

INSIGHTS FROM PROVIDERS

CITY OF **Buffalo** (West of Main St)

SEPTEMBER 2019

“

Let's break down silos.

“

I think a lot of what we're talking about here is gaps in agency capacity...

“

**Communication
...that is a big
barrier...**



Numbers in Need

IN BUFFALO NIAGARA



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

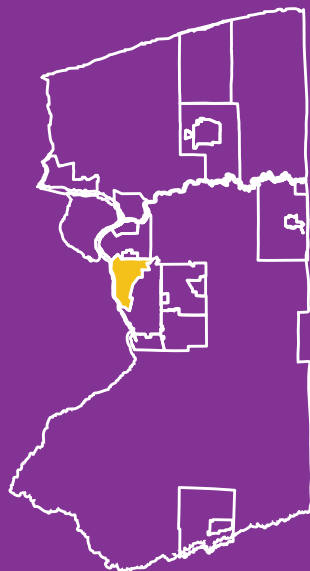


Prepared by



University at Buffalo
Regional Institute
School of Architecture and Planning

City of Buffalo (West of Main St)



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About this Report

This report offers perspectives of service providers in Buffalo (West of Main Street) who participated in a focus group conversation on gaps in services, barriers facing providers and residents, and promising developments. It also explores the landscape of services in the community and models to consider for strengthening the safety-net for individual 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.

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



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Defining Need

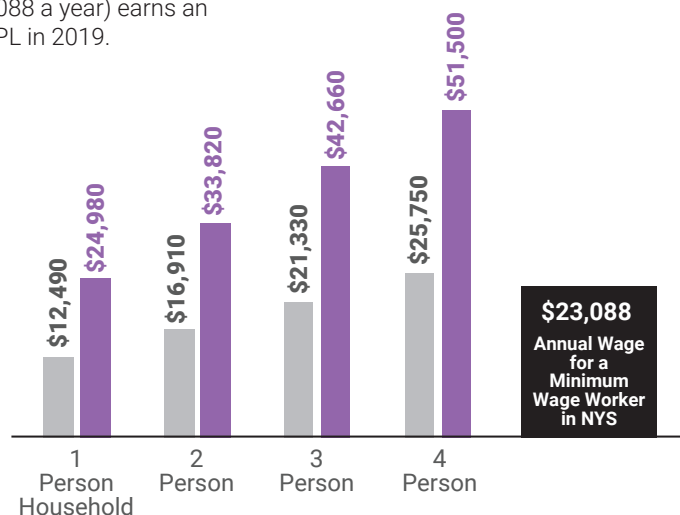
Over 54,000 residents west of Main Street in the City of Buffalo live in or near poverty with incomes below 200% of the federal poverty line.

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

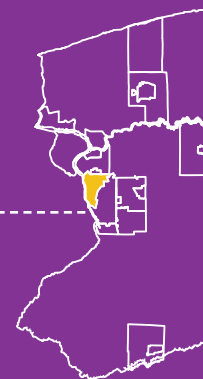
■ Federal Poverty Level
■ 200% of Federal Poverty Level



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

Reports for this Community

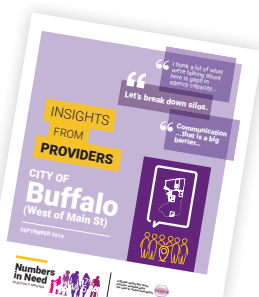
This report is part of a comprehensive suite of reports for the **City of Buffalo (West of Main Street)**, one of 12 representative communities in the Buffalo Niagara Region selected for assessment and investment as part of the Numbers in Need project.



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

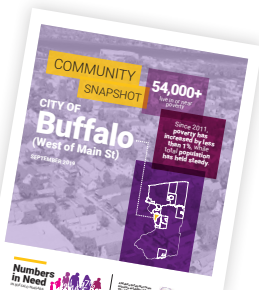
Insights from Providers

This report, *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.



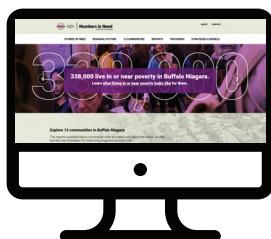
Insights from Residents

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.



