

INSIGHTS

FROM

PROVIDERS

VILLAGE OF  
**Springville**  
AND TOWN OF  
**Concord**

NOVEMBER 2019

“ The neediest people are the elderly...but all of us need public transit down here.”

“

Minimum wage used to be the poverty line. Now there is a big gap.”

“ Because we are a border town, we draw people from all around.”



**Numbers  
in Need**

IN BUFFALO NIAGARA



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

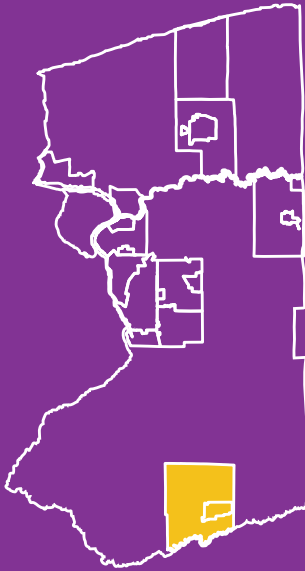


Prepared by



University at Buffalo  
Regional Institute  
School of Architecture and Planning

# Village of Springville and Town of Concord



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## About this Report

This report offers a snapshot of findings for the Village of Springville and Town of Concord (Springville-Concord) 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.

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

## Defining Need

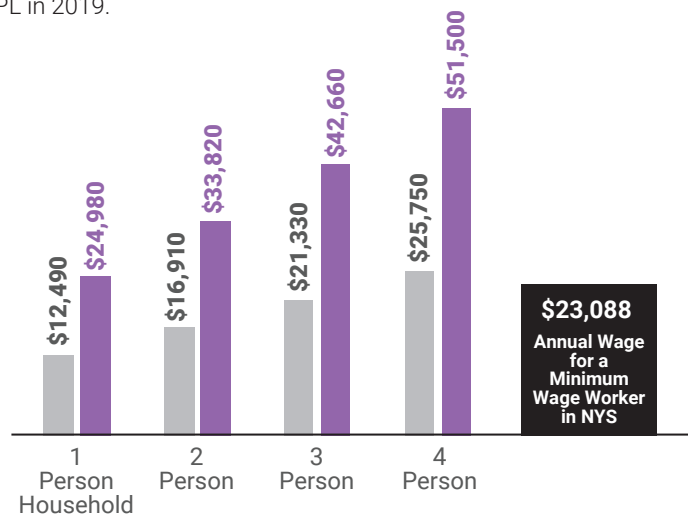
Nearly 2,150 residents in Springville-Concord live in or near poverty with incomes below 200% of the federal poverty line.

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

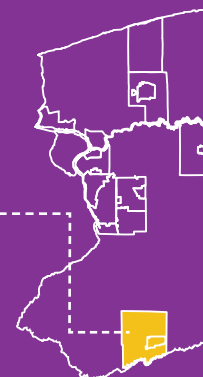
■ Federal Poverty Level    ■ 200% of Federal Poverty Level



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 **Village of Springville and Town of Concord**, one of 12 representative communities in the Buffalo Niagara Region selected for assessment and investment as part of the Numbers in Need project.

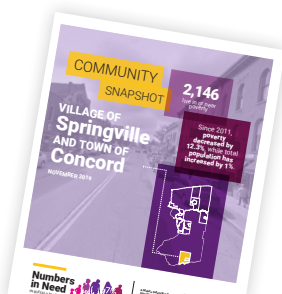


Each of these reports for this community is available online at [NumbersinNeed.org](http://NumbersinNeed.org)



## Insights from Providers

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



## Community Snapshot

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



## Insights from Residents

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



## Visit us online at [NumbersinNeed.org](http://NumbersinNeed.org)

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

# What Went Into This Report

## Building an Updated Landscape of Providers



The 2014 Baseline Community Report was the starting point.

### Baseline Community Reports

The community report completed for the Village of Springville and Town of Concord in April 2014 offered a starting point for analyzing the landscape of services.



## Information was updated through an Agency Questionnaire.

### Agency Questionnaire

Dozens of not-for-profit and governmental human service providers completed an agency questionnaire offering information on their programs and services.



This questionnaire asked providers to update information about their organization and the services/programs they offer.

