INSIGHTS FROM RESIDENTS

CITY OF Lackawanna

JUNE 2020

"There's not many opportunities [for work] in this area."

"The city only has so much money."

"If I had a car on the road right now, I would have no problem getting a job."
COMPUTER SNAPSHOF
JUNE 2020

City of Lackawanna

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

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

Defining Need
More than 9,300 residents in Lackawanna live in or near poverty with incomes below 200% of the federal poverty line.

The federal poverty line (FPL) is $12,760 for a household of one, $17,240 for a two-person household, $21,720 for a family of three, and $26,200 for a family of four. A single parent of two who works full-time, year-round at the minimum wage in NYS ($11.80 per hour or $24,544 a year) earns an income just above the FPL in 2020.

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 200% of the FPL (up to $52,400 for a family of four) generally do not meet income guidelines for most programs.

Federal Poverty Guidelines, 2020

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<th>1 Person Household</th>
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<td>$17,240</td>
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<td>200% of Federal Poverty Level</td>
<td>$25,520</td>
<td>$34,480</td>
<td>$43,440</td>
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Source: U.S. Department of Health and Human Services
Reports for this Community

This report is part of a comprehensive suite of reports for the City of Lackawanna, 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.

9,325 live in or near poverty
Since 2011, poverty increased by 24%, while total population decreased by 1%.
About the Resident Survey and Conversations

One hundred eighty-six residents from the community completed a two-page, 28-question survey during a three-month period in the fall of 2019 and early winter of 2020.

To ensure that input was representative of community members living in or near poverty, surveys were conducted at 15 events in nine locations in the community. Surveys included those completed in five locations in other communities by residents who live in ZIP Codes in Lackawanna.

An online version of the survey was also available beginning in March 2019 and distributed via social media and email. Seventy-one respondents from ZIP Code 14218 completed the survey online.

To better understand the challenges identified by survey respondents and help formulate priorities and solutions, 10 adults were interviewed and a focus group was conducted with 11 middle- and high-school students. Participants received a $10 gift card to Family Dollar or Tops as an incentive and thank you for participating.
Although survey respondents are meant to be representative of the overall population in need, there are some differences. Respondents skew toward those who are middle-aged (35-54) compared to the overall population, while those above and below that age range are slightly underrepresented. Respondents are predominantly female and are less likely to have children in the household compared to the general population. A smaller proportion of respondents are white, and a greater proportion are Middle Eastern, compared to the overall population.

More than two in five respondents are employed either full-time or part-time. Only 14% are retired. Respondents who chose “other” as their employment status said they are disabled, self-employed, using a temp agency, relying on WIC payments, and a homemaker. Less than half of those who are unemployed are looking for work.

About one in three respondents have a college or post graduate degree. A third have no more than a high school diploma or an equivalent and more than one in ten (13%) respondents did not finish high school. About a fifth started college but did not finish, meaning these respondents may have taken on student loans that are difficult to pay back without the higher salaries they might have earned if they completed their degree.

A majority of respondents live with at least one other adult, while about a third live in a household without children. A slight majority of respondents rent, most of whom do so without assistance.
Key Findings from Resident Surveys and Conversations

Educational attainment is low; therefore so are incomes.

One out of five Lackawanna residents aged 25 and older do not have a high school diploma or equivalent, which limits their earning potential. Just 8% of residents earned a bachelor’s degree, but these residents earn almost twice as much as residents who have a high school diploma without any college experience. Median earnings for residents without a high school diploma or equivalent are only $16,173, below both the annual wage for a minimum-wage, full-time worker in New York State and the federal poverty level for households with more than one person.

A focus group with students shed light on how a lack of funding negatively impacts their educational experience, resulting in many students who are not engaged in learning and drop out. Lackawanna High School’s graduation rate is just 65%, among the lowest in the region. The student focus group had several ideas for how to engage students more, including increasing teacher pay, expanding the curriculum, and investing in newer technology.

Some older residents who were interviewed agreed with student focus group participants that the quality of public schools in Lackawanna could be improved as a way to reach higher academic achievement among students. They also stressed the need to promote higher-paying job opportunities in fields like manufacturing, which typically do not require a college degree or formal higher education.

Households take on debt to get by when income is not enough.

Half of respondent households earn income from employment, but slightly more than half (52%) earn less than $24,000 per year. A majority (60%) of surveyed households have some kind of financial concern, most frequently related to consumer/credit card debt, student loans, and medical bills. Even compared to other challenges like utility shut-offs, a lack of food, and foreclosure/eviction, outstanding debt is by far the biggest concern among survey respondents.

Consumer/credit card debt may arise when income is not enough to cover needs such as food, utilities, and childcare. Only half of respondent households earn income from employment. This means that incomes for many respondents are fixed, making it even more difficult for those households to cope and more likely they will take on debt to deal with emergencies. More than half of respondents said they do not feel confident in their ability to handle a $500 emergency.

Medical bills may become a concern because of healthcare needs not covered by insurance, such as dental or optical care, or because co-pays are still too high even with insurance.

Resident households with incomes above the poverty line also struggle financially. More than one in four respondents experienced a barrier to services, with over a third of those respondents saying they were turned away from services because of income limits.

Disabilities affect the financial well-being of households.

About half of all respondents said they or a person in their household has a disability. Among those respondents, 80% said that disability prevents the disabled person from going to work or school, thus hindering residents from earning additional income or seeking new skills that might enable them to earn higher wages.

But disabilities can profoundly affect the other ways in which a household functions besides limiting income. Residents with physical and mobility challenges may need specialized transportation, which may limit schedule flexibility or cost more. Household members may also need to serve as a caretaker for a person with disabilities, a role which often reduces working hours and wages and can lead to added anxiety and stress for both the caretaker and the person being cared for. Although programs like SSI and SSD provide assistance for residents with a disability, some interviewed and surveyed residents experienced barriers to services such as transportation, language, income requirements, and mobility.

Youth programs and recreational facilities are lacking.

Residents of all ages agree that Lackawanna is a tight-knit community that is like “one big family.” But residents also felt that more could be done to bring the community together. Students remarked that there are not enough recreational facilities in Lackawanna, especially indoor facilities for the winter when it is too cold to play outside.

Adult residents agreed, saying that since the old community center on Ridge Road was closed and demolished many years ago, there has not been a new community center built in Lackawanna, despite several proposals having been put forward over the years. There is also not a YMCA, YWCA or Boys & Girls Club in Lackawanna.

Participants in both the adult and student focus groups felt that kids being “bored” and not having “anything to do” contributes to delinquent behavior, a possible cause for the increase in juvenile arrests since 2013.

Student focus group participants also wished for more community events, such as an annual summer event.
Nearly half of the residents surveyed had an urgent concern related to finances or their daily lives. A majority of those with a concern are worried about outstanding debt. It is possible that residents take on debt because they do not have enough money to pay for food, utilities, or childcare, all of which are also top concerns.

Getting help for these urgent concerns can be difficult for some residents, as more than a quarter of respondents say they have experienced a barrier to services. More than a third of those who said they have had a hard time accessing services were turned away because they did not meet income requirements, indicating that for some households, simply having a incomes above program eligibility requirements does not eliminate their need. Other frequent barriers include difficulty traveling, physical limitations that make it hard to leave home, and limited internet access.