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.



What Went Into This Report

Building an Updated Landscape of Providers



The 2014 Baseline Community Report was the starting point.

Baseline Community Reports

The community report completed for the City of Buffalo (West of Main Street) in February 2014 offered a starting point for analyzing the landscape of services.



Information was updated through an Agency Questionnaire.

Agency Questionnaire

Dozens of not-for-profits and governmental human service providers completed an agency questionnaire offering information on their programs and services. This questionnaire asked providers to update information about their organization and the services/programs they offer.



Find it here:

Pg 5 of this report
(The Landscape of Providers)

Numbers in Need Website
(Provider Tool)

Gaining Insights from Providers



We shared what we heard from residents and what the data said about the community.

Talking with agencies that provide programs and services to residents in the community highlighted challenges and barriers that preliminary data findings did not show. In some cases, providers turned our attention to new topics and areas of concern. In other cases, they offered additional insights on data and trends coming out of our outreach to residents and an analysis of detailed community data on poverty, housing costs, vehicle access, educational attainment, work, income and family factors that contribute to economic vulnerability.

Participating Organizations

2-1-1 WNY
Belle Center
Boys & Girls Club of Buffalo
Buffalo & Erie County Public Library
Buffalo State College
Grassroots Gardens WNY
Heart of the City Neighborhoods
Literacy New York Buffalo-Niagara
Neighborhood Health Center
PUSH Buffalo
Rich Products Corporation
West Side Community Services
Westminster Economic Development Initiative (WEDI)

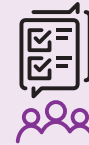
Perspectives and Insights from Providers

The findings presented in this report synthesize **what we heard from providers**. Insights were captured from several providers who were interviewed, who shared additional perspectives and information on their programs, and successes in connecting with residents and challenges.

Community Data



Resident Surveys



Resident Focus Groups



Preliminary findings from these activities were shared at provider focus group meetings and through provider interviews.

Provider Focus Groups



14 representatives of nonprofit human services participated in a focus group. The conversation gathered insights on additional areas of concern, barriers, successes and strategies for the future.

Provider Interviews



Conversations with selected agency representatives offered new and additional information on human service challenges, barriers and promising developments in the community.



