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

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

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

INSIGHTS FROM RESIDENTS

CITY OF Buffalo
(East of Main St)

SEPTEMBER 2019

Numbers in Need
IN BUFFALO NIAGARA

Prepared by University at Buffalo
Regional Institute
School of Architecture and Planning

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

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

Visit NumbersInNeed.org

About this Report

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

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

Defining Need

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

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

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

Federal Poverty Guidelines, 2019

<table>
<thead>
<tr>
<th>Federal Poverty Level</th>
<th>200% of Federal Poverty Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Person Household</td>
<td>$12,490</td>
</tr>
<tr>
<td>2 Person</td>
<td>$16,910</td>
</tr>
<tr>
<td>3 Person</td>
<td>$21,330</td>
</tr>
<tr>
<td>4 Person</td>
<td>$25,750</td>
</tr>
</tbody>
</table>

$23,088 Annual Wage for a Minimum Wage Worker in NYS

Source: U.S. Department of Health and Human Services
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.
Almost 600 residents from the community and users of community services completed a two-page, 28 question survey over a three month period in early 2019.

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

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

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

### Resident Surveys were conducted at 40 locations

<table>
<thead>
<tr>
<th>#</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Buffalo and Erie County Public Library - Downtown</td>
</tr>
<tr>
<td>2</td>
<td>Boys and Girls Club - Baird</td>
</tr>
<tr>
<td>3</td>
<td>Boys and Girls Club - Beecher</td>
</tr>
<tr>
<td>4</td>
<td>Black Rock Riverside Mobile Food Truck</td>
</tr>
<tr>
<td>5</td>
<td>Community Action Organization Job Fair at Edward Saunders Center</td>
</tr>
<tr>
<td>6</td>
<td>Catholic Central Food Pantry</td>
</tr>
<tr>
<td>7</td>
<td>Catholic Charities Central Intake</td>
</tr>
<tr>
<td>8</td>
<td>Civil Legal Advice Resource Office - Jewett</td>
</tr>
<tr>
<td>9</td>
<td>Erie County Bar Association (ECBA) Volunteer Lawyer Project (VLP) Legal Clinic - Adult Education</td>
</tr>
<tr>
<td>10</td>
<td>ECBA VLP Legal Clinic - East High School</td>
</tr>
<tr>
<td>11</td>
<td>ECBA VLP Legal Clinic - PS 54</td>
</tr>
<tr>
<td>12</td>
<td>Elmwood Village Charter School</td>
</tr>
<tr>
<td>13</td>
<td>Evergreen Health Services</td>
</tr>
<tr>
<td>14</td>
<td>Every Bottom Covered</td>
</tr>
<tr>
<td>15</td>
<td>Friends of Night People</td>
</tr>
<tr>
<td>16</td>
<td>Genesis Center</td>
</tr>
<tr>
<td>17</td>
<td>Gerard Place</td>
</tr>
<tr>
<td>18</td>
<td>Gloria J. Parks Community Center</td>
</tr>
<tr>
<td>19</td>
<td>Goodwill</td>
</tr>
<tr>
<td>20</td>
<td>Goodwill Pantry</td>
</tr>
<tr>
<td>21</td>
<td>Hanaepin Community Center</td>
</tr>
<tr>
<td>22</td>
<td>Jericho Road Community Health Center</td>
</tr>
<tr>
<td>23</td>
<td>Jericho Road Hope Refuge Drop-In Center</td>
</tr>
<tr>
<td>24</td>
<td>Kleinhaus Community Association</td>
</tr>
<tr>
<td>25</td>
<td>Frank E. Merleweather, Jr. Library</td>
</tr>
<tr>
<td>26</td>
<td>National Grid Expo (at Our Lady of Hope Church)</td>
</tr>
<tr>
<td>27</td>
<td>Old First Ward Community Center</td>
</tr>
<tr>
<td>28</td>
<td>PS 92 B.U.L.D Community School</td>
</tr>
<tr>
<td>29</td>
<td>PUSH Buffalo</td>
</tr>
<tr>
<td>30</td>
<td>Positive Youth of Tomorrow Center Ken-Lang Housing</td>
</tr>
<tr>
<td>31</td>
<td>Response to Love Center</td>
</tr>
<tr>
<td>32</td>
<td>Salvation Army Food Express Truck</td>
</tr>
<tr>
<td>33</td>
<td>Schiller Park Senior Center</td>
</tr>
<tr>
<td>34</td>
<td>Seneca Babcock Community Center</td>
</tr>
<tr>
<td>35</td>
<td>SM Josetta Food Pantry Villa Maria College</td>
</tr>
<tr>
<td>36</td>
<td>The Belle Center</td>
</tr>
<tr>
<td>37</td>
<td>Veterans One-Stop Center</td>
</tr>
<tr>
<td>38</td>
<td>Westminster Good for the Neighborhood</td>
</tr>
<tr>
<td>39</td>
<td>Westside Community Services</td>
</tr>
<tr>
<td>40</td>
<td>YWCA WNY</td>
</tr>
</tbody>
</table>