### Find it here:

**Pg 5 of this report**  
*(The Landscape of Providers)*

**Numbers in Need Website**  
*(Provider Tool)*

## Gaining Insights from Providers



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

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

### Participating Organizations

- CAO of WNY, Springville Head Start
- Fidelis Care
- Love INC.
- Springville-Concord Community Food Pantry
- Springville-Griffith Institute Central School District
- Town of Concord
- Village of Springville
- Village of Springville Police Department

### Community Data



### Resident Surveys



### Resident Focus Groups



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

### Provider Focus Groups



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

### Provider Interviews



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

## Perspectives and Insights from Providers

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



**Strengths of the Landscape**



**Additional Gaps/Needs Identified by Providers**



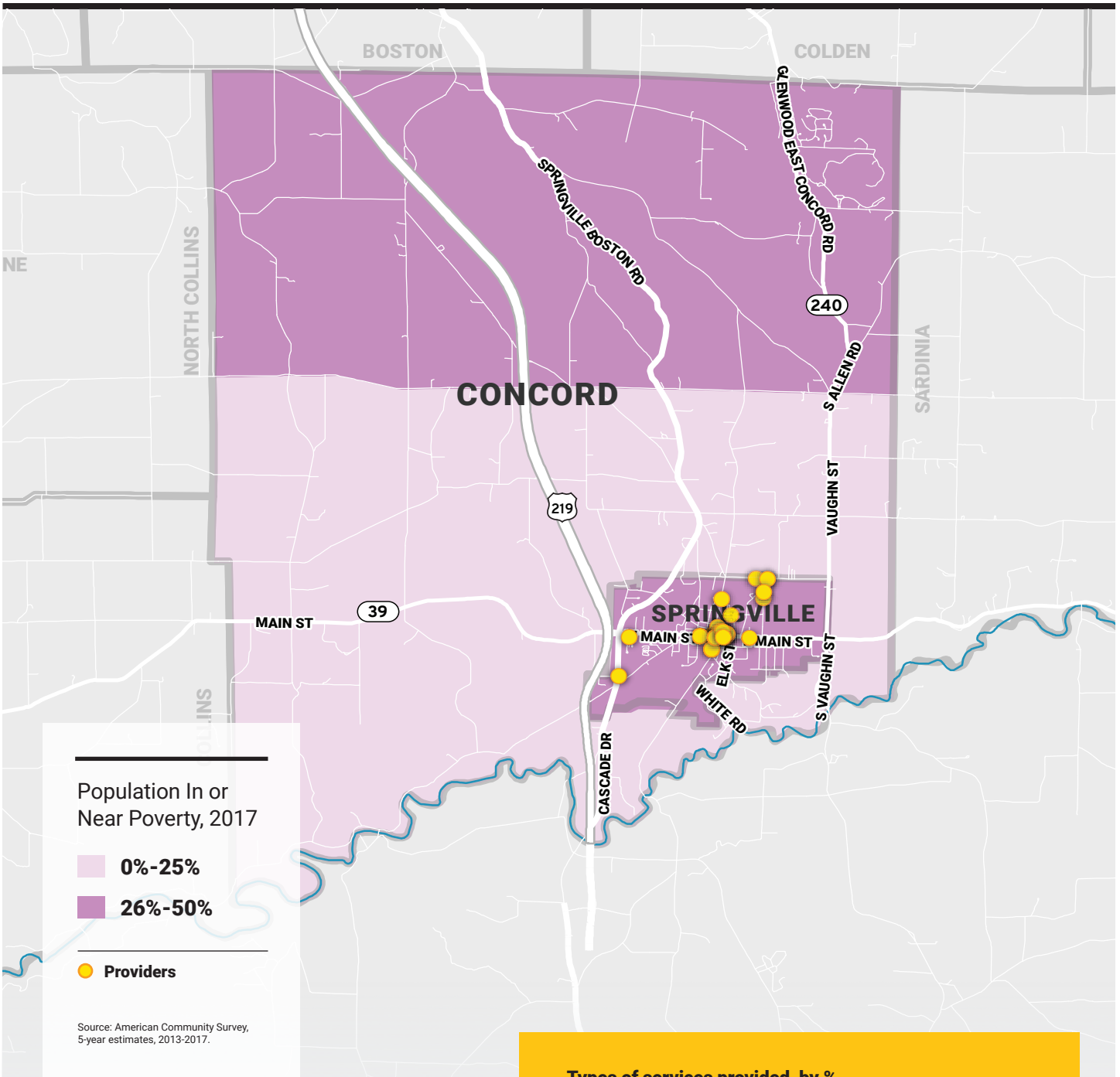
**Barriers Residents Face to Programs, Services and Jobs**



**Promising Developments**



**Models to Consider**



Population In or Near Poverty, 2017

- 0%-25%
- 26%-50%

Providers

Source: American Community Survey, 5-year estimates, 2013-2017.