Strengths of the Landscape



Additional Gaps/Needs Identified by Providers



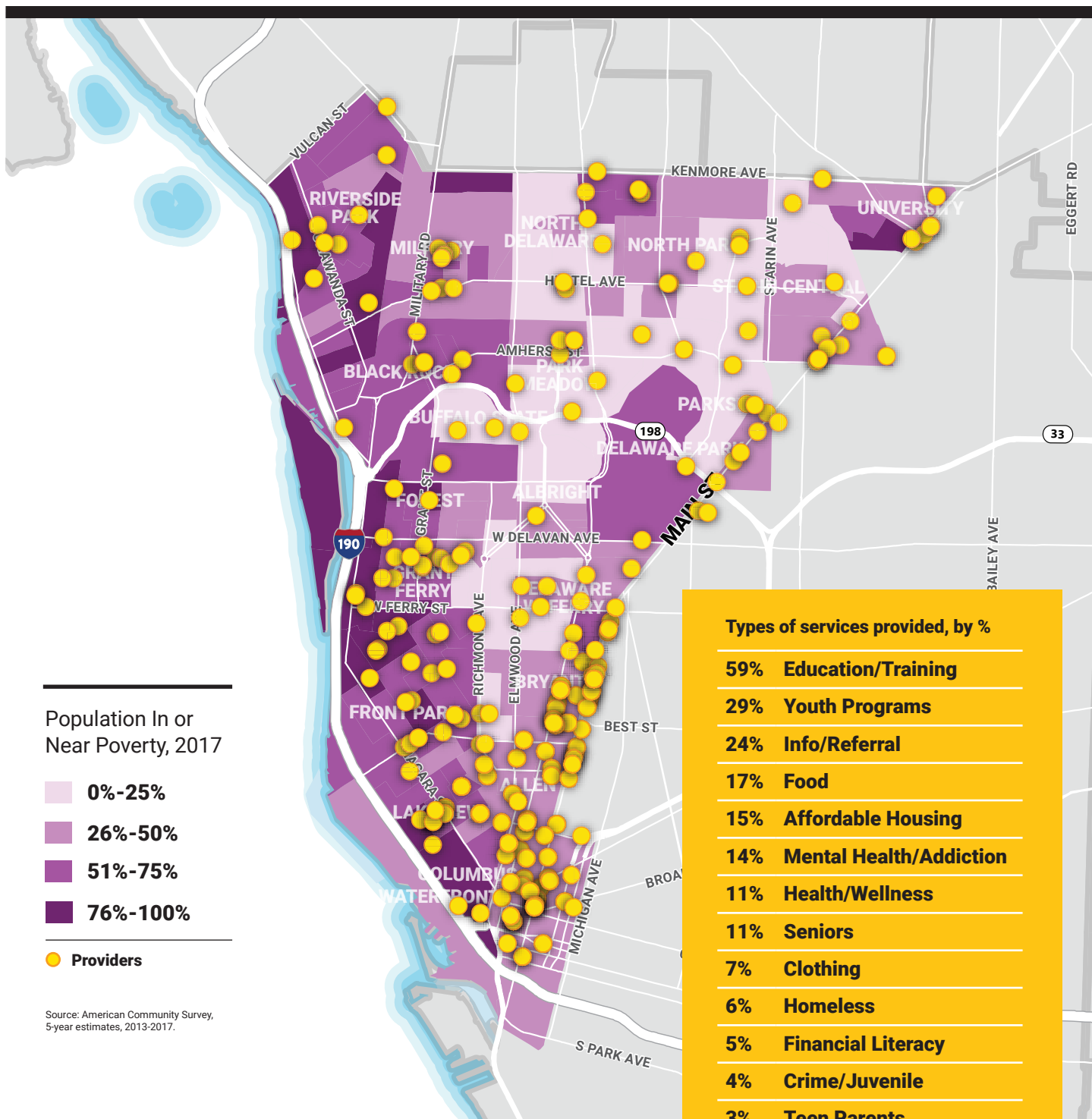
Barriers Residents Face to Programs, Services and Jobs



Promising Developments



Models to Consider



The Landscape of Providers

229

SERVICE PROVIDERS
in the City of Buffalo
(West of Main St)



See more online

Visit NumbersInNeed.org to view additional maps and the listing of service providers.





Strengths of the Landscape

Close to 230 service providers are located in the community.

The landscape of programs and services is broad and deep, with 229 service providers located west of Main Street in Buffalo. This number reflects over a fifth of providers in the study region's 12 communities. The majority are not-for-profit organizations. There are at least seven providers in every service category to meet the needs of residents for food, clothing, training, legal, youth programs, medical care, homeless services and more. Education and training youth programs, information/referral and food are programmatic areas where the landscape is deepest with dozens of providers offering these services to individuals and families. This community also has a comparatively large number of providers with programs for teen parents, veterans, seniors and homeless individuals.

Most providers are accessible by public transit and within a mile of thousands of individuals living in or near poverty.

Many individuals living in and near poverty do not have access to a vehicle, so being able to connect with helpful programs and services by public transit or alternative ways of traveling is important. Nearly 100% of service providers in this community are located within a quarter mile of a public transit stop and accessible by individuals who use the bus or Metro Rail to get around. Many providers have offices along Main Street. Others have sites in or around downtown Buffalo. There is a concentration of service providers west of Richmond Avenue in neighborhoods where large proportions of residents live in or near poverty. The average provider in this community is located within a one-mile radius of over 11,400 individuals living in or near poverty.

Over half of providers offer education and training.

Although poverty cuts across demographics and educational attainment levels, job training and education remain core components of an anti-poverty strategy. More than half of all providers in this community—59% of the total—offer some form of education and training. The group includes head starts and other places of early childhood education, school-age programming, colleges, vocational trainers, adult education and specialty educators. With many large employers in the community and potentially 50,000+ adults who could benefit from additional education or training to secure a higher-paying job, these providers represent a strength that the community can further leverage to increase the earnings capacity of residents.