**TRENDS**

Urgent concerns are far more prevalent today, jumping from 30% of respondents in 2014 to 45% today. Today’s top concern, outstanding debt, was not an option in the 2014 survey. However, utility shut-off notices and a lack of money for food were among the top concerns in both years.

The percentage of respondents facing barriers to services increased slightly from 21% in 2014 to 28% in today. Income limits were the top barrier to services in 2014, though for a smaller percentage of respondents than in today (33% vs. 35%). Difficulty traveling, the top barrier today, was a barrier for only 20% of respondents in 2014.
Detailed Findings: Disabilities and Health Care Access

Having a disability limits economic and educational opportunities for some residents. Among the 49% of respondent households that have a person with a disability, four out of five say the disability limits that person’s ability to work or go to school. Physical disabilities are the most common type of disability among respondents, followed by mental health and mobility.

In 92% of households surveyed, all adults have health insurance, and in 98% of households surveyed, all children are insured. Medicare and Medicaid insure nearly three-quarters of respondents. About a fifth of respondents have private insurance.

Even though most respondents are insured, nearly half have a healthcare need they cannot afford. These unaffordable healthcare needs are most commonly dental and optical care.

TRENDS

Health insurance is much more common among respondents today than in 2014. Households with an uninsured adult declined from 14% in 2014 to 8% today. For households with an uninsured child, the percentage changed from 4% in 2014 to 2% today. Medicare and Medicaid usage among respondents roughly doubled from 2014 to today.

49% of respondents reported some type of disability in the household, while 80% of these respondents say that disability limits them from going to work or school.

TYPE OF DISABILITIES REPORTED IN THESE HOUSEHOLDS

- Physical: 57%
- Mental health: 51%
- Mobility: 26%
- Developmental: 21%
- Sensory: 13%

HEALTHCARE

Lack of health insurance among...

- Adults: 8%
- Children: 2%

Top 5 Types of Health Insurance Coverage Used Among Respondents

- Medicaid: 51%
- Medicare: 22%
- Private insurance: 22%
- Managed care (HMO, PPO): 14%
- Other: 9%

43% of respondents are in need of some type of healthcare but can’t afford it.

- Dental: 54%
- Optical care: 44%
- Transportation to appointments or services: 33%
- Healthcare: 30%
- Prescription medicine: 30%
- Mental health care or counseling: 23%
- Other: 5%
The most common barrier to services for respondents is difficulty traveling. Although Lackawanna is served by several bus routes, only 12% of respondents use public transit as their primary way of getting around, possibly because residents view public transit as impractical. Alternatives to public transit like biking and walking or getting rides from family and friends are more common. Nearly two-thirds of respondents use their own vehicle to get around. As a necessity for most residents, cars can be a financial burden. Aside from the cost of buying or leasing a car, many respondents said they cannot afford needed repairs or their vehicle did not pass inspection (possibly because they cannot afford to fix issues preventing the car from passing).

More than a third of respondents have used public transit and experienced an issue. Most of these issues have to do with practicality, like buses that take too long, bus stops that take too long to walk to, or a lack of service where residents need to go.

As necessary as they might be for many residents, cars can be a financial liability. About two in five respondents face some kind of issue owning a vehicle. Most of these issues relate to expensive repairs or not being able to pass inspection, possibly due in part to those same expensive repairs.
Detailed Findings: Finances and Assets

The most common source of household income is employment. Many of the respondents who are employed work only part-time, however, which may explain why the majority of respondent households earn less than $24,000 per year. Seven percent of households reported earning no income at all.

Respondents with financial challenges mostly deal with consumer/credit card debt, student loan debt, and medical bills. Although debt is a broad category, it might result from the combination of low incomes and necessary expenses like food, utilities, housing, and car payments and repairs. Similarly, medical bills are likely caused by the fact that although most respondents have health insurance, many have healthcare needs that are not covered. Some of those who sought to increase their earning potential and expand career pathways by furthering their education are now saddled with additional debt burdens from student loans.

TRENDS

Households earning less than $24,000 a month make up a slightly smaller segment of the respondents today than in 2014 (62% vs. 66%). However, due to inflation over seven years, those in the lower income groups may have more difficulty today than those in the same group in 2014. Employment was the top income source for both years, though the percentage of respondents earning income from employment increased considerably from 33% in 2014 to 50% today.

FINANCES AND ASSETS

Most respondents earn less than $24,000/year, roughly the annual income of a minimum wage worker in NYS and just above the poverty level for a family of three. Nearly a fifth of respondent households make at least $36,000 per year, though this level of income does not necessarily mean households are without financial challenges.

Household Income, 2019

![Income Distribution Graph]

- Less than $1,250: 43%
- $1,250 to $1,999: 19%
- $2,000 to $2,999: 20%
- $3,000+: 17%

Sources of Household Income

- Employment: 50%
- Supplemental Security Income: 17%
- Social Security Disability: 15%
- Other: 14%
- Social Security (Retirement): 12%
- Child support: 8%
- No income: 7%
- Worker’s compensation: 2%
- Unemployment Insurance: 1%

Top 5 Financial Challenges Households Experience

- Consumer/credit card debt: 60%
- Student loan debt: 32%
- Medical bills: 26%
- Other: 20%
- No bank account: 15%

Confidence to Handle a $500 Emergency

- Not confident at all: 40%
- Somewhat confident: 16%
- Very confident: 26%
- Not sure: 13%

Over half of all respondents do not feel confident in their ability to handle a $500 emergency. For those who do, there are many reasons why one might feel confident; higher incomes, support from friends/family, resourcefulness, or emergency savings are all possibilities.
Detailed Findings: Programs, Services and Supports

More than two-thirds of respondent households receive aid through a variety of services. The most commonly used services are food stamps (SNAP), Medicaid, and HEAP, which are also among the services with the most pending applications. The resident survey was conducted between November and February when demand for HEAP rises. Overall, only 23% of respondents have pending applications for assistance. Despite a large percentage of respondents taking on debt and struggling financially, very few receive or are waiting for cash benefits.

TRENDS

The percentage of respondents receiving services today has decreased slightly since 2014 (81% vs. 69%), as has the percentage of respondents with pending assistance (33% vs. 23%). The types of services respondents receive have not changed significantly since 2014. However, pending Medicaid benefits were much more common among respondents in 2014 than today (22% vs. 17%). Pending SNAP benefits, on the other hand, are more common among respondents today than in 2014 (26% vs. 20%). HEAP was the service with the most pending applications in both years.

Households Receiving Services Through Programs

More than two-thirds of respondent households receive some kind of service. As in many other communities, services that aid residents with the cost of food, healthcare, and utilities are the most common.

69% of households receive one or more services

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<th>Types of Services Received</th>
<th>62%</th>
<th>48%</th>
<th>31%</th>
<th>22%</th>
<th>20%</th>
<th>16%</th>
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During resident conversations, participants completed a brief exercise where they chose the programs and services they felt were strongest in the community, and those they believed need the most improvement.