### Resident Focus Groups were held at 3 locations

<table>
<thead>
<tr>
<th>#</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Genesis Center</td>
</tr>
<tr>
<td>2</td>
<td>Gerard Place</td>
</tr>
<tr>
<td>3</td>
<td>Seneca Babcock Community Center</td>
</tr>
</tbody>
</table>
Poverty and economic vulnerability in neighborhoods east of Main Street in the City of Buffalo cuts across age, race, gender, household status and educational attainment. Surveys were conducted until respondents were as close to representative of the actual population as possible. Survey results slightly overrepresent women, older residents, and those without children, but are racially representative of the actual population.

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

<table>
<thead>
<tr>
<th>Individuals and Families</th>
<th>Under 18</th>
<th>Age 18-34</th>
<th>Age 35-54</th>
<th>Age 55-64</th>
<th>Age 65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>31%</td>
<td>28%</td>
<td>32%</td>
<td>18%</td>
<td>22%</td>
</tr>
<tr>
<td>Female</td>
<td>69%</td>
<td>72%</td>
<td>68%</td>
<td>82%</td>
<td>78%</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>32%</td>
<td>32%</td>
<td>34%</td>
<td>69%</td>
<td>32%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>6%</td>
<td>4%</td>
<td>2%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>6%</td>
<td>4%</td>
<td>2%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>6%</td>
<td>4%</td>
<td>2%</td>
<td>3%</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adults in Household</th>
<th>One Adult</th>
<th>Two Adults</th>
<th>Three or more Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>20%</td>
<td>34%</td>
<td>40%</td>
</tr>
<tr>
<td>Female</td>
<td>80%</td>
<td>66%</td>
<td>60%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Children in Household</th>
<th>One Child</th>
<th>Two Children</th>
<th>Three or More Children</th>
<th>No Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>17%</td>
<td>13%</td>
<td>15%</td>
<td>69%</td>
</tr>
<tr>
<td>Female</td>
<td>83%</td>
<td>87%</td>
<td>85%</td>
<td>31%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Work and Income</th>
<th>Student</th>
<th>Retired</th>
<th>Employed Full-time</th>
<th>Employed Part-time</th>
<th>Unemployed, Looking</th>
<th>Unemployed, Not Looking</th>
<th>Out of the Labor Force</th>
<th>Other Employment Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>9%</td>
<td>25%</td>
<td>25%</td>
<td>35%</td>
<td>17%</td>
<td>8%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Female</td>
<td>9%</td>
<td>25%</td>
<td>25%</td>
<td>35%</td>
<td>17%</td>
<td>8%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Housing</th>
<th>Own</th>
<th>Rent, with Assistance</th>
<th>Rent, without Assistance</th>
<th>Staying with Friends/Family</th>
<th>Homeless/Shelter</th>
<th>Other Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>28%</td>
<td>34%</td>
<td>8%</td>
<td>3%</td>
<td>11%</td>
<td>1%</td>
</tr>
<tr>
<td>Female</td>
<td>28%</td>
<td>34%</td>
<td>8%</td>
<td>3%</td>
<td>11%</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time in Current Home</th>
<th>Less than 3 months</th>
<th>3 months-1 year</th>
<th>1-5 years</th>
<th>6-10 years</th>
<th>More than 10 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>9%</td>
<td>15%</td>
<td>32%</td>
<td>13%</td>
<td>32%</td>
</tr>
<tr>
<td>Female</td>
<td>9%</td>
<td>15%</td>
<td>32%</td>
<td>13%</td>
<td>32%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education</th>
<th>High School/Equivalency</th>
<th>Some College, No Degree</th>
<th>Trade School/Certificate</th>
<th>College Degree (2 or 4 yr)</th>
<th>Post Graduate Degree</th>
<th>Military</th>
<th>Did Not Finish High School</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>9%</td>
<td>21%</td>
<td>17%</td>
<td>4%</td>
<td>17%</td>
<td>4%</td>
<td>13%</td>
</tr>
<tr>
<td>Female</td>
<td>9%</td>
<td>21%</td>
<td>17%</td>
<td>4%</td>
<td>17%</td>
<td>4%</td>
<td>13%</td>
</tr>
</tbody>
</table>
Poor transportation options are a barrier to services and employment.

