



**Economic
Opportunity
Program, Inc.**

Strengthening the fabric of our community

2014-2016

**COMMUNITY NEEDS
ASSESSMENT**

ECONOMIC OPPORTUNITY PROGRAM, INC.

ECONOMIC OPPORTUNITY PROGRAM, INC. OF CHEMUNG
AND SCHUYLER COUNTY

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2014-2016 Community Needs Assessment

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ECONOMIC OPPORTUNITY PROGRAM, INC. OVERVIEW

The Economic Opportunity Program, Inc. (EOP), is the Community Action Agency and the largest private human services organization serving Chemung and Schuyler counties. The agency is committed to helping the thousands of residents in the Southern Tier region of New York State. EOP envisions a future where all people in our community will live with dignity and will have the opportunity and ability to live economically productive and satisfying lives (Annual Report). To achieve this vision, EOP's mission is to provide services that create positive change in individuals, families, and our community; and encourages and facilitates participation by all people who can help make our vision a reality (EOP 2014-2015 Annual Report). At the agency's heart, the core competencies of EOP's work in the community are childcare, youth care, family development, and community and economic development to promote self-sufficiency. These core competencies are rooted in a strong set of values including people, family, diversity, active community participation, a living wage, excellence in services, effective and efficient use of resources, integrity, collaborative partnerships, competent and caring staff, recognition of staff, and human resource development (EOP 2013-2014 Annual Report). EOP demonstrates its commitment to the community as the values of the organization shine through the programs and services offered. Programs offered include Head Start, Community Food for Jobs, Summer Feeding, Centers for Excellence, New Day, Literacy Volunteers, Family Support Services, the Ernie Davis Community Center, Fashion Club Express, Young Entrepreneur Academy, Music Consortium, the Energy Services Bureau, First Choices, and the Chemung County School Readiness Project.

The Economic Opportunity Program has had a strong history of relationships with low-income families in its target community. The organization was incorporated in 1965 to

administer the Federal Economic Opportunity Act of 1964 whose corporate purpose is “...to eliminate poverty in the midst of plenty in this Nation by opening to everyone the opportunity for education and training, the opportunity to work and the opportunity to live in decency and dignity.” EOP was designated by the legislatures of both Chemung and Schuylar counties to be the anti-poverty Community Action Agency serving both counties.

Since its incorporation in 1965, EOP has had considerable experience in the financial management of community initiatives through its partnerships at the federal and state levels, contracts and grants. The 2015-2016 budget of approximately \$6.5 million (including in-kind) was supported by twenty-eight different funding sources through over one hundred contracts. Through its efforts with a wide variety of funding and programmatic sources, the Economic Opportunity Program and its Head Start Program are in a unique position to successfully administer grants to those in need.

To truly assess and analyze the needs of the community, EOP collaborated in other Community Assessments meetings. During the 2013-2014 year, the organization worked with the Capacity Building Symposium for the Institute of Human Services, Inc. (September 2013-December 2013), Chemung Health Department Assessment (June 2013), New York State After School Network ELNoST Afterschool Consortium, Poverty Simulation (November 2013), Age-Friendly Community Planning for the Chemung County Office of the Aging, as well as conducting their own participant survey (September 2013) and Faith Based Community outreach effort (June 2013 – 2016). The goal of having a role in the various community assessments was to unite with other organizations to strengthen community, offer input in relevant areas of programming, and gather input on the greatest areas of need.

In participating in the various Community Assessment meetings, there was a free flowing exchange of knowledge and ideas with all parties involved. In the Capacity Building Symposium for the Institute of Human Services, Inc., EOP was joined by the partnering agencies of Family Services, Access to Independence and Mobility (AIM), Pro Action, Southside Community Center, as well as numerous additional agencies from the Chemung and Steuben counties. The organizations represented shared the challenges, as well as ways to increase capacity in the non-profit business in the region.

