

“

We need to... create opportunities for success to happen, so we can keep building on them.”

“ Changing perceptions about mental health may be just as important as the services that exist.”

“

We hear it all the time, “I can’t live on what I get from public assistance, especially as a single parent.”

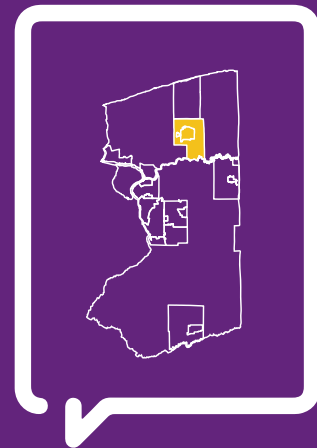
INSIGHTS

FROM

PROVIDERS

CITY AND TOWN OF  
**Lockport**

MARCH 2020



**Numbers  
in Need**

IN BUFFALO NIAGARA

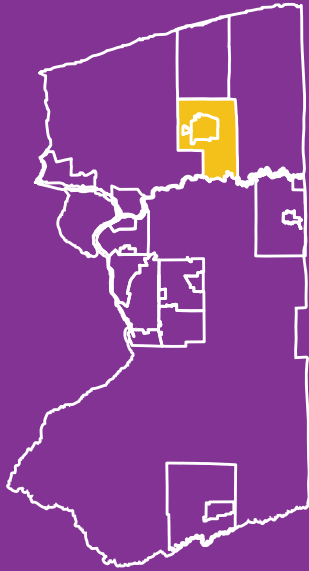


A Mobile Safety Net Team initiative established by The John R. Oishei Foundation



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

# City and Town of Lockport



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## About this Report

This report offers a snapshot of findings for the City and Town of Lockport (Lockport), with new data on the community's population that lives in or near poverty. It includes the perspectives of human service 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 2012.

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

Close to 12,600 residents in the City and Town of Lockport live in or near poverty on incomes below two hundred percent of the federal poverty line.

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

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

## Federal Poverty Guidelines, 2019

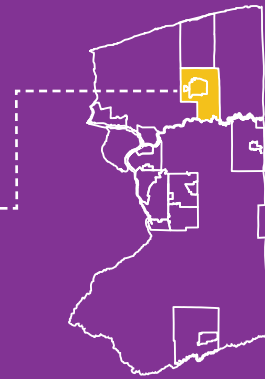
■ Federal Poverty Level    ■ 200% of Federal Poverty Level



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

# Reports for this Community

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

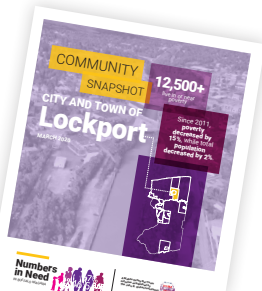


Each of these reports for this community is available online at [NumbersinNeed.org](https://NumbersinNeed.org)



## 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](https://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 2012 Baseline Community Report was the starting point.

### Baseline Community Reports

The report completed for the City and Town of Lockport in November 2012 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, which asked providers for updated information on their organizations, including the programs and services they offer.



## 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 revealed through outreach to residents and 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

- Grigg Lewis Foundation
- Lockport City Court
- Lockport City School District
- Niagara Community Action Program
- Orleans/Niagara BOCES
- Niagara County Department of Mental Health and Substance Abuse Services (NCDMH)
- Veterans One Stop
- Young Women's Christian Association (YWCA) of the Niagara Frontier
- Youth Mentoring Services of Niagara County

### 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



11 representatives of not-for-profit organizations and governmental service providers participated in a focus group sharing insights on additional areas of concern, barriers, successes, and strategies for the future.

### Provider Interviews



In some communities, 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 needs in the community, barriers they face in connecting with residents and promising developments.



