

“ I’m gonna have to move out of here because I have to be linked with mental health services and there aren’t enough offered here.”

“

For those who have their act together, the community offers lots of encouragement and guidance.”

INSIGHTS

FROM

RESIDENTS

VILLAGE OF
Springville
AND TOWN OF
Concord

NOVEMBER 2019

“ I’m never going to be wealthy and I know that and that’s okay...I’m happy this place [the Trading Post] is here.”



**Numbers
in Need**

IN BUFFALO NIAGARA



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



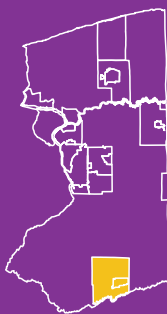
Prepared by



University at Buffalo
Regional Institute
School of Architecture and Planning

Village of Springville and Town of Concord

- 3 Population In or Near Poverty Across the Community
- 4 About the Resident Survey and Conversations
- 6 Key Findings from Resident Surveys and Conversations
- 7 Urgent Concerns, Special Needs and Barriers for Residents
- Detailed Findings
- 8 Disabilities and Health Care Access
- 9 Transportation
- 10 Finances and Assets
- 11 Programs, Services and Supports
- 12 Stories of Need
- 13 Data Sources and Notes
- 14 Appendix



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

Visit NumbersInNeed.org

About this Report

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

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

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

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

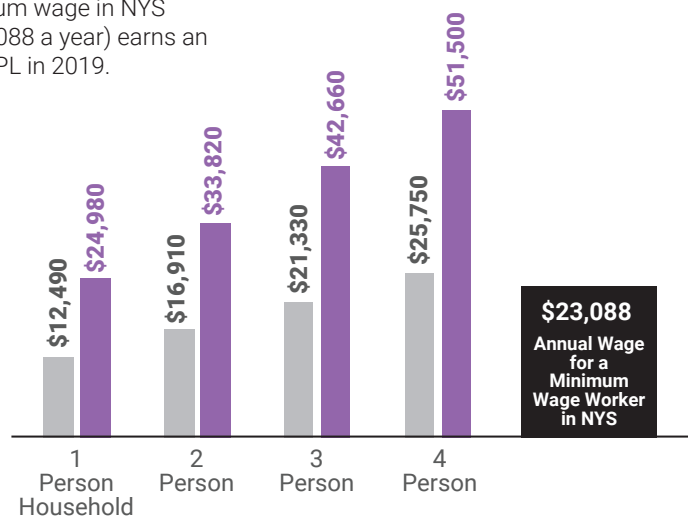
More than 2,100 residents in the Village of Springville and Town of Concord (Springville-Concord) live in or near poverty with incomes below 200% of the federal poverty line.

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

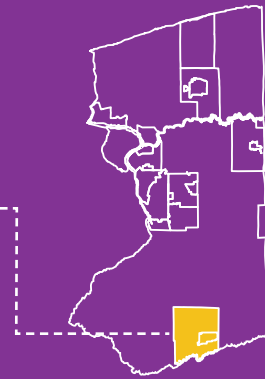
■ Federal Poverty Level ■ 200% of Federal Poverty Level



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



Insights from Residents

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



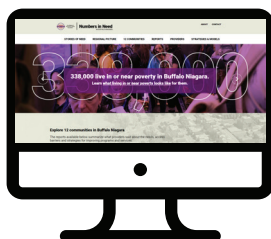
Insights from Providers

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



Community Snapshot

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

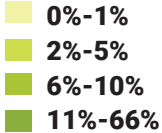


Visit us online at NumbersInNeed.org

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

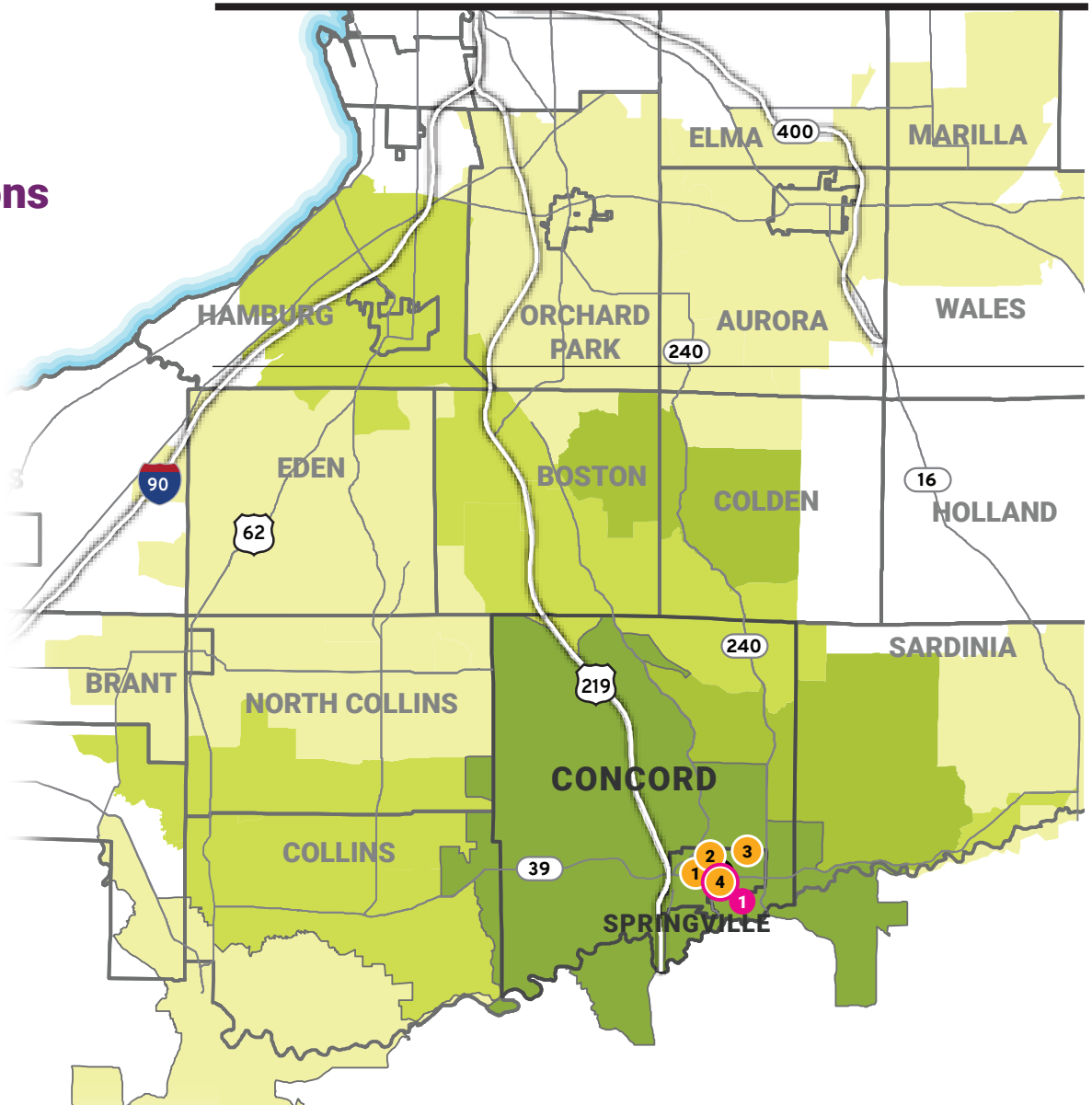
About the Resident Survey and Conversations

