with friends/family ⁴ |
| ☐ Rent, with assistance ² | ☐ Homeless/shelter ⁵ |
| ☐ Rent, without assistance ³ | ☐ Other: _____ ⁶ |

10 How long have you lived at your current address?

- | | |
|---|---|
| ☐ Less than 3 months ¹ | ☐ 6-10 years ⁴ |
| ☐ 3 months-1 year ² | ☐ >10 years ⁵ |
| ☐ 1-5 years ³ | ☐ More than 10 years ⁶ |

11 What is the highest level of education/training you've completed?

- | | |
|---|---|
| ☐ High school/Equivalency ¹ | ☐ Post graduate degree ⁵ |
| ☐ Some college, no degree ² | ☐ Military ⁶ |
| ☐ Trade School/Certificate ³ | ☐ Did not finish high school ⁷ |
| ☐ College degree (2 or 4 yr) ⁴ | |

12 Do you or does anyone in your household have any of the following disabilities? *Check all that apply.*

- | | |
|---|---|
| ☐ Mental health ¹ | ☐ Developmental ⁴ |
| ☐ Mobility ² | ☐ Sensory ⁵ |
| ☐ Physical ³ | ☐ No Disability ⁶ |

13 Do you or does anyone in your household have a disability that limits their ability to work and/or go to school?

☐ Yes¹ ☐ No²

14 What is your primary form of transportation?

- | | |
|---|--|
| ☐ Bicycle ¹ | ☐ Medicaid van ⁶ |
| ☐ Family/Friends ² | ☐ Uber/Lyft ⁷ |
| ☐ Own Vehicle ³ | ☐ Volunteer service van ⁸ |
| ☐ Taxi ⁴ | ☐ Public transportation ⁹ |
| ☐ Walk ⁵ | ☐ Other: _____ ¹⁰ |

15 If you have ever used public transit, do you regularly encounter any of the following issues? *Select all that apply.*

- | | |
|---|---|
| ☐ Too expensive ¹ | ☐ Service isn't reliable ⁸ |
| ☐ Takes too long to get places ² | ☐ I don't feel safe ⁹ |
| ☐ No service where I need to go ³ | ☐ Schedule is too confusing ¹⁰ |
| ☐ No evening or weekend service ⁴ | ☐ Other: _____ ¹¹ |
| ☐ No service in my community ⁵ | ☐ None ¹² |
| ☐ Buses don't run often enough ⁶ | ☐ Have not used public transit ¹³ |
| ☐ Too long to walk to bus stop ⁷ | |

16 If you own a vehicle, have you experienced any of the following over the last year? *Select all that apply.*

- | |
|---|
| ☐ Did not repair my car because I could not afford to ¹ |
| ☐ Lapsed or suspended car insurance ² |
| ☐ Suspended license or registration ³ |
| ☐ Vehicle did not pass inspection ⁴ |
| ☐ Other: _____ ⁵ |
| ☐ None/Do not own a vehicle ⁶ |

17 What are your household's sources of income? *Select all that apply.*

- | | |
|--|---|
| ☐ Employment ¹ | ☐ Child support ⁷ |
| ☐ Unemployment insurance ² | ☐ No income ⁸ |
| ☐ SSI ³ | ☐ Other: _____ ⁹ |
| ☐ SSD ⁴ | |
| ☐ Social security retirement ⁵ | |
| ☐ Worker's compensation ⁶ | |

18 How much money is currently received from these sources to support your household each month?

- | |
|--|
| ☐ < \$1,250/month ¹ |
| ☐ \$1,250-\$1,999/month ² |
| ☐ \$2,000-\$2,999/month ³ |
| ☐ \$3,000+/month ⁴ |

19 Are you or is anyone in your household currently receiving (any of the following)? *Select all that apply.*

- | | |
|--|--|
| ☐ Food stamps/SNAP ¹ | ☐ SSI ⁶ |
| ☐ Food pantry/meal service ² | ☐ SSD ⁷ |
| ☐ Medicaid ³ | ☐ WIC ⁸ |
| ☐ Cash benefits ⁴ | ☐ Other: _____ ⁹ |
| ☐ HEAP ⁵ | ☐ None ¹⁰ |

20 Does anyone in your household have a pending application for any of the following? *Select all that apply.*

- | | |
|--|--|
| ☐ Food stamps/SNAP ¹ | ☐ SSI/SSD ⁶ |
| ☐ Food pantry/meal service ² | ☐ WIC ⁷ |
| ☐ Medicaid ³ | ☐ Other: _____ ⁸ |
| ☐ Cash benefits ⁴ | ☐ None ⁹ |
| ☐ HEAP ⁵ | |