The Chemung Health Department Assessment session provided the opportunity to validate that the area's wellness clinic has been beneficial in reaching the underserved population regarding preventive services such as treatment for high blood pressure. The meeting included information to identify health priorities and actions that will be in place from 2013 to 2017. In addition, the agency participated in a Rural Minority Health Project which collected data from 564 surveys to identify information from targeted racial/ethnic minority groups. Major health issues identified were obesity, access to specialty health, depression/mental illness, and poor nutrition.

In September 2013, EOP was a part of the ELNoST Strategic Planning Meeting of the New York State After School Network. EOP participated in support of afterschool programs, Ernie Davis Community Center and New Day Centers of Excellence. The information shared and gathered focused on cultivating high-quality afterschool and summer programs in both school and community settings, extended day and year programs, as well as creating different learning and youth development opportunities.

In partnership with Tompkins Community Action, Cornell Cooperative Extension and Pro Action, EOP hosted and participated in a Poverty Simulation in December 2013. For the

more than 75 people in attendance, guests had the chance to experience the challenges that people in poverty face on a daily basis. Some of those barriers and or challenges participants faced were financial with earning a low paying wage, wellness with increased health expenses due to poor health and nutrition, and housing with balancing the expense of operating a household with the threat of increasing costs.

To support the Chemung County Office of the Aging in their work for the Age Friendly Community Planning, EOP participated in a survey that looked at outdoor spaces and building, transportation, housing social participation, respect and social inclusion, nutrition, civic participation and employment communication and information, community support and health services for the senior population. While most of these aspects seem to have favorable conditions in the area, there was an Age Friendly Community Committee formed to review areas of concern at a city wide level improving communication and accuracy of information. To work to improve the nutritional resources in the community, EOP has entered into a program agreement to foster a healthy nutrition for senior citizens “Eat Well, Live Well”.

The EOP Outreach team has begun holding meetings with members of six churches in the area to conduct a Faith Based Community survey. The goal is to collect information to gauge what the churches know about EOP, how people seek the faith based organizations programs, what they may feel that the gaps are in services and how EOP can collaborate on to narrow those gaps. This is an ongoing project of EOP. Currently, they have conducted one session.

In September 2013, prior to the CORE audit, EOP focused on participant, board, and community service by conducting a survey. Three areas of common themes resulted in the facility of the after school program, employment, and attending college due to the lack of jobs or living wages. The feedback regarding EOP’s services were highly positive. The results yielded

three areas to continue to serve: childcare and after school services, career readiness, and health, wellness, and hunger.

To capture the feedback of staff, EOP surveyed their employees. The staff survey summary was positive from the 104/174 employees that responded. Staff were positive about communicating ideas and receiving feedback from their supervisors. EOP continues to maintain an open door policy in which staff may communicate in a variety of methods including speaking in staff meetings, holding an open door policy on communication, sending an e-mail and conducting training sessions. Turnover rates of employees remain low as a large portion of employees have worked at EOP for over 4-5 years. Overall, working conditions are good.

COMMUNITY CONDITIONS

Geographic Location

Chemung County is located on the New York and Pennsylvania border and is considered to be a part of the Southern Tier and Finger Lakes regions. According to the 2010 census estimate, Chemung County's population is 88,830. This number is slightly higher from the 88,641 people living in Chemung County in 2006 but down from the 89,512 people living in Chemung County in 2005. Of the total population, the majority of people live within the City of Elmira, which is the County seat. The breakdown by towns and villages within Chemung County is shown in Table 1.