Percent of Survey Respondents by ZIP Code



● Survey conducted at this location

○ Resident Focus Group



Exactly 111 residents from the community completed a two-page, 28-question survey over a two-month period in mid 2019.

To ensure representative input from those living in or near poverty in the community, surveys were conducted at four service providers in the community. Surveys completed in other communities by residents living in ZIP Codes near the Springville-Concord area were also included.

An online version of the survey was also made available beginning in March and shared by community groups and the school district through email and social media. **Just under half of respondents completed the survey online.**

To better understand the challenges identified by survey respondents and formulate priorities and solutions, nine individual conversations were held with residents at the Trading Post Community Care Center. Participants received a \$10 gift card to local grocery stores as an incentive and thank you for participating.



Resident Surveys were conducted at 8 locations

- | | |
|---|------------------------------------|
| 1 | Love INC |
| 2 | Salem Lutheran Preschool |
| 3 | Springville Head Start |
| 4 | Trading Post Community Care Center |

Not mapped

- | | |
|---|--|
| 5 | Buffalo Center for Arts and Technology |
| 6 | Elmwood Village Charter School |
| 7 | Niagara County Job Fair |
| 8 | Veterans One-Stop Center |



Resident Conversations were held at 1 location

- | | |
|---|------------------------------------|
| 1 | Trading Post Community Care Center |
|---|------------------------------------|

About the Residents who took the Survey

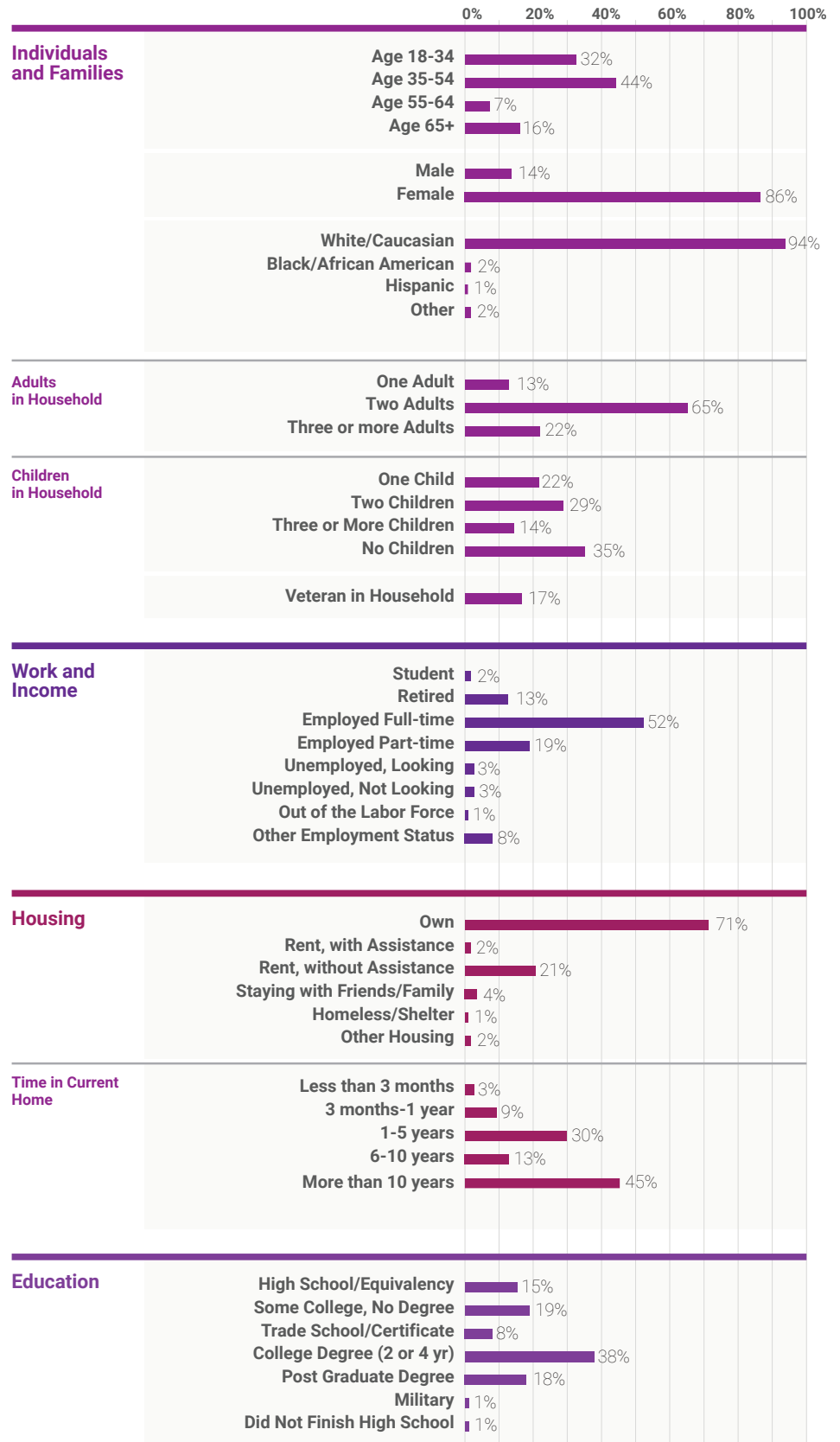
Although the survey aimed to gain perspectives from residents representative of the overall population in need in the community, there are some differences. Compared to the actual population, respondents were more likely to be female and middle-aged, and were less likely to have a child under 18 in the home.

More than two-thirds of respondents reported being employed, and a majority are employed full-time. Over half of respondents have a college degree, but one in five started college and didn't finish. Almost all respondents completed high school.