### Strengths of the Landscape



### Additional Gaps/Needs Identified by Providers



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



### Promising Developments

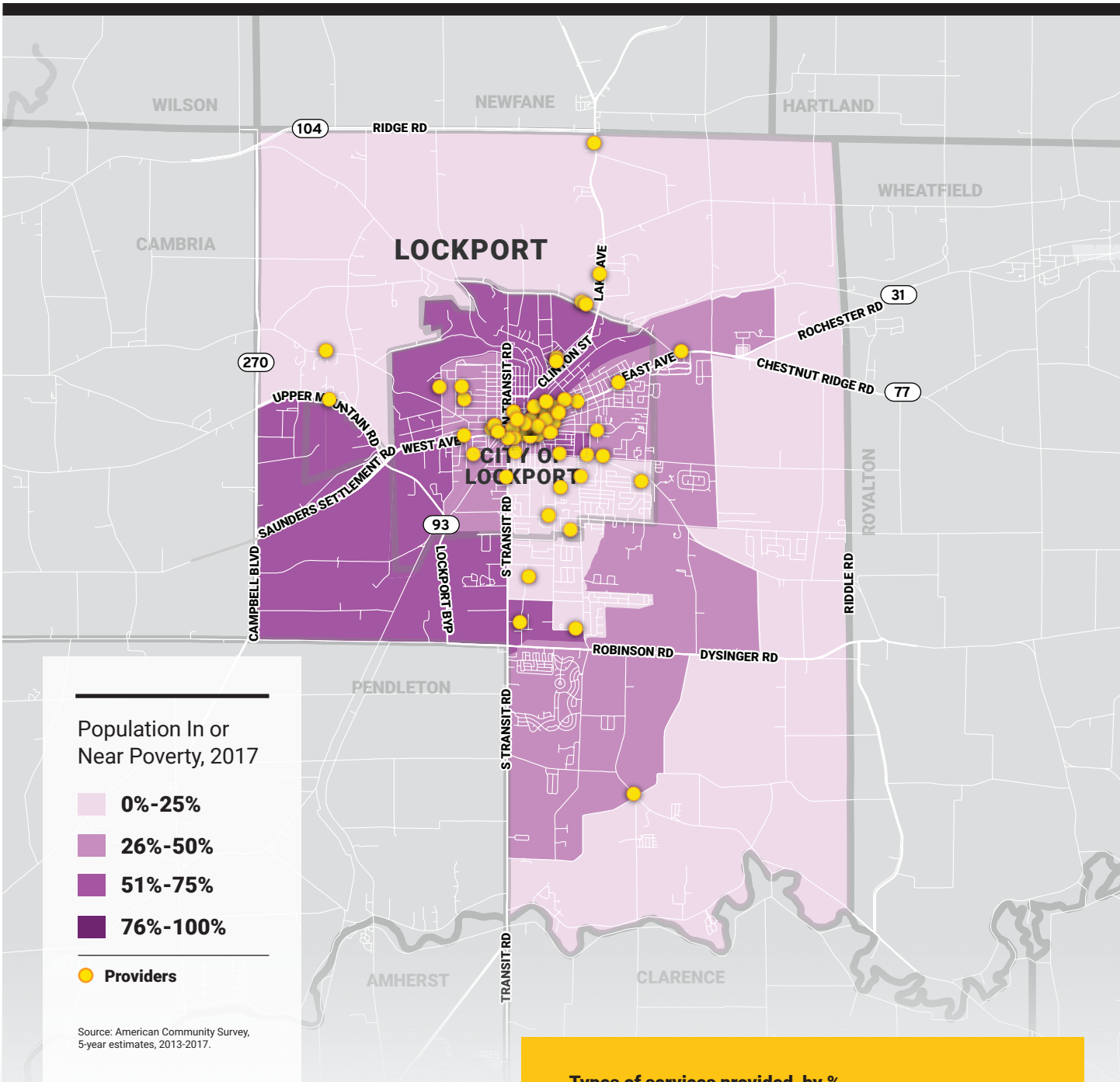


### Models to Consider

### Find it here:

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

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



Population In or Near Poverty, 2017

- 0%-25%
- 26%-50%
- 51%-75%
- 76%-100%

● Providers

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

## The Landscape of Providers

# 59

## SERVICE PROVIDERS



in the City and Town of Lockport

See more online

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



### Types of services provided, by %

56%	Education/ Training	10%	Housing/Utility
41%	Mental Health/ Addiction	8%	Veterans
36%	Youth Programs	7%	Seniors
29%	Health/Wellness	7%	Clothing
25%	Homeless Services	7%	Financial Literacy
20%	Food	7%	Crime/Juvenile
15%	Info/Referral	5%	Transportation
		3%	Legal
		2%	Teen Parents



## Strengths of the Landscape

### There are 59 service providers in the City and Town of Lockport.

Fifty-nine service providers are located in Lockport. Most of these agencies (48) are located in the City of Lockport. More than half of Lockport's providers are small, not-for-profit organizations that typically focus on one or two services. Nearly a third of providers offer at least four types of services, including local schools and the Niagara Community Action Program (NIACAP). Every type of service is available in Lockport, which acts as a social services hub for the surrounding rural areas of eastern Niagara County.