21 Do any of the following financial issues apply to you? *Select all that apply.*

- | |
|---|
| ☐ Consumer/credit card debt ¹ |
| ☐ Student loan debt ² |
| ☐ Underwater mortgage (owe more than your house is worth) ³ |
| ☐ Unbankable ⁴ |
| ☐ No bank account ⁵ |
| ☐ Medical bills ⁶ |
| ☐ Child support ⁷ |
| ☐ Other: _____ ⁸ |

22 How confident are you in your ability to deal with a \$500 emergency expense, on a scale of 1 to 5, where 1 means "not confident at all" and 5 means "very confident"? *Circle one.*

- | | | | | |
|--|---|------------------------|---|--|
| 1 | 2 | 3 | 4 | 5 |
| 1 = Not confident at all
(Expense would be a burden.) | | 3 = Somewhat confident | | 5 = Very confident
(I could financially manage this expense.) |

(Survey questions continue on back side.)

Resident Survey, cont'd. - English version

MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT (continued)

23 Does anyone in your household lack health insurance?

Select all that apply.

- ☐ Yes, one or more adults do not have health insurance¹
- ☐ Yes, one or more children do not have health insurance²
- ☐ No, we all have health insurance³

24 If insured, what type of health insurance is currently used by members of your household? *Select all that apply.*

- ☐ Private insurance¹
- ☐ Managed care (HMO, PPO)²
- ☐ Medicare³
- ☐ Medicaid⁴
- ☐ Government (VA)⁵
- ☐ Health Savings Account⁶
- ☐ Other _____⁷
- ☐ Do not know/Unsure⁸
- ☐ No health insurance⁹

25 Over the last year, was there any time when you needed any of the following but did not get it because you could not afford it? *Select all that apply.*

- ☐ Health care¹
- ☐ Mental health care or counseling²
- ☐ Dental care (including checkups)³
- ☐ Optical care (including eyeglasses)⁴
- ☐ Prescription medicine⁵
- ☐ Transportation to doctor appointments or health services⁶
- ☐ Other: _____⁷
- ☐ None⁸

26 Are there any urgent concerns or special needs that you or someone in your household have? *Select all that apply.*

- ☐ Utility shut-off notice¹
- ☐ Foreclosure/Eviction²
- ☐ No money for food³
- ☐ Cost/availability of child care for work⁴
- ☐ Legal problems⁵
- ☐ Outstanding Debt⁶
- ☐ Hurt or threatened at home⁷
- ☐ Other: _____⁸
- ☐ No urgent concerns⁹

27 Has anyone in your household encountered difficulty getting necessary services (food, housing, utilities, medical care, etc.) over the last year?

- ☐ Yes¹ ☐ No²

28 If "yes", describe what barriers were faced. *Select all that apply.*

- ☐ Traveling to get services is difficult¹
- ☐ I don't speak/read English well²
- ☐ I can't get there during hours the agency is open³
- ☐ I've been turned away because of income limits⁴
- ☐ It can be physically difficult for me to leave my home⁵
- ☐ It's too much of a hassle since the process is confusing⁶
- ☐ Limited Internet access⁷
- ☐ Other: _____⁸
- ☐ None⁹

OPTIONAL: If you would be interested in participating in a resident focus group, please provide the following:

NAME _____

Phone # _____

Resident Survey - Spanish version

EVALUACIÓN DE NECESIDADES COMUNITARIAS DEL EQUIPO MOBILE SAFETY-NET

Gracias por participar en esta encuesta. Sus respuestas nos ayudarán a comprender mejor las necesidades de la comunidad y nos ayudarán a construir una red de seguridad más sólida que conecte más fácilmente a los residentes con los servicios humanos que necesitan. Por favor seleccione una respuesta a menos que se indique lo contrario. **Sus respuestas serán completamente confidenciales.**

1 Edad _____ 2 Genero _____ 3 Raza _____ 4 Codigo Postal _____ 5 Lugar de encuesta _____

6 Incluyéndote, cuántas personas viven en tu hogar?

Adultos (18 y más) _____¹ Niños (menor de 18) _____²

7 ¿Alguien en tu hogar ha servido en las fuerzas armadas?

☐ Si¹ ☐ No²

8 ¿Cuál es tu situación laboral actual? *Marca las que correspondan.*

- ☐ Estudiante¹ ☐ Desempleado, sin buscar⁶
☐ Retirado² ☐ Fuera del servicio laboral (sin trabajar ni buscar)⁷
☐ Empleado tiempo completo³ ☐ Otro: _____⁸
☐ Empleado a tiempo parcial⁴ ☐ Desempleado, buscando⁵

9 ¿Cuál es tu situación actual de hogar?