## The Landscape of Providers

# 29

**SERVICE PROVIDERS**   
in the Town of Concord and Village of Springville

See more online

Visit [NumbersInNeed.org](http://NumbersInNeed.org) to view additional maps and the listing of service providers.



### Types of services provided, by %

34%	Education/ Training	10%	Crime/Juvenile
34%	Info/Referral	7%	Teen Parents
31%	Seniors	7%	Veterans
31%	Food	7%	Homeless Services
28%	Youth	7%	Financial Literacy
24%	Health/Wellness	7%	Mental Health/ Addiction
17%	Transportation	3%	Legal
10%	Clothing	3%	Housing/Utility



## Strengths of the Landscape

### Nearly 30 service providers are located in the community.

A total of 29 service providers are located in the Village of Springville and Town of Concord. This number reflects over 3% of all service providers in the study region's 12 communities. Twenty of these providers are not-for-profit organizations, most of which are small with 30 employees at most. Even the smallest providers usually offer multiple types of services. The largest providers in this community are the Springville-Griffith Institute School District, and Bertrand Chaffee Hospital.

### About one third of providers in Springville-Concord offer education and training or information and referral.

The most common services in the community are education/training and information/referral. Both of these services are available at ten locations in Springville-Concord.

Education is a key step to lifting individuals and families out of poverty. For most of these providers, like public schools, education is their core mission. For some, like Head Start and the Trading Post Community Care Center, education is part of a broader mission. Providers who took part in the focus group suggested that the schools in Springville-Concord are a community strength that attracts young families to the community.

Information/referral can be especially important in rural areas where providers tend to be more isolated. The ten providers who offer information/referral include schools, libraries, local government offices and churches. Providers from the focus group said they collaborate with each other, which helps them share information and raise awareness.

### Providers are located where people in need are concentrated.

Over 2,100 people live in or near poverty in Springville-Concord. Over half of these individuals live in the Village of Springville, where all the community's service providers are located. Most providers are within a mile of 1,000 or more residents in need. However, for the nearly 900 residents who live in or near poverty across the Town of Concord, access to services is limited, especially for those with disabilities or without a vehicle.

### There are strong services for food, youth, and healthcare that serve residents in Springville-Concord and beyond.

Nine providers offer food services in the community, including the Community Food Pantry, Trading Post Community Care Center and Love INC. Providers often serve residents from outside Springville-Concord, including bordering Cattaraugus County. Focus group participants said robust youth and childcare programs, like the Children's League and Head Start, attract many families with children to move to the community. The Bertrand Chaffee Hospital is a regional healthcare hub. The hospital serves tens of thousands across a mostly rural 525 square mile area of southern Erie, and neighboring counties. The hospital is expanding facilities and services, but for some needs, such as trauma care, patients must be transported to the Erie County Medical Center in Buffalo.

### There are 1,000+ residents living in or near poverty within a one-mile radius of most service providers in Springville-Concord.

Source: UBRI analysis of provider locations in Springville-Concord relative to the population living in or near poverty, 2019.

### All of the service providers in the community are out of reach from the region's public transportation system.

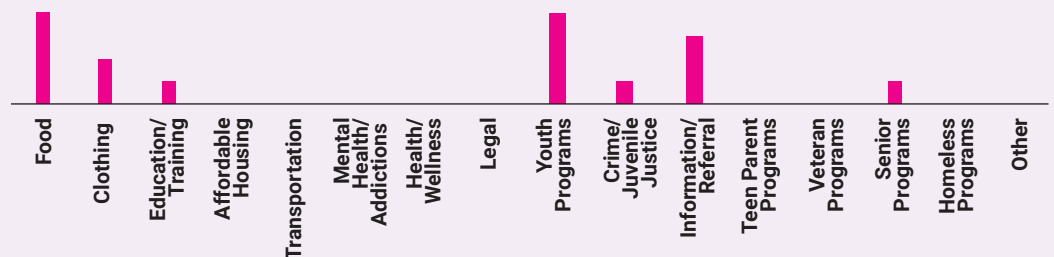
Source: UBRI analysis of provider locations and NFTA transit stops, 2019.