### More than half of providers offer education programs.

Thirty-three providers in Lockport offer education, making it the community's most common service. An agency focus group also identified education as the top strength in Lockport's social services landscape. Most of these programs are for youth, including Head Start and K-12 schools. Other sites offer education along with senior programs or mental health services. Unlike many similar communities, Lockport has several adult education options, including BOCES, Literacy New York Buffalo-Niagara, and Niagara's WorkSource One.

### Mental health services are a unique asset for Lockport.

A few providers in an agency focus group identified mental health as a strength of Lockport's social service landscape. Mental health or addiction services are available at 24 sites in Lockport. This accounts for 41% of all providers in Lockport—the highest percentage among the study region's twelve communities. Lockport's mental health providers include local schools, Lockport New Beginnings, Horizon Health Services, and Cazenovia Recovery. The quantity of these services gives Lockport a unique asset to address residents' mental health needs, which are common across the region.

### Crime prevention and juvenile services are a valuable strength.

Just four providers in Lockport offer crime and juvenile services—Cazenovia Recovery, the YWCA, the Niagara County Probation Department, and the County Sheriff's Department. While this is a fairly small number, an agency focus group identified crime prevention and juvenile programs as a top strength of Lockport's social services, behind only education. The impact of these providers is also evident in Lockport's declining crime rates.

### Service providers are situated near many residents in need.

About 12,600 Lockport residents live in or near poverty. Most of these individuals live in the City of Lockport, but many others are dispersed throughout the town. Although residents in need are spread across the community, most providers are located within one mile of over 4,000 residents in or near poverty. Also, many of Lockport's providers are within a half-mile of an NFTA bus stop. Having providers with transit access nearby increases the odds that residents in need will utilize beneficial services.

**Every type of service can be found in Lockport. The most common—education, mental health, and youth programs—are available at over twenty locations.**

Source: UBRI analysis of provider locations, 2019.

**Most service providers in Lockport are located within one mile of 4,000+ residents living in or near poverty.**

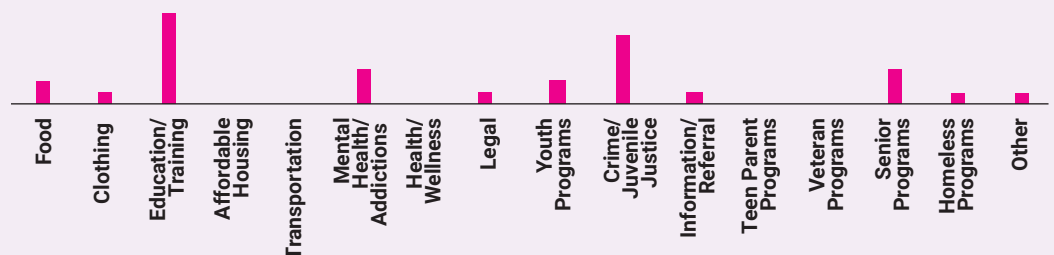
Source: UBRI analysis of provider locations relative to the population living in or near poverty, 2019.

**Lockport has more mental health service providers per capita than any of the study region's 12 communities.**

Source: UBRI analysis of provider locations, 2019 relative to the total population in Lockport.

### Top strengths identified by provider focus group

Providers were asked to identify the community's strongest programs and services. Education was identified as the top strength, followed by crime/juvenile services, senior programs, and mental health services.