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

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

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

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

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

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

Low incomes and expensive housing contribute to other financial concerns.

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

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

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

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

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

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

One resident described how she and her child’s father decided to live separately, because living together would have caused her to lose her assistance due to an increase in household income. In other instances, people who work part time with inconsistent hours may intentionally take fewer shifts so they don’t trigger a loss of benefits over a small and temporary increase in income. The risk of losing benefits often outweighs the short-term benefits of increasing income beyond the income limits for assistance.
Immediate repercussions of not having enough money were some of the most frequently reported urgent concerns among residents. Residents facing hunger, cold winters, or the choice between working and providing childcare, might be more likely to take on debt to help them pay utility, food, and childcare costs, resulting in outstanding debt that is difficult to pay off. But getting help with these challenges can be a challenge of its own. A fifth of residents face several barriers to services, such as difficulty traveling, confusing processes, limited Internet access and more.

**Urgent Concerns, Special Needs and Barriers for Residents**

**TRENDS**

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

**REPORTED HAVING SOME TYPE OF URGENT CONCERN**

- **Utility Shut-off**
- **No Money for Food**
- **Outstanding Debt**
- **Legal Problems**
- **Cost/Availability of child care**
- **Foreclosure/Eviction**
- **Hurt or threatened at home**

*Residents could report more than one urgent concern.

**REPORTED A BARRIER OR DIFFICULTY GETTING SERVICE**

- **Traveling to get services is difficult**
- **The process is confusing and it's too much of a hassle**
- **Limited Internet access**
- **Turned away because of income limits**
- **Hours of operation don't fit my schedule**
- **Physically difficult to leave my home**
- **I don't speak or read English well**

*Residents could report more than one barrier.*
Detailed Findings: Disabilities and Health Care Access

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

TRENDS

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

Detailed Findings: Disabilities and Health Care Access

DISABILITIES IN HOUSEHOLDS

51% of respondents reported some type of disability in the household. 59% say that disability limits them from going to work or school.

TYPE OF DISABILITIES REPORTED IN THESE HOUSEHOLDS

51% Mental health 47% Physical 25% Developmental 21% Mobility 6% Sensory

*Residents could report more than one type.

HEALTHCARE

Lack of health insurance among...

12% Adults 2% Children

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

Top 5 Types of Health Insurance Coverage Used Among Respondents

<table>
<thead>
<tr>
<th>Type of Insurance</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>46%</td>
</tr>
<tr>
<td>Medicare</td>
<td>35%</td>
</tr>
<tr>
<td>Managed care (HMO, PPO)</td>
<td>19%</td>
</tr>
<tr>
<td>Private insurance</td>
<td>17%</td>
</tr>
<tr>
<td>Government/VA</td>
<td>3%</td>
</tr>
</tbody>
</table>

*Residents could report more than one type.

47% of respondents were in need of some type of healthcare but can’t afford it.

<table>
<thead>
<tr>
<th>Type of Care</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental</td>
<td>55%</td>
</tr>
<tr>
<td>Prescription medicine</td>
<td>41%</td>
</tr>
<tr>
<td>Optical Care</td>
<td>35%</td>
</tr>
<tr>
<td>Health care or counseling</td>
<td>28%</td>
</tr>
<tr>
<td>Mental health care or counseling</td>
<td>23%</td>
</tr>
<tr>
<td>Transportation to appointments or services</td>
<td>21%</td>
</tr>
</tbody>
</table>

*Residents could report more than one type.