### Springville-Concord has at least one provider for every service. The most common services, education/training and information/referral, are available at ten locations.

Source: UBRI analysis of provider locations and services, 2019.

#### Top strengths identified by provider focus group

Providers were asked to identify the community's strongest programs and services. Food, Youth Programs and Information/Referral were most commonly marked.







## Additional Gaps/Needs Identified by Providers

### Disability among children is more common today than it was in the past, and it often burdens families.

Several providers said they see an increase in the number of children with disabilities. One provider said that it's not unusual for half the classroom in Head Start to be children with a disability. Providers say several factors contribute. For instance, the definition of disability has expanded, as experts have become better at detecting learning and developmental disabilities such as autism which could lead to a child struggling in school. Children today are also more likely to be diagnosed than in past years due to better screening and/or access to medical care. Providers also sense that the community's exceptionally strong resources for children with a disability may attract some families to Springville-Concord from other parts of the region.

Even with these resources in place, providers say that having a child with a disability can contribute to the economic vulnerability of families. Parents may need to take time off from work to get their child to appointments, and working overtime becomes more difficult. Providers explained that some parents receive financial assistance through Social Security Disability (SSD) for their child, which helps them pay for specialized equipment, medical appointments not covered by insurance, and/or respite care. However, families whose earnings put them over the eligibility limit for SSD do not get this extra help, and services can be expensive. Providing services to children with a disability can also require additional resources from providers for transportation, supervision and more.

### Many services are needed in Springville-Concord but not available in the community, especially transportation.

Focus group participants described a number of gaps in the landscape of services. They talked about how the absence of programs and services creates barriers for residents to other necessary services, results in isolation, and can sometimes lead to crisis or expanded needs by residents.

Transportation was one of the most pressing gaps that focus group participants identified, particularly transportation for handicapped individuals who are unable to get on a van because they require a wheelchair or walker to get around. Additional service gaps exist for housing for the homeless, mental health services, including access to prescription medication, parenting classes with childcare, trauma-informed schooling, adverse childhood experiences (ACEs)-screening for children, affordable, flexible high-quality daycare, and a local site for signing up for social services such as the Supplemental Nutrition Assistance Program (SNAP), HEAP, and Belmont Housing Resources. Although Springville has its own hospital and it is an asset for both residents and nonresidents, it lacks some services. For instance, mothers must leave the community to deliver a baby, and one cannot have a bone set at the hospital.

**Over 40% of residents surveyed said someone in their household has a disability. More often than not, that disability limits their ability to work or go to school.**

Source: Numbers in Need, Survey of residents in Springville-Concord, 2019.

**“A lot of families don't have money to budget....After paying their rent, utilities, phone.... one client, she has \$3 to live on for the whole month.”**

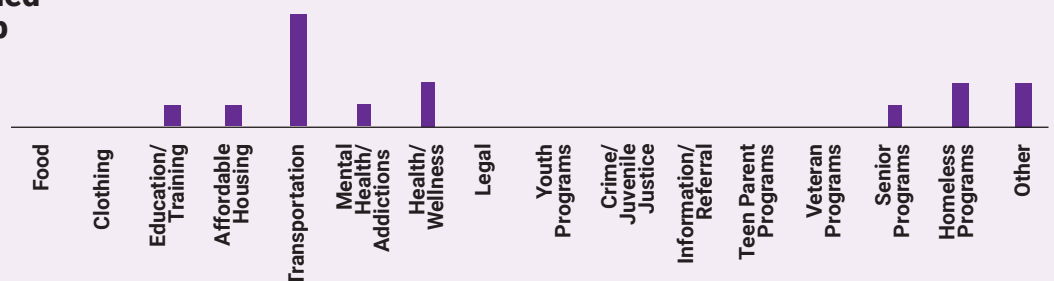
Source: Numbers in Need, Conversation with community providers, 2019

**“Childcare isn't a money making deal. It's hand to mouth.”**

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

### Top gaps/needs identified by provider focus group

Providers were asked to identify where the community needs more and/or expanded programs and services. Transportation was the #1 need identified by providers.