## Additional Gaps/Needs Identified by Providers

### Lockport has a need for additional transportation options.

Transportation is Lockport’s greatest service gap, according to a focus group of the community’s providers. Just three organizations in Lockport provide transportation, not including the community’s public schools, which transports students. These providers offer services for youth or seniors, but there are no general transportation providers based in the community. Although NFTA bus routes reach Lockport, and many service providers are within walking distance to a bus stop, service is infrequent and trips outside the community can be time-consuming. For example, bus trips to Niagara Falls can take over two and a half hours—up to four times as long as driving. Providers described how limited transportation options can restrict residents’ access to healthy food, workforce training, and other key services, particularly for the 1,540 households in Lockport without a vehicle.

### While rents and home values in Lockport tend to be lower than the region, there is still a need for more affordable housing.

Median home values and rents in Lockport are lower than the region as a whole. However, affordable housing was the second greatest need in Lockport’s social services landscape, based on feedback from an agency focus group. Residents also indicated that affordable housing is one of the community’s top needs. Providers appreciate the community’s newer housing options, such as developments in the City by Housing Visions. However, they said these options are still not affordable for many residents. Households in need often struggle to get support to pay for housing through services, like the federal Housing Choice Voucher program, which have long wait lists and strict eligibility requirements.

### Although Lockport has more mental health providers than many communities, services still need to be enhanced and promoted.

While providers noted mental health services as a strength in Lockport, they stressed that providers still have difficulties connecting residents in need with these services. Many residents may be unaware of the community’s mental health providers, or unwilling to use their services because of the stigma associated with mental health. Providers described how mental health issues can lead to other challenges for residents. For example, youth may drop out of school and delay enrolling in workforce training programs due to problems at home, with addictions, or other mental health concerns. Although the Lockport City School District has improved counseling services in local schools, due to enduring negative perceptions of mental health and the difficulty in diagnosing many common mental health issues, providers feel these services are underutilized. They stressed the importance of improving perceptions around mental health and local service providers to combat the community’s mental health concerns.

### Nearly one in ten households in Lockport—1,540 in total—do not have access to a vehicle.

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

“You just can’t afford to do anything but pay your rent if you’re on public assistance.”

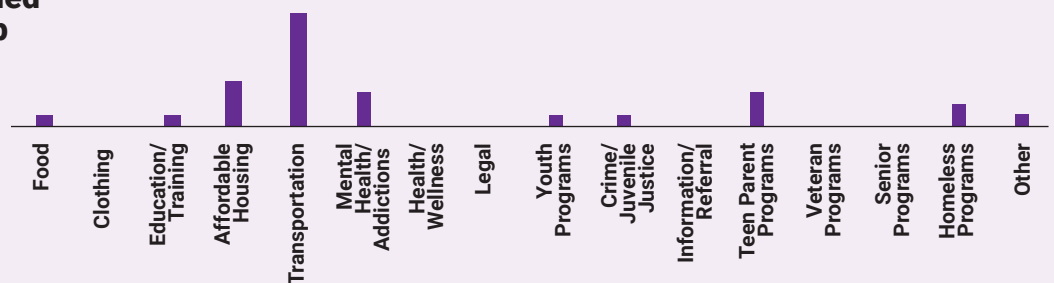
Source: Numbers in Need, Conversation with service providers Lockport, 2019.

### One out of four residents surveyed said someone in their household experiences a mental health issue, making it the most prevalent disability in Lockport.

Source: Numbers in Need, Survey of residents in Lockport, 2019.

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

Providers identified service areas where expanded programs are needed. Transportation emerged as the top need, followed by services for affordable housing, mental health, teen parents, and the homeless.





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

### Limited childcare options can turn common challenges into heavy burdens for parents, especially single parents.

Providers described how common issues for Lockport residents are even more challenging for parents, particularly single parents. These challenges, like a shortage of transportation and childcare options, can limit a family's opportunities for jobs, housing, and more. A lack of awareness adds to these barriers. Providers suggested many children do not join youth programs because their parents assume they are not affordable, although many programs offer financial support that residents may not realize exists.

Even with financial assistance, many parents are still unable to utilize training and other programs because of limited childcare options. The City of Lockport is designated by the NYS Office of Children and Family Services as a "high child care need area," or a place with high poverty rates and a low number of licensed child care facilities. Providers said some childcare options in Lockport recently closed, and those remaining are limited—just one home-based provider offers childcare beyond typical business hours. Providers see Lockport and nearby rural areas of Niagara County as a "childcare desert." They emphasized that increasing the availability of affordable, flexible childcare options can open other opportunities for parents and their children, and help break the cycle of poverty. One parent who moved to Lockport more recently suggested the community needs a Boys & Girls Club. They stressed how critical it is to have affordable childcare while both parents are working.