- ☐ Propietario¹ ☐ Viviendo con amigos/familia⁴
☐ Alquiler, con ayuda² ☐ Sin hogar/refugio⁵
☐ Alquiler, sin ayuda³ ☐ Otro: _____⁶

10 ¿Cuánto tiempo llevas viviendo en tu dirección actual?

- ☐ Menos de 3 meses¹ ☐ 6-10 años⁴
☐ 3 meses—1 año² ☐ Más de 10 años⁵
☐ 1-5 años³

11 ¿Cuál es el nivel más alto de educación/estudios que has completado?

- ☐ Instituto/Equivalencia¹ ☐ Título Universitario (2 o 4 años)⁴
☐ Algo universitario/sin título² ☐ Postgrado⁵
☐ Escuela Vocacional/Certificado³ ☐ Militar⁶
☐ No terminó el Instituto⁷

12 ¿Tienes tú o alguien en tu hogar alguna de las siguientes discapacidades? *Marca las que correspondan*

- ☐ Salud Mental¹ ☐ De desarrollo⁴
☐ Movilidad² ☐ Sensorial⁵
☐ Física³ ☐ Sin Discapacidades⁶

13 ¿Tienes tú o alguien en tu hogar alguna discapacidad que le limita para trabajar y/o ir a la escuela?

☐ Si¹ ☐ No²

14 ¿Cuál es tu medio de transporte principal?

- ☐ Bicicleta¹ ☐ Uber/Lyft⁷
☐ Familia/Amigos² ☐ Servicio voluntario de Furgoneta⁸
☐ Tengo auto³ ☐ Transporte público⁹
☐ Taxi⁴ ☐ Otro: _____¹⁰
☐ Andando⁵ ☐ Furgoneta Medicaid⁶

15 Si alguna vez ha usado transporte público, ¿encuentras algunos de los siguientes problemas? *Marca las que correspondan.*

- ☐ Demasiado costoso¹ ☐ Servicio no fiable⁸
☐ Tarda demasiado en llegar² ☐ No me siento seguro⁹
☐ No llega a donde necesito³ ☐ Horario muy confuso¹⁰
☐ No hay servicio de tarde o fin de semana⁴ ☐ Otro: _____¹¹
☐ No hay servicio en mi barrio⁵ ☐ Ninguno¹²
☐ Autobuses no pasan a menudo.⁶ ☐ No he usado transporte público¹³
☐ Mucho recorrido a pie a la parada⁷

16 Si posees un vehículo, ¿has experimentado alguno de los siguientes puntos en el último año?

- ☐ No reparé el auto porque no podía pagarlo¹
☐ Seguro de auto caducado o suspendido²
☐ Licencia o registro suspendido³
☐ Vehículo no pasó inspección⁴
☐ Otro: _____⁵
☐ Ninguno/No poseo un vehículo⁶

17 ¿Cuáles son las fuentes de ingreso de tu hogar? *Marca las que correspondan.*

- ☐ Empleo¹ ☐ Compensación al trabajador⁶
☐ Seguro de desempleo² ☐ Manutención de los hijos⁷
☐ SSI³ ☐ Sin ingresos⁸
☐ SSD⁴ ☐ Otro: _____⁹
☐ Jubilación de la seguridad social⁵

18 ¿Cuánto dinero recibes actualmente de estas fuentes de ingreso al mes?

- ☐ < \$1,250/mes¹
☐ \$1,250-\$1,999/mes²
☐ \$2,000-\$2,999/mes³
☐ \$3,000+/mes⁴

19 ¿Estas tú o alguien en tu hogar actualmente recibiendo alguno de los siguientes? *Marca los que correspondan.*

- ☐ Food stamps/SNAP¹ ☐ HEAP⁵
☐ Banco de alimentos/servicios de comidas² ☐ SSI⁶
☐ Medicaid³ ☐ SSD⁷
☐ Prestaciones en efectivo⁴ ☐ WIC⁸
☐ Otro: _____⁹
☐ Ninguno¹⁰

20 ¿Alguien en tu hogar tiene una solicitud pendiente para alguno de los siguientes? *Marca los que correspondan.*

- ☐ Food stamps/SNAP¹ ☐ SSI/SSD⁶
☐ Banco de alimentos/servicios de comidas² ☐ WIC⁷
☐ Medicaid³ ☐ Otro: _____⁸
☐ Prestaciones en efectivo⁴ ☐ Ninguno⁹
☐ HEAP⁵

21 ¿Sufres alguno de los siguientes problemas financieros?

