

INSIGHTS
FROM
RESIDENTS

CITY OF
Buffalo
(West of Main St)

SEPTEMBER 2019

“ Half the houses that are being bought are being bought by out of state people.”

“ Everything is convenient in this area.”

“ If you don't have anyone that can care for your children that's a guarantee, then you can't work full time.”



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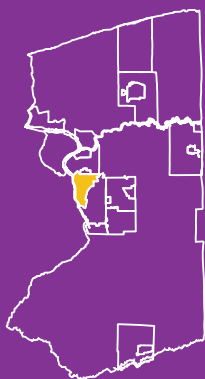
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Numbers In Need is an initiative designed to strengthen the safety-net of human services in Buffalo Niagara communities that are most in need.

Visit NumbersInNeed.org

About this Report

Insights from Residents explores residents' urgent needs, barriers to services, and insights on how the system might be strengthened.

It includes stories of individuals in need and perspectives from residents captured through surveys and conversations.

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

More than 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

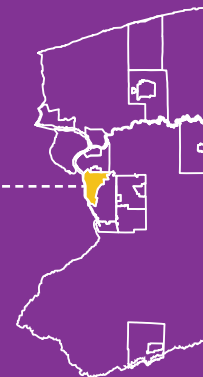
■ Federal Poverty Level
■ 200% of Federal Poverty Level



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



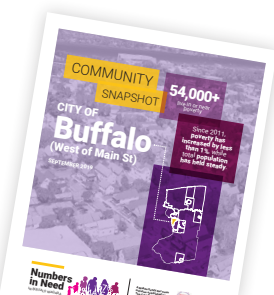
Insights from Residents

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.



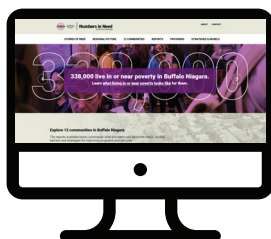
Insights from Providers

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.

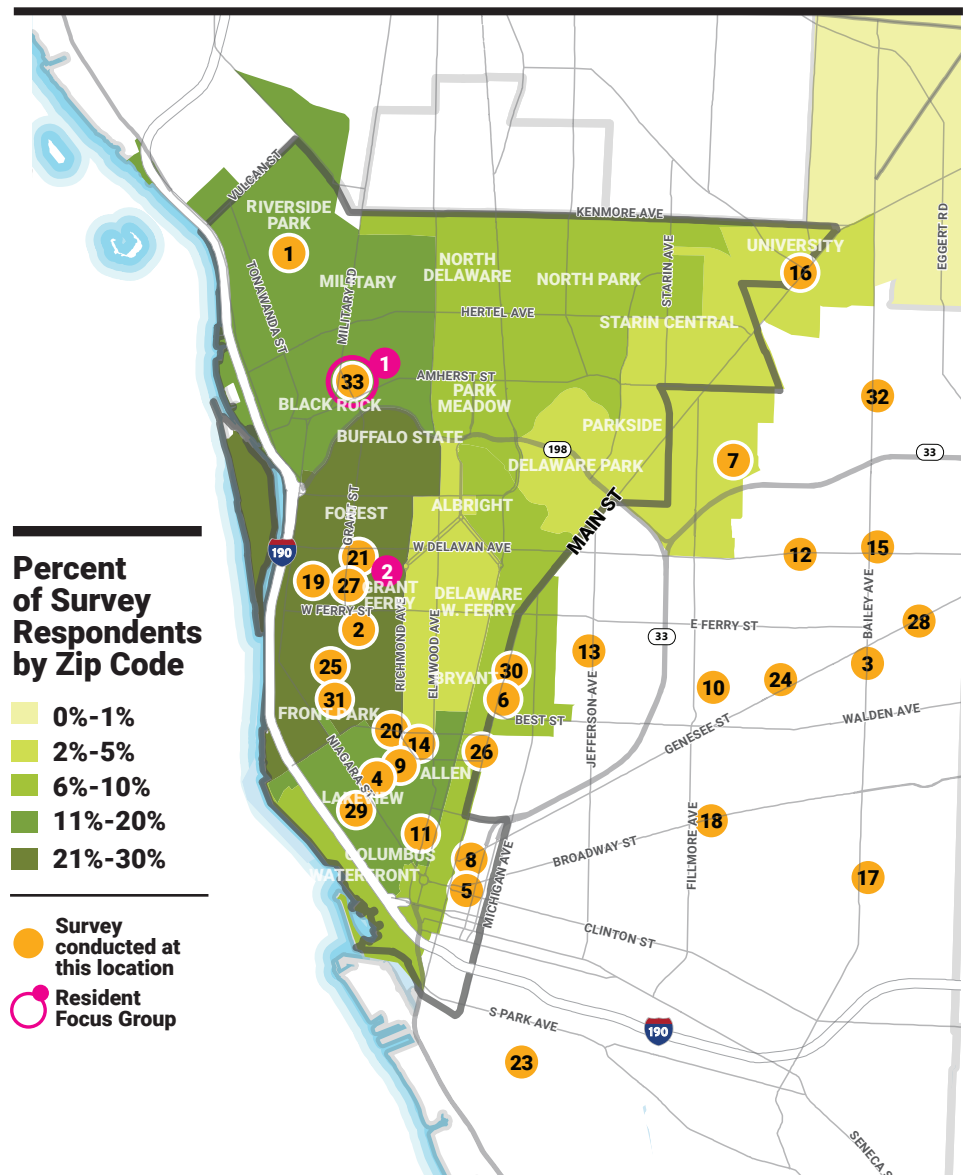
About the Resident Survey and Conversations

Three hundred seventy 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 at 33 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 to begin formulating priorities and solutions, two hour-long conversations were held with 13 residents at two locations in the community. Participants received a \$10 gift card as an incentive and thank you for participating.



Resident Surveys were conducted at 33 locations

1	Black Rock Riverside Food Pantry
2	Boys & Girls Club - Butler Mitchell
3	Boys & Girls Club - Baird
4	Boys & Girls Club - Beecher
5	Buffalo and Erie County Public Library - Downtown
6	Buffalo Center for Arts and Technology
7	Catholic Central Food Pantry
8	Catholic Charities Central Intake
9	Elmwood Village Charter School
10	Erie County Bar Association (ECBA) Volunteer Lawyer Project (VLP) Legal Clinic - East High School
11	Evergreen Health Services
12	Every Bottom Covered

13	Frank E. Merriweather, Jr. Library
14	Friends of Night People
15	Gerard Place
16	Gloria J. Parks Community Center
17	Hennepin Community Center
18	Jericho Road Community Health Center
19	Jericho Road Hope Refugee Drop-In Center
20	Hispanics United of Buffalo Mobile Food Truck at Kleinhans
21	National Grid Expo (at Our Lady of Hope Church)
22	Niagara Falls High School Health Fair
23	Old First Ward Community Center
24	PS 92 B.U.I.L.D. Community School

25	PUSH Buffalo
26	Salvation Army
27	Salvation Army - Grant St.
28	Schiller Park Senior Center
29	The Belle Center
30	Veterans One-Stop Center
31	West Side Community Services
32	Westminster Good for the Neighborhood
33	YWCA WNY



Resident Focus Groups were held at 2 locations

1	YWCA WNY
2	Buffalo Dream Center

About the Residents who took the Survey

Residents facing economic challenges and poverty in areas west of Main Street in the City of Buffalo fall across a broad spectrum of age, race, family type, education, employment and other characteristics. Although surveys were conducted in a way that aimed to find a representative sample of the community's population, the actual results represent a slightly older, more female population. Households without kids are also overrepresented in these results.