### Lockport needs more high-paying job opportunities, including those that do not require a college degree.

In an agency focus group, providers spoke highly of the expanding workforce training options in Lockport. But they noted how challenging it can be to connect trainees to high-paying jobs in the community. While providers recognized that many jobs are available in Lockport, they said most are low-paying. Jobs that require training are hard to find in the community. This can limit job opportunities for residents that do not have a vehicle or a college degree. Providers said that those without a college degree commonly accept minimum wage jobs, or work in collections at call centers that pay more, but usually do not provide career pathways. They recalled the loss of good-paying jobs over recent decades and stressed that the community needs an influx of businesses to provide a wide range of job opportunities for people of all education levels. This could also help revitalize the community by attracting more young adults and families to Lockport.

### Some important types of services are offered by only a few providers in Lockport.

While every type of service is available in Lockport, some critical services are only offered by a small number of providers. For example, the community has four providers of senior programs, despite a growing need for these services considering Lockport's aging population. Other important services, like clothing, crime prevention and juvenile programs, and financial support services, are also offered at just four locations. Lockport has even fewer providers for other services needed by the community, like transportation and legal counseling. Teen parent programs are offered at just one location in Lockport even though, as one provider noted, the teenage pregnancy rates in Niagara County are relatively high. The shortage of key types of services can create service gaps for the community, as well as the broader eastern Niagara County area, since Lockport serves as a social services hub for surrounding rural communities.

## There are at least three young children for every child care opening in Lockport, and only 19 child care providers across Niagara County offer care during nontraditional hours.

Source: New York State Office of Children and Family Services, NYS Child Care Demographics, 2017.

"We can train all we want, but... we need the right jobs too [here in the community]."

Source: Numbers in Need, Conversation with providers in Lockport, 2019.

## Less than five providers offer many critical services, like senior programs, crime prevention and juvenile services, financial counseling, legal services, and teen parent programs.

Source: UBRI analysis of provider locations, 2019.





## Barriers Residents Face to Programs, Services and Jobs

### Limited transportation options can restrict access to services and jobs, while the cost of owning a vehicle contributes to debt.

Difficulty traveling was the second most common barrier to services, based on a survey of Lockport residents. Providers also described how the scarcity of reliable, affordable travel options makes it difficult for many residents to get to key services, like training, jobs, and healthy food. One representative from a workforce trainer said that limited transportation prevents some individuals from enrolling in or completing training programs. Others said how difficult it is for families without a vehicle to get to supermarkets, so they shop at corner stores instead, which offer fewer healthy food options.

Travel in Lockport typically requires a car, so most residents use their own vehicle as their primary mode of transportation. However, the costs of maintaining a car can be a burden. One resident said they are not currently using their vehicle because it needs repairs they cannot afford. Others may take on credit card debt to pay for repairs. Costly repairs were the most common vehicle-related issue faced by residents surveyed in Lockport. The high costs of car ownership are one reason why many residents must rely on family or friends, taxi services, or public transportation to get around, all of which have limitations.

### Critical health needs go untreated because of high costs and persistent negative perceptions around mental health.

Nine out of ten adults, and 98% of children, in households surveyed in Lockport have health insurance. Despite this, 41% of those surveyed still forgo healthcare they need because they cannot afford it. Dental care was the most common type of healthcare that residents in need could not afford, followed by optical care, prescription medications, and mental healthcare or counseling. Mental health was the most common household disability experienced by residents surveyed in Lockport. Despite how prevalent mental health issues are in the community, providers said that a persistent stigma of mental illness and the utilization of these services deters residents in need from seeking treatment, as well as the perceived high costs.

### Lack of information sharing leads to confusion around existing programs, so many residents do not utilize helpful services.

Vulnerable populations are often unaware of existing services and opportunities for financial assistance. As a result, programs are underutilized and many residents may be left in need. Providers indicated that this lack of awareness is a challenge for a wide range of services, including job training, and youth recreational programs. If trainees are aware of financial assistance options, many programs can become affordable or even cost-free. A representative from a local workforce trainer said that most trainees meet eligibility requirements for financial assistance programs, so many pay no out-of-pocket cost for training. Other providers said some parents do not consider enrolling their children in youth recreational programs, like those at the Cornerstone CFCU Arena, because they seem expensive, but many more might participate if they knew of available scholarships.