Table 1 - County Population		
Location	2009	2010
Town of Ashland	1,905	1,695
Baldwin	858	832
Big Flats	7,579	7,731
Catlin	2,698	2,618

Chemung	2,634	2,563
Town of Elmira	6,868	6,934
Erin	2,041	1,962
Horseheads	19,144	19,485
Southport	10,611	10,940
Van Etten	1,478	1,557
Veteran	3,205	3,313
Village of Horseheads	6,289	Not provided
Millport	287	Not provided
Village of Van Etten	559	Not provided
Wellsburg	609	Not provided
Elmira Heights	3,917	Not provided
City of Elmira	29,310	29,200
Source: US Census Bureau		

Income

The median household income between 2010-2014 in Chemung County is \$49,685 (Chemung County Quick Facts). In comparison with the median household income for New York State which is \$60,850 (Census ACS, 2015), Chemung County is roughly 18% lower. The mean household income in Chemung County is \$53,862. In examining the principal source of income, the three main categories that account for 80.7% of all civilian employment are Management, Professional and Related Occupations (35.2%), Service Occupations (20.9%), and Sales and Office Occupations (24.6%). In terms of industries, the three largest for Chemung County are Manufacturing (16.2%), Retail Trade (13.3%), and Educational Services, Health Care and Social Assistance (32.5%).

Poverty & Public Assistance

The poverty rate for all families in Chemung County is 13.4%. In 2012, the Child Poverty Rate for Chemung County was 21.6%. (The State of the Child in Chemung County). The rate for

families with children under the age of five is 36.3%. (The State of the Child in Chemung County). For married couples, the percentage living with children under the age of five is 9.7%. In examining the rate of single mothers with children under the age of five, it is the largest segment of the population with a rate of 62.4%. Overall, the poverty rate for New York State is 12.3% with the rate for families with children under the age of five is 18.9%. (The State of the Child in Chemung County). It is alarming that the poverty rate for female householders with children under 5 rose significantly in three years. In comparison between Chemung County and New York State, the numbers for Chemung County are nearly doubled that of the state.

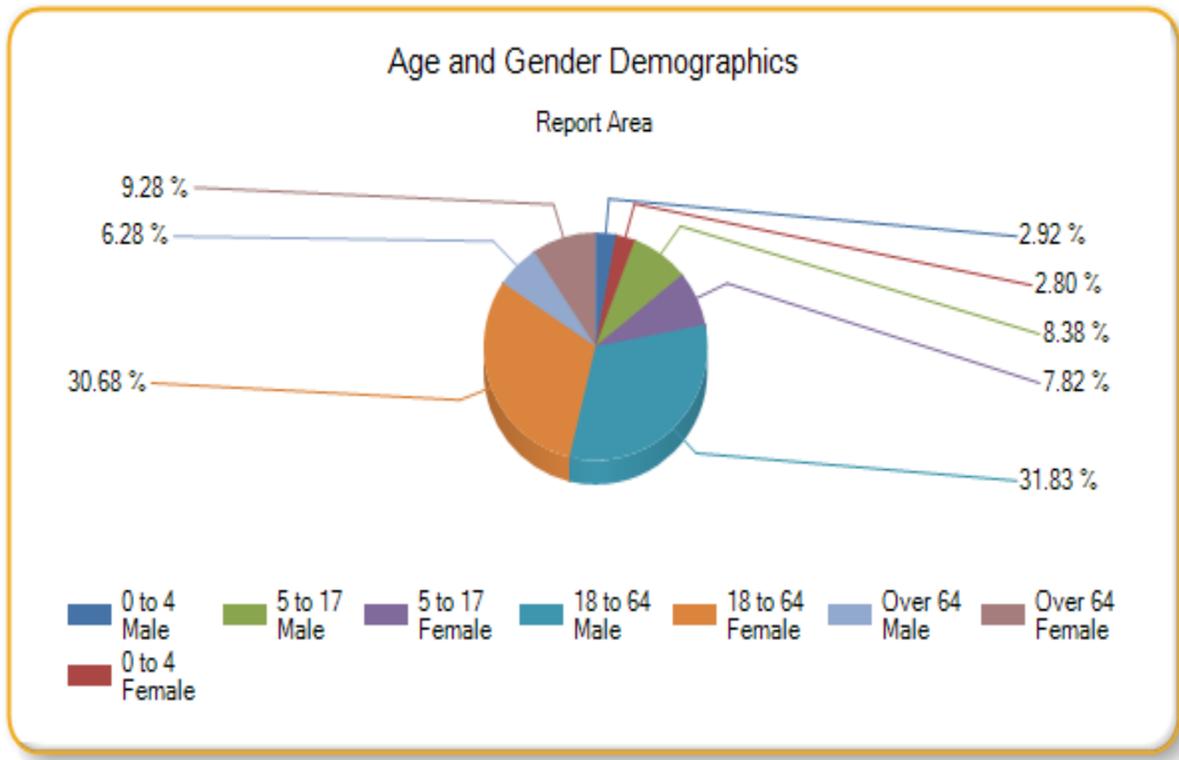
When examining poverty rates for Chemung County, their numbers exceeds or matches the current trends at the state and national levels. Statistics from the 2006 Census update and the 2007 Kids Count Data Book, place Chemung County with a 39.1% poverty rate for children under the age of five. The New York State average poverty rate for children under the age of five is 38% and the national average being 40% and ranked 30th. Chemung County has also experienced a drop in population since the last full census count in 2000. As of 2006, the population of Chemung County has dropped by 2.7%, while the poverty level for children under the age of five has risen by 18.7%. As this demographic section of the population is the target of the Head Start program at EOP, these statistics are particularly important in the planning of events and allocation of resources. Even as the overall population has decreased since then, the increases in poverty rates makes the Head Start program an absolute necessity to the community. The disturbing poverty trends can be attributed in part to a struggling job market, loss of factory work and industry in the area.