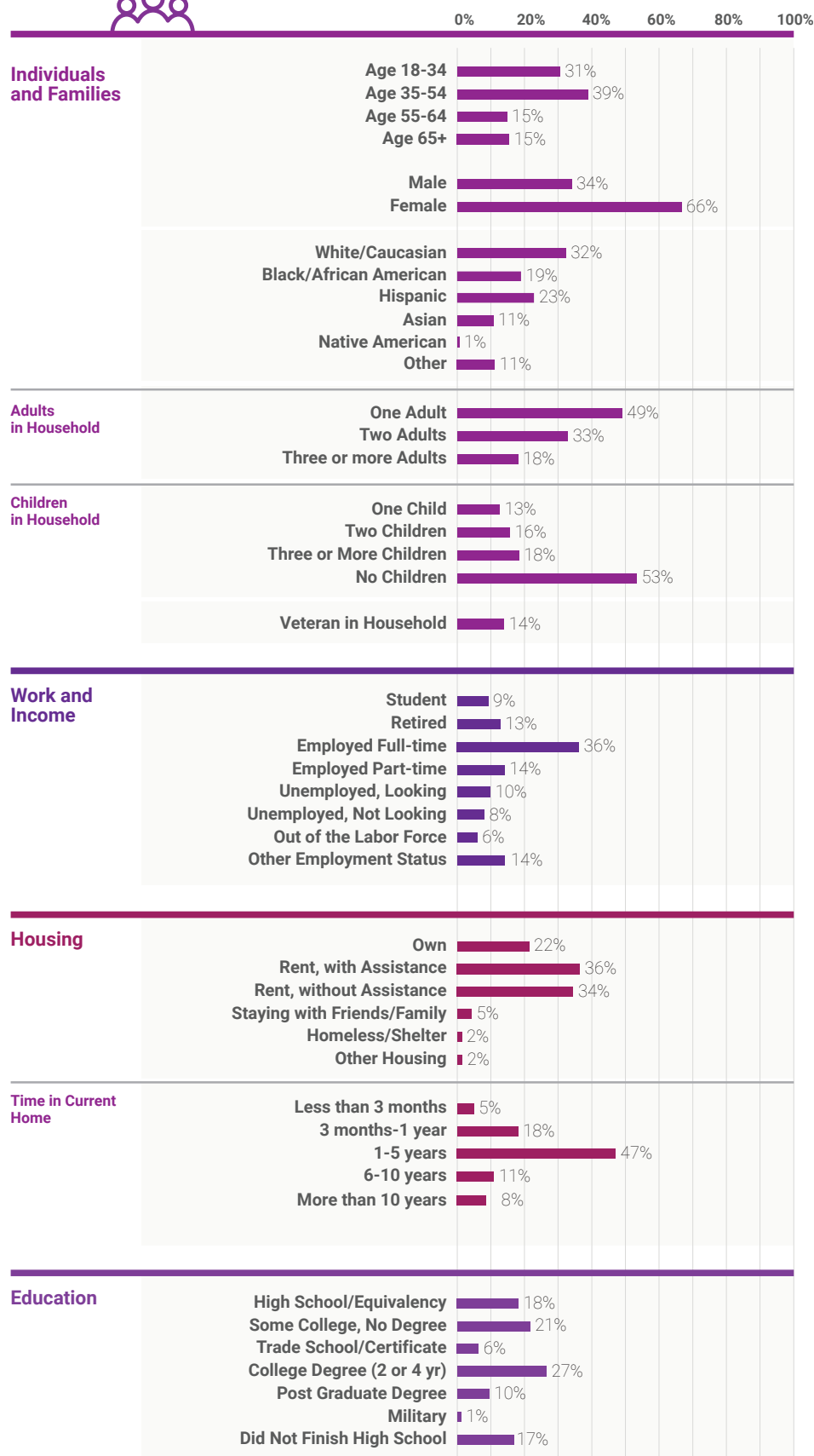
More than three quarters of survey respondents are working age adults between the ages of 18 and 64, yet only half of respondents are employed, and only about a third are employed full time. Despite lower rates of employment, over 40% have a college degree or trade school/certification experience.

Slightly less than half of respondents have children in the household; those with kids are more likely to have just one or two kids than to have three or more.

Almost three quarters of respondents rent, and about half of renters receive assistance with housing costs. Nearly three quarters have lived at their current address less than five years.



370 Residents took the survey



Key Findings from Resident Surveys and Conversations



Poor-quality, yet expensive housing is common.

Almost three quarters of survey respondents are renters, and more than half of those who rent do so with financial assistance. Renters are especially susceptible to rapid changes in home values. As neighborhoods become more desirable for investors, rents can drastically increase, pushing out long-time residents who can no longer afford to live there.

Focus group participants discussed how the neighborhood has changed in recent years, with out of town buyers swooping in and buying houses then increasing rents without making investments in the quality of the buildings. One participant described how her rent doubled in the past ten years. Focus group participants noted that in some areas, old buildings have been fixed up, making the area nicer to live. In turn, they say this has resulted in higher rents. Participants generally felt that the people who come into the community to buy buildings don't care about residents, and are just there to make money.

Renters are not the only ones who deal with expensive housing. Senior homeowners in the community focus groups shared that many of them had to deal with expensive repairs to their homes, like roof, window, and gutter repairs. In some cases, residents said they either put off doing the work, or they took on debt to pay for it.

Incomes are not enough to cover the cost of living in the community.

Nearly half of survey respondents said they experienced some kind of financial challenge. Consumer and student loan debt, and medical bills were the top three financial concerns among respondents. More generally speaking, the top three urgent concerns among respondents were also related to a lack of money.

These results are unsurprising, considering the fact that three quarters of respondents have household incomes below the poverty line for a family of four, or about the yearly income for someone making minimum wage. While a little over half of respondents get income from full or part time employment, many respondents rely on other sources of income such as social security programs, pensions, retirement, child support, cash benefits, and unemployment benefits.

Low incomes, combined with living expenses like rent, home repairs, car repairs, utilities, food, medical bills, and childcare, mean very little money is left over to put aside for emergencies. About half of respondents said they did not feel confident in their ability to handle a sudden \$500 emergency.

Transportation challenges are a barrier to services.

Among survey respondents, transportation issues are the number one barrier to services. The majority of residents who took the survey get around by driving a car they own, but over 200 respondents said they transport themselves using other means.

Although only about a third of those surveyed said they use public transit as their primary form of transportation, half of respondents reported having issues with taking public transit. Issues regularly encountered by survey respondents who have used transit include taking too long to get to destinations, infrequent bus service, cost, no service to needed destinations, and bus stops that are too far away to easily get to. Considering these responses, public transit is an inconvenient option for survey respondents.