Providers were encouraged by local efforts leveraging technology to get the word out about services. But limited internet access is a common barrier, according to residents surveyed. And a focus group of residents described how many community members in need cannot afford mobile devices or internet access, so most learn about services by word of mouth. Residents said that a one-stop community information center could help those in need learn about and access services. Providers suggested that distributing printed resource guides to schools and providers would also help.

**“We have this beautiful new training center, [but we need] to eliminate transportation as a barrier to training so people can get those [high-paying] jobs.”**

Source: Numbers in Need, Conversation with providers in Lockport, 2019.

**While nearly all residents surveyed have health insurance, 41% said they need healthcare that they cannot afford.**

Source: Numbers in Need, Survey of residents in Lockport, 2019.

**“It’s amazing the amount of money you can get to go back to school, if you can get there.”**

Source: Numbers in Need, Conversation with providers in Lockport, 2019.



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

### Residents in need often do not meet income eligibility requirements for assistance and may be hesitant to seek help.

Income eligibility requirements for assistance programs are the most common barrier to accessing services in Lockport, based on a survey of residents. Providers also saw this as a challenge. One said that, “people who are really working to improve themselves, if they get \$1 over [income eligibility requirements] they lose all support.” But others suggested these problems often stem from misconceptions or a lapse in communication between providers and those receiving assistance, saying, “as long as you’re appropriately engaging your case manager, there shouldn’t be that situation.”

Providers said strengthening agency coalitions, promoting awareness, and educating residents on program requirements could help. However, they also acknowledged that these barriers often stem from the challenge of meeting daily domestic needs, addictions, or other mental health issues. Residents are often unwilling or hesitant to seek out help for these issues and they can easily go unnoticed by service providers. Effective case management, proactive outreach, and set protocols between agency providers to make referrals for individuals in need are some potential strategies suggested by the agency focus group.

### Health services are being cut in Lockport, leaving a service gap in the community and across eastern Niagara County.

The Eastern Niagara Hospital is a healthcare hub for Lockport and surrounding rural communities. However, a drop in patient volumes led to a loss of revenue, forcing the hospital to file for bankruptcy in 2019. As part of its restructuring, the hospital plans to make cuts to services and eliminate jobs. Among the services being cut back are the maternity ward, dialysis center, the hospital’s emergency psychiatric unit, along with the only child psychiatric unit in Niagara County. The Eastern Niagara Hospital also closed its facility in neighboring Newfane in 2019, adding to the growing healthcare service gap in eastern Niagara County. Residents and providers are concerned about the cuts to these critical services, and to a number of good-paying jobs at the hospital—one of Lockport’s top employers.

### Lockport is held back by negative perceptions and years of economic stagnation.

Providers feel that residents, especially youth, do not appreciate the positive aspects of the community, and often view Lockport as not offering enough opportunities for residents. These negative perceptions can lead residents to move out of Lockport and discourage young people from actively participating in the community. To combat these perceptions, providers said to start by getting the word out to youth about the positives Lockport has to offer. Providers also suggested that community-wide and regional efforts to stimulate economic growth are making strides, but more needs to be done to revitalize Lockport. They described how most residents travel out of Lockport for shopping and entertainment due to a lack of destinations in the community. Providers also pointed out that attracting new businesses could increase the tax base. This could supplement the resources providers have to carry out services, while improving job opportunities for community residents.

**“People who are really working to improve themselves, if they get \$1 over [income eligibility requirements] they lose all support.”**

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

**“If you’re just trying to get through the next day, then you’re not worried about... getting a job that will pay well two years down the road. You’re worried about tomorrow.”**

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



## Promising Developments

### Programs and Partnerships

**The community is leveraging technology to promote services with the Lockport Family Resource Guide mobile application.** Providers in an agency focus group were excited about a new mobile application to promote Lockport's service providers and their programs. The Grigg Lewis Foundation converted its printed Lockport Family Resource Guide to a free mobile application to help connect more residents in need with services. The application provides contact information for an extensive list of service providers and details on the wide range of services they offer. The app was developed to get the word out about local services and will be updated as services expand in the community.