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

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

TRENDS

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

How respondents get around

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own Vehicle</td>
<td>50%</td>
</tr>
<tr>
<td>Public Transportation</td>
<td>29%</td>
</tr>
<tr>
<td>Bike/Walk</td>
<td>18%</td>
</tr>
<tr>
<td>Family/Friends</td>
<td>12%</td>
</tr>
<tr>
<td>Taxi/Rideshare/ Medicaid Van/Volunteer Service</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
</tbody>
</table>

Top reasons respondents don’t take public transportation more often

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

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

- Can’t afford car repairs: 66%
- Vehicle did not pass inspection: 21%
- Lapsed or suspended car insurance: 16%
- Suspended license or registration: 8%
- Other: 7%

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

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

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

TRENDS

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

FINANCES AND ASSETS

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

Household Income, 2019

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

Sources of Household Income

Top 5 Financial Challenges Households Experience

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

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

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

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

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

#### Types of Services Received

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Stamps/SNAP</td>
<td>60%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>47%</td>
</tr>
<tr>
<td>HEAP</td>
<td>40%</td>
</tr>
<tr>
<td>Food Pantry/Meal Service</td>
<td>22%</td>
</tr>
<tr>
<td>Cash Benefits</td>
<td>18%</td>
</tr>
<tr>
<td>SSD</td>
<td>18%</td>
</tr>
<tr>
<td>SSI</td>
<td>13%</td>
</tr>
<tr>
<td>WIC</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
</tbody>
</table>

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

#### Types of Services Pending

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Stamps/SNAP</td>
<td>8%</td>
</tr>
<tr>
<td>HEAP</td>
<td>5%</td>
</tr>
<tr>
<td>SSI/SSD</td>
<td>5%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>3%</td>
</tr>
<tr>
<td>Cash Benefits</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
<tr>
<td>Food Pantry/Meal Service</td>
<td>1%</td>
</tr>
<tr>
<td>WIC</td>
<td>1%</td>
</tr>
</tbody>
</table>

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

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

#### Programs/services residents identified as...

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

**...in need of improvement**
- #1 Affordable Housing
- #2 Transportation
- #3 Education/Training
- #4 Homeless Programs
Perspectives from Residents

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

Strengths and Assets of the Community

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

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

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

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

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

Challenges in the Community

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

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

Inadequate transportation is a barrier to jobs and services. Most residents felt that the region’s public transit system is insufficient. Some reported high costs, while others say service where they live is too infrequent or trips simply take too long. Many good paying jobs in the area are located far outside the community, but bus service to these locations is difficult to use or non-existent. One young resident takes two buses and a train to get to school. Another got a job in Clarence, but when he left work at 9pm there were no buses left to take him home.
Residents are not always aware of the healthcare options available to them. Most participants in the focus groups reported having some kind of health insurance coverage, but residents felt that many people are unaware of all of the healthcare options and services available to them. For example, things that are not covered by insurance plans, like dental work, are affordably available at UB for those who qualify, but residents feel that programs like that are not well-known.

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

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

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

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

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

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

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

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

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

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

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

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

“South Buffalo is quiet.” We sit outside on the front porch and nobody bothers us. My son can walk up to the store and be safe. They moved there almost three years ago from the West Side of Buffalo. They were evicted after years of faithfully making rent payments. “The landlord decided to up the rent from $650 to $1200 per month and rent to different tenants.” They lived with friends until they found the apartment in South Buffalo. While the neighborhood offers a welcome alternative and more affordable rents, quality isn’t always there. Bernie’s landlord lives overseas and has yet to address the leaky roof or the peeling paint with lead. Last year Bernie was injured at home when a shaky staircase broke. He has been out of work since. Prior to this, he worked in manufacturing, as well as retail and healthcare. He misses the pay, especially the ability to earn overtime at the Southtowns plant where he was employed through a temporary agency. His wife is also out of work after being hurt in a serious auto accident some years ago.

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

“I worked in every department...I have lots of job skills...but they did not promote me.”
Naomi lives with her husband and two children on a quiet, tree-lined street in Buffalo in a home they recently purchased at an auction for the price of a new car.

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

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

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

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

Defining Need, Page 2
Minimum Wage: New York State Department of Labor, Minimum Wage (effective 12/31/18).

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

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

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

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

Detailed Findings: Programs, Services and Supports, Page 10
Programs/services residents identified as strongest and in need of improvement.