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

### **Strong resources for children exist in the community but not everyone in need qualifies.**

Providers were optimistic about the resources that exist in the community for young children with disabilities and special needs. They mentioned specifically The Children's League and CAO Springville, which provides both Early Head Start and Head Start programs. The Children's League offers classroom programs and in-home resources throughout Erie County to children with a variety of diagnoses including autism, speech impairment, learning disabilities and developmental delays. It also offers integrated services with Head Start classrooms which serve children as young as 18 months.

Providers described how these resources are important not only to children but to parents and working families, not all of whom qualify for needed services because their income exceeds the program's income eligibility limits. A single mom with one child making \$28,000 does not qualify for Head Start, said one provider. This is true even though that working mom can't realistically manage on \$28,000 and the cost of the Head Start services consumes more than 50% of that single mom's income. If a parent does not qualify for Head Start, they will need daycare and that costs \$250 a week for one child. If that parent wants to work after hours to earn more, their options are limited. Daycare services in the community are provided only Monday through Friday during typical business hours. Providers said one daycare operates from 7 am to 6 pm and another from 8:30 am to 4 pm. They said there are no affordable, flexible daycare options in the community for lower-income working parents and their children.

### **A number of agencies provide transportation, but there's a need to ramp up these and other services.**

Five agencies provide transportation in Springville-Concord. But due to limited resources and the remoteness of this rural community, they have difficulties keeping up with the community's transportation needs. Providers from the focus group suggested that access to jobs, education, and healthcare is a problem for those who cannot afford a personal car. Transportation providers have fixed routes, infrequent service, and often rely on volunteers, which can limit opportunities for those with disabilities. **Expanding transportation services can help address other community needs, like mental health care, and services for seniors and the homeless.** Focus group participants spoke of a dire need for accessible transportation for those who are physically unable to board a volunteer van because they use a walker or wheelchair. While Love INC has volunteer-run vans to assist people in getting to doctor appointments, these volunteers do not have the training or insurance needed to help the handicapped. Also, volunteers often do not want to drive long distances, such as to the City of Buffalo where many services are located.

**“There is a housing shortage in Springville and our housing stock is aging and that's why the cost of owning a house in Springville is more expensive.”**

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

**“Our distressed properties are not typically zombies anymore.... Our distressed properties are distressed because the owners are distressed.”**

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

**“One landlord calls me constantly. One of his tenants was \$4,000 behind [in rent].”**

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





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

### **Demand for services comes from outside the community.**

Since 2011, the population living in or near poverty declined 10% in Springville-Concord, however, economic need from outside of the town continues to put a strain on services delivered by providers in the community. Providers say Springville-Concord's location in southern Erie County at the border of Cattaraugus County draws people from surrounding communities where services do not exist. Providers mentioned the Trading Post Community Care Center as an example of a place that attracts residents from across southern Erie County and Cattaraugus County. So does the local hospital. Mercy Flight and EMT frequently go into Cattaraugus County to pick up patients, said focus group participants. Other providers in the community serve residents in the school district, which covers the Village of Springville and Town of Concord, as well as the towns of Ashford, Aurora, Boston, Colden, Collins, East Otto, Sardinia and Yorkshire, Pennsylvania.

### **Residential development would alleviate housing prices and address the housing shortage but is stymied by infrastructure needs and costs.**

Over half of lower-income residents in the community spend 30% or more of their income on housing, leaving little money for other expenses and/or a savings. Home values in the community are slightly higher than across the region. Focus group participants said there is a shortage of housing in the community, and it's driving up home values. There is plenty of room in the community for development, especially single-family homes, said one focus group participant. However, water and sewer infrastructure is the biggest impediment. A family might purchase a home for \$130,000 but water and sewer hookups add an additional \$40,000 to the costs. The burden falls on the developer and purchaser because villages by law cannot form water districts that would allocate the costs.

### **The opioid crisis impacts many families.**

Service providers at the Springville-Griffith Central School District say many families are impacted by the drug epidemic. Some have lost family members and are dealing with grief and trauma. In other families, grandparents are raising grandchildren and all are coping with the adjustment. Other families face job loss and unemployment because of addiction and relapse. Providers say treatment is difficult, and unless it is court mandated, treatment is voluntary. The nearest treatment center is in Orchard Park, 22 miles from Springville. In addition to travel time, it takes money to put gas in a car and drive 20 minutes back and forth multiple times a week for treatment. Providers say the community's location makes it a conduit in the drug pipeline, and this makes substance use more difficult to combat without strong resources in place for awareness, prevention and treatment.