**Grassroots efforts and partnerships are building strong programs and recreational opportunities for youth.** Providers find the recent growth of youth and recreational programs heartening, especially considering that these developments grew out of community-based efforts. One provider brought up how one community member created a summer kickball league, which encouraged others to start similar programs. They also acknowledged that these programs need to be promoted to get more youth involved. One provider suggested that training school administrators and guidance counselors on how to make referrals for at-risk students would help connect more youth with these services.

**The Lockport City School District is ramping up mental health services for students.** Recognizing the prevalence of mental health issues and the challenge of delivering counseling services, providers are optimistic about the Lockport City School District's proactive efforts to address these needs for the community's youth directly at the local schools. The district recently developed a new district counseling plan that sets goals for school counseling programs, lays out a core curriculum action plan for school counseling, and provides a template for a confidential referral form that school counselors and administrators can use to connect youth to services. This work ties in with broader efforts by the school district to strengthen connections with the Lockport community.

**New adult education providers give residents more opportunities to increase their earning potential.** Providers see tremendous potential in Lockport's growing workforce training options. In 2019, Orleans/Niagara BOCES opened a new branch in downtown Lockport offering courses for careers in the skilled trades and healthcare. Literacy New York Buffalo-Niagara also began offering adult education at drop-in centers in the community to help improve literacy rates and enhance economic opportunities for area residents. Providers recognize that these recent developments, along with existing resources like Niagara's WorkSource One, are a unique asset for Lockport considering most other communities in the region have a shortage of adult education providers.

**Economic development programs are revitalizing downtown Lockport and strengthening service providers.** Public investments are being made through New York State's Downtown Revitalization Initiative (DRI) to restore historic buildings like the Palace Theatre, enhance recent developments like the Cornerstone CFCU Arena, and invest in small businesses. Private companies are also reinvesting in Lockport. Verizon Media awarded over \$380,000 in grants to local projects through its Community Benefit Fund in 2019. These included support for local service providers, like the Salvation Army and Youth Mentoring Services of Niagara County. Providers appreciate the positive momentum these investments are bringing to the community, and are hopeful that this progress will continue to revitalize Lockport and attract new residents.

## 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 ways service providers are tackling challenges in innovative ways that respond to the needs of the community.

The Numbers in Need website—NumbersInNeed.org—contains additional models to consider and strategies for tackling the concerns and barriers experienced by providers in Lockport. 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 barriers that keep individuals and families in poverty.



### Transportation

## RTA Connect On-Demand

This service supplements the Greater Dayton Regional Transit Authority's (RTA's) transit system with free or discounted door-to-door service in parts of the region where fixed-route service is non-existent or limited. Rides can be booked in advance through the agency's customer service, or on-demand through the Lyft app.

Throughout the Miami Valley, zones are designated for use of this service. Within those zones, users can book a free trip that either starts or ends at a RTA-fixed route service transfer point. For door-to-door trips not starting or ending at a transfer point, but still within a zone, rides are \$2 (standard fare for RTA rides). These services are available during early morning, weekend, and late night times as well, providing affordable transportation options for riders needing transportation in areas, or at times, where transit service is limited or non-existent.

[i-riderta.org/rta-connect/on-demand](http://i-riderta.org/rta-connect/on-demand)

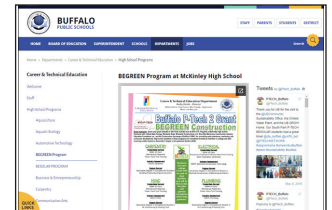


### Youth & Teens

## BEGREEN P-TECH

The P-TECH (Pathways in Technology Early College High School) Program is a collaborative educational model that has been implemented in many regions across the nation with the goal of getting more young students interested in good paying, entry-level jobs in high growth fields in science, technology, engineering and math (STEM). In Buffalo, McKinley High School's Buffalo Employment Green and Renewable Energy Education Network (BEGREEN) P-TECH program prepares students for jobs in green construction with a focus on carpentry, electrical, plumbing, and HVAC. Through BEGREEN, students earn a high school diploma along with a no-cost, two-year college degree in occupational studies from Alfred State by taking college-level courses. Students can also explore green careers through company tours, mentors, paid internships and other hands-on experiences. In past years, students toured places like KeyBank Center and National Grid's control center to learn first-hand from industry professionals about their job responsibilities and corporate sustainability. The program is funded through a seven-year NYS P-Tech grant that began in 2014.