Participants said that programs providing food assistance, veteran programs, and senior programs were strengths of the community. Residents also felt that more youth programs are needed, in addition to programs and services for education/training, affordable housing, and others.

Households with Pending Applications for Programs

Only 23% of respondent households have pending applications for assistance. Most commonly, respondent households are applying for services and programs that meet basic needs like utilities and food.

23% of households have pending applications for assistance programs

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<th>Types of Services Pending</th>
<th>38%</th>
<th>26%</th>
<th>24%</th>
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Programs/services residents identified as...

...the strongest

Food
Veteran Programs
Senior Programs

...in need of improvement

Youth Programs
Education/Training
Affordable Housing
Information/Referral
Homeless Programs
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 a series of interviews in Lackawanna with ten adults, and a focus group with 11 middle- and high-school students, 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

Lackawanna is a community of good people and friendly neighbors. Many participants, both young and old, agree that Lackawanna is a city where everyone seems to know everyone else. People are friendly and willing to help each other out. As one high school student put it, "everybody is cool with everybody," even though the city is diverse. Another said that the school is like "one big family." One adult resident said that the community's diversity and cultural history were important assets.

Many residents say they have convenient access to several stores and services. Even though Lackawanna is geographically small, residents noted that the community has several service providers and stores. Even stores and services that are not located directly in the community are nearby and easily accessible, according to some residents. Some of the important locations residents said they use include the McKinley Mall, Martin Road Senior Center, Lackawanna Public Library, the Russell J. Salvatore Food Pantry located in the Catholic Charities building in Lackawanna, Save-a-Lot, OLV Human Services, Hispanics United of Buffalo, ACCESS, and the Buffalo Educational Opportunity Center.

Areas of Lackawanna are walkable, and public transportation can be a viable option for some. Residents described some areas of the community as walkable, specifically around Ridge Road and South Park Avenue, near the town hall, the police station, and the cemetery. Buses in the city allow residents to get into the City of Buffalo to access jobs and services, or into areas south and east to access stores. In the words of one resident, "Wherever I need to go, I can catch the bus."

Residents generally feel safe in Lackawanna. Several residents felt that Lackawanna is a safe community overall, with only a few areas of concern. Compared to a neighboring community, one resident felt they were far less likely to fall victim to crime. Though some acknowledged that crime and other safety issues still exist, they also said things have improved recently with a noticeable decrease in drug overdoses and fewer people selling drugs on street corners. Residents attributed positive changes in crime and safety to the City's police force.

Government services can be a community strength. Though residents were divided in their opinion of the City's efficacy, some felt that the Lackawanna Police Department and the Department of Public Works provide quality services like maintenance and snow removal. A few residents also like the City's new automated call system that informs residents about power outages, street closures, youth program start dates, and other alerts.

The City and school district provide important assets for youth. Even though there was a consensus among participants that more youth programs are needed, a number of youth-related programs and services came up when residents were asked about strengths of the community. Sports and recreation facilities like basketball courts, soccer fields, parks, and playgrounds are available. Youth can receive free lunches at public parks in July and August. Kids in the focus group also stressed the importance of the Harbor Closet and Inner Harbor Room at Lackawanna Middle School. Harbor Closet allows students to "shop" for clothes, hats, coats, shoes, books, and toiletries for free. Students use the Inner Harbor Room as a safe place to read, play games, study, participate in activities with peers, or talk with teachers and support staff about issues in their lives.

Youth appreciate alternative programs offered to students in high school. Middle- and high-school students in the focus group said they are all thinking hard about and planning for their future after graduation. Students noted that the BOCES program is a great asset for youth hoping for a career in nursing. But most agreed the school district should provide more electives, advanced classes, and additional BOCES programs to help students better prepare for college or careers. Fortunately, students felt that guidance counselors at the school do a good job of helping students look for jobs, prepare for college, select classes, and more.
Challenges in the Community

Lackawanna needs more youth programs and a community center. Residents lamented the closure and demolition of a vital community center on Ridge Road many years ago. Since then, residents say an alternative has not been created. The old center held programs for youth and adults alike, such as swimming, arts and crafts, drama classes, and basketball. Generally, residents felt there are not enough affordable programs for kids in the community. Young people in the focus group said that while there are some sport leagues, they are not well advertised to everyone in the school. Others said that the Lackawanna Girl Scout troop ended in recent years, so girls must travel to another community to participate. Overall, adults and kids agreed that a lack of interesting outlets leads kids to trouble if they have nothing to do.

Setting aside money in savings is very difficult. Savings are necessary for covering emergency expenses like home and car repairs or healthcare, putting a down payment on a house, buying a reliable vehicle, or even starting a business. But many residents said that by the time they are done buying basic necessities and paying rent and bills, there is nothing left to put into savings. If faced with a sudden emergency expense, some residents said they simply would not be able to pay, and would have to borrow money from friends or family, or take out a loan, further damaging their financial future.

Home maintenance is prohibitively expensive for many homeowners, especially seniors. Homeownership is often seen as a path toward financial security, where payments go toward a financial equity rather than going to a landlord. But owning a home comes with its own set of challenges. Several homeowners shared concerns about the cost of home maintenance and repairs, especially since Lackawanna’s housing stock is relatively old. Many seniors want to age in place in the home they owned for most of their lives, but maintenance and upgrades for accessibility are difficult, if not impossible, on fixed incomes. One resident said they tried to secure a loan to make home repairs, but could not secure a loan without flood insurance. The cost of flood insurance was so high that taking out the loan no longer made financial sense. A senior homeowner said that she considered selling her home and renting, but decided not to because of concerns over rising rents.

A recent reassessment left one homeowner wondering how she was going to afford the increase in her tax bill. Others said taxes are a burden for those with fixed incomes. Homeowners concerned about taxes also felt that residents are not seeing enough return in the number and quality of services provided by the city to justify the amount they pay in taxes.

Transportation with and without a car can be difficult. Even though several residents said access to public transportation is a great community asset, only two focus group participants said they use it regularly. Those who do not use public transportation drive, bike, or rely on family, friends, or co-workers to get around. Though none of the residents explicitly explained why they did not use public transit more often, the convenience and flexibility of being able to travel further distances in shorter time periods and on one’s own schedule may influence residents’ transportation choices. Even so, those with cars noted ongoing concerns about affording gas, insurance, maintenance and repairs.

Students in Lackawanna noted that they are required to walk to school if they live within one mile of their school. In the winter, walking to school can seem daunting, especially in the early morning. The student focus group said that in really bad weather, many students choose to stay home rather than walk a mile through snow, ice, and cold winds. The focus group said that a shorter walking radius requirement and expanded busing options would drastically improve absenteeism, which they say is a huge challenge in their schools.

Finding a good-paying job is difficult. Within the City of Lackawanna itself, residents say employment options are limited to low-paying jobs. Better opportunities lie outside the community, but are more difficult to access due to transportation barriers. High childcare costs may significantly offset income earned from a lower-wage job, so staying home to care for kids makes more sense than working for some parents. Older residents potentially face age discrimination in their search for employment. One older resident said that she suspected she was let go from her previous job due to her age, and has had difficulty in getting a new job since. Another resident said that applications themselves have become increasingly cumbersome and confusing. Rather than going to a business and handing someone a resume, applicants now have to fill out lengthy digital applications without human interaction.