**“[Services] you hear about in the city haven't come to Springville because of the population density and it doesn't work.”**

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

**“There is plenty of room in this community to develop... the biggest impediment is water and sewer infrastructure.”**

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



## Barriers Residents Face to Programs, Services and Jobs

### Poverty guidelines have not kept pace with the minimum wage.

Over the past five years, the annual minimum wage for a minimum wage worker increased 48% (from \$15,600 in 2014 to \$23,088 in 2019), while the poverty level for a single parent and child increased 8% (from \$15,730 in 2014 to \$16,910 in 2019). Five years ago, the annual wage for a minimum wage worker was below the federal poverty level. Today, the annual wage for a minimum wage worker is notably above the federal poverty level for a two-person household.

Focus group participants described how recent increases in the minimum wage have actually hurt the working poor, making some ineligible for programs and services they once qualified for based on their income. One focus group participant described how her adult daughter, a single mom, lost Medicaid because of a jump in her wage at work that she neither asked for nor wanted. She is now paying more for health insurance through her employer and is worse off financially.

### Those who choose to marry can become ineligible for services.

The poverty rate among married couples with children in Springville-Concord is significantly lower than the poverty rate among single parents (1% versus 31%). However, focus group participants said that single parents have access to more services and can perhaps better provide for their children and themselves by staying single and not marrying. As one put it, "It's not worth it to get married unless you are a very religious person." By staying single and not claiming another adult on their income tax, single parents are more likely to qualify for insurance for their child as well as Head Start, a program that enables parents to work.

### Transportation is a barrier for anyone without a vehicle, but especially those who need to get to work.

Providers described how not having a vehicle in this community is a major barrier to employment for working-age residents. As one described, a 30-year old who gets a job in Orchard Park is unable to get there without a car. No service provider in the community offers transportation to and from work, and there is no public transit. Providers said there is one bus that travels from Buffalo to Salamanca and then on towards Erie, PA or Pittsburgh. However, it comes through once a day and doesn't travel into the village from the expressway. Focus group participants were uncertain about where it stopped locally to pick up and drop off riders.

Focus group participants said the cost of car ownership is a challenge for individuals working in lower-paying jobs. The estimated average annual cost of purchasing a used car, paying for repairs, insurance and gasoline is significantly more than the \$900 annual cost of an NFTA pass providing unlimited rides in communities where public transit is available. About two-thirds of survey respondents in this community who get around in a vehicle reported not making car repairs because they could not afford them.

### Lack of public transit is a barrier to economic development which would help create more local jobs for residents.

One focus group participant who sits on the board of the ECIDA (Erie County Industrial Development Agency) described how the absence of public transit in Springville-Concord limits funding that could be available to the community for building improvements to attract employers, support economic expansion and create new jobs. Being on a bus route is one of the criteria ECIDA considers in deciding whether to grant funds for projects. A location without public transit is at a competitive disadvantage for funding.

**"Minimum wage used to be the poverty line. Now there is a big gap."**

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

**"We tell our families, 'If you are in Head Start that is an \$11,000 scholarship a year per child. If you are in Early Head Start, it's a \$15,000 scholarship per year per child'."**

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

**"The neediest people are the elderly...but all of us need public transit down here."**

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



## Promising Developments

### Programs and Partnerships

**Bertrand Chaffee Hospital** is planning a multi-million dollar expansion that will bring new primary and specialty medical services to its campus in Springville. This will increase access to medical services for which residents currently need to leave the community. A grant from the NYS Health Care Facility Transportation Program supports the expansion.

An agreement between **Erie Cattaraugus Rail Trail Group** and **Buffalo & Pittsburgh Railroad** paves the way for the development of a **27-mile trail** connecting Springville with Orchard Park to the north and the Town of Ashford in Cattaraugus County to the south. The trail would expand recreational opportunities that support health and quality of life in communities along the trail. The trail would extend the existing 1.7 mile long Pop Warner Trail in Springville and run along an old railroad line.

**Neighbors help neighbors** in this community where focus group participants say everyone is welcome and cared for. People rally around each other to make sure folks with needs are well taken care of. In a larger community, those in need could more easily get lost.