- ☐ Deuda de consumidor/tarjeta de crédito¹
☐ Deuda de préstamos estudiantiles²
☐ Hipoteca submarina (debes más de lo que vale tu casa)³
☐ No financiable⁴
☐ Sin cuenta bancaria⁵
☐ Facturas médicas⁶
☐ Manutención de los hijos⁷
☐ Otro: _____⁸

22 ¿Cuánta confianza tienes en poder hacer frente a un gasto de emergencia de \$500, e una escala del 1 al 5, donde 1 significa "nada de confianza" y 5 significa "confianza total"? *Marca uno.*

- 1 2 3 4 5
 1 = Sin confianza en absoluto (el gasto sería una gran carga) 3 = Algo confiado 5 = Muy confiado (Podría manejar el gasto sin problemas)

(La encuesta continua en la parte trasera)

Resident Survey, cont'd. - Spanish version

EVALUACIÓN DE NECESIDADES COMUNITARIAS DEL EQUIPO MOBILE SAFETY-NET (continuación)

23 ¿Alguien en tu hogar carece de seguro médico? *Marca las que correspondan.*

- ☐ Si, uno o más adultos no tienen seguro médico¹
- ☐ Si, uno o más niños no tienen seguro médico²
- ☐ No, todos tenemos seguro médico³

24 Si tienes seguro, ¿qué tipo de seguro médico utilizan los miembros de tu familia actualmente? *Marca las que correspondan.*

- ☐ Seguro Privado¹
- ☐ Atención administrada (HMO, PPO)²
- ☐ Medicare³
- ☐ Medicaid⁴
- ☐ Gobierno(VA)⁵
- ☐ Cuenta de ahorros de salud⁶
- ☐ Otro _____⁷
- ☐ No lo sé/no estoy seguro⁸
- ☐ Sin seguro médico⁹

25 Durante el último año, ¿has necesitado alguno de los siguientes pero no has podido pagarlo? *Marca las que correspondan.*

- ☐ Atención médica¹
- ☐ Atención de salud mental o asesoramiento²
- ☐ Atención dental (incluidos chequeos)³
- ☐ Atención óptica (incluidas gafas)⁴
- ☐ Medicamento con receta⁵
- ☐ Transporte a citas médicas o servicios de salud⁶
- ☐ Otro: _____⁷
- ☐ Ninguno⁸

26 ¿Hay alguna preocupación o necesidad urgente que tengas tú o alguien de tu hogar? *Marca las que correspondan.*

- ☐ Notificación de corte de servicios (agua, gas, etc)¹
- ☐ Ejecución hipotecaria/Desalojo²
- ☐ Sin dinero para comida³
- ☐ Coste/disponibilidad de cuidado infantil para trabajar⁴
- ☐ Problemas legales⁵
- ☐ Deudas pendientes⁶
- ☐ Herido o amenazado en casa⁷
- ☐ Otro: _____⁸
- ☐ Sin preocupaciones urgentes⁹

27 ¿Alguien en tu hogar ha tenido dificultades para obtener servicios necesarios (comida, vivienda, servicios públicos, atención médica, etc) durante el último año?

- ☐ Si¹ ☐ No²

28 Si la respuesta es "Si", describe a que barreras se enfrentaron. *Marca las que correspondan.*

- ☐ Viajar para obtener servicios es difícil.¹
- ☐ No hablo/leo Inglés bien²
- ☐ No puedo llegar durante las horas en que la agencia está abierta³
- ☐ Me han rechazado por mis ingresos limitados⁴
- ☐ Puede ser físicamente complicado salir de mi hogar⁵
- ☐ Es demasiado complicado porque el proceso es confuso⁶
- ☐ Acceso a internet limitado⁷
- ☐ Otro: _____⁸
- ☐ None⁹

OPCIONAL: Si estás interesado en participar en un grupo focal de residentes, proporcione los siguientes datos:

NOMBRE _____

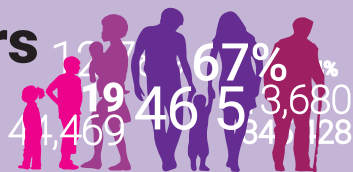
Teléfono# _____

INSIGHTS FROM RESIDENTS **City of Buffalo** (East of Main St)

SEPTEMBER 2019

Numbers in Need

IN BUFFALO NIAGARA



A Mobile Safety Net Team
initiative established by
The John R. Oishei Foundation

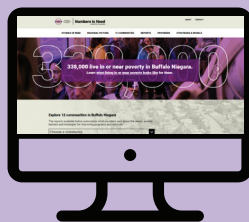


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