Dozens of providers offer out-of-school programs for youth.

Nearly half of children here are growing up in poverty. Affordable, high-quality youth programs can help these young people thrive. Nearly 70 entities make up the landscape, which includes kids clubs, mentoring programs, scouting, career exposure, and more. Organizations include not-for-profits whose mission it is to provide programming for youth, as well as libraries, churches, schools, community centers, the City of Buffalo and others that create programs for youth within a broader mission.

97% of service providers in this community are located within 1/4 mile of a public transit stop.

Source: UBRI analysis of provider location in Buffalo (West of Main Street), 2019.

Most service providers are located in higher-need neighborhoods with 11,000+ economically vulnerable individuals living within a one-mile radius.

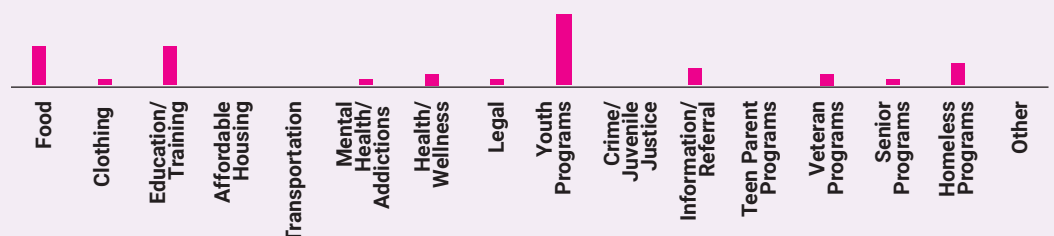
Source: UBRI analysis of provider location in Buffalo (West of Main Street), 2019.

Focus group participants identified youth programs as the #1 programmatic strength.

Source: Numbers in Need, Conversation with community providers, 19

Top strengths identified by provider focus group

Providers were asked to identify the community's strongest programs and services. Youth Programs generated the largest number of responses, followed by Food and Education/Training.





Additional Gaps/Needs Identified by Providers

Poverty trends mask challenges such as housing insecurity.

Community indicators show a decline in the percentage of people in the community who live in or near poverty. Providers questioned whether there is real improvement or if shifting demographics are changing the numbers and masking concerns such as housing insecurity. They explained that someone who is evicted from their apartment will likely not find a comparable place on the West Side due to the cost of housing. Rather, that evicted tenant would likely be forced to leave the community, while someone of means, who can pay higher rent, moves in. The need for greater housing security is suggested by the cost of housing here that leaves about 80% of renters cost burdened, paying nearly a third or more of their income on housing.

Cash is an only option for some residents.

About 1 out of 8 residents surveyed in the community reported not having a bank account. This limits their ability to save, invest and secure a loan for a car or home. Providers described how cash is a way of life for some residents and in some cases, it makes financial sense for them. They described how some individuals avoid banks due to fees and surcharges, or because of inconvenient locations. Providers say others have money but choose not to put it in a bank to avoid reporting it to Department of Social Services and other benefit providers. Not having a bank account also protects money from being taken for child support, loans that are past due, and/or unpaid taxes.

Some homeowners need legal help with tangled titles and deeds.

Some individuals are living in a home they own but their name is not on the title or deed of the house. This may happen when a grown child inherits the house from a parent who passes away without a will that specifically names that child as the owner. Being without a clear title and deed prevents individuals from qualifying for programs that can assist homeowners with repairs. Not having legal title can also create barriers to loans, mortgages, and transfers.

“I think a lot of what we’re talking about here is gaps in agency capacity and funding for those agencies to build those capacities...”

Source: Numbers in Need, Conversation with community providers, 2019

Housing & Shelter was the top request of 2-1-1 WNY callers from this community over the last year, generating nearly 1,500 calls.

Source: 2-1-1 WNY, Top Request Categories, 2018-19.

Having “no money for food” was the second most common urgent household concern among surveyed residents.

Source: Numbers in Need, Resident Survey, 2019.

Top gaps/needs identified by provider focus group

Providers were asked to identify where the community needs more and/or expanded programs and services. Transportation and Affordable Housing were most commonly identified.