Certain health needs are too expensive and are not covered by insurance. Overall, residents in the focus group were not too concerned with healthcare, but one resident emphasized that insurance does not cover dental care. The resident would like to have dental work done to repair and replace broken and missing teeth, but cannot afford to do so. In her case, insurance deemed the work “aesthetic,” and not medically necessary, even though her current condition makes it difficult to eat. One resident said she put off certain healthcare due to costs, and another pays over $400 per month of her fixed income to supplement Medicare.

Lackawanna does not have enough stores, but has lots of vacant storefronts. Some residents see a community full of vacant storefronts, and would like to see programs to aid local entrepreneurs in filling them with stores and services that would better meet community needs.

The food pantry is inadequate to meet residents’ needs. Residents were interviewed at the Russell J. Salvatore Food Pantry, located in the Catholic Charities building in Lackawanna, and therefore were able to share insights specific to that service. Although there was an appreciation for the existence of the pantry and for the devotion of its volunteers, several participants wished it offered a more nutritionally balanced and varied range of food products.
Challenges in the Community Cont’d

The closure of Our Lady of Victory (OLV) Hospital reduced options for healthcare, especially emergency care. Although OLV Hospital was closed and converted into a nursing home and senior housing about 20 years ago, one resident still feels like it was a mistake. Mercy Hospital is nearby, but for residents in Lackawanna who need emergency care, a few extra minutes can be the difference between life and death.

Residents are concerned about crime in some areas of the city. Crime in 2017 was at an eight-year low, and participants said this drop has been noticeable. Still, some residents believe certain parts of the community are more dangerous than others, specifically the area “over the bridge” or the First Ward.

Educational quality at Lackawanna schools could be improved. Students talked about a number of issues they face, including not having enough interesting electives, not enough funding for new technology, a lack of variety in the BOCES program, and inadequate support for English language-learning students. Students also felt that scheduling challenges force young people to choose one type of class over another, when both might be necessary for college or career preparation. Overall, young people wanted more opportunity to explore their interests and prepare themselves for their future in ways that are not available to them right now. Adults reinforced the idea that Lackawanna’s schools are in need of improvement and additional support, reflecting on the number of students who drop out before getting a diploma.

Some long-term residents feel underserved by programs compared to refugees and immigrants. Immigrants experience unique challenges when moving to a new country, including language barriers, cultural differences, and prejudice. To help ease the transition into a new community and overcome some of these barriers, programs and services are made available to newly arrived immigrants. Lackawanna’s relatively large Arabic population, and organizations like the Arab-American Community Center for Economic and Social Services of Western New York, make Lackawanna uniquely positioned to provide a network of support for Arabic and Middle-Eastern immigrants. However, some residents who are struggling may feel as though newcomers receive more assistance than those who have lived in the community for a long time. One interview participant talked about how immigrants in the community have a network of support from people like them who can help them start out economically, but he worries that loopholes in the system could unnecessarily give some immigrants an unfair financial advantage. He also wishes that black residents had similar supports that could help them start black-owned businesses in Lackawanna.

Ideas for Change in the Community

Build a new community center for youth, seniors, and others in the community. Overwhelmingly, residents young and old stressed the need for a new community center that could offer recreation, sports, educational services, art and theater programs, classes, youth groups, senior services, and more, all in one place. Currently, the city lacks either a YMCA, YWCA or a Boys & Girls Club. Echoing the need for a community center, some high school students also wished for more community events that could bring people together.

Raise more awareness of mental health issues among youth. Some of the students in the focus group said that more needs to be done to raise awareness of mental health issues in schools. Doing so may help reduce the negative stigma associated with mental health issues and encourage youth to seek help and guidance when they need it.

Teach practical skills in high school. Students at Lackawanna High School pointed out the need for more “practical skills” education, such as resume writing and financial literacy. They felt that school should also help them prepare for a successful life after graduation in ways beyond college preparation.

Create more, higher-paying job opportunities, specifically in manufacturing. Lackawanna’s workforce was traditionally based in manufacturing. Although jobs in these industries have declined in recent decades, some residents still wish to see these types of jobs come back to the community, especially because some residents believe these jobs are better paying, more stable, and more in-line with existing skill sets than other jobs that are currently available.

Offer more senior services. Some residents spoke generally about the need for more services for seniors in Lackawanna. Senior assistance might include additional or expanded food programs, transportation services, affordable healthcare, and financial assistance for home maintenance.

Find ways to help prevent homes from deteriorating. A few residents expressed a desire for better code enforcement to help curb the deterioration of houses in Lackawanna. At the same time, additional and expanded programs that help homeowners with maintenance and repairs could help reduce blighted properties.

...
Alya and Avi recall the phone call they received from their daughter’s school. The academic year was just a couple months in when they were informed that their middle child, Fareeha, then in 12th grade, was not on track to graduate and earn a high school diploma. She was too far behind in credits and classes. School staff said their daughter’s best option was to enroll in a high school equivalency program and then pursue vocational training at community college. Eager to keep moving forward toward her goal of becoming a nurse, Fareeha agreed, immediately dropped out, and is working on her high school equivalency. Fareeha is not alone; over three-fourths of “English Language Learners” at Lackawanna High School fail to graduate within four years.

The situation left her parents dismayed. They came to America three years ago to give their children a strong education and better future. Fareeha seemed to like high school and be advancing. Although they knew she missed classes, they did not understand the potential consequences of these absences. She never stayed after school for extra credit, never attended summer school, and advanced from 10th grade to 11th grade to 12th grade. Looking back, Alya wishes she could have helped Fareeha academically, but Alya is just learning English herself. Alya also wishes they could have talked to the school in Arabic, their native language. Difficulty speaking English limited their ability to talk to Fareeha’s teachers, understand what was going on with their daughter, and consider their options. Even if the school informed them, they were not aware at the time that students can work toward a high school diploma through the age of 21. Fareeha was 18 when she dropped out.

As Alya and Avi consider factors that contributed to their daughter’s academic pathway, they say they are eager to purchase a house so each child can have their own bedroom or a quiet space in the house to study. Currently, all of their children share a single bedroom in their small apartment. Avi believes they could own a home and pay on a mortgage for what they pay in rent ($650/month plus utilities). A down payment is the biggest barrier to homeownership. Although Avi has a professional background and now works two full-time jobs, they are stepping-stone jobs that do not require a lot of complex communication. Rent and car loan payments consume a large portion of their monthly income, leaving nothing for savings. They would like to see more rent-to-own opportunities for families in Lackawanna, since this community is where they desire to stay and raise their family.
Nathan is a sophomore at Lackawanna High School, where 65% of students graduated in 2018-19 and many students struggle to achieve passing test scores. In Nathan’s view, the driving force behind the low graduation rate and test scores is clear: not enough funding and low attendance. The lack of funding manifests itself in many ways, including limited course offerings, not enough teachers, and little support for English Language Learners, despite the city’s large immigrant and refugee population. “In my social studies class, there are people who can’t speak English and [the school] took out the person who helps them, so now they have no one.” Still, Nathan wishes that less emphasis was placed on preparing for tests and more emphasis was placed on developing practical skills like resume-writing and financial literacy. “I feel like our school should teach us more about stuff that we’re going to need to know going into the world.”