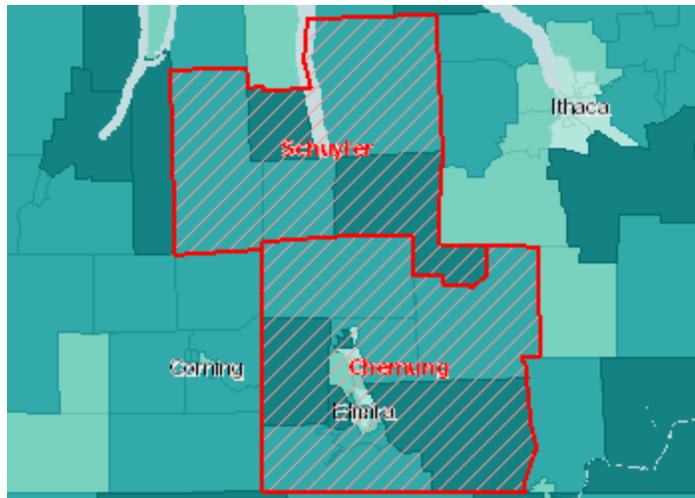
With the poverty levels as they appear, there is a corresponding number of households collecting public assistance as shown in Table 2 below. Food Stamp participation rates in

while the male population represented 49.41%.

Report Area	0 to 4 Male	0 to 4 Female	5 to 17 Male	5 to 17 Female	18 to 64 Male	18 to 64 Female	Over 64 Male	Over 64 Female
Report Area	3,101	2,980	8,906	8,309	33,821	32,604	6,677	9,856
Chemung County, NY	2,638	2,553	7,397	6,951	28,076	26,968	5,248	8,061
Schuylker County, NY	463	427	1,509	1,358	5,745	5,636	1,429	1,795
New York	597,992	572,266	1,585,913	1,516,061	6,156,897	6,410,029	1,023,992	1,599,996
United States	10,205,881	9,767,830	27,510,156	26,293,790	97,973,928	99,177,536	16,888,374	24,352,764

Data Source: US Census Bureau, American Community Survey. Source geography: County