Additional Gaps/Needs Identified by Providers, cont'd.

The community needs greater food justice, food access and community garden stability.

Neighborhoods west of Main Street in Buffalo contain areas designated by the USDA as locations of food insecurity where lower income residents have lower access to food resources. Not having enough money for food was the second most common urgent concern of residents surveyed for this study. Questions about food supports was also the second most common request of 2-1-1 WNY callers living in ZIP Codes in this community. Grassroots Gardens of WNY has helped to establish dozens of community gardens across Buffalo, many in neighborhoods west of Main Street. The organization offers access to healthy food at the neighborhood level, while revitalizing vacant lots. However, it has month-to-month leases with the City of Buffalo and renews 51 leases every month. Longer-term leases would offer greater stability to urban growers in Buffalo as they meet the food needs of lower-income residents.

Providers are hungry for additional data and information to inform programs, partnerships, and decision making.

Several focus group participants expressed need for an asset map of service providers that would help them understand what providers exist in the community and who does what. Having a better understanding of what resources exist could help providers and potential funders identify gaps. It would also guide decision making and investments, facilitate expanded connections across the landscape of service providers, and help to break down some of the existing silos. Providers also expressed interest in data that would explore what's contributing to debt among surveyed residents. Is it food costs, car repairs, or the cost of maintaining a home? Providers say there are helpful services available that residents may not be aware of. Providers also noted the need for local data on adult literacy needs that impact education, training, jobs, health care and more. The last local study was completed 15 years ago.

Providers want more accountable government and decision making that integrates community input into processes.

Agency providers asked who will hold the City of Buffalo accountable, as new data is generated and identifies community needs. Providers suggested that greater accountability could come from the "larger and more powerful entities" in the community, as they leverage the work of the Mobile Safety-Net Team and the Oishei Foundation. Rich Products and Buffalo State were mentioned as examples of those that might play a role. Providers felt that with their limited funding and resources, the nonprofit community should not have to develop additional resources that the city, county and/or NFTA should handle and be responsible for.

"Let's break down silos."

Source: Numbers in Need, Conversation with community providers, 2019

"There is no such thing as soft case management...and it's a critical need. There is a huge gap."

Source: Numbers in Need, Conversation with community providers, 2019

"We are on month-to-month leases for all of our city lots...we have to resubmit 51 leases every month."

Source: Numbers in Need, Conversation with community providers, 2019



Barriers Residents Face to Programs, Services and Jobs

Residents don't always know what resources exist; others have misunderstandings about resources they know are out there.

With over 200 service providers, the landscape of programs and services is vast in neighborhoods west of Main Street in Buffalo. Yet providers say residents are not always aware of what's out there, and even when they are aware, they sometimes have misperceptions that keep them from accessing helpful services. For instance, Friends of Night People has a community kitchen that everyone with food insecurity is welcome to attend, not just the homeless. Taking advantage of this resource could help residents avoid debt when money isn't available for groceries. Similarly, Boys & Girls Club offers a free membership with access to a variety of out-of-school programming. Yet some residents still think it costs a lot of money to join the club. Providers described how some residents mistakenly believe that money in the bank is taxed more; consequently, they do not put their money in a bank account where it could earn interest and enable them to better manage their finances.

Information delivery is challenged by the limited number of multilingual service providers.

Neighborhoods west of Main Street in Buffalo have a larger foreign-born population than any other community among the 12 in the Buffalo Niagara Region selected for this study. Over 80 languages are spoken by the community's youngest residents enrolled in the Buffalo Public School District. Providers say that language barriers challenge them as they try to connect with non-English speakers in ethnically diverse neighborhoods and offer them information about free resources that are available. Some residents, providers say, have no written language ability and are dependent on verbal communication. Door-to-door, face-to-face communication using a translator who understands not only the language but the dialect is most effective and what people are most comfortable with, but translators are not always available on a moment's notice. Capacity for this kind of outreach is also something that organizations are not always equipped to handle.

Low literacy levels of native English speakers creates additional communication barriers.