Under new guidance from the **New York State Education Department**, every school district must now designate an substance abuse prevention employee to coordinate information and awareness about substance abuse for students, parents, and teachers. The new mandate is focused on prevention through increased awareness and access to resources. It could lead to expanded opportunities for parent training, which has been effective in other districts at reducing substance use by youth.

Additional **senior housing** will be developed in the Village of Springville near the Concord Senior Center. Although it will be market-rate housing, it expands options for older residents who wish to downsize and avoid the expense of owning a larger home they no longer need or want to maintain. It will also help to alleviate what focus group participants described as a housing shortage in Springville, which has increased the price of housing.

**Solarize Southtowns** represents a collaboration between five communities in southern Erie County, including the Town of Concord, Colden, Eden, Evans and Sardinia. The multi-community initiative will expand access to solar energy for both residents and businesses. Community Solar is one component of the initiative that allows eligible lower-income households to receive solar credits and utility cost savings without purchasing solar panels or incurring any other upfront costs.

The **Springville-Griffith Institute Central School District** recently partnered with Gowanda Central School District to bring in Dr. Ruby Payne, a national expert on poverty and education, who offered training to staff in both districts.

A new **food pantry at the elementary school in Springville-Griffith Institute CSD** meets tangible family needs for food and connects families with additional services and summer food programs. The pantry, which opened in February 2019, serves about 30 families each week. One district staff member says the pantry has cultivated trust between the school district and some of the hardest to reach families.

P-Tech is training high school students for higher-paying, high-demand jobs in advanced manufacturing. The program represents a partnership between the **Springville-Griffith Institute Central School District, Alfred State, and Erie 2 BOCES**. The program launched in fall 2018. In addition to training students and cultivating the talent that existing manufacturers need, having the P-Tech Program in Springville-Concord may support company attraction and economic development in the community.

The **Springville Regional Service Coalition** is tackling substance abuse in the school district and the community through a partnership with the Western New York Prevention Resource Center and Western New York United Against Drug and Alcohol Abuse. A prevention needs survey, along with a community survey, will assist coalition members in understanding needs and tailoring programs and approaches.

## Models to Consider



Good things are happening in this community and beyond that are transforming the way human services are delivered. The models on this page offer two examples of the ways community providers are tackling challenges in innovative ways that respond to the needs of the community.

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



### Transportation

## Lift Garage

The Lift Garage is a non-profit organization providing low-income residents in Minneapolis, MN with low-cost car repair, free pre-purchase car inspections, and free car-care classes. The organization was founded in 2013 by Cathy Heying, a social worker who saw how expensive car repairs could lead to dangerous situations, lost jobs, and even homelessness. After going back to school for auto technology, she opened the shop one day a week. Today, the shop has expanded its hours and services, and has helped over 1,045 customers, completed 2,200 repairs, and saved those in need over \$825,000. Case workers or other referral sources may complete an income eligibility form and send it to The Lift Garage with documentation of client income before an appointment is made. To be eligible, clients must be under 150% of the Federal poverty line for their size household.

[theliftgarage.org](http://theliftgarage.org)

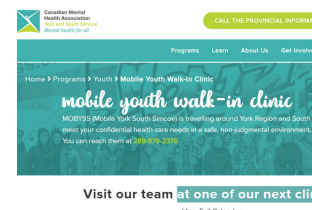


### Health & Mental Health

## Mobile York South Simcoe (MOBYSS)

The Canadian Mental Health Association's Mobile York South Simcoe (MOBYSS) launched in 2015 as Ontario's first mobile mental health clinic. MOBYSS focuses on providing a range of confidential mental health services to youth ages 12-25 free of charge, without appointments. The clinic also offers preventive care, acute care, and reproductive health services to youth in the region. The clinic is funded by a number of organizations, including the United Way and provincial government departments, along with community donations. MOBYSS has nurse practitioners, peer support volunteers, and mental health counselors on its staff that assist young people at the travelling MOBYSS vehicle. In its first 18 months, the clinic met with nearly 4,200 young people, 40% of which used mental health support services.

[cmha-yr.on.ca/programs/youth/mobyss](http://cmha-yr.on.ca/programs/youth/mobyss)



# Data Sources & Notes

Most information in this report comes from conversations with agency providers. Data and information from additional sources outside of these conversations are listed below, unless otherwise notes within this report.