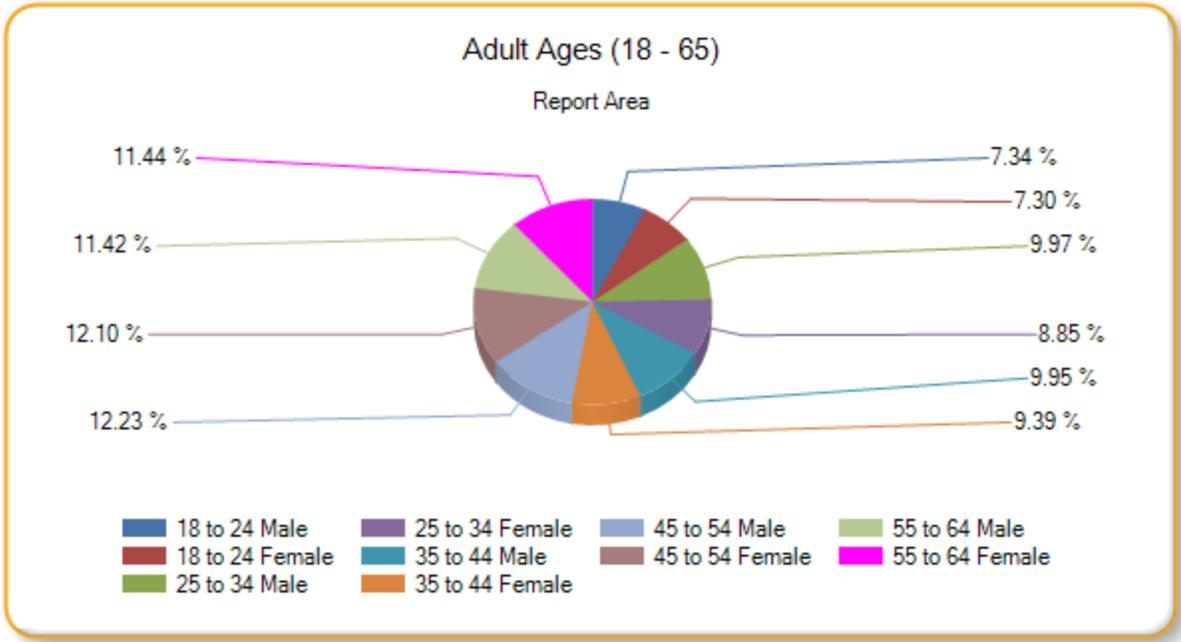


Median Age by Tract, ACS 2010-14

- Over 45.0
- 40.1 - 45.0
- 35.1 - 40.0
- Under 35.1
- No Data or Data Suppressed
- Report Area

Adult Ages (18 - 65)

Report Area	18 to 24 Male	18 to 24 Female	25 to 34 Male	25 to 34 Female	35 to 44 Male	35 to 44 Female	45 to 54 Male	45 to 54 Female	55 to 64 Male	55 to 64 Female
Report Area	4,876	4,851	6,623	5,877	6,611	6,239	8,125	8,037	7,586	7,600
Chemung County, NY	4,058	4,197	5,700	4,961	5,494	5,156	6,672	6,505	6,152	6,149
Schuyler County, NY	818	654	923	916	1,117	1,083	1,453	1,532	1,434	1,451
New York	1,007,333	985,031	1,367,256	1,394,471	1,250,413	1,300,192	1,380,660	1,462,296	1,151,235	1,268,039
United States	16,011,111	15,262,186	21,302,940	21,007,244	20,269,464	20,453,576	21,787,084	22,461,100	18,603,324	19,993,436