Many adults in Buffalo can't read above a fifth grade level, according to information provided by a representative of Literacy New York Buffalo-Niagara. These adults face barriers to improving their lives through education and training, as well as obstacles to information that could connect them with helpful resources. Print material in the form of brochures, applications and instructions are often at a 12th grade level and not readable by those with lower literacy levels. Sometimes the design of print materials can be intimidating too, with too much text and the use of big words. A representative from Literacy New York Buffalo-Niagara stated that print material should be at a 5th grade reading level at most. The lower the reading level, the better for outreach to the greatest number of people. While literacy training is available online, younger residents in the community often do not know how to use a computer other than their phone.

Some residents slip through the cracks created by case management without a centralized tracking system.

Providers say case management and care coordination is more pervasive today than in past years. On its face, this should make the system easier to navigate and more efficient. However, it is difficult for providers to always know what services clients are receiving and from whom. Sometimes, providers don't make a referral thinking another entity is providing the service and wanting to avoid duplication. There are disconnects that result in residents connecting with some programs and services but falling through the cracks and not accessing others because of a system that could be more connected.

“Communications... that is a big barrier... it's a function of the unbelievable diversity.”

Source: Numbers in Need, Conversation with service providers, 2019

“We are not built for that or funded for that, so it's a huge challenge for us to reach people.”

Source: Numbers in Need, Conversation with service providers, 2019

“We're all responsible for counting and reporting measurable outcomes. Numbers, numbers, numbers. When they're talking about more quality programs, but then talking about measuring us by how many kids we serve: those things don't connect.”

Source: Numbers in Need, Conversation with service providers, 2019



Barriers Residents Face to Programs, Services and Jobs, cont'd.

The system incentivizes crisis-level challenges.

One third of residents surveyed reported an urgent concern in their household. These urgent needs included debt, no money for food, and utility shut offs. In an ideal world, residents would access services in time to prevent a crisis from happening. However, they described a system that actually encourages crises. It's not set up to help people who have savings, or people who are one eviction away from being homeless. Rather it's designed to kick in and provide support when a crisis hits such as homelessness, poverty, unemployment or student suspension. As one provider describes, "there is no such thing as soft case management." Providers say they are not adequately funded to provide preventive services or the one-on-one kind of work that is needed to address persistent challenges over a long period of time.

The NYS minimum wage is less than a family-supporting living wage.

The majority of residents surveyed in the community reported working full or part time, or being unemployed and actively seeking a job. The large majority of surveyed residents were making ends meet on less than \$24,000 a year. This is approximately the salary one would earn working full time, year round at a job paying the minimum wage. Providers say this is insufficient to support a family. They say that while Buffalo is a comparably inexpensive place to live, the cost of living has been rising, while wages are not keeping pace. At the same time, higher-paying jobs are not always accessible to people in the community.

Transportation creates barriers to jobs, programs and services.

One in four residents surveyed reported a barrier or difficulty over the past year getting to the programs and services they need. Traveling challenges were the #1 barrier reported. Providers say they see residents in the community who want to work but so many of the employment opportunities are in the suburbs and hard to reach without a vehicle. One provider described the need for shuttles from neighborhoods on the West Side to factories and employment centers outside of Buffalo in Orchard Park, Lancaster, and other areas. Yet there are legal obstacles to the use of shuttles in that private shuttles can't stop on public streets but require a private lot to pull into. While Reddy Bikeshare offers an alternative for getting around, these bikes are not readily available to many lower-income people since they require a credit card. The Boys & Girls Club described how transportation creates barriers to its programs. While some districts bus students to the club and home afterwards, this does not happen in Buffalo.

The system is set up to address crises. It's not set up to help people who have savings. You're disincentivized to build savings...

Source: NYS Department of Labor and MIT, Living Wage Calculator, Buffalo-Cheektowaga-Niagara, 2019

The NYS minimum wage of \$11.10 per hour is less than half a living wage of \$25.48 for a household with one adult and one child.

Source: NYS Department of Labor and MIT, Living Wage Calculator, Buffalo-Cheektowaga-Niagara, 2019

1 out of 4 households in the community is without a car.