Low attendance drives low graduation rates. Although many factors contribute to students staying home, Nathan said that many students who have to walk to school choose to stay home during inclement weather, rather than walking to school along uncleared sidewalks in freezing temperatures and snow. He feels that attendance could be improved drastically with changes to policies that allow more children to be bused to school. “If I was a walker, I’d never come to school.”

Nathan lives in the First Ward with his parents and four siblings. He knows that his parents are increasingly worried about being able to keep up with expenses every month, so he’s planning on getting a job as soon as he turns 16 to save up for college on his own and to have a little bit of pocket money. He is a little nervous that it will take him a while to find a job, given that only a few establishments in Lackawanna hire teenagers. “We have McDonald’s, we have Dairy Queen, we have Tim Horton’s, but that’s about it that hires kids at 16 or 17 years old. Other than that, you have to go online and search for jobs outside of the city.”

In addition to having more jobs available for teenagers, who, like Nathan, “want to start saving up for college the minute [they] can,” Nathan would like to see more recreational facilities available, especially indoor facilities for the winter when it’s too cold to play outside. “Kids don’t have anything to do after school. I think we need more rec centers around Lackawanna.”

Nathan is looking forward to going away for college, traveling, and seeing more of the world. But to him, Lackawanna will always be home. “We’re close as a community ... everybody’s cool with everybody.”
**Data Sources & Notes**

**Defining Need, Page 2**


Minimum Wage: New York State Department of Labor, Minimum Wage (effective 12/31/19).

**Resident Survey**

The resident survey was conducted from November 2019 through January 2020. Surveys were gathered at various sites across the community, all of which are listed on page four. Surveys at these locations were completed in person, administered by a Mobile Safety-Net Team Community Impact Coordinator or an agency staff member. The survey was made available in English, Spanish, and Arabic. Seventy-one 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 186 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 142 responses to 186 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.

**Resident Focus Group**

A focus group conversation with middle- and high-school students took place on November 22nd, 2019 at Lackawanna High School. Participants for the focus group were recruited through the school. A set of interviews with adult residents was conducted on January 13th, 2020 at the Russel J. Salvatore Food Pantry at Catholic Charities. Residents who participated in interviews were given a $10 gift card to Family Dollar or Tops as appreciation for their time. Notes were taken during each interview.

**Detailed Findings: Programs, Services and Supports, Page 10**

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

Resident focus group participants were asked to identify the strongest types of programs and services in the community as well as the program and service types where need for expansion and/or investment was greatest. Each resident had three yellow dot stickers 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, 2019, minimum wage in NYS was $11.80 per hour. A resident who works 30 hours a week for 4 weeks will earn $1,416 a month, versus $870 a month at a wage of $7.25 per hour, the minimum wage in 2013, 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 2013 but is now, in 2020, 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 Lackawanna. Names and other identifying information have been changed to protect the identity and confidentiality of those who were interviewed. Interviews took place in November 2019 and January 2020. The story of need about youth is a compilation constructed using insights gained during the youth focus group at Lackawanna High School, and does not represent one specific person’s experiences. The other story of need was constructed using an interview of an adult resident conducted in February 2020. 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.


Graduation Rates for English Language Learners: New York State Education Department, Four-Year Cohort Outcomes, 2017.

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.


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?
   O Yes 1   O No 2

8. What is your current employment status? Select all that apply.
   □ Student _______ 1   □ Unemployed, not looking _______ 6
   □ Retired _______ 2   □ Unemployed, looking _______ 8
   □ Employed full time _______ 3   □ Retired, not reliable _______ 5
   □ Employed part time _______ 4   □ Out of the labor force _______ 7
   □ Other: ___________________ _______ 10

9. What is your current living situation?
   O Own _______ 1   O Staying with friends/family _______ 9
   O Rent, with assistance _______ 2   O Homeless/shelterless _______ 10
   O Rent, without assistance _______ 3   O Other: ___________________ _______ 11

10. How long have you lived at your current address?
    O Less than 3 months _______ 1   O 6-10 years _______ 4
    O 3 months-1 year _______ 2   O >10 years _______ 5
    O 1-5 years _______ 3   O More than 10 years _______ 6

11. What is the highest level of education/training you’ve completed?
    O High school/Equivalency _______ 1   O Post graduate degree _______ 5
    O Some college, no degree _______ 2   O Military _______ 4
    O Trade School/Certificate _______ 3   O Did not finish high school _______ 6
    O College degree (2 or 4 yr) _______ 4

12. Do you or does anyone in your household have any of the following disabilities? Check all that apply.
    □ Mental health _______ 1   □ Developmental _______ 3
    □ Mobility _______ 2   □ Sensory _______ 4
    □ Physical _______ 5   □ No Disability _______ 6

13. Do you or does anyone in your household have a disability that limits their ability to work and/or go to school?
    O Yes _______ 1   O No _______ 2

14. What is your primary form of transportation?
    O Bicycle _______ 1   O Medicaid van _______ 5
    O Family/Friends _______ 2   O Uber/Lyft _______ 6
    O Own Vehicle _______ 3   O Volunteer service van _______ 8
    O Taxi _______ 4   O Public transportation _______ 9
    O Walk _______ 5   O Other: ___________________ _______ 10

15. If you have ever used public transit, do you regularly encounter any of the following issues? Select all that apply.
    □ Service isn’t reliable _______ 5   □ Schedule is too confusing _______ 11
    □ Too expensive _______ 1   □ I don’t feel safe _______ 10
    □ Takes too long to get places _______ 2   □ Out of the labor force _______ 8
    □ No service when I need to go _______ 3   □ Unemployed, not reliable _______ 12
    □ No evening or weekend service _______ 4   □ WIC _______ 7
    □ No service in my community _______ 6   □ Medical bills _______ 9
    □ Buses don’t run often enough _______ 7   □ Child support _______ 6
    □ Too long to walk to bus stop _______ 8   □ Other: ___________________ _______ 13

16. If you own a vehicle, have you experienced any of the following over the last year? Select all that apply.
    □ Did not repair my car because I could not afford to _______ 1
    □ Lapsed or suspended car insurance _______ 9
    □ Suspended license or registration _______ 2
    □ Vehicle did not pass inspection _______ 3
    □ Other: ___________________ _______ 4
    □ None/Do not own a vehicle _______ 5

17. What are your household’s sources of income? Select all that apply.
    □ Employment _______ 1   □ Child support _______ 7
    □ Unemployment insurance _______ 2   □ No income _______ 8
    □ SSD _______ 3   □ Other: ___________________ _______ 9
    □ Social security retirement _______ 4   □ Worker’s compensation _______ 10
    □ Other: ___________________ _______ 5

18. How much money is currently received from these sources to support your household each month?
    O $3,000+/month _______ 1   O $1,250-$1,999/month _______ 4
    O $2,000-$2,999/month _______ 2   O $3,000+/month _______ 5
    O $1,250-$1,999/month _______ 3