Few respondents live alone. Exactly 87% said there are two or more adults in their home (including themselves), while 65% said there is a child under 18 in their home. Most respondents own their home, and almost all respondents who rent do so without assistance. Many respondents are long-term residents: more than half have lived in the community six or more years. Although only one respondent reported serving in the military, 18 respondents have a veteran in the household.



111 Residents took the survey



Key Findings from Resident Surveys and Conversations in the Village of Springville and Town of Concord



Many residents in this car-dependent community have transportation needs.

Jobs, programs, and services are only effective if those who need them can get to them. Although the majority of residents have a car, residents who participated in one-on-one interviews said that transportation is one of the most common barriers for individuals looking to access services in Springville-Concord.

Even those who own a vehicle have transportation needs. Nearly half of the survey respondents who own a car experience an issue with their vehicle, most involving an inability to pay for repairs or pass inspection.

Public transportation is non-existent in Springville-Concord. The community is served by some transportation providers, including specialty services for seniors and medical needs. However, these typically offer limited service options and are strapped for resources. Transportation was the most common challenge noted by residents, especially among seniors and those with medical needs.

Some critical health services, like mental healthcare, are not easily accessible.

In Springville-Concord, there is at least one provider for every type of service. But residents still feel there are not enough options for a number of critical healthcare services.

Although mental health is the second most common disability among survey respondents, there is only one mental health service provider in Springville-Concord. Residents who were interviewed also expressed concern about the lack of mental health care nearby, especially since they see a growing need for these services in the community. Some even consider moving elsewhere to be closer to mental health care providers. Others shared similar concerns about the need to travel outside the community to receive emergency, maternity, and other key healthcare services.

The community is in need of more affordable housing options.

Housing costs in Springville-Concord tend to be higher than the region overall. This can burden both renters and homeowners, although some residents are affected more than others.

During one-on-one interviews, some residents saw affordable housing as a strength, but others thought it was one of the community's biggest challenges. This could indicate inequitable access to housing based on incomes. Some residents described how they've put their plans for homeownership on hold due to high housing costs. This increases demand for affordable rental units, which pushes people into rental housing they may not be able to afford. This makes it harder for tenants to save for a down payment on a house.

The community has a couple of affordable housing facilities. But, based on conversations with residents, the demand for these apartments is so high that prospective tenants sometimes spend months on a waiting list. High housing costs also increase the use of assistance programs for utility payments. According to survey responses, the Home Energy Assistance Program (HEAP) is one of the most common programs utilized by residents.

Even residents who work full time or own a house can struggle to get by.

Although over half (52%) of survey respondents work a full-time job, and another 19% work part-time, many still have a hard time making ends meet. Many could use financial support, but are unable to receive assistance. Survey respondents' top barrier to assistance programs was having earnings that exceeded income limits.

Survey respondents are also likely to be homeowners. While this signals economic stability, the costs of maintaining a home adds financial burdens for many. To keep up with these costs, some take on consumer debt. Outstanding debt was the top financial challenge and urgent concern among survey respondents. Conversations with residents pointed to a lack of good-paying job opportunities as one of the community's greatest challenges, which could be part of the reason why residents have financial difficulties, even if they are employed.

Urgent Concerns, Special Needs and Barriers for Residents

Many survey respondents are dealing with challenges in their lives, but some challenges are more pressing than others; about one in three respondents said they had an urgent concern. By a large margin, outstanding debt was the most common concern, followed by the cost and availability of childcare and utility shut-offs. Half of those who responded "other" cited medical issues as an urgent concern.

Getting help for these urgent concerns can be difficult for some residents. About one in ten experienced a barrier or difficulty getting services. Among those respondents, **half said they were turned away because their household earned too much to qualify for assistance.**

TRENDS

Today, a slightly larger proportion of respondents have an urgent concern than in 2014 (30% vs. 27%), and the top concerns have shifted. In 2014, residents were most concerned with not having enough money for food, utility shut-offs, and foreclosure/eviction. Residents in 2014 were not given the option to choose outstanding debt or childcare costs as concerns, which may explain why they are now the top two concerns but not reported in 2014.

Far fewer respondents today face barriers to services; in 2014, one in three had difficulty getting services compared to one in ten today. However, income limits remain the most common barrier for residents.

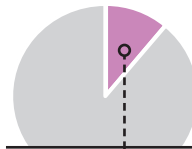


30%

REPORTED HAVING SOME TYPE OF URGENT CONCERN

TOP URGENT CONCERNS REPORTED BY THESE RESIDENTS

Outstanding Debt	67%
Cost/Availability of Childcare	21%
Utility Shut-off	18%
Other	12%
No Money for Food	9%
Foreclosure/Eviction	9%



11%

REPORTED A BARRIER OR DIFFICULTY GETTING SERVICE



BARRIERS THESE RESPONDENTS FACE



50%

Turned away because of income limits



17%

Hours of operation don't fit my schedule



17%

Difficulty traveling



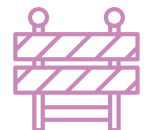
11%

Physically difficult to leave my home



11%

Limited internet access



11%

Other

Detailed Findings: Disabilities and Health Care Access

Disabilities can often restrict a person from going to work or school. In fact, among the 40% of respondent households that have a disabled resident, more than half say the disability limits that person from being able to get to a job or go to school. Disabilities in respondent households were most commonly physical, mental, or related to mobility.

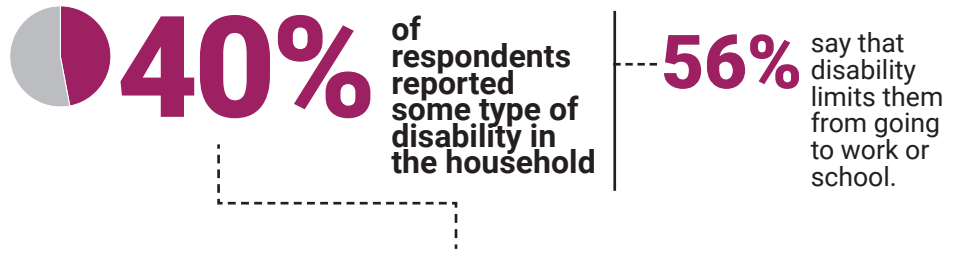
Nearly all adults in respondent households have health insurance, and none of the children living in respondent households are uninsured. Private insurance is the most common type of coverage, followed by Medicaid. However, having health insurance doesn't mean all health-related needs are met; one in three respondents need some type of healthcare they can't afford. Dental care, optical care, healthcare, and prescription medicine were all cited as health needs respondents cannot afford.