Insights from focus group participants help paint a clearer picture of transportation challenges. Some younger participants actually felt that their neighborhood was very convenient for bus travel, with multiple lines running through the area frequently. However, older residents said that although they used buses when they were younger, they wouldn't use them now. They felt that the bus is too difficult to use for those with mobility issues, especially in the winter when sidewalks and bus stops are blocked by snow, and riders have to wait in inclement weather.

Healthcare services not covered by insurance are expensive.

One in ten respondent households has an adult without health insurance coverage. While medical costs are surely more expensive for those without insurance, there are still many healthcare services that residents need but cannot afford.

One in three respondents says they need some kind of healthcare that they cannot afford, including dental, optical, prescription medicine, healthcare, medical transportation, and mental health services.

Residents with disabilities may receive financial and medical assistance through a number of programs. In many cases, however, people with disabilities are unable to work or go to school because of their disability, limiting their household's ability to bolster income. In fact, 40% of respondent households had someone with a disability, and in more than half of those cases the disability prevented someone from going to work or school.

One of the residents interviewed from this community talked about how quickly medical expenses can pile up for a senior on a limited income. Even with insurance, she had several hundred dollars of unpaid co-pays she could not afford.

Urgent Concerns, Special Needs and Barriers for Residents

A third of respondents face an urgent concern. The biggest challenges respondents experience are primarily related to not having enough money for food, utilities, and childcare. When faced with costs that exceed incomes, residents are more likely to take on debt to get by. Almost half with an urgent concern are worried about outstanding debt. "Other" concerns involved housing (home repair, finding a place to live), unemployment, losing assistance, and health.

About a quarter of respondents said they have had difficulty getting the services they need. The most common barrier was difficulty traveling to services. The community's growing refugee and immigrant population also means that language barriers are a greater challenge here than in many other communities.

TRENDS

A greater share of respondents reported having an urgent concern today than in 2014, when 25% of respondents had a concern. In the baseline report, the greatest concern was a lack of money for food. Today, this is still a common concern for many residents.

Other urgent concerns in 2014 were all related to housing: homelessness, eviction, and utility shut-offs. Respondents today are still concerned about these challenges, but not to the same degree as food costs and debt.

Compared to 2014, barriers residents face today are similar, but difficulty traveling is now a more prominent challenge among respondents.

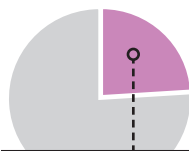


32%

REPORTED
HAVING
SOME TYPE
OF URGENT
CONCERN

TOP URGENT CONCERNS REPORTED BY THESE RESIDENTS

Outstanding Debt	46%
No Money for Food	36%
Utility Shut-off	26%
Legal Problems	18%
Other	15%
Cost/Availability of Childcare	10%
Foreclosure/Eviction	8%



24%

REPORTED A
BARRIER OR
DIFFICULTY
GETTING
SERVICE



BARRIERS THESE RESPONDENTS FACE



36%

Travel to access services is difficult



28%

Limited internet access



25%

I don't speak/read English well



24%

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



24%

Other



15%

Physically difficult to leave my home

Detailed Findings: Disabilities and Health Care Access

Many who chose "other" as their employment status described themselves as disabled. Overall, 40% of respondents reported that they or someone in their household has a disability. More than half of these people report that the disability limits the disabled person's ability to go to work or school. Mental health and physical disabilities are most common.

While only one in ten respondents say an adult in their household lacks health insurance, one in three respondents needs some kind of healthcare that they can't afford.

TRENDS

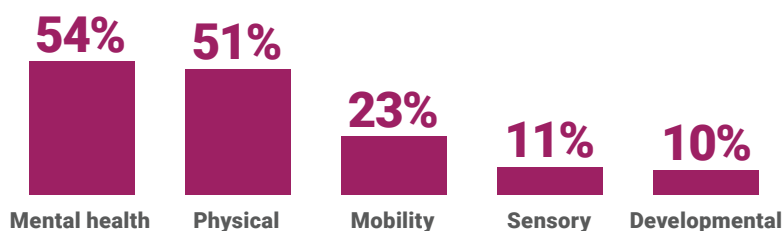
Both today and in 2014, respondents primarily have health insurance coverage through government programs like Medicaid and Medicare. Respondents today are also slightly less likely to have an adult without health insurance in the household.



DISABILITIES IN HOUSEHOLDS



TYPE OF DISABILITIES REPORTED IN THESE HOUSEHOLDS



HEALTHCARE



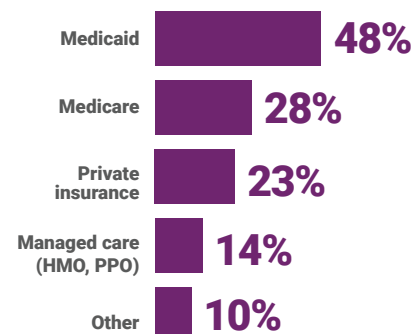
Lack of health insurance among...

10% Adults

2% Children

Most children in respondent households have health insurance. One in ten adults in respondent households lacks health insurance. Strategies creating better awareness of health insurance options, or that decrease the cost of health insurance could help shrink this gap.

Top 5 Types of Health Insurance Coverage Used Among Respondents



34%



of respondents were in need of some type of healthcare but can't afford it.

Though a large majority of respondents have insurance, many still have medical needs they can't afford. Services not covered under many insurance plans, such as dental and optical care, or prescription medicine, can be too costly, even if these services are necessary.



Detailed Findings: Transportation

Residents deal with transportation challenges, whether they drive themselves where they need to go or use an alternative method of transportation. Most residents get around by car, but a significant number also take public transportation, bike, walk, or use a transportation service. Respondents named several issues with public transportation related to convenience, practicality, and cost. On the other hand, car owners also deal with issues such as expensive repairs, inspections, and insurance.

TRENDS

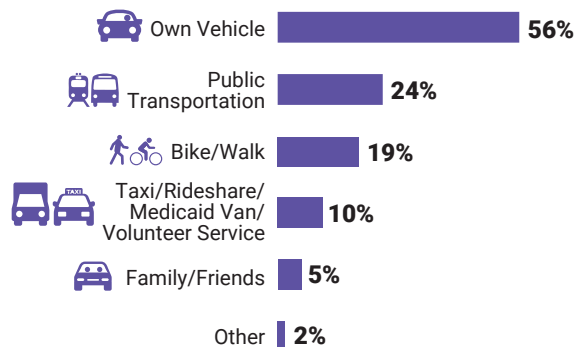
In 2014, only 39% of respondents got around with a car. Today, more than half (60%) of respondents use their own car as their primary form of transportation. Nevertheless, logistical issues remain a barrier to public transit use for some residents.



TRANSPORTATION

The majority of respondents get around using their own vehicle. Nevertheless, alternative modes of transportation are also very common, with a quarter of respondents taking public transit, and a fifth biking and walking.