19. Are you or is anyone in your household currently receiving any of the following? Select all that apply.
    □ Food stamps/SNAP _______ 1   □ SSI _______ 5
    □ Food pantry/meal service _______ 2   □ SSD _______ 6
    □ Medicaid _______ 3   □ WIC _______ 7
    □ Cash benefits _______ 4   □ Other: ___________________ _______ 9
    □ HEAP _______ 8   □ None _______ 10

20. Does anyone in your household have a pending application for any of the following? Select all that apply.
    □ Food stamps/SNAP _______ 1   □ SSI/SSD _______ 5
    □ Food pantry/meal service _______ 2   □ WIC _______ 6
    □ Medicaid _______ 3   □ Other: ___________________ _______ 9
    □ Cash benefits _______ 4   □ None _______ 10
    □ HEAP _______ 8

21. Do any of the following financial issues apply to you? Select all that apply.
    □ Consumer/credit card debt _______ 1   □ Other: ___________________ _______ 8
    □ Student loan debt _______ 2   □ Unemployment _______ 9
    □ Underwater mortgage (owe more than your house is worth) _______ 3
    □ Unbankable _______ 4   □ Medical bills _______ 10
    □ Other: ___________________ _______ 5
    □ Medical bills _______ 4
    □ No bank account _______ 5
    □ Child support _______ 6
    □ Other: ___________________ _______ 7

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

(Survey questions continue on back side.)
### MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT (continued)

23. Does anyone in your household lack health insurance? Select all that apply.
- Yes, one or more adults do not have health insurance
- Yes, one or more children do not have health insurance
- No, we all have health insurance

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

25. Over the last year, was there any time when you needed any of the following but did not get it because you could not afford it? Select all that apply.
- Health care
- Mental health care or counseling
- Dental care (including checkups)
- Optical care (including eyeglasses)
- Prescription medicine
- Transportation to doctor appointments or health services
- Other: _______________
- None

26. Are there any urgent concerns or special needs that you or someone in your household have? Select all that apply.
- Utility shut-off notice
- Foreclosure/Eviction
- No money for food
- Cost/availability of child care for work
- Legal problems
- Outstanding Debt
- Hurt or threatened at home
- Other: __________
- No urgent concerns

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

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

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

**NAME___________________________________________________________               Phone # _____________________________**
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 Código Postal 5 Lugar de encuesta

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

7 ¿Alguien en tu hogar ha servido en las fuerzas armadas?
   - Sí ________
   - No ________

8 ¿Cuál es su situación laboral actual? Marca las que correspondan.
   - Empleado a tiempo completo ________
   - Empleado a tiempo parcial ________
   - Desempleado, buscando ________

9 ¿Qué es tu medio de transporte principal?
   - Bicicleta ________
   - Uber/Lyft ________
   - Furgoneta ________
   - Servicio público ________
   - Otro: ____________________________ ________

10 ¿Cuánto tiempo llevas viviendo en tu dirección actual?
   - Menos de 3 meses ________
   - 3 meses - 1 año ________
   - 1 - 5 años ________

12 ¿Tienes tú o alguien en tu hogar alguna de las siguientes discapacidades? Marca las que correspondan.
   - Salud Mental ________
   - Movilidad ________
   - Física ________

13 ¿Tienes tú o alguien en tu hogar alguna discapacidad que le limita para trabajar y/o ir a la escuela?
   - Sí ________
   - No ________

14 ¿Cuál es tu medio de transporte principal?
   - Bicicleta ________
   - Uber/Lyft ________
   - Furgoneta ________
   - Transporte público ________
   - Otra: ____________________________ ________

15 Si alguna vez ha usado transporte público, ¿cuéntanos algunas de los siguientes problemas? Marca las que correspondan.
   - Demasiado costoso ________
   - Tarda demasiado en llegar ________
   - No llega a donde necesito ________
   - No hay servicio de tarde o fin de semana ________
   - Autobuses no pasan a menudo ________
   - Mucho recorrido a pie a la parada ________
   - Servicio no fiable ________
   - No me siento seguro ________
   - Horario muy confuso ________
   - Otro: ____________________________ ________
   - Ninguno ________

16 Si posees un vehículo, ¿has experimentado alguno de los siguientes puntos en el último año?
   - No reparé el auto porque no podía pagararlo ________
   - Seguro de auto caducado o suspendido ________
   - Licencia o registro suspendidos ________
   - Vehículo no pasó inspección ________
   - Otro: ____________________________ ________

17 ¿Cuáles son las fuentes de ingreso de tu hogar? Marca las que correspondan.
   - Empleo ________
   - Seguro de desempleo ________
   - Manutención de los hijos ________
   - Sin ingresos ________
   - Otra: ____________________________ ________

18 ¿Cuánto dinero recibe actualmente de estas fuentes de ingreso al mes?
   - $3,000+/mes ________
   - $2,000-$2,999/mes ________
   - $1,250-$1,999/mes ________

19 ¿Esta tú o alguien en tu hogar actualmente recibiendo alguno de los siguientes programas? Marca los que correspondan.
   - Food stamps/SNAP ________
   - Medicare ________
   - Medicaid ________
   - Prestaciones en efectivo ________
   - Sin hogar/refugio ________

20 ¿Alguien en tu hogar tiene una solicitud pendiente para alguno de los siguientes programas? Marca los que correspondan.
   - Food stamps/SNAP ________
   - Medicare ________
   - Medicaid ________
   - Prestaciones en efectivo ________
   - Sin hogar/refugio ________

21 ¿Sufres alguno de los siguientes problemas financieros?
   - Deuda de consumidor/tarjeta de crédito ________
   - Deuda de préstamos estudiantes ________
   - No financiable ________
   - Sin cuenta bancaria ________
   - Hipoteca subamortizada ________
   - Facturas médicas ________
   - Manutención de los hijos ________
   - Otro: ____________________________ ________

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

   1 = Sin confianza
   3 = Algo confiado
   5 = Muy confiado

(La encuesta continúa en la parte trasera)
### EVALUACIÓN DE NECESIDADES COMUNITARIAS DEL EQUIPO MOBILE SAFETY-NET (continuación)

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

24 Si tienes seguro, ¿qué tipo de seguro médico utilizan los miembros de tu familia actualmente? Marca las que corresponden.
- [ ] Seguro Privado
- [ ] Atención administrada (HMO, PPO)
- [ ] Medicare
- [ ] Medicaid
- [ ] Sin seguro médico

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

26 ¿Hay alguna preocupación o necesidad urgente que tengas tú o alguien de tu hogar? Marca las que correspondan.
- [ ] Problemas legales
- [ ] Deudas pendientes
- [ ] Herido o amenazado en casa
- [ ] Otro: ____________
- [ ] Sin preocupaciones urgentes

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

28 Si la respuesta es "Sí", describe a que barreras se enfrentaron. Marca las que correspondan.
- [ ] Viajar para obtener servicios es difícil.
- [ ] No hablo/leo inglés bien
- [ ] No puedo llegar durante las horas en que la agencia está abierta
- [ ] Me han rechazado por mis ingresos limitados
- [ ] Puedo ser físicamente complicado salir de mi hogar
- [ ] Es demasiado complicado porque el proceso es confuso
- [ ] Acceso a internet limitado
- [ ] Otro: ____________
- [ ] None

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

NOMBRE_________________________ Teléfono# _____________________________
**Resident Survey - Arabic version**

نحتاج مجتمع شبيكة الأمان إلى التقييم

شكراً لك على المشاركة في هذه الدراسة. سوف نستمع إليكم في توضيح احتياجات المجتمع بشكل أفضل وسنستمع إليكم في بناء شبيكة أمان قوية تعمل على ربط السكان بالخدمات البشرية التي يحتاجونها. نرجى اختيار إجابة واحدة إلاما نقص خلاف ذلك. سنبقى منتجعكم سرية تماماً.