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

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

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

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

Resident Survey - English version

MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT

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

### Survey Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Race</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Zip Code</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Survey Location</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Including yourself, how many people are in your household?</strong></td>
<td>Adults (18 and up): [ ] 1</td>
<td>Children (under 18): [ ] 2</td>
</tr>
<tr>
<td><strong>Has anyone in your household ever served in the armed forces?</strong></td>
<td>Yes [ ] 1</td>
<td>No [ ] 2</td>
</tr>
<tr>
<td><strong>What is your current employment status? Select all that apply.</strong></td>
<td>Student [ ] 1</td>
<td>Retired [ ] 2</td>
</tr>
<tr>
<td></td>
<td>Employed full time [ ] 3</td>
<td>Employed part time [ ] 4</td>
</tr>
<tr>
<td></td>
<td>Unemployed, not looking [ ] 6</td>
<td>Other: [ ] 5</td>
</tr>
<tr>
<td><strong>What is your current living situation?</strong></td>
<td>Own [ ] 1</td>
<td>Rent, with assistance [ ] 2</td>
</tr>
<tr>
<td></td>
<td>Rent, without assistance [ ] 3</td>
<td>Staying with friends/family [ ] 4</td>
</tr>
<tr>
<td></td>
<td>Homeless/shelter [ ] 7</td>
<td>Other: [ ] 8</td>
</tr>
<tr>
<td><strong>How long have you lived at your current address?</strong></td>
<td>Less than 3 months [ ] 1</td>
<td>6-10 years [ ] 4</td>
</tr>
<tr>
<td></td>
<td>3 months-1 year [ ] 2</td>
<td>&gt;10 years [ ] 5</td>
</tr>
<tr>
<td></td>
<td>1-5 years [ ] 6</td>
<td>6+ years [ ] 7</td>
</tr>
<tr>
<td><strong>What is the highest level of education/training you’ve completed?</strong></td>
<td>High school/Equivalency [ ] 1</td>
<td>Post graduate degree [ ] 2</td>
</tr>
<tr>
<td></td>
<td>Some college, no degree [ ] 3</td>
<td>Military [ ] 4</td>
</tr>
<tr>
<td></td>
<td>Trade School/Certificate [ ] 5</td>
<td>Did not finish high school [ ] 7</td>
</tr>
<tr>
<td></td>
<td>College degree (2 or 4 yr) [ ] 9</td>
<td></td>
</tr>
<tr>
<td><strong>Do you or does anyone in your household have any of the following...</strong></td>
<td>Select all that apply.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mental health [ ] 1</td>
<td>Developmental [ ] 2</td>
</tr>
<tr>
<td></td>
<td>Mobility [ ] 3</td>
<td>Sensory [ ] 4</td>
</tr>
<tr>
<td></td>
<td>Physical [ ] 7</td>
<td>No Disability [ ] 9</td>
</tr>
<tr>
<td><strong>Do you or does anyone in your household have a disability that limits...</strong></td>
<td>Yes [ ] 1</td>
<td>No [ ] 2</td>
</tr>
<tr>
<td><strong>What is your primary form of transportation?</strong></td>
<td>Bicycle [ ] 1</td>
<td>Medicaid van [ ] 5</td>
</tr>
<tr>
<td></td>
<td>Family/Friends [ ] 2</td>
<td>Uber/Lyft [ ] 7</td>
</tr>
<tr>
<td></td>
<td>Own Vehicle [ ] 3</td>
<td>Volunteer service van [ ] 8</td>
</tr>
<tr>
<td></td>
<td>Taxi [ ] 9</td>
<td>Public transportation [ ] 9</td>
</tr>
<tr>
<td></td>
<td>Walk [ ] 11</td>
<td>Other: [ ] 10</td>
</tr>
<tr>
<td><strong>If you have ever used public transit, do you regularly encounter any...</strong></td>
<td>Select all that apply.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Too expensive [ ] 5</td>
<td>Service isn’t reliable [ ] 6</td>
</tr>
<tr>
<td></td>
<td>Takes too long to get places [ ] 2</td>
<td>I don’t feel safe [ ] 7</td>
</tr>
<tr>
<td></td>
<td>No service where I need to go [ ] 1</td>
<td>Schedule is too confusing [ ] 10</td>
</tr>
<tr>
<td></td>
<td>No evening or weekend service [ ] 1</td>
<td>Other: [ ] 11</td>
</tr>
<tr>
<td></td>
<td>No service in my community [ ] 6</td>
<td>None [ ] 12</td>
</tr>
<tr>
<td></td>
<td>Buses don’t run often enough [ ] 6</td>
<td>Have not used public transit [ ] 13</td>
</tr>
</tbody>
</table>

(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 insurance
- [ ] Yes, one or more children do not have health insurance
- [ ] No, we all have health insurance