How respondents get around

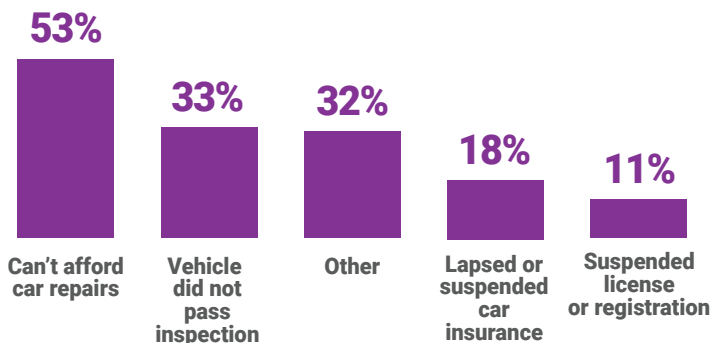


Only a quarter of respondents use public transportation to get around, yet over half of respondents shared issues they've experienced using transit. Aside from cost concerns, respondents' challenges all relate to the perceived inconvenience or impracticality of public transportation.

Top reasons respondents don't take public transportation more often

- #1 Takes too long to get places
- #2 Buses are too infrequent
- #3 No service to destination
- #4 Too expensive
- #5 Bus stops too far away

21% of respondents reported owning a vehicle and having the following issues



Car ownership can give residents a level of convenience and freedom not available to public transit riders. However, it often also comes with many of its own challenges. About one in five respondents owns a car and has experienced issues with car ownership. The majority of people with a car issue said they put off needed repairs because of the cost. One in three people with car issues said their vehicle didn't pass inspection, another costly challenge.

Detailed Findings: Finances and Assets

Many of the challenges that respondents face often boil down to simply not having enough money. Although a majority of respondents have income from employment, overall incomes among respondents are low. Nearly half of all respondents experienced expensive challenges like consumer debt, student loans, and medical bills, all of which work against residents trying to save money. Nearly half of respondents did not feel confident in their ability to handle a sudden \$500 emergency.

For the 35% of respondents who felt they could handle a \$500 emergency, factors like resiliency and resourcefulness when it comes to surviving on little, or friend and family supports, may be a greater influence on confidence than actually having money in savings.

TRENDS

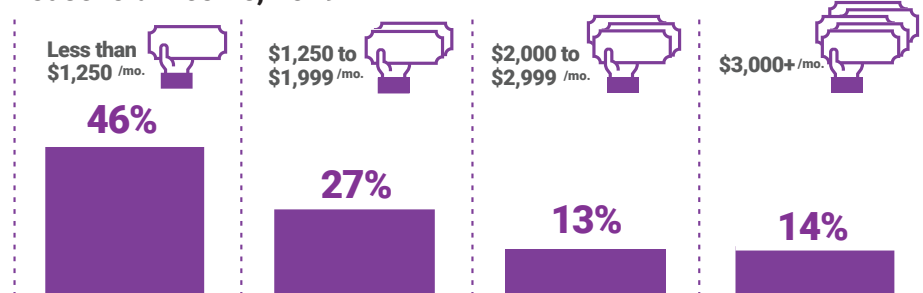
Respondents in 2014 were far more likely to make less than \$15,000 per year than those today; about 70% of respondents in 2014 made under that amount, compared to 46% today. However, the share making under \$24,000 is very similar, meaning incomes have only improved slightly among respondents. This income improvement makes sense, considering the share of respondents earning income from employment has increased from around 30% in 2014 to 55% today, and the NYS minimum wage has increased from \$8.00 per hour in 2014 to \$11.10 per hour in 2019.



FINANCES AND ASSETS

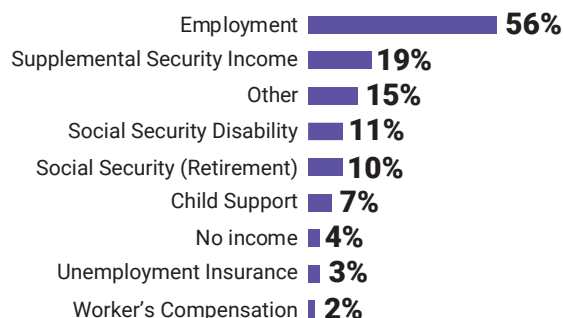
Almost three in four survey respondents makes less than \$24,000 per year, which is under the federal poverty level for a family of four, and only slightly above minimum wage earnings for a worker in New York State.

Household Income, 2019

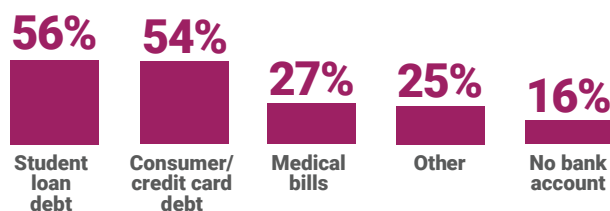


Despite low incomes, the majority of respondents receive household income from employment. Following employment, respondents receive income from Social Security programs like SSI, SSD, and social security retirement funds. Those who selected "other" often noted receiving cash benefits from the Department of Social Services, or money from pensions.

Sources of Household Income



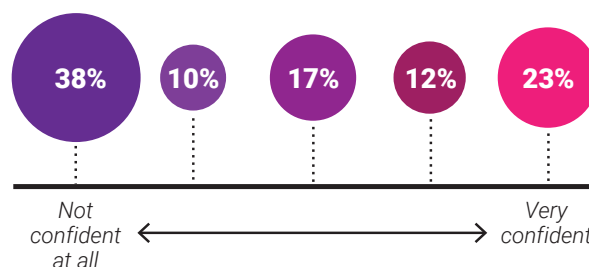
Top 5 Financial Challenges Households Experience



Debt is by far the top financial challenge respondents face. Over half of respondents who had a financial concern said they had consumer/credit card or student loan debt. About a quarter said they had medical bills. Low incomes combined with high housing, medical, food, and transportation costs, can lead people to take on debt or forgo payment on bills they cannot afford.

Nearly half of respondents did not feel confident in their ability to handle a \$500 emergency. These respondents likely don't have enough income left over after regular expenses to put money aside for savings and emergencies.

Confidence to Handle a \$500 Emergency



Detailed Findings:

Programs, Services and Supports

Faced with low incomes, financial concerns, disabilities, transportation barriers, and other challenges, a majority of respondent households rely on help from programs and services, predominantly related to food security, healthcare, and utility costs.

TRENDS

Compared to 2014, respondents today receive many services at similar rates, with SNAP and Medicaid as the top service received in both cases. However, less than 10% of respondents said they received HEAP in 2014, compared to 33% today. The percent of respondents receiving WIC today is less than half of what it was five years ago. Cash benefits are also slightly less prevalent among today's respondents.

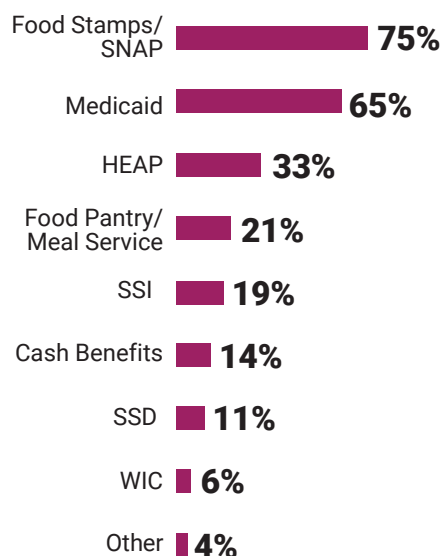


HOUSEHOLDS RECEIVING SERVICES THROUGH PROGRAMS

About two-thirds of respondent households receive at least one service. Among those who receive help, services that offer assistance with food, medical care, and utilities are the most common. These categories correspond to some of residents' urgent concerns.