TRENDS

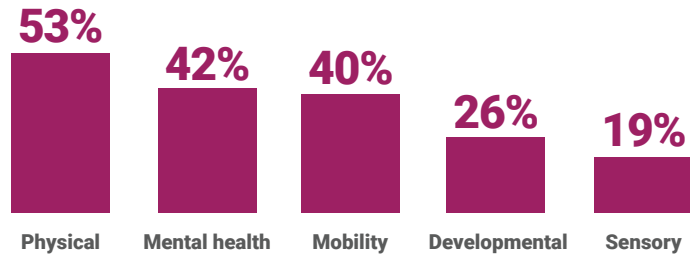
Health-related issues have shifted slightly from 2014 survey responses. Today, a smaller portion of adults in respondent households lack health insurance, while the proportion of children without insurance remains at zero. The percentage of respondents with private insurance has gone up significantly, from just below 20% in 2014 to 44% today.



DISABILITIES IN HOUSEHOLDS



TYPE OF DISABILITIES REPORTED IN THESE HOUSEHOLDS



HEALTHCARE

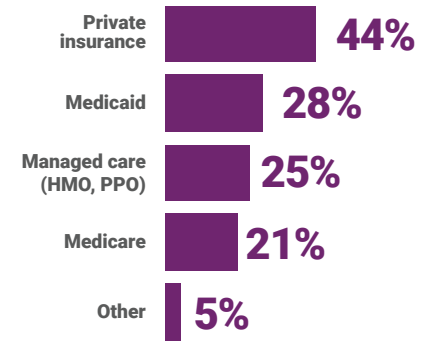
Lack of health insurance among...

8% Adults

0% Children

Only nine respondents said an adult in their household lacks health insurance, and no respondents have uninsured children in their homes.

Top 5 Types of Health Insurance Coverage Used Among Respondents



32% of respondents were in need of some type of healthcare but can't afford it.

Despite the prevalence of health insurance coverage, a third of residents still have medical care they cannot afford, possibly because some care is not covered by insurance, or co-pays are too high.



Detailed Findings: Transportation

Interviewees identified transportation as a service that needs improvement in Springville-Concord. For most, the only option for accessing basic necessities like medical care, groceries, work, and school is a personal vehicle. Public transit service through the NFTA is unavailable in this community, and transportation provided by Rural Transit Services is limited and only available to those who meet eligibility requirements.

As a necessity for most residents, cars can be a financial burden. Aside from the cost of acquiring a car, many respondents said they can't afford needed repairs or their vehicle did not pass inspection (possibly because they cannot afford to fix issues preventing the car from passing).

TRENDS



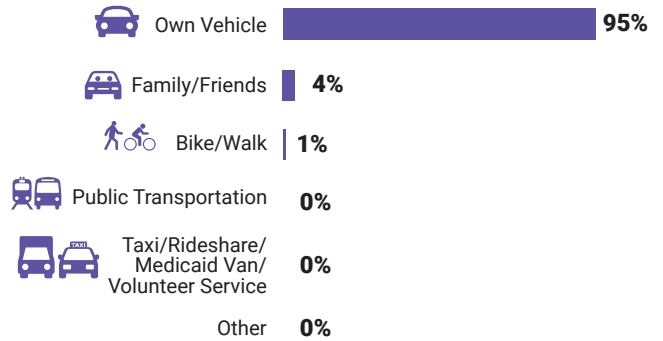
Although respondents in 2014 most frequently used a car to get around, this mode of transportation is even more common among respondents today. Only 68% of respondents in 2014 said they got around using their own car, 13% said they walked/biked, and 15% depended on rides from friends and family. Today, 95% drive their own vehicle, while only 1% walk or bike and 4% rely on friends/family.

Interestingly, in 2014, difficulty traveling to services was one of the top three barriers to services, experienced by 16% of respondents. But today, difficulty traveling to services was only reported by 4% of all respondents.

TRANSPORTATION

As a rural, low-density community, privately-owned vehicles are the only practical option for most residents to get around, as long as one can afford a car. Only a few respondents use alternative means of transportation; four percent get help from family and friends, and one percent person gets around by bike.

How respondents get around

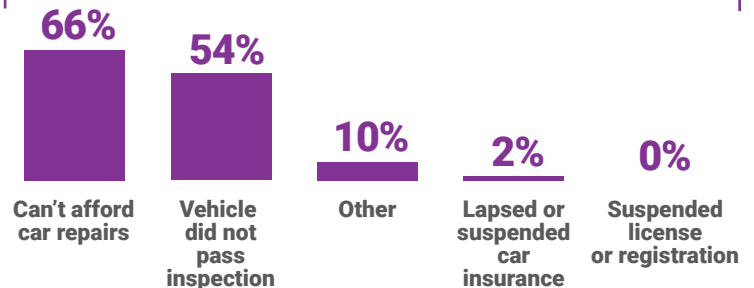


Public transit is not an option for residents of Springville-Concord, since NFTA service doesn't extend into the community. The nearest NFTA stop is in North Boston, 12 miles north of Springville. NFTA has not had a route in Springville since at least 2014 when the baseline community report for Springville-Concord was completed.

Top reasons respondents don't take public transportation more often

- #1 No service in my community
- #2 Service isn't reliable
- #3 No service where I need to go
- #4 Too long to walk to bus stop

45% of respondents reported owning a vehicle and having the following issues



Life in Springville-Concord nearly necessitates owning a vehicle to get to work, go to school, run errands, and participate in social, recreational, and civic activities. But as much as cars are a necessity, they can be a financial liability; almost half experience some kind of issue with owning a vehicle. Most of these issues are related to expensive repairs, and not being able to pass inspection, possibly due in part to those same expensive repairs.

Detailed Findings: Finances and Assets

At the surface, residents in Springville-Concord appear more financially stable than residents in other communities, with half of respondents earning household incomes above \$36,000. A majority of respondents earn that income from employment. But three in four respondents surveyed also experiences financial challenges in the home.

Consumer debt and student loan debt challenge most residents. Medical bills, possibly from healthcare services not covered by insurance, also pose a challenge to a third of these respondents.