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

6. كم عدد الأشخاص في منزلك، بما في ذلك نفسك؟
   - البالغين (18 وما فوق)  
   - الأطفال (حتى 18)

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

8. ما هو وضعك الوظيفي حالياً؟ اختر كل ما ينطبق.
   - طالب  
   - متقاعد  
   - عمل بدوام كامل  
   - عمل بدوام جزئي  
   - عامل عن العمل، وبحث  
   - عامل عن العمل، لا بحث  
   - الخروج من قوة العملة (لا عمل، لا بحث)  
   - غير ذلك

9. ما هو وضعك العائلي حالياً؟
   - ملك  
   - الإيجار، مع المساعدة  
   - الإيجار، دون مساعدٌ  
   - ألقاكم مع الأصدقاء/ الأسرة  
   - بلا مأوى / ملجأ  
   - أخرٍ:

---

**Numbers in Need | Insights from Residents: City of Lackawanna, June 2020**  

22
### Resident Survey, cont’d. - Arabic version

<table>
<thead>
<tr>
<th>10. متى أنت تعيش في حيك الحالية؟</th>
</tr>
</thead>
<tbody>
<tr>
<td>لا 3 أشهر</td>
</tr>
<tr>
<td>3 أشهر إلى 1 سنة</td>
</tr>
<tr>
<td>1-5 سنوات</td>
</tr>
<tr>
<td>6-10 سنوات</td>
</tr>
<tr>
<td>أكثر من 10 سنوات</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>11. ما هو أعلى مستوى من التعليم / التدريب الذي أكملته؟</th>
</tr>
</thead>
<tbody>
<tr>
<td>لمدرسة الثانوية / مغادرة</td>
</tr>
<tr>
<td>فعلي من الجامعة، بدون شهادة</td>
</tr>
<tr>
<td>مدرسة التجارة / الشهادة</td>
</tr>
<tr>
<td>شهادة جامعية (2 أو 4 سنوات)</td>
</tr>
<tr>
<td>بعد شهادة الدراسات العليا</td>
</tr>
<tr>
<td>العسكرية</td>
</tr>
<tr>
<td>غير من المدرسة الثانوية</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>12. هل أنت أو أي شخص في منزلك لديه أي إعاقة مما يتيح لك أن ت行事 كل ما يمكن.</th>
</tr>
</thead>
<tbody>
<tr>
<td>الصحة العقلية</td>
</tr>
<tr>
<td>التنقل</td>
</tr>
<tr>
<td>البدنية</td>
</tr>
<tr>
<td>التفعلي</td>
</tr>
<tr>
<td>الحساسية</td>
</tr>
<tr>
<td>لا الإعاقة</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>13. هل أنت أو أي شخص في منزلك يعاني من إعاقة تحد من قدرتك على العمل أو الدخول إلى المدرسة؟</th>
</tr>
</thead>
<tbody>
<tr>
<td>لا 2</td>
</tr>
<tr>
<td>نعم 2</td>
</tr>
</tbody>
</table>
14. ما هي وسيلة النقل الأساسية لديك؟

<table>
<thead>
<tr>
<th>رقم</th>
<th>خيار</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>دراجة</td>
</tr>
<tr>
<td>2</td>
<td>العائلة/الاستعداد</td>
</tr>
<tr>
<td>3</td>
<td>سيارة خاصة</td>
</tr>
<tr>
<td>4</td>
<td>سيارة أجرة</td>
</tr>
<tr>
<td>5</td>
<td>المشي</td>
</tr>
<tr>
<td>6</td>
<td>عربية مديكود</td>
</tr>
<tr>
<td>7</td>
<td>وير / ليفت</td>
</tr>
<tr>
<td>8</td>
<td>عربية خدمة متطوع</td>
</tr>
<tr>
<td>9</td>
<td>النقل العام</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>رقم</th>
<th>خيار</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>مكلف للغاية</td>
</tr>
<tr>
<td>2</td>
<td>يغرق وقتاً طويلاً للوصول إلى الأماكن</td>
</tr>
<tr>
<td>3</td>
<td>لا توجد خدمات حافلات كثيرة</td>
</tr>
<tr>
<td>4</td>
<td>لا توجد خدمات مسا أو عطلة نهاية الأسبوع</td>
</tr>
<tr>
<td>5</td>
<td>لا توجد خدمات في مجتمعك</td>
</tr>
<tr>
<td>6</td>
<td>لا تعمل الحافلات كثيرة</td>
</tr>
<tr>
<td>7</td>
<td>السير طويل جدا إلى محطة الحافلات</td>
</tr>
<tr>
<td>8</td>
<td>الخدمة ليست موثوقة</td>
</tr>
<tr>
<td>9</td>
<td>لا أشعر بالأمن</td>
</tr>
<tr>
<td>10</td>
<td>الجدول الزمني مربك للغاية</td>
</tr>
<tr>
<td>11</td>
<td>غير</td>
</tr>
<tr>
<td>12</td>
<td>لا شيء</td>
</tr>
<tr>
<td>13</td>
<td>لم استخدم النقل العام</td>
</tr>
</tbody>
</table>
16. إذا كنت تملك سيارة، فهل واجهت أي ما يلي العام الماضي؟ اختر كل ما ينطبق.

1. لم أصلح سيارتي لأنني لم أستطع تحمل تكاليفها.
2. التأميم على السيارة متهيأ أو موقف توافق.
3. ترخيص أو تسجيل موقف.
4. لم تجنيز المركبة التعليم.
5. خريج:
6. لا شيء / لا تملك سيارة.