Source: US Census, American Community Survey, 2017 (5-year estimates).



Promising Developments

Programs and Partnerships

The **Homeless Management Information System (HMIS)** is a database maintained by the Homeless Alliance of WNY that service providers can tap into and connect with each other through as they provide services to Buffalo's homeless population. This tool helps providers coordinate services, identify and reduce gaps in services, and avoid overlap or duplication. It serves as a model that could increase capacity and efficiency of service delivery, if expanded beyond the homeless population to include recipients of all human services and social determinants of health. Providers say that other communities such as San Diego have expanded longitudinal databases for this purpose.

Service providers are leveraging **social and mobile technologies** as a way to engage and communicate with clients and reduce language barriers. Some are successfully using Facebook; others are exploring how to effectively use social media. Another provider described using WhatsApp to play recorded messages for everyone to hear. WhatsApp is a mobile communication tool that includes an embedded message translator.

2-1-1 WNY offers phone translation that service providers can use to connect their clients with other service providers in the community.

Providers described the Buffalo Public School District and food pantries as broader impact **communication nodes** for disseminating information to residents. Others mentioned bus stops and grocery stores as additional resources for outreach.

Boys & Girls Club received a grant that will enable it to explore ways clubs can collaborate and share services, especially back office functions. The agency seeks a collaboration that would offer children bus transportation home from a club, which is happening in other areas but not in Buffalo.

Literacy New York Buffalo-Niagara describes reaching thousands of adults over the years, helping them improve reading levels and English literacy. This training poises residents for higher-paying, higher-skill jobs and expands their ability to parent and help their children.

The Ralph C. Wilson, Jr. Foundation is investing **\$50 million into LaSalle Park**. A makeover of the park will expand access to the park and water from surrounding neighborhoods, and increase health-promoting outdoor recreational opportunities for residents. Resident input is being considered as part of the park's redesign.

Providers spoke very positively about **Rich Products**, particularly the company's presence at the agency focus group and the company's increasing involvement in the community. The company seeks out ways and places where they can leverage change to strengthen the community where they are headquartered.

Policy

In June 2019, NYS passed the **Housing Stability and Tenant Protection Act of 2019**. The new law protects lower-income renters across the state in a variety of ways. It will be more difficult under the law for landlords to evict tenants. Courts can put an eviction notice on hold for up to one year if a tenant cannot secure comparable housing or eviction would cause extreme hardship. The law also gives localities outside of NYC the option to impose rent stabilization in areas where the vacancy rate is under 5%. In the City of Buffalo, 6% of rentals are vacant, so Buffalo would not qualify for this provision of the law yet, but may over future years, if demand for housing continues to increase.

One provider described how some communities are requiring private developers to meet **affordable housing requirements** for city-subsidized developments. Under such a policy, a percentage of new rental units are set aside for lower-income renters. A coalition of providers in Buffalo recently drafted a policy with this requirement. However, it has not been adopted by the City.

Models to Consider



Good things are happening in this community and beyond that are transforming the way human services are delivered. The models on this page offer two examples - one from this community, another from a region outside Buffalo Niagara - of the ways community providers are tackling challenges in innovative ways that respond to the needs of the community.

The Numbers in Need website - NumbersInNeed.org - contains additional models to consider and strategies for tackling the concerns and barriers experienced by providers in the City of Buffalo. These are intended to inspire solution building and spur conversation as community leaders and agency representatives consider how they might partner with each other and tailor existing programming to break down walls that keep individuals and families in poverty.



**Awareness/
Information**

Language Access Implementation Plan

The New York City Human Resources Administration (HRA) completed a Language Access Implementation Plan in 2018 that provided background information on the importance of language accessibility, and laid out strategies to increase access to human services for non-English speaking residents by meeting the diverse language needs of the community. Strategies include in-person interpretation by multi-lingual employees, telephone interpretation services, translation of materials both in print and on the web, and digital tools like a mobile app available in multiple languages. The Plan sets goals and milestones with deadlines for implementation, and aims to update the plan every three years as HRA monitors their progress and adapts strategies.