TRENDS



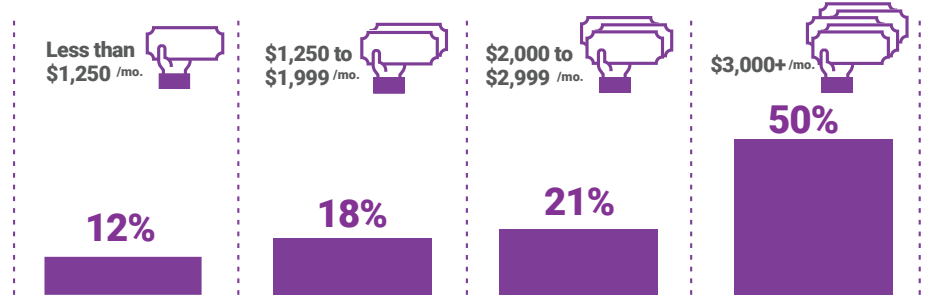
The landscape of respondents' financial standing has drastically changed since 2014. Today, the majority of respondents make \$3,000 per month or more, but in 2014, the majority of respondents made less than \$1,250 per month. The source of that income has also shifted; Social Security (~40%) was the most commonly reported source of income in 2014, followed by employment (~25%). Today, employment (80%) is the most common, followed by Social Security (15%).

This discrepancy could be a result of the actual change in economic conditions in the last several years, but it should also be noted that the same respondents were not surveyed in 2019 as 2014. Therefore, the differences may also be attributable to a change in the survey sample.

FINANCES AND ASSETS

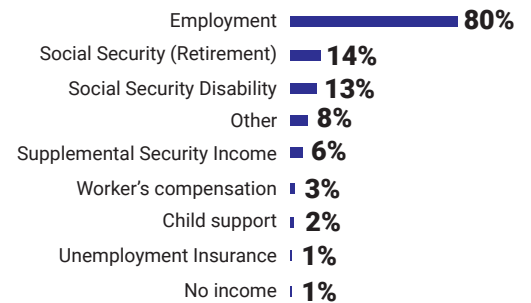
Half of respondent households make at least \$36,000 per year, while only about one in eight respondent households earn less than \$15,000. However, simply having higher incomes does not mean residents don't face challenges, as half of those facing a barrier to services reported being turned away from assistance programs due to income limits.

Household Income, 2019

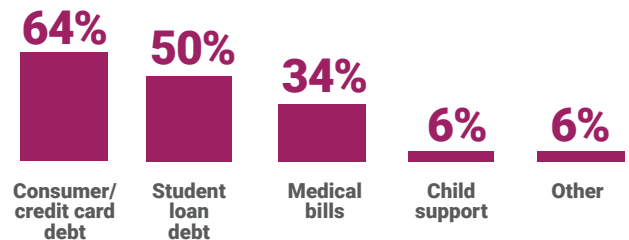


Employment is the number one source of income among survey respondents. After employment income, social security retirement and disability programs are most common, but for a much smaller percentage of respondents.

Sources of Household Income



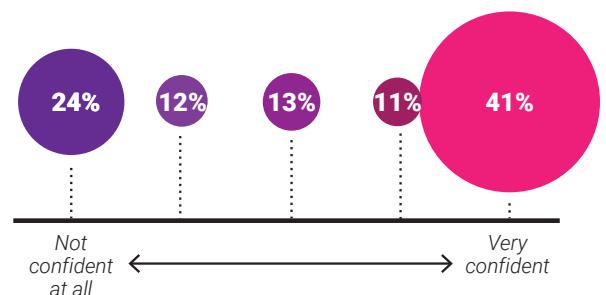
Top 5 Financial Challenges Households Experience



Three quarters of respondents said their household faces a financial challenge. Reflecting respondents' urgent concerns, the top financial challenges are consumer/credit card debt, student loans, and medical bills.

There are many reasons why one might feel confident in handling a \$500 emergency; higher incomes, support from friends/family, resourcefulness, or emergency savings are all possibilities. One in four respondents have no confidence in their ability to handle such an emergency, but two in five feels very confident.

Confidence to Handle a \$500 Emergency



Detailed Findings: Programs, Services and Supports

Just under half of all respondents receive aid through a variety of services. Only a handful of respondent households have pending assistance.

After Medicaid, which helps with the cost of healthcare, frequently used services help residents with the cost of food and utilities.

TRENDS

A smaller percentage of respondents receive support through programs and services today than in 2014 (45% vs. 60%). This same trend applies to those with pending assistance applications.

The types of services respondents are receiving today are more varied than those in 2014. Exactly 74% of those receiving support in 2014 had food stamps, compared to 32% today. The percentage of respondents receiving HEAP, Medicaid, and rental assistance has also declined across the board. While this may mean that fewer residents need these services, it could also be an indication that fewer residents meet eligibility requirements, or that residents now find it more difficult to acquire these services.

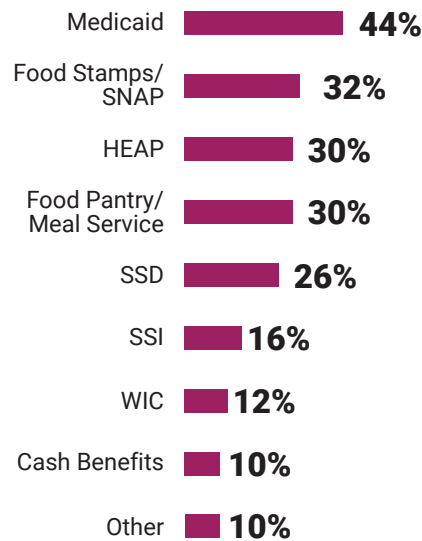


HOUSEHOLDS RECEIVING SERVICES THROUGH PROGRAMS

Close to half of respondent households receive some kind of services. As in many other communities, services that aid residents with the cost of healthcare, food, and utilities are the most common.

45% of households receive one or more services

Types of Services Received

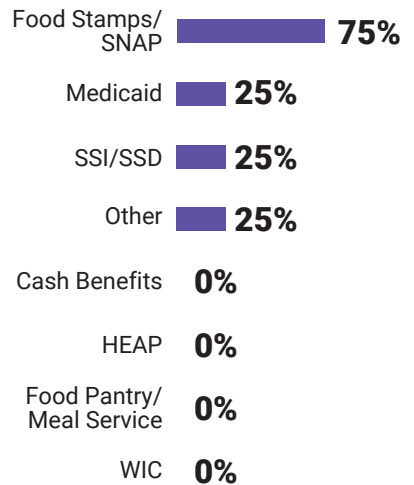


HOUSEHOLDS WITH PENDING APPLICATIONS FOR PROGRAMS

Only four percent of respondent households have pending applications for assistance. Most respondents with pending applications are waiting for assistance with food costs through SNAP/food stamps.

4% of households have pending applications for assistance programs

Types of Services Pending



Residents who participated in one-on-one conversations 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.