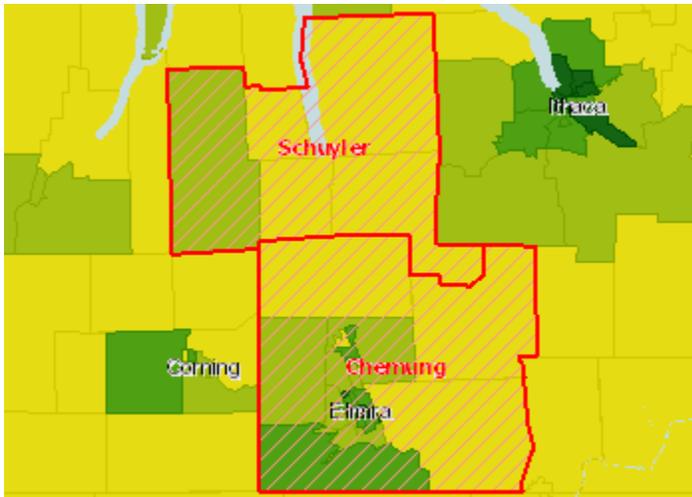
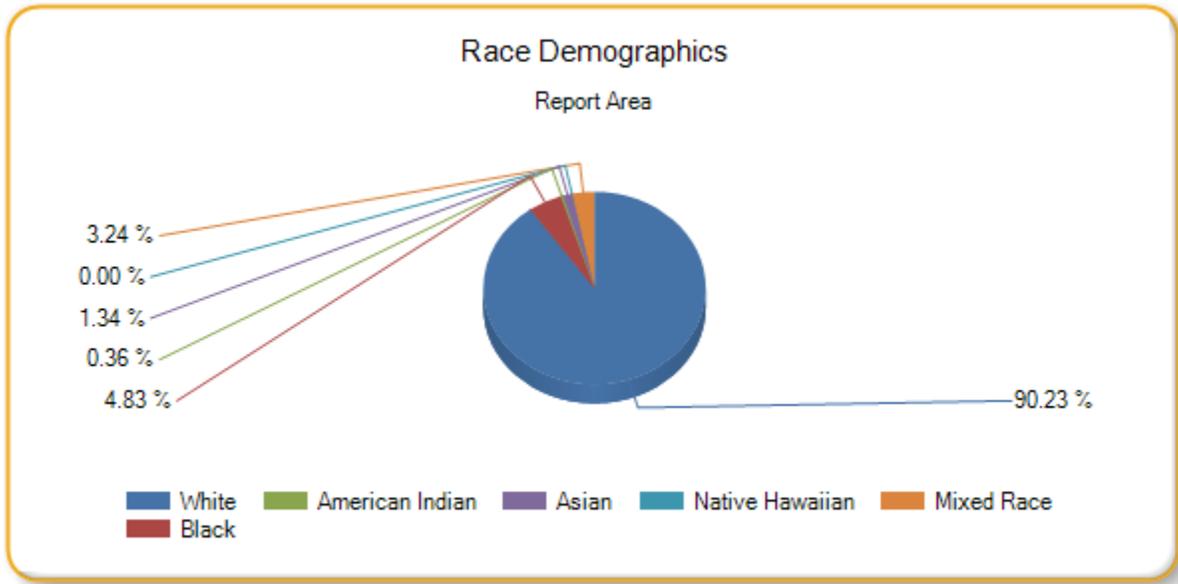


RACE DEMOGRAPHICS

Population by gender within the report area is shown below. According to American Community Survey (ACS) 2010-2014 5 year population estimates, the white population comprised 90.23% of the report area, black population represented 4.83%, and other races combined were 4.95%. Persons identifying themselves as mixed race made up 3.24% of the population.

Report Area	White Total	Black Total	American Indian Total	Asian Total	Native Hawaiian Total	Mixed Race Total
Report Area	96,525	5,163	390	1,430	0	3,471
Chemung County, NY	78,658	5,003	356	1,346	0	3,183
Schuyler County, NY	17,867	160	34	84	0	288
New York	12,733,518	3,060,048	74,572	1,522,549	6,258	548,262
United States	231,849,712	39,564,784	2,565,520	15,710,659	535,761	9,125,751

Data Source: US Census Bureau, American Community Survey. Source geography: County