www1.nyc.gov/assets/hra/downloads/pdf/services/language/accessplan/FINAL%202018%20Language%20Access%20Plan.pdf



**Health/Mental
Health**

Grassroots Gardens of WNY

Grassroots Gardens of WNY (GGWNY) fosters food access, community revitalization, and innovative mental health care for refugees, seniors, and others. The organization's network includes 108 community gardens across Buffalo and Niagara Falls. Aside from offering community members a way to grow fresh, healthy food and vegetables, community gardens can also have therapeutic value. GGWNY is exploring new programs to use existing gardens, both ornamental and food-producing, for behavioral health interventions. These programs, including GGWNY's new therapeutic gardening initiative, have the potential to support the mental wellness of seniors, children, and other residents. The organization is primarily funded through grants and donations. Through its community gardens and other programs, the GGWNY engages over 2,000 volunteers from the community. GGWNY is working to become one of the first urban accredited community garden land trusts in the country, and already owns two of the gardens in the network.

www.grassrootsgardens.org



Data Sources & Notes

Most information in this report comes from a focus group conversation with agency providers, including information provided on an Agency Feedback Form completed at the focus group. Data and information from additional sources outside of these conversations and sources are listed below, unless otherwise notes within this report.

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).

Landscape of Providers, Page 5

Information submitted by agency providers through a provider questionnaire updated a listing of providers developed for the 2014 community report for Buffalo (east of Main Street). Providers provided information on program and service locations, agency location, geographic scope and more.

Tax records available through the IRS and National Center for Charitable Statistics were used to identify new not-for-profits with locations in the community since 2014.

Economically vulnerable residents within a 1-mile radius: Based on a GIS analysis of service provider locations and data from the US Census, 2017 American Community Survey (5-year estimates) showing individuals in the community living on an income under 200% of the federal poverty level by census block group. 11,310 was the median number of individuals living in or near poverty within a one-mile distance across all service providers in the community.

Providers within 1/4 mile of a transit stop Based on a GIS analysis of provider locations and NFTA transit route stops. 97% of service provider locations in the community are within a quarter mile of a stop.

Strengths of the System and Additional Gaps/Need, Page 6-7

Top Strengths and Top Gaps/Needs

Agency focus group participants ranked the strongest programs in the community as well as the programs where the greatest need existed. Each provider had three dots for placing next to the strongest programs and three 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. Highest ranking categories are those that generated the largest number of dots.

Additional Needs/Gaps, Page 7-8

Top Request of 2-1-1 WNY Callers: Data was provided by 2-1-1 WNY. Housing and Shelter generated 1,487 calls between April 30, 2018 and April 29, 2019 from callers living in ZIP Codes 14201, 14207, 14209, 14213 and 14222.

Barriers Residents Face, Page 9-10

Languages spoken in Buffalo Public School District: Desmond, Mike, 84 Languages spoken in Buffalo Public Schools, WBFO 88.7/NPR NEWS, April 2, 2018.

City NYS Minimum Wage: The hourly minimum wage of \$11.10 for areas in the state outside of NYC took effect on December 31, 2018.

Living Wage: MIT's Living Wage calculator estimates the wage need to cover typical household expenses, such as food, child care, medical, housing, transportation, and taxes. It varies by household size and composition and takes into account cost of living differences across metro areas.

Promising Developments, Page 11

Andriette, Grace, personal communication, August 13, 2019.

Brown, Nicole, New York rent laws: Cuomo signs bill to provide 'strongest tenant protections in history' AMNEWYORK, June 17, 2019.

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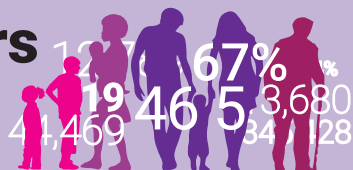
INSIGHTS FROM PROVIDERS

City of Buffalo (West of Main St)

SEPTEMBER 2019

Numbers in Need

IN BUFFALO NIAGARA



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



Prepared by

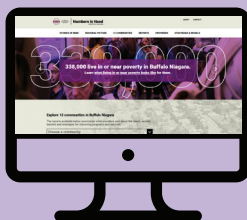


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