Participants said they had adequate access to food services, and information about services, but transportation and mental health need work. Interestingly, some residents saw affordable housing as a strength, while others described it as a need, perhaps highlighting inequitable access to housing.

Programs/services residents identified as...

...the strongest

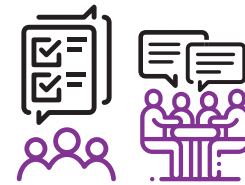
- #1 Food
- #2 Affordable Housing
- #3 Information/Referral

...in need of improvement

- #1 Mental Health/Addictions
- #2 Transportation
- #3 Affordable Housing

Perspectives from Residents

While survey responses help us understand the community's broader trends, conversations with residents reveal deeper, more personal reflections on the issues residents face. In one-on-one interviews, nine residents shared their insights. In these conversations, residents discussed community strengths, challenges, and ideas on how residents and local organizations could work to improve their community.



Strengths and Assets of the Community

Residents love their quaint, well-kept community. Participants talked about how much they enjoy living in a small, scenic and safe community. They share a strong sense of community. Residents mentioned how neighbors help one another, and how many overcome challenges this way. They also appreciate how buildings and infrastructure are kept in good condition, which improves the appearance and overall quality of the community.

The community's service providers are invaluable to residents. Several residents mentioned that local service providers are active, helpful, and vital to the community. This includes schools, libraries, churches, food pantries, and healthcare providers. A few named the Trading Post Community Care Center, where the conversations with residents took place, as one of the community's greatest assets.

Springville-Concord is a great place to raise kids. Most participants noted there are a lot of activities and resources for children in the community. This includes parks, a pool, a skate park, libraries and sports leagues. But the greatest assets for youth are schools. This starts with preschool and Head Start programs which are especially helpful for single parents and others in need. Residents think the school district is a great resource with active, encouraging administrators. One resident noted that the high school principal is a great role model. Students are encouraged to volunteer, and there's been a positive change in the school's atmosphere.

The community serves as a rural hub for healthcare and commercial activity. Though small, the community serves as the commercial center for surrounding rural areas. Residents pointed to the number of amenities and stores in the community and the generally positive progress made in recent years. Others noted how important it is to them that most healthcare services can be found nearby, namely at the Bertrand Chaffee Hospital.

With many events, activities and services, Springville-Concord is a great place for seniors. Some residents talked about how a number of events, like concerts at the Springville Center for the Arts, make the community a great place for seniors to call home. The community has also added senior housing to accommodate the growing population of older adults. Healthcare services nearby are also important to seniors in the community.

Challenges in the Community

The community has a few transportation services, but many residents still have challenges getting around. Transportation was the most common challenge for residents. Interviewees acknowledged that most residents own a car, but for those who do not, transportation is a real barrier. Some struggle to keep up with the costs of owning a car and sometimes need to go without a vehicle. One resident described how they spent two months without a car while saving to pay for a costly repair. Not having a car can put key services out of reach for residents. A couple of residents said that a lack of transportation kept them from enrolling in the Home Energy Assistance Program (HEAP) which helps with utility bills, but is only available at an office in Buffalo.

Transportation can be especially challenging for seniors and those with medical needs. There are medical transportation providers, such as Buffalo Transportation, Inc. which accepts Medicaid as payment, but trips must be scheduled in advance, and can only be used for medical appointments. Other agencies, like Love INC and Rural Transit Service, provide general transportation, but trips are limited, especially on nights and weekends. Ridesharing is available, but it can be costly for longer trips. Residents said that if someone is without a car, the only reliable transportation is to ask friends and family for rides.

Job opportunities are limited. Springville-Concord is traditionally an agricultural community. Older residents expressed concern about the community's fading agricultural heritage, as small, family farms have transitioned to large commercial operations. Today, most job opportunities are in retail, but higher-paying opportunities and professional jobs are very limited. "It's scary," is how one resident described the job market for young adults. There are some jobs in construction and manufacturing, but these opportunities can also be limited. As one resident put it, "the good jobs are no longer good jobs," in terms of wages. The limited job opportunities cause many young adults to move out. With a lack of other opportunities in the community, workers hold on to lower-paying jobs because they are seen as stable.

Challenges in the Community, cont'd.

Residents in rural communities feel underserved. When it comes to services provided by county and regional agencies, residents in this rural community feel they get lost in the shuffle. "We are forgotten about," as one said. The remote location makes some services, like public transportation, unfeasible due to high costs. And this remoteness can also limit investments for economic and community development in Springville-Concord, despite being a commercial hub for a broad rural area. As one participant said, "things like that do affect us."

Residents are in need of more affordable housing options. Home values and rents tend to be high in Springville-Concord, and can burden residents. Residents who were interviewed described how housing costs are a barrier to homeownership. "I don't like living in an apartment building but it's what I can afford," said one resident. Saving enough money for a down payment while paying rent can be a challenge, especially when homes are selling fast.

The community has some affordable housing, but not enough to meet demand. One resident said she felt lucky to live in one of two affordable housing facilities run by the US Department of Housing and Urban Development (HUD) in the community, but there was a six month waiting list to get in. The competitive housing market increases demand for rental units, which further drives up rent. Many homeowners feel financially strained too. Even those with good-paying jobs can struggle to pay for necessary repairs. Many others rely on assistance programs, like HEAP, to make ends meet. Housing is expanding to accommodate the growing senior population, but residents said the growing number of individuals with special needs also need more housing options.

There is a growing need for mental health services. Those battling mental health issues and addiction have a tough time finding the resources they need in the community. As one resident put it, "I'm going to have to move out because I have to be linked with mental health services, and there aren't enough offered here." Spectrum Health & Human Services has a location in Springville, but this is the community's only mental health service provider and costs are not fully covered by many insurance plans, including Medicaid and Medicare. People with mental health issues said they can be made to feel unwelcome by other community residents. Some also noted that, like other rural areas, drugs are a growing concern in Springville-Concord.

Residents rely on neighbors to learn about available services. A few interviewees felt that most residents are generally unaware of what services are available in Springville-Concord. While noting that "word-of-mouth" is a viable way to find out about programs, other informational resources are underutilized. Some said that the library is a great resource to learn about services and events, but most residents do not use it. Others go to the Town Hall, or the Trading Post Community Center to find information, but many residents are unaware of these providers as well.

Ideas for Change in the Community

Expand transportation options, especially for seniors and those with medical needs. When focus group participants were asked what they'd like to change in the community, improving transportation services was the most common suggestion. Some residents said there's a need for general public transportation to get around the community.