24. If insured, what type of health insurance is currently used by members of your household? **Select all that apply.**
- [ ] Private insurance
- [ ] Managed care (HMO, PPO)
- [ ] Medicare
- [ ] Medicaid
- [ ] Government (VA)
- [ ] Health Savings Account
- [ ] Other
- [ ] Do not know/Unsure
- [ ] No health insurance

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
- [ ] Mental health care or counseling
- [ ] Dental care (including checkups)
- [ ] Optical care (including eyeglasses)
- [ ] Prescription medicine
- [ ] Transportation to doctor appointments or health services
- [ ] Limited Internet access
- [ ] Other
- [ ] None

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
- [ ] Foreclosure/Eviction
- [ ] No money for food
- [ ] Cost/availability of child care for work
- [ ] Legal problems
- [ ] Outstanding Debt
- [ ] Hurt or threatened at home
- [ ] Other
- [ ] No urgent concerns

27. Has anyone in your household encountered difficulty getting necessary services (food, housing, utilities, medical care, etc.) over the last year? **Select one.**
- [ ] Yes
- [ ] No

28. If “yes”, describe what barriers were faced. **Select all that apply.**
- [ ] Traveling to get services is difficult
- [ ] I don’t speak/read English well
- [ ] I can’t get there during hours the agency is open
- [ ] I’ve been turned away because of income limits
- [ ] It can be physically difficult for me to leave my home
- [ ] It’s too much of a hassle since the process is confusing
- [ ] Limited Internet access
- [ ] Other
- [ ] None

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 las residentes con los servicios humanos que necesitan. Por favor seleccione una respuesta a menos que se indique lo contrario. Sus respuestas serán completamente confidenciales.

<table>
<thead>
<tr>
<th>1 Edad</th>
<th>2 Genero</th>
<th>3 Raza</th>
<th>4 Código Postal</th>
<th>5 Lugar de encuesta</th>
</tr>
</thead>
</table>

6. Incluyéndote, cuántas personas viven en tu hogar?
   - Adultos (18 y más)________
   - Niños (menor de 18)_______

7. ¿Alguien en tu hogar ha servido en las fuerzas armadas?
   - Si________
   - No________

8. ¿Cuál es tu situación laboral actual? Marca las que correspondan.
   - Estudian________
   - Retirado________
   - Empleado tiempo completo________
   - Empleado a tiempo parcial________
   - Otro: ____________

9. ¿Cuál es tu medio de transporte principal?
   - Bicicleta________
   - Familia/Amigos________
   - Tengo auto________
   - Taxi________
   - Andando________
   - Furgoneta Medicaid________

10. ¿Cuánto tiempo llevas viviendo en tu dirección actual?
    - Menos de 3 meses________
    - 3 meses—1 año________
    - 1-5 años________

11. ¿Cuál es el nivel más alto de educación/estudios que has completado?
    - Sin terminar la educación________
    - Algo universitario/sin título________
    - Postgrado________
    - Militar________
    - No terminó el instituto________

12. ¿Tienes tú o alguien en tu hogar alguna de las siguientes discapacidades? Marca las que correspondan.
    - Salud Mental________
    - Movilidad________
    - Física________
    - Sin Discapacidades________

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

14. ¿Cuál es tu medio de transporte principal?
    - Uber/Lyft________
    - Servicio voluntario de Furgoneta________
    - Transporte público________
    - Otro: ____________

15. Si alguna vez ha usado transporte público, ¿cuenten sus, las siguientes problemas? Marca las que correspondan.
    - Demasiado costoso________
    - Tarda demasiado en llegar________
    - No llega a donde necesito________
    - No hay servicio de tarde o fin de semana________
    - No hay servicio en mi barrio________
    - Autobuses no pasan a menudo________
    - Mucho recorrido a pie a la parada________
    - Servicio no fiable________
    - No me siento seguro________
    - Horario muy confuso________
    - Otro: ____________
    - Ninguno________

16. Si posees un vehículo, ¿has experimentado alguno de los siguientes puntos en el último año?
    - No reparé el auto porque no podía pagararlo________
    - Seguro de auto caducado o suspendido________
    - Licencia o registro suspendido________
    - Vehículo no pasó inspección________
    - Otro: ____________
    - Ninguno/No poseo un vehículo________

17. ¿Cómo llegaste a tu hogar? Marca las que correspondan.
    - Empleo________
    - Seguro de desempleo________
    - Sin ingresos________
    - Otro: ____________