68% of households receive one or more services

Types of Services Received

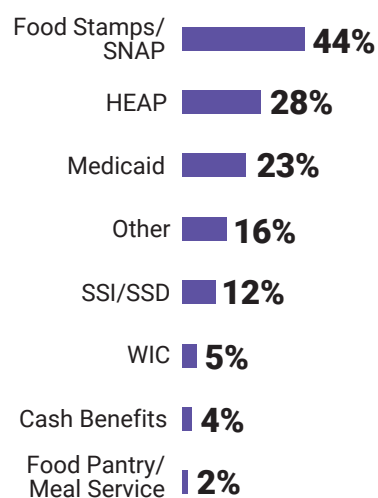


HOUSEHOLDS WITH PENDING APPLICATIONS FOR PROGRAMS

Only a relatively small percentage of respondent households currently have pending applications for services. The most common pending services relate to food, utilities, and healthcare.

15% 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.

Perhaps the most interesting result of this exercise is the identification of food services as a strength in the community, since not having enough money for food is a top concern. It's possible that although residents don't have money for food, they get by with help from programs like SNAP or food pantries.

Programs/services residents identified as...

...the strongest

- #1 Information/Referral
- #2 Education/Training
- #3 Food
- #4 Health/Wellness
- #5 Youth Programs

...in need of improvement

- #1 Transportation
- #2 Senior Programs
- #3 Affordable Housing
- #4 Crime/Juvenile Justice

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. During two meetings held at the YWCA WNY and the Buffalo Dream Center, 13 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

Diversity from new immigrants makes the community stronger.

Immigrants from around the world increasingly choose to make this community their new home. Existing residents in focus groups say that the diversity of their neighborhood is a strength, and that immigrants who move in make good neighbors. Some residents just wished there wasn't as much of a language barrier, so immigrants could more easily become part of the community.

Homes and other buildings are being fixed up after a long period of neglect.

Older residents described how vibrant the community was 30 to 50 years ago, and how decades of neglect led to poor housing conditions and boarded up storefronts. Today, residents are finally seeing investment in their community again, as homes and businesses are slowly being restored. However, there is also a concern that this revitalization will lead to increased cost of living, gentrification, and displacement of long-time residents.

Transportation options are plentiful.

For residents in the Black Rock neighborhood, transportation options are plentiful. Focus group members said that getting where they needed to go was relatively easy, with several bus lines intersecting the neighborhood.

The community has a variety of convenient amenities.

Residents described being able to get what they need in the neighborhood. Focus group members from Black Rock said that the community has grocery stores, banks, parks, schools, community centers, and food options. What can't be found in the neighborhood, they said could be easily reached by bus.

Neighborhoods are family-oriented, and neighbors are friendly.

Black Rock residents felt that their neighborhoods are family-oriented, and that the people living there are generally friendly and willing to help each other out.

Challenges in the Community

Housing is expensive, and absentee landlords are commonplace.

Residents say that the cost of housing has increased drastically in recent years, yet the quality of housing hasn't kept up with the cost. Some attribute this to absentee landlords who live outside the city, state, or even country. Focus group members describe landlords who buy property, raise rents, and yet never put money into necessary maintenance and repairs.

Homelessness is prevalent in some parts of the community.

Perhaps as a result of increasingly expensive housing, residents shared that the neighborhood has a large homeless population. Some attributed this to the fact that pay hasn't kept up with the increase in the cost of living. Other residents said they want to see more programs that help homeless residents get the guidance they need to get back on their feet.

Some commercial areas have not recovered from decades of decline.

While parts of the community are seeing reinvestment, residents say that some commercial areas have yet to get an infusion of investment. Older residents who lived on the West Side decades ago say that Grant Street is still a shell of its former self.

Services for senior citizens are limited.

Seniors in one focus group said they have a hard time getting around sometimes. The county has a van that brings them to the community center, but it can't pick them up so they need to make other arrangements to get home. Parking for seniors can be a challenge, especially in winter when spaces are not properly cleared of snow. Although parts of the neighborhood are walkable, things like healthy produce are only available at stores that residents have to drive to.

Challenges in the Community, cont'd.

Residents face prohibitively expensive home and car repairs.

Homeowners in the focus groups described facing expensive repairs, such as roofs, gutters, and windows. One resident had to pay to have her gas meter moved outside, even though the utility company required the move. Some take on debt to help with repairs to cars and homes, while others simply put off repairs.

Some residents face language barriers when trying to work with service providers.

Although none of the focus group members were English Language Learners, some talked about how it can be difficult for immigrants with limited English proficiency to learn about and work with service providers in the community. The focus group felt that improving the interpretation and translation capacity of service providers would better support immigrants.

Expensive and poor-quality childcare makes working difficult for parents.

Residents relayed that childcare can be expensive for parents, even with financial assistance. Others said that in addition to the barrier of cost, some residents choose not to put kids in daycare because there is a lack of trust that kids will be adequately cared for by strangers. Barriers to childcare often mean that parents choose to stay with their kids instead of working, therefore limiting household income.

Domestic violence is a pervasive problem that is not being addressed.

One focus group participant said that domestic violence is a big problem, but it "isn't talked about". In one resident's experience, young boys begin physically hurting girls as early as elementary school. The resident believes that early intervention with youth education and programs can help stem domestic violence, but more should also be done for adult survivors as well.

Gun violence makes some neighborhoods feel unsafe.

Both focus groups talked about issues of crime in the community, but some residents were more directly affected by it than others. While those who lived in Black Rock said it was a safe community, residents felt that other parts of the West Side were known for gun violence and drug activity. Several residents had either family members, friends, or acquaintances who were killed in street violence.

Ideas for Change in the Community

Encourage elected officials to work more directly in the community.

Residents believe that more intimate involvement of local elected officials in the community would be beneficial. One resident mentioned that they see councilmembers doing a lot in other districts, and wished their councilmember was more involved in the community. Another participant said that town hall meetings with elected officials would help residents share their concerns and needs for the community with those who have the power to affect change.

Provide better services for seniors.

Seniors in the focus groups would like to see a broader range of services for older residents, including delivery services for food and other items, senior transportation options beyond medical trips, and walkable areas with well-maintained sidewalks and bus stops.

Improve the responsiveness and increase the presence of police to help curb violence.

While some focus group participants mentioned that there are members of the community who do not trust police, others feel that increasing police patrols might help deter crime. One focus group member described having to call the police for a domestic dispute, but police never arrived. Another said she waited 1-2 hours for police to arrive after her car was hit. Improving the accessibility and responsiveness of police could help build trust and make residents feel safer.

Bolster supports and resources for residents who want to start their own businesses.

In the words of one resident, there are lots of people who live in the community who have ideas and drive, but lack the support, awareness, and resources to help them get their ideas off the ground. Residents wish there were more supports for residents who want to start a business in the community.