One resident said that on-demand transportation services for seniors would give older adults in the community more freedom. Although there are senior transportation services in the community, these have limitations and require advanced planning. And while ridesharing is also available, many seniors do not feel comfortable using this technology, and some find it too costly.

Other residents said that medical transportation should be improved and made more accessible. This would help ensure that residents are able to get the medical care they need without having to rely on friends or family for rides. One resident would also like a transportation service to collect items being donated to the Trading Post Community Center.

Continue to improve the character of the community. While many pointed to the look and feel of Springville-Concord as a community strength, residents also felt that the community's character could be improved even more. For instance, one resident said that some homes in the community need a lot of work and would like to see a low-cost service that could help homeowners improve their properties. Another interviewee said that repairs to sidewalks and roadways are still needed, and could happen faster.

Provide more critical healthcare services in the community. Although the Bertrand Chaffee Hospital is a community asset, residents desire a wider range of healthcare services. One resident pointed out that although the hospital is located near major ski resorts, there are no orthopedic services offered, so when injuries occur, patients must travel to hospitals in Buffalo. The community hospital also no longer provides maternity care. One resident put it simply, "I'd like to see our hospital be a full-service hospital."

Create more good-paying jobs. Residents want more job opportunities and support for small businesses. Noting that many local businesses have closed down due to competition from "big box" retailers, residents thought that growing the number and variety of small businesses would have community-wide benefits. This may help keep more residents in the community, especially young adults, while improving the community's character. One resident felt that the community's local governments rely on traffic and parking violations to raise revenue, and adding businesses might alleviate this issue by growing the tax base.

Thomas

A working-age man needs greater mental health support services.

After living in Springville for nearly 30 years, Thomas is preparing to undergo a life transition. If Thomas had better access to mental health services in Springville, he potentially may have been able to stay in the town he's known since he was a child. Unfortunately, relocation is necessary for Thomas to have consistent access to the services he needs to maintain optimal mental health.

Thomas lives alone in a rented apartment without a car in a largely car dependent community. There is no taxi service and extremely limited public transit access. The only public transportation available is Rural Transit Service, which is used to help transport low-income families and people on disability. However, Thomas opts not to use these services. Instead he catches rides with friends and family.

After going on disability 15 years ago, Thomas has been unable to work. Springville is no longer a suitable option for him to remain a resident because he feels he needs to be connected to more mental health services that just aren't available in the area. Spectrum is considered one of the only mental service options in the area, but they don't fully accept Medicaid and Medicare. Switching health insurance providers so he could get access to services in the town led to less coverage for other medical needs beyond mental health. It is for these reasons that Thomas has decided to relocate.



“ I’m on disability for mental illness. I know at the doctor’s office I’d see flyers saying that if you need help with any of these things you can get a case manager. I thought that was good. A lot of people don’t know where to turn to when they have problems.”

Barbara

Staying mobile is this senior's biggest challenge.

Barbara is 74 years old. She lives with her husband, grandson, and great grandson. She loves living in Springville. She speaks highly about the variety of youth activities and the services available for people of all ages, especially those at the Trading Post. "The Trading Post is really a central point for people in the community to come together. It's one of the community's greatest assets."

Yet Barbara also notices some challenges in the community. Transportation is the greatest barrier she sees. "If you don't have a car, you need Medicaid to get anywhere." Barbara is not aware of any transportation service that takes Medicare and does not know where to find any information about other transportation services. The Trading Post and Sardinia Town Hall are her go-to places for information about what is available.

Lack of transportation limits her from accessing county services in Buffalo. Even though she qualifies for programs such as HEAP, she does not utilize these resources because Buffalo is too far away.

Barbara had a car but it needs repairs she can't afford. At one point, she saved two months of social security checks just to pay for car repairs. Saving money for car repairs leaves less money for other household expenses and emergencies. She described



“If you don't have a car, you need Medicaid to get anywhere.”

how they put off fixing their broken furnace for months because they could not afford it.

If Barbara could improve her community, she would enhance transportation services and healthcare. She thinks an on-demand medical bus would be a good way to help residents get to the medical services they need without relying on friends and family.

Data Sources & Notes

Defining Need, Page 2

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

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

Resident Survey

The resident survey was conducted from May 2019 through July 2019. Surveys were gathered at various sites across the community, all of which are listed on page four. Surveys at these locations were completed in person, administered by a Mobile Safety-Net Team Community Impact Coordinator or an agency staff member. The survey was made available in English and Spanish. Forty-eight 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 111 responses included standardizing open ended responses and cleaning data for accuracy. Not all surveys were completed in full, and response rates for questions varied from 91 responses to 111 responses. 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. For instance, respondents could report more than one type of disability, financial challenge, urgent concern, medical need, challenge in owning a vehicle, and barrier to programs and services.

Detailed Findings: Transportation

NFTA has Park & Ride Lot in North Boston on Boston State Road, North Boston, NY. It is serviced by NFTA Route 74. For more information, see NFTA schedules at <https://metro.niagarafrontiertransportationauthority.com/schedules/>

The distance between this lot and Springville was calculated using Google Maps.

Resident One-On-One Interviews

Due to difficulty in getting enough residents for an hour-long focus group, nine one-on-one interviews were conducted instead. Participants were recruited through a flyer at the local library in addition to those recruited during the interview session, which was held at The Trading Post on July 19th during a mobile food bank truck distribution. Residents who participated in interviews were given a \$10 gift card to Walmart as appreciation for their time. Notes were taken during interviews, and recordings of conversations were used to supplement the notes at a later date.

Detailed Findings: Programs, Services and Supports, Page 10

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

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

Trends: As of December 31, 2018, minimum wage in NYS was \$11.10 per hour. A resident who works 30 hours a week for 4 weeks will earn \$1,356 a month, versus \$960 a month at a wage of \$8.00 per hour, the minimum wage in 2014, when the resident survey was last conducted. Minimum wages are provided by the NYS Department of Labor.

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

Stories of Need

Stories of need reflect the voice and experience of actual residents living in Springville-Concord. Names and other identifying information have been changed to protect the identity and confidentiality of those who were interviewed. Interviews took place in July and August 2019. Interviews were conducted over the telephone and/or in person. Interviewees were recruited from the nine one-on-one interviews. 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 stories are intended to paint a picture of how these challenges play out in the lives of individuals and show how issues are interrelated.