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



# 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 noted 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 4

Information submitted by agency providers through a provider questionnaire updated a listing of providers developed for the 2014 community report for the Town and City of Lockport. 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 Landscape, Page 6

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.

...Lockport's declining crime rates: NYS Division of Criminal Justice Services, 2010-2017.

## Additional Needs/Gaps, Page 7-8

... bus trips to Niagara Falls can take over two and a half hours: Travel times calculated using Google Maps (as of 12/3/2019). Transit trips based on an arrival time of 9am.

The City of Lockport is designated as a "high child care need area: NYS Office of Children and Family Services, New York State Child Care Demographics, 2017. See Niagara County, Page 8 for a map of High Child Care Need Areas in Niagara County. In high need areas, at least 25% of families have incomes below 200% of the FPL and there is a ratio of at least 3 children under age 5 for every regulated child care slot.

... teenage pregnancy rates in Niagara County are relatively high: New York State Department of Health, County Health Indicators by Race/Ethnicity, 2014-2016.

## Barriers Residents Face, Page 9-10

Difficulty traveling was the second most common barrier to services: University at Buffalo Regional Institute, Insights From Residents: Lockport, March 2020, p7.

... most residents use their own vehicle as their primary mode of transportation: Numbers in Need, Survey of residents in Lockport, 2019.

Costly repairs were the most common vehicle-related issue: University at Buffalo Regional Institute, Insights From Residents: Lockport, March 2020, p9.

Nine out of ten adults, and 98% of children, in households surveyed in Lockport have health insurance. Despite this, 41% of those surveyed still forgo healthcare: University at Buffalo Regional Institute, Insights From Residents: Lockport, March 2020, p8.

Mental health was the most common household disability: University at Buffalo Regional Institute, Insights From Residents: Lockport, March 2020, p8.

But limited Internet access is a common barrier: University at Buffalo Regional Institute, Insights From Residents: Lockport, March 2020, p7.

Income eligibility requirements for assistance programs are the most common barrier: University at Buffalo Regional Institute, Insights From Residents: Lockport, March 2020, p7.

Health services are being cut in Lockport: Tim Fenster, "ENH filing shows psych unit losses doubled in 2019." *Lockport Union-Sun & Journal*, August, 2019.

## Promising Developments, Page 11

The community is leveraging technology: Tim Fenster, "Giving Back: The Lockport Family Resource Guide gets a mobile app." *Lockport Union-Sun & Journal*, December, 2019.

The Lockport City School District is ramping up mental health services: Connor Hoffman, "LCSD counseling plan presented." *Lockport Union-Sun & Journal*, May, 2019.

New adult education: James Neiss, "Workforce Training Center dedicated at 50 Main St." *Lockport Union-Sun & Journal*, June, 2019; Tara Schafer, "From the United Way: Literacy New York Buffalo-Niagara improves work path for residents." *Lockport Union-Sun & Journal*, August, 2019.

Economic development programs: "Major improvements coming to Erie Canal area, iconic buildings in Lockport," *WKBW Buffalo*. Retrieved December 9, 2019 at [www.wkbw.com/news/local-news/major-improvements-coming-to-erie-canal-area-iconic-buildings-in-lockport](http://www.wkbw.com/news/local-news/major-improvements-coming-to-erie-canal-area-iconic-buildings-in-lockport)







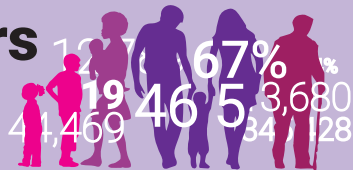
# INSIGHTS FROM PROVIDERS

## City and Town of Lockport

MARCH 2020

### Numbers in Need

IN BUFFALO NIAGARA



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

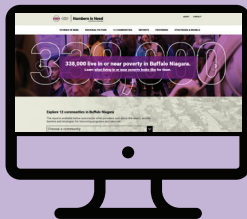


Prepared by



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Regional Institute  
School of Architecture and Planning

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