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

1. التوظيف.
2. التأميم للبطالة.
3. دخل الضمان التكميلي.
4. الضمان الاجتماعي للعجز والمعاشين.
5. الضمان الاجتماعي للمتقاعدين.
6. تمويل العمل.
7. نفقة الطفل.
8. لا دخل.
9. غير ذلك:

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

1. $1250 أو أكثر في الشهر.
2. $1999 - $1250.
4. $3000 أو أكثر.
### Resident Survey, cont’d. - Arabic version

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>19. هل أنت أو أي شخص في منزلك يلقي حاليا أي من ما يلي؟ اختر كل ما ينطبق.</td>
<td></td>
</tr>
<tr>
<td>1. SNAP / طوابع الغذاء</td>
<td>☐</td>
</tr>
<tr>
<td>2. خدمة الطعام / وجبة الطعام</td>
<td>☐</td>
</tr>
<tr>
<td>3. ميديدك</td>
<td>☐</td>
</tr>
<tr>
<td>4. القواعد النقدية</td>
<td>☐</td>
</tr>
<tr>
<td>5. برنامج مساعدة الطاقة الحرارية</td>
<td>☐</td>
</tr>
<tr>
<td>6. دخل الضمان التكميلي</td>
<td>☐</td>
</tr>
<tr>
<td>7. الضمان الاجتماعي للعجزة والمعاقين</td>
<td>☐</td>
</tr>
<tr>
<td>8. مساعدة النساء والرضع والأطفال</td>
<td>☐</td>
</tr>
<tr>
<td>9. غير ذلك:</td>
<td>☐</td>
</tr>
<tr>
<td>10. لا شيء</td>
<td>☐</td>
</tr>
<tr>
<td>20. هل هناك أي شخص في منزلك لديه طلب مطلق لأي من ما يلي؟ اختر كل ما ينطبق.</td>
<td></td>
</tr>
<tr>
<td>1. SNAP / طوابع الغذاء</td>
<td>☐</td>
</tr>
<tr>
<td>2. مخزن الأطعمة / خدمة الوجبات</td>
<td>☐</td>
</tr>
<tr>
<td>3. ميديدك</td>
<td>☐</td>
</tr>
<tr>
<td>4. القواعد النقدية</td>
<td>☐</td>
</tr>
<tr>
<td>5. برنامج مساعدة الطاقة الحرارية</td>
<td>☐</td>
</tr>
<tr>
<td>6. الضمان الاجتماعي للعجزة والمعاقين</td>
<td>☐</td>
</tr>
<tr>
<td>7. دخل الضمان التكميلي</td>
<td>☐</td>
</tr>
<tr>
<td>8. SSD / HEAP</td>
<td>☐</td>
</tr>
<tr>
<td>9. SSI / SSD</td>
<td>☐</td>
</tr>
<tr>
<td>10. WIC</td>
<td>☐</td>
</tr>
<tr>
<td>11. غير ذلك:</td>
<td>☐</td>
</tr>
<tr>
<td>12. لا شيء</td>
<td>☐</td>
</tr>
</tbody>
</table>
21. هل تُطبق أي من الأمور المالية التالية عليكم؟ اختر كل ما ينطبق.

1. ديون المستاهل / بطاقات الائتمان
2. ديون قروض الطلاب
3. الرهن العقاري تحت الماء (من دون ممتلكات من قيمته) 
4. غير متفق
5. لا يوجد حساب مصرف في
6. الفوائد المالية
7. تلقى الطفل
8. غير ذلك: 

22. ما مدى تلقينك في قدرتك على التعلم مع نفقة 500$ للأسرة، على مقياس من 1 إلى 5، حيث 1 يعني "غير واقع على الإطلاق" و 5 يعني "واقعة جدا!" اختر واحدة.

5 4 3 2 1

1 = غير واقع على الإطلاق (سوف يكون النقص غنيًّا)، 3 = واقع إلى حد ما، 5 = واقع جدا (يمكنني إدارته هذه النفقات مالياً).

23. هل يعتقد أحد أفراد عائلتك أو منزلك أن التأمين الصحي موصى به؟ اختر كل ما ينطبق.

1. تعلم، هناك شخص بالغ أو أكثر ليس لديه تأمين صحي
2. تعلم، هناك طفل واحد أو أكثر ليس لديه تأمين صحي
3. لا، لدينا جميعًا تأمين صحي

4. تعلم، هناك شخص بالغ أو أكثر ليس لديه تأمين صحي
Resident Survey, cont’d. - Arabic version

**24.** If you have health insurance, what type of insurance are you currently using? Choose all that apply.

- ☐ 1. Individual health plan (HMO, PPO)
- ☐ 2. Managed care
- ☐ 3.脓泡
- ☐ 4. Medicaid
- ☐ 5. VA
- ☐ 6. Other: __________________
- ☐ 7. Not sure
- ☐ 8. Do not have health insurance

**25.** During the past year year, did you have any time when you needed health care but could not get it?

- ☐ 1. Yes, was it for a health problem?
- ☐ 2. Did you need care that you could not afford?
- ☐ 3. Did you need care that you could not get?
- ☐ 4. Did you need care that you could not afford?
- ☐ 5. Did you need care that you could not get?
- ☐ 6. Other: __________________
- ☐ 7. No

---

Numbers in Need | Insights from Residents: City of Lackawanna, June 2020
26. هل هناك أي مخاوف أو احتياجات خاصة لديك أو لدى أي فرد في منزلك؟ اختر كل ما ينطبق.

<table>
<thead>
<tr>
<th>رقم</th>
<th>الوضعية</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>إشعار إغلاق المرافق</td>
</tr>
<tr>
<td>2</td>
<td>التعريض / الفرد</td>
</tr>
<tr>
<td>3</td>
<td>لا مخالف للماء</td>
</tr>
<tr>
<td>4</td>
<td>تكلفة / توفر رعاية الطفل للعمل</td>
</tr>
<tr>
<td>5</td>
<td>مشكلة قانونية</td>
</tr>
<tr>
<td>6</td>
<td>الدون المعلقة</td>
</tr>
<tr>
<td>7</td>
<td>بضاعة أو يهمد في المنزل</td>
</tr>
<tr>
<td>8</td>
<td>غير ذلك:</td>
</tr>
<tr>
<td>9</td>
<td>لا يوجد مخاطر ملحة</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>رقم</th>
<th>الوضعية</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>لا</td>
</tr>
<tr>
<td>2</td>
<td>نعم</td>
</tr>
</tbody>
</table>

إذا كانت الإجابة "نعم"، فشرح ما هي العوائق التي واجهها. اختر كل ما ينطبق.

<table>
<thead>
<tr>
<th>رقم</th>
<th>الوضعية</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>السفر للحصول على الخدمات أمر صعب</td>
</tr>
<tr>
<td>2</td>
<td>لا أكمل / أقرأ الإنجليزية جيدا</td>
</tr>
<tr>
<td>3</td>
<td>لا تستطيع الوصول إلى هناك خلال ساعات عمل الوكالة</td>
</tr>
<tr>
<td>4</td>
<td>لا تم رفض بسبب حدود الدخل</td>
</tr>
<tr>
<td>5</td>
<td>قد يكون من الصعب على مغادرة بيتي</td>
</tr>
<tr>
<td>6</td>
<td>إنه أمر مزعج كثيرا نظرا لأن الإجراءات مربكة</td>
</tr>
<tr>
<td>7</td>
<td>وصول محدود للكمبيوتر</td>
</tr>
<tr>
<td>8</td>
<td>غير ذلك:</td>
</tr>
<tr>
<td>9</td>
<td>لا شيء</td>
</tr>
</tbody>
</table>

اختاري: إذا كنت مهنئا بالمشاركة في مجموعة تركز للمقيمين ، فرجى تقديم ما يلي:

الاسم: ____________________________
رقم الهاتف: ______________________
INSIGHTS FROM RESIDENTS
City of Lackawanna
JUNE 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

Visit us online to learn more about this and other communities in need across Buffalo Niagara.

NumbersInNeed.org