Appendix

Resident Survey - English version

MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT

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

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

6 Including yourself, how many people are in your household?
Adults (18 and up) _____¹ Children (under 18) _____²

7 Has anyone in your household ever served in the armed forces?
 Yes¹ No²

8 What is your current employment status? *Select all that apply.*
 Student¹ Unemployed, not looking⁶
 Retired² Out of the labor force
 Employed full time³ (not working, not looking)⁷
 Employed part time⁴ Other: _____⁸
 Unemployed, looking⁵

9 What is your current living situation?
 Own¹ Staying with friends/family⁴
 Rent, with assistance² Homeless/shelter⁵
 Rent, without assistance³ Other: _____⁶

10 How long have you lived at your current address?
 Less than 3 months¹ 6-10 years⁴
 3 months-1 year² >10 years⁵
 1-5 years³ More than 10 years⁶

11 What is the highest level of education/training you've completed?
 High school/Equivalency¹ Post graduate degree⁵
 Some college, no degree² Military⁶
 Trade School/Certificate³ Did not finish high school⁷
 College degree (2 or 4 yr)⁴

12 Do you or does anyone in your household have any of the following disabilities? *Check all that apply.*
 Mental health¹ Developmental⁴
 Mobility² Sensory⁵
 Physical³ No Disability⁶

13 Do you or does anyone in your household have a disability that limits their ability to work and/or go to school?
 Yes¹ No²

14 What is your primary form of transportation?
 Bicycle¹ Medicaid van⁶
 Family/Friends² Uber/Lyft⁷
 Own Vehicle³ Volunteer service van⁸
 Taxi⁴ Public transportation⁹
 Walk⁵ Other: _____¹⁰

15 If you have ever used public transit, do you regularly encounter any of the following issues? *Select all that apply.*
 Too expensive¹ Service isn't reliable⁸
 Takes too long to get places² I don't feel safe⁹
 No service where I need to go³ Schedule is too confusing¹⁰
 No evening or weekend service⁴ Other: _____¹¹
 No service in my community⁵ None¹²
 Buses don't run often enough⁶ Have not used public transit¹³
 Too long to walk to bus stop⁷

16 If you own a vehicle, have you experienced any of the following over the last year? *Select all that apply.*
 Did not repair my car because I could not afford to¹
 Lapsed or suspended car insurance²
 Suspended license or registration³
 Vehicle did not pass inspection⁴
 Other: _____⁵
 None/Do not own a vehicle⁶

17 What are your household's sources of income? *Select all that apply.*
 Employment¹ Child support⁷
 Unemployment insurance² No income⁸
 SSI³ Other: _____⁹
 SSD⁴
 Social security retirement⁵
 Worker's compensation⁶

18 How much money is currently received from these sources to support your household each month?
 < \$1,250/month¹
 \$1,250-\$1,999/month²
 \$2,000-\$2,999/month³
 \$3,000+/month⁴

19 Are you or is anyone in your household currently receiving (any of the following)? *Select all that apply.*
 Food stamps/SNAP¹ SSI⁶
 Food pantry/meal service² SSD⁷
 Medicaid³ WIC⁸
 Cash benefits⁴ Other: _____⁹
 HEAP⁵ None¹⁰

20 Does anyone in your household have a pending application for any of the following? *Select all that apply.*
 Food stamps/SNAP¹ SSI/SSD⁶
 Food pantry/meal service² WIC⁷
 Medicaid³ Other: _____⁸
 Cash benefits⁴ None⁹
 HEAP⁵

21 Do any of the following financial issues apply to you? *Select all that apply.*
 Consumer/credit card debt¹
 Student loan debt²
 Underwater mortgage (owe more than your house is worth)³
 Unbankable⁴
 No bank account⁵
 Medical bills⁶
 Child support⁷
 Other: _____⁸

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

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

(Survey questions continue on back side.)

Resident Survey, cont'd. - English version

MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT (continued)

23 Does anyone in your household lack health insurance?

Select all that apply.

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

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

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

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

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

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

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

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

- Yes¹
- No²

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

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

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

NAME _____

Phone # _____

Resident Survey - Spanish version

EVALUACIÓN DE NECESIDADES COMUNITARIAS DEL EQUIPO MOBILE SAFETY-NET

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

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

6 Incluyéndote, cuántas personas viven en tu hogar?

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

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

Sí¹ No²

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

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

9 ¿Cuál es tu situación actual de hogar?

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

10 ¿Cuánto tiempo llevas viviendo en tu dirección actual?

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

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

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

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

- Salud Mental¹ De desarrollo⁴
 Movilidad² Sensorial⁵
 Física³ Sin Discapacidades⁶

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

Sí¹ No²

14 ¿Cuál es tu medio de transporte principal?

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

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

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

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

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

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

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

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

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

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

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

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

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

21 ¿Sufres alguno de los siguientes problemas financieros?

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

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

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

(La encuesta continua en la parte trasera)

Resident Survey, cont'd. - Spanish version

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

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

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

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

- | | |
|--|--|
| <input type="checkbox"/> Seguro Privado ¹ | <input type="checkbox"/> Gobierno(VA) ⁵ |
| <input type="checkbox"/> Atención administrada (HMO, PPO) ² | <input type="checkbox"/> Cuenta de ahorros de salud ⁶ |
| <input type="checkbox"/> Medicare ³ | <input type="checkbox"/> Otro _____ ⁷ |
| <input type="checkbox"/> Medicaid ⁴ | <input type="checkbox"/> No lo sé/no estoy seguro ⁸ |
| | <input type="checkbox"/> Sin seguro médico ⁹ |

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

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

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

- | | |
|--|---|
| <input type="checkbox"/> Notificación de corte de servicios (agua, gas, etc) ¹ | <input type="checkbox"/> Problemas legales ⁵ |
| <input type="checkbox"/> Ejecución hipotecaria/Desalojo ² | <input type="checkbox"/> Deudas pendientes ⁶ |
| <input type="checkbox"/> Sin dinero para comida ³ | <input type="checkbox"/> Herido o amenazado en casa ⁷ |
| <input type="checkbox"/> Coste/disponibilidad de cuidado infantil para trabajar ⁴ | <input type="checkbox"/> Otro: _____ ⁸ |
| | <input type="checkbox"/> Sin preocupaciones urgentes ⁹ |

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

- Sí¹ No²

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

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

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

NOMBRE _____

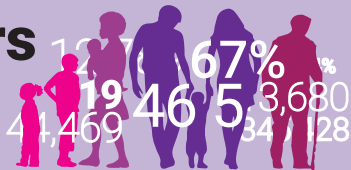
Teléfono# _____

INSIGHTS FROM RESIDENTS 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

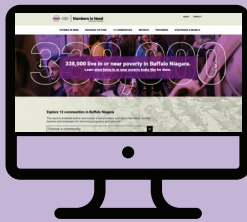


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NumbersInNeed.org