Hold more fun, family-oriented community events to help raise awareness of available services.

Participants felt that raising awareness of existing services and programs available in the community is important. However, they felt that raising awareness could be done through a more family- and kid-friendly event that serves both to inform as well as provide a place for socialization and community building.

Convert old dilapidated housing into affordable housing.

Residents who see abandoned or dilapidated houses in their community, and who also experience climbing rents and housing costs see an opportunity to correct both issues through programs that renovate old homes for use as affordable housing.

Find ways to incorporate green energy into the community.

One participant mentioned that they want to see solar panels used more in the community. She sees solar panels and other green energy solutions as an efficient and innovative way of combating the challenge of climate change.

Atarah

A single mom is eager to further her education so she can help others and benefit the community.

Atarah is a childcare worker on Buffalo's West Side. Despite being in her 30's, Atarah describes herself as a dinosaur. She has been at her place of employment for over a decade and has watched many employees and managers come and go. The turnover has offered her an opportunity to do new things. "I've done it all...I've worked in every classroom, with every age." But she has not moved up, despite her desire to do so. Her biggest barrier is getting a GED, which she has been working on for years. Math is part of the problem. But more important than numbers is being a mother with much responsibility and little support. "My biggest challenge is being a single mom, not having any family support, not having any friendship support, trying to satisfy everyone but my own life, working 40 hours a week and going home being there for my kids." Atarah describes going to bed at 8 pm so she can arise at 3 am and study for several hours before waking up her three young ones, getting them ready for school, and heading off to work for an 8 am start. She walks and uses the bus to get places, and is thankful for her month-to-month rental in a calm, safe neighborhood that is close to many things. However, her rent has doubled over the past decade. She dreams of taking her experience in the classroom to the community. Someday she would like to travel outside the U.S. and to different places across the country. With a heart for people and service, she says she would like to see other communities and understand their needs.

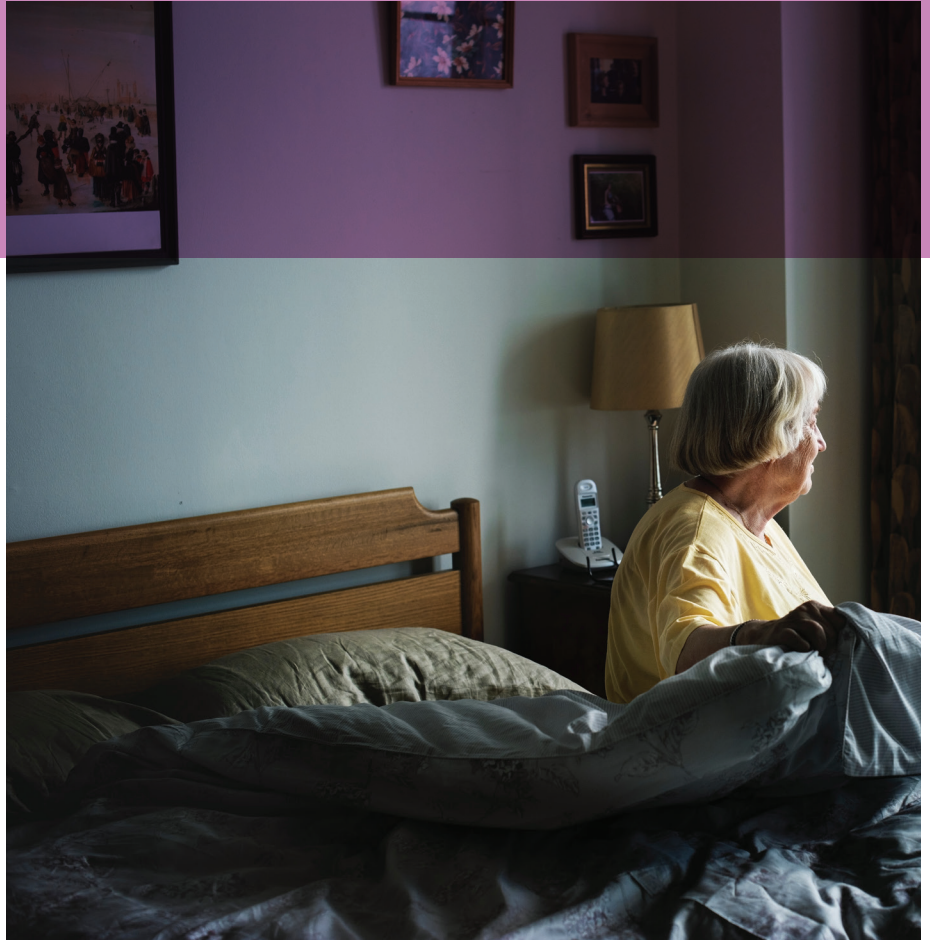


“Not having that piece of paper is really hindering me from the things I want to do. I love this place [of employment] but this place isn't helping me move forward.”

Anna

A long-time resident seeks to maintain her independence as she ages.

Anna lives alone in a two-bedroom home in Buffalo. She values the amenities her neighborhood offers. She is a long-time, Buffalo-born resident. Anna's only son lives across the country. She speaks with pride about his career accomplishments and goals. Anna has relatives in the area but does not see them much. "They are busy; they have their own families." Few probably know about the day-to-day challenges Anna faces completing tasks like making the bed or grocery shopping. "I'm very independent. If I can't do it, I will go without." With two bad shoulders from decades in a physically demanding job, Anna uses a walker to get around. She is now in her 80's. She still drives too, a 2003 Chevy. Her significant other left her the car. She inherited another car from him too, one she sold to have work done on the house. These days her budget for home repairs is slim. "My fridge is breaking down...my home needs electrical work that I can't afford." Anna lives on Social Security and a small pension that purchases health insurance to supplement Medicare. Even with good coverage, medical expenses consume a large portion of her budget. She has about \$300 in unpaid co-pays. She wishes she qualified for Medicaid and the coverage it provides for dental and eyeglasses. Her insurance does provide six hours a week of in-home assistance from an aide, but she does not tell anyone that she still drives. "I wish I could get help without restrictions. There is nothing available for people unless they are an invalid."



“I’m very independent. If I can’t do it, I will go without.”