18. ¿Cuánto dinero recives actualmente de estas fuentes de ingreso al mes?
    - < $1,250/mes________
    - $1,250—$1,999/mes________
    - $2,000—$2,999/mes________
    - $3,000+ /mes________

19. ¿Estás tú o alguien en tu hogar actualmente recibiendo alguno de los siguientes servicios? Marca los que correspondan.
    - Food stamps/SNAP________
    - Seguro de desempleo________
    - SSI________
    - SSD________
    - Medicaid________
    - WIC________
    - Prestaciones en efectivo________
    - Otro: ____________
    - Ninguno________

20. ¿Alguien en tu hogar tiene una solicitud pendiente para alguno de los siguientes servicios? Marca los que correspondan.
    - Food stamps/SNAP________
    - Seguro de desempleo________
    - SSI________
    - SSD________
    - Medicaid________
    - WIC________
    - Prestaciones en efectivo________
    - Otro: ____________
    - Ninguno________

21. ¿Sufres alguno de los siguientes problemas financieros?
    - Deuda de consumidor/tarjeta de crédito________
    - Deuda de préstamos estudiantiles________
    - Hipoteca subirmana (debes más de lo que vale tu casa)________
    - No financiable________
    - Sin cuenta bancaria________
    - Facturas médicas________
    - Manutención de los hijos________
    - Otro: ____________

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 una.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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</thead>
<tbody>
<tr>
<td>1 = Sin confianza en absoluto (el gasto sería una gran carga)</td>
<td>2 = Algo confiado</td>
<td>3 = Confiado</td>
<td>4 = Muy confiado (Podría manejar el gasto sin problemas)</td>
<td>5 = Muy confiado (Podría manejar el gasto sin problemas)</td>
</tr>
</tbody>
</table>
**EVALUACIÓN DE NECESIDADES COMUNITARIAS DEL EQUIPO MOBILE SAFETY- NET (continuación)**

23 ¿Algún en tu hogar carece de seguro médico? Marca las que correspondan.
- [ ] Sí, uno o más adultos no tienen seguro médico
- [ ] Sí, uno o más niños no tienen seguro médico
- [ ] No, todos tenemos seguro médico

24 Si tienes seguro, ¿qué tipo de seguro médico utilizan los miembros de tu familia actualmente? Marca las que corresponden.
- [ ] Seguro Privado
- [ ] Atención administrada (HMO, PPO)
- [ ] Medicare
- [ ] Medicaid
- [ ] Gobernóo(VA)
- [ ] Cuenta de ahorros de salud
- [ ] Otro: _____________________________
- [ ] No lo sé/no estoy seguro
- [ ] Sin seguro médico

25 Durante el último año, ¿has necesitado alguno de los siguientes pero no has podido pagar? Marca las que corresponden.
- [ ] Atención médica
- [ ] Atención de salud mental o asesoramiento
- [ ] Atención dental (incluidos cheques)
- [ ] Atención óptica (incluidas gafas)
- [ ] Medicamento con receta
- [ ] Transporte a citas médicas o servicios de salud
- [ ] Otro: _____________________________
- [ ] Ninguno

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

NOMBRE___________________________________________________________
Teléfono# ________________________________________________________

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)
- [ ] Ejecución hipotecaria/Desalojo
- [ ] Sin dinero para comida
- [ ] Coste/disponibilidad de cuidado infantil para trabajar
- [ ] Problemas legales
- [ ] Deudas pendientes
- [ ] Herido o amenazado en casa
- [ ] Otro: _____________________________
- [ ] Sin preocupaciones urgentes

27 ¿Algún en tu hogar ha tenido dificultades para obtener servicios necesarios (comida, vivienda, servicios públicos, atención médica, etc) durante el último año?
- [ ] Sí
- [ ] No

28 Si la respuesta es “Sí”, describe a que barreras se enfrentaron. Marca las que corresponden.
- [ ] Viagar para obtener servicios es dificil
- [ ] No hable/leo Inglés bien
- [ ] No puedo llegar durante las horas en las que la agencia está abierta
- [ ] Me han rechazado por mis ingresos limitados
- [ ] Puede ser físicamente complicado salir de mi hogar
- [ ] Es demasiado complicado porque el proceso es confuso
- [ ] Acceso a internet limitado
- [ ] Otro: _____________________________
- [ ] None

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INSIGHTS FROM RESIDENTS
City of Buffalo
(East of Main St)
SEPTEMBER 2019

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

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