## Defining Need, Page 2

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

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

## Landscape of Providers, Page 5

Information submitted by agency providers through a provider questionnaire updated a listing of providers developed for the 2014 community report for the Town of Concord and Village of Springville. Providers provided information on program and service locations, agency location, geographic scope and more.

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

## Strengths of the System, Page 6-7

Top Strengths and Top Gaps/Needs

Agency focus group participants ranked the strongest programs in the community as well as the programs where the greatest need existed. Each provider had three dots for placing next to the strongest programs and three dots for identifying where need was greatest across 16 categories of programs and services. Dots could be used to identify up to three strengths and weaknesses or several dots could be allocated to fewer categories. Highest ranking categories are those that generated the largest number of dots.

## Additional Needs/Gaps, Page 7-9

Percentage of households with a disability and receiving SSI: Insights from Residents, Village of Springville and Town of Concord, November 2019.

Decline in Population Living In or Near Poverty: Community Snapshot, Village of Springville and Town of Concord, November 2019.

Percentage of lower-income households That Pay More Than 30% of their income on housing: Community Snapshot, Village of Springville and Town of Concord, November 2019.

Geographic Scope of the Springville-Griffith Institute Central School District is from the district's website, About Our Community page, available at <https://www.springvillegi.org/about-our-community/> (accessed 10/2/19).

For more information about water districts and other special districts in NYS, see Office of the New York State Comptroller, Town Special Districts in New York: Background, Trends and Issues, available at <https://osc.state.ny.us/localgov/pubs/research/townspecialdistricts.pdf>.

## Barriers Residents Face, Page 10

Federal Poverty Guideline 2014 and 2019: US Department of Health & Human Services, 2014 Poverty Guidelines and 2019 Poverty Guidelines.

NYS Minimum Wage 2014 and 2019: NYS Department of Labor, History of the General Hourly Minimum Wage in New York State, available [https://labor.ny.gov/stats/minimum\\_wage.shtm](https://labor.ny.gov/stats/minimum_wage.shtm).

Poverty Rate of Married With Children and Single Parents: Community Snapshot, Village of Springville and Town of Concord, November 2019.

Average Annual Cost of Purchasing and Maintaining a Used Car: Edmunds estimates a monthly cost of \$167 per

month for 60 months to purchase a 2012 Chevy Cruze with a list price of \$7,800, \$0 down, and fair credit. Assuming \$1000 per year for repairs and maintenance, \$800 per year for gasoline and \$800 per year for insurance, the average annual cost of this used vehicle is \$4604. This is over five times the annual cost of an NFTA pass.

Cost of a NFTA Monthly Pass: NFTA, Metro Fares, available <http://metro.nfta.com/routes/fares.aspx> (accessed 9/16/19).

Percentage of Survey Respondents who could not afford car repairs: Insights from Residents, Village of Springville and Town of Concord, November 2019.

## Promising Developments, Page 8

Drury, Tracey, Springville hospital files plans for \$8 mill expansion, BUFFALO BUSINESS FIRST, June 25, 2019.

O'Brien, Barbara, 27-mile trail on old rail line will link communities from Orchard Park to Ashford, THE BUFFALO NEWS, Aug. 16, 2018.

Mobile Safety-Net Team, Our Work: Springville Regional Services Coalition, available <https://msntwny.org/our-work/springville/> (accessed 9/16/19).

Solarize Buffalo Niagara, Solarize Southtowns, About Solarize Southtowns, available <http://solarizebuffaloniagara.org/campaigns/solarize-southtowns/>

Springville Journal Staff, Solarize Southtowns to kick off this summer, SPRINGVILLE JOURNAL, September 2019.







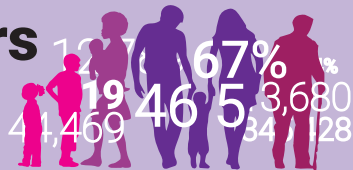
# INSIGHTS FROM PROVIDERS

## Village of Springville and Town of Concord

NOVEMBER 2019

### Numbers in Need

IN BUFFALO NIAGARA



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

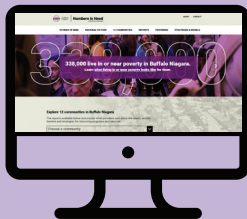


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