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, all of which are listed on page four. 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. Twenty five 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 370 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 236 responses to question 21 to 366 responses to questions seven, eight, and fourteen. 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 March 28th, 2019 and April 17th, 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, minimum wage in NYS was \$11.10 per hour. A resident who works 30 hours a week for 4 weeks will earn \$1,356 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 \$1,250 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 (West 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 insurance ¹ | ☐ Government (VA) ⁵ |
| ☐ Managed care (HMO, PPO) ² | ☐ Health Savings Account ⁶ |
| ☐ Medicare ³ | ☐ Other _____ ⁷ |
| ☐ Medicaid ⁴ | ☐ Do not know/Unsure ⁸ |
| | ☐ No health insurance ⁹ |

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 care ¹ | ☐ Prescription medicine ⁵ |
| ☐ Mental health care or counseling ² | ☐ Transportation to doctor appointments or health services ⁶ |
| ☐ Dental care (including checkups) ³ | ☐ Other: _____ ⁷ |
| ☐ Optical care (including eyeglasses) ⁴ | ☐ None ⁸ |

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

- | | |
|--|--|
| ☐ Utility shut-off notice ¹ | ☐ Legal problems ⁵ |
| ☐ Foreclosure/Eviction ² | ☐ Outstanding Debt ⁶ |
| ☐ No money for food ³ | ☐ Hurt or threatened at home ⁷ |
| ☐ Cost/availability of child care for work ⁴ | ☐ Other: _____ ⁸ |
| | ☐ No urgent concerns ⁹ |

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 financierable⁴
☐ 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 Privado ¹ | ☐ Gobierno(VA) ⁵ |
| ☐ Atención administrada (HMO, PPO) ² | ☐ Cuenta de ahorros de salud ⁶ |
| ☐ Medicare ³ | ☐ Otro _____ ⁷ |
| ☐ Medicaid ⁴ | ☐ No lo sé/no estoy seguro ⁸ |
| | ☐ Sin seguro médico ⁹ |

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

- | | |
|--|---|
| ☐ Atención médica ¹ | ☐ Medicamento con receta ⁵ |
| ☐ Atención de salud mental o asesoramiento ² | ☐ Transporte a citas médicas o servicios de salud ⁶ |
| ☐ Atención dental (incluidos chequeos) ³ | ☐ Otro: _____ ⁷ |
| ☐ Atención óptica (incluidas gafas) ⁴ | ☐ Ninguno ⁸ |

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 | ☐ Problemas legales ⁵ |
| ☐ Ejecución hipotecaria/Desalojo ² | ☐ Deudas pendientes ⁶ |
| ☐ Sin dinero para comida ³ | ☐ Herido o amenazado en casa ⁷ |
| ☐ Coste/disponibilidad de cuidado infantil para trabajar ⁴ | ☐ Otro: _____ ⁸ |
| | ☐ Sin preocupaciones urgentes ⁹ |

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

- O Si¹ O 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# _____

Resident Survey - Arabic version

يحتاج مجتمع شبكة الأمان في شبكة الجوال إلى التقييم

شكرا لك على المشاركة في هذه الدراسة. سوف تساعدنا إجاباتك في فهم احتياجات المجتمع بشكل أفضل و تساعدنا في بناء شبكة أمان أقوى تعمل على ربط السكان بالخدمات البشرية التي يحتاجونها. يرجى اختيار إجابة واحدة (إلا ما ينص خلاف ذلك. ستبقى إجاباتك سرية تمامًا).

1. العمر _____ 2. الجنس _____ 3. العرق _____ 4. الرمز البريدي _____ 5. موقع الاستفتاء _____

6. كم عدد الأشخاص في منزلك، بما في ذلك نفسك؟

البالغين (18 وما فوق) _____ الأطفال (تحت ال 18) _____

7. هل سبق لأي شخص في منزلك أن خدم في القوات المسلحة؟

1. ☐ نعم 2. ☐ لا

8. ما هو وضعك الوظيفي حاليا؟ اختر كل ما ينطبق.

1. ☐ طالب

2. ☐ متقاعد

3. ☐ عمل بدوام كامل

4. ☐ عمل بدوام جزئي

5. ☐ عاطل عن العمل ، وبحث

6. ☐ عاطل عن العمل ، لا يبحث

7. ☐ الخروج من قوة العاملة (لا اعمل ، لا يبحث)

8. ☐ غير ذلك _____

10. ما هو وضعك المعيشي حاليا؟

1. ☐ ملك

2. ☐ الإيجار ، مع المساعدة

3. ☐ الإيجار ، دون مساعدة

4. ☐ البقاء مع الأصدقاء / الأسرة

5. ☐ بلا مأوى / ملجأ

6. ☐ أخرى: _____

Resident Survey, cont'd. - Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

10. منذ متى وأنت تعيش في عنوانك الحالي؟

- 1. ☐ أقل من 3 أشهر
- 2. ☐ 3 أشهر إلى 1 سنة
- 3. ☐ 1-5 سنين
- 4. ☐ 6-10 سنين
- 5. ☐ 10 <
- 6. ☐ أكثر من 10 سنين

11. ما هو أعلى مستوى من التعليم / التدريب الذي أكملته؟

- 1. ☐ المدرسة الثانوية / معادلة
- 2. ☐ قليلا من الجامعة ، بدون شهادة
- 3. ☐ مدرسة التجارة / الشهادة
- 4. ☐ شهادة جامعية (2 أو 4 سنوات)
- 5. ☐ بعد شهادة الدراسات العليا
- 6. ☐ العسكرية
- 7. ☐ لم ينته من المدرسة الثانوية

12. هل أنت أو أي شخص في منزلك لديه أي إعاقة مما يلي؟ اختر كل ما ينطبق.

- 1. ☐ الصحة العقلية
- 2. ☐ التنقل
- 3. ☐ البدنية
- 4. ☐ التنموي
- 5. ☐ الحسية
- 6. ☐ لا إعاقة

13. هل أنت أو أي شخص في منزلك يعاني من إعاقة تحد من قدرتك على العمل و / أو الذهاب إلى المدرسة؟

- 1. ☐ نعم
- 2. ☐ لا

Resident Survey, cont'd. - Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

14. ما هي وسيلة النقل الأساسية لديك؟

1. ☐ دراجة
2. ☐ العائلة / الأصدقاء
3. ☐ سيارة خاصة
4. ☐ سيارة أجرة
5. ☐ المشي
6. ☐ عربة مديكيد
7. ☐ اوبر / ليفت
8. ☐ عربة خدمة متطوع
9. ☐ النقل العام
10. ☐ غير ذلك: _____

15. إذا كنت قد استخدمت وسائل النقل العامة في أي وقت مضى ، هل تواجه أي من القضايا التالية باستمرار؟ اختر كل ما ينطبق.

1. ☐ تكلفة للغاية
2. ☐ يستغرق وقتاً طويلاً للوصول الى الأماكن
3. ☐ لا خدمة حيث أحتاج الذهاب
4. ☐ لا توجد خدمات مساء أو عطلة نهاية الأسبوع
5. ☐ لا توجد خدمة في مجتمعي
6. ☐ لا تعمل الحافلات كثيرًا
7. ☐ السير طويل جدا إلى محطة الحافلات
8. ☐ الخدمة ليست موثوقة
9. ☐ لا أشعر بالأمان
10. ☐ الجدول الزمني مريبك للغاية
11. ☐ أخرى: _____
12. ☐ لا شيء
13. ☐ لم استخدم النقل العام

Resident Survey, cont'd. - Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

16. إذا كنت تملك سيارة ، فهل واجهت أيًا مما يلي العام الماضي؟ اختر كل ما ينطبق.

- 1. ☐ لم أصلح سيارتي لأنني لم أستطع تحمل تكاليفها
- 2. ☐ التأمين على السيارة منتهي أو موقوف
- 3. ☐ ترخيص أو تسجيل موقوف
- 4. ☐ لم تجتاز المركبة التفتيش
- 5. ☐ أخرى: _____
- 6. ☐ لا شيء / لا تملك سيارة

17. ما هي مصادر دخل أسرتك؟ اختر كل ما ينطبق.

- 1. ☐ التوظيف
- 2. ☐ التأمين ضد البطالة
- 3. ☐ SSI دخل الضمان التكميلي
- 4. ☐ SSD الضمان الاجتماعي للعجزة والمعاقين
- 5. ☐ الضمان الاجتماعي للمتقاعدين
- 6. ☐ تعويض العمال
- 7. ☐ نفقة الطفل
- 8. ☐ لا دخل
- 9. ☐ غير ذلك: _____

18. كم من المال يتم تلقيه حاليًا من هذه المصادر لدعم أسرتك كل شهر؟

- 1. ☐ >\$1250 دولار أمريكي في الشهر
- 2. ☐ \$1250 - \$1999 / شهر
- 3. ☐ \$2000 - \$2999 / شهر
- 4. ☐ \$3000+ / شهر

Resident Survey, cont'd. - Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

19. هل أنت أو أي شخص في منزلك تتلقى حالياً أي من ما يلي؟ اختر كل ما ينطبق.

- 1. ☐ طوابع الغذاء / SNAP
- 2. ☐ خدمة الطعام / وجبة الطعام
- 3. ☐ ميديكيد
- 4. ☐ الفوائد النقدية
- 5. ☐ برنامج مساعدة الطاقة الحرارية
- 6. ☐ SSI دخل الضمان التكميلي
- 7. ☐ SSD الضمان الاجتماعي للعجزة والمعاقين
- 8. ☐ مساعدة النساء والرضع والأطفال
- 9. ☐ غير ذلك: _____
- 10. ☐ لا شيء

20. هل هناك أي شخص في منزلك لديه طلب معلق لأي من ما يلي؟ اختر كل ما ينطبق.

- 1. ☐ طوابع الغذاء / SNAP
- 2. ☐ مخزن الأطعمة / خدمة الوجبات
- 3. ☐ ميديكيد
- 4. ☐ الفوائد النقدية
- 5. ☐ HEAP برنامج مساعدات الطاقة الحرارية
- 6. ☐ SSI / SSD الضمان الاجتماعي للعجزة والمعاقين/ دخل الضمان التكميلي
- 7. ☐ WIC مساعدة النساء والرضع والأطفال
- 8. ☐ غير ذلك: _____
- 9. ☐ لا شيء

Resident Survey, cont'd. - Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

21. هل تنطبق أي من الأمور المالية التالية عليك؟ اختر كل ما ينطبق.

1. ☐ ديون المستهلك / بطاقة الائتمان
2. ☐ ديون قروض الطلاب
3. ☐ الرهن العقاري تحت الماء (مدين بأكثر من قيمة منزلك)
4. ☐ غير مقترض
5. ☐ لا يوجد حساب مصرفي
6. ☐ الفواتير الطبية
7. ☐ نفقة الطفل
8. ☐ غير ذلك: _____

22. ما مدى ثقتك في قدرتك على التعامل مع نفقة \$500 لحالة طوارئ، على مقياس من 1 إلى 5 ، حيث 1 يعني "غير واثق على الإطلاق" و 5 يعني "واثق جداً"؟ اختر واحدة.

1 2 3 4 5

1 = غير واثق على الإطلاق (سوف يكون النفقة عبء). 3 = واثق إلى حد ما 5 = واثق جداً (يمكنني إدارة هذه النفقات مالياً).

23. هل يفقد أي شخص في منزلك للتأمين الصحي؟ اختر كل ما ينطبق.

1. ☐ نعم ، هناك شخص بالغ أو أكثر ليس لديه تأمين صحي
2. ☐ نعم ، هناك طفل واحد أو أكثر ليس لديه تأمين صحي
3. ☐ لا ، لدينا جميعاً تأمين صحي

Resident Survey, cont'd. - Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

24. إذا وجد تأمين ، ما هو نوع التأمين الصحي المستخدم حالياً من قبل أعضاء منزلك؟ اختر كل ما ينطبق.

- 1. ☐ التأمين الخاص
- 2. ☐ الرعاية المدارة (HMO، PPO)
- 3. ☐ الرعاية الطبية
- 4. ☐ مديكيد
- 5. ☐ الحكومة (VA)
- 6. ☐ حساب التوفير الصحي
- 7. ☐ أخرى _____
- 8. ☐ لا أعرف / غير متأكد
- 9. ☐ لا يوجد تأمين صحي

25. خلال العام الماضي ، هل كان هناك أي وقت كنت في حاجة إلى أي من التالي ولكن لم تحصل عليه لأنك لم تستطع تحمل التكاليف؟ تحديد كل ما ينطبق.

- 1. ☐ الرعاية الصحية
- 2. ☐ الرعاية أو المشورة في مجال الصحة العقلية
- 3. ☐ العناية بالأسنان (بما في ذلك الفحوصات)
- 4. ☐ الرعاية البصرية (بما في ذلك النظارات)
- 5. ☐ وصفة طبية
- 6. ☐ النقل إلى مواعيد الطبيب أو الخدمات الصحية
- 7. ☐ أخرى: _____
- 8. ☐ لا شيء

Resident Survey, cont'd. - Arabic version

26. هل هناك أي مخاوف أو احتياجات خاصة لديك أو لدى أي فرد في منزلك؟ اختر كل ما ينطبق.

1. ☐ إشعار إغلاق المرافق
2. ☐ التعويق / الطرد
3. ☐ لا مال مقابل الطعام
4. ☐ تكلفة / توفر رعاية الطفل للعمل
5. ☐ مشاكل قانونية
6. ☐ الديون المعلقة
7. ☐ يصاب أو يهدد في المنزل
8. ☐ غير ذلك: _____
9. ☐ لا توجد مخاوف ملحّة

27. هل واجه أي شخص في منزلك صعوبة في الحصول على الخدمات الضرورية (الطعام ، الإسكان ، المرافق ، الرعاية الطبية ، إلخ) خلال العام الماضي؟

1. ☐ نعم
2. ☐ لا

28. إذا كانت الإجابة "نعم" ، فاشرح ما هي العوائق التي واجهتها. اختر كل ما ينطبق.

1. ☐ السفر للحصول على الخدمات أمر صعب
2. ☐ لا أتكلم / أقرأ الإنجليزية جيداً
3. ☐ لا أستطيع الوصول إلى هناك خلال ساعات عمل الوكالة
4. ☐ لقد تم رفضي بسبب حدود الدخل
5. ☐ قد يكون من الصعب علي مغادرة بيتي
6. ☐ إنه أمر مزعج كثيرًا نظرًا لأن الإجراءات مربكة
7. ☐ وصول محدود للإنترنت
8. ☐ غير ذلك: _____
9. ☐ لا شيء

اختياري: إذا كنت مهتمًا بالمشاركة في مجموعة تركيز للمقيمين ، فيرجى تقديم ما يلي:

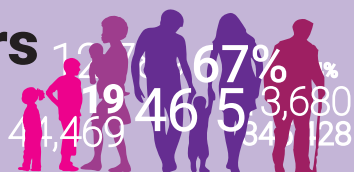
الاسم _____ رقم الهاتف _____

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

SEPTEMBER 2019

Numbers in Need

IN BUFFALO NIAGARA



A Mobile Safety Net Team
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