Population, Minority (Non-White), Percent by Tract, ACS 2010-14

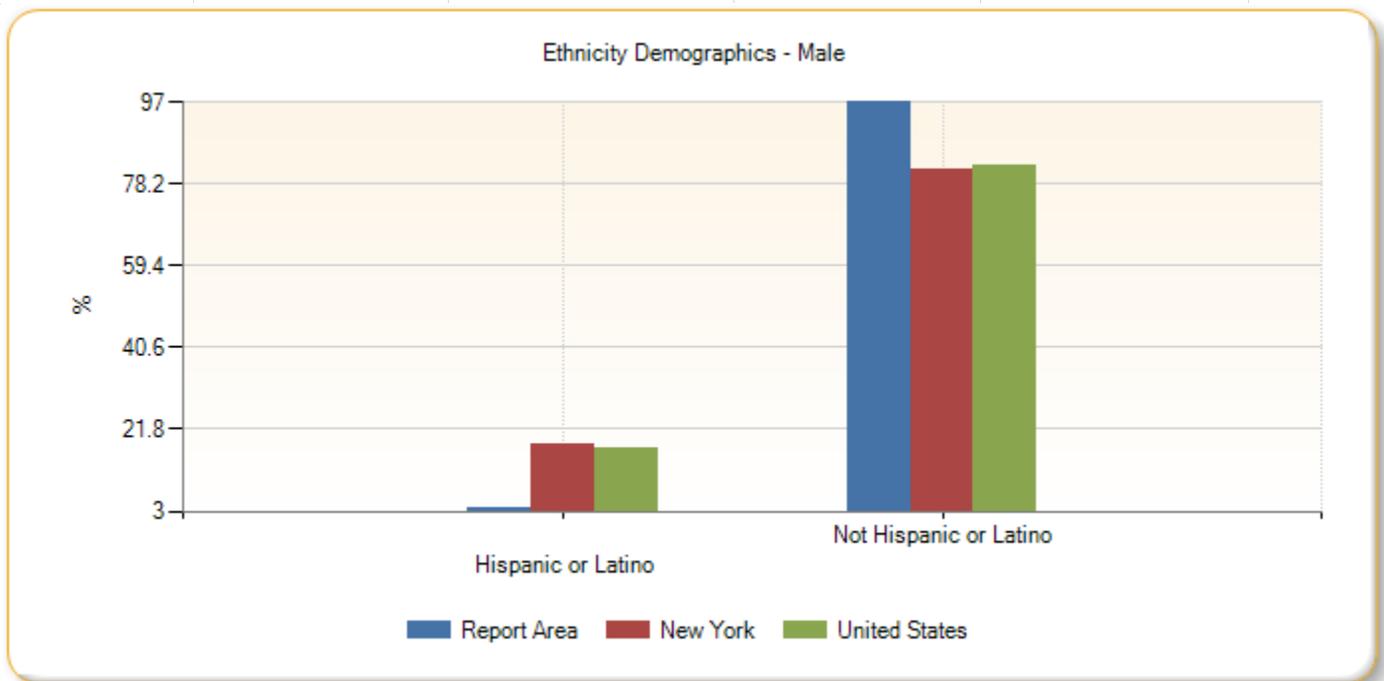
- Over 25.0%
- 10.1 - 25.0%
- 5.1 - 10.0%
- Under 5.1%
- No Minority Population Reported
- No Data or Data Suppressed
- Report Area

Race Demographics - Male

Report Area	White Male	Black Male	American Indian Male	Asian Total	Native Hawaiian Male	Mixed Race Male
Report Area	47,208	3,505	190	619	0	1,747
Chemung County, NY	38,340	3,394	173	602	0	1,530
Schuyler County, NY	8,868	111	17	17	0	217
New York	6,225,501	1,413,745	36,773	730,446	3,110	269,588
United States	114,486,928	18,890,320	1,276,077	7,452,023	268,974	4,540,961

Ethnicity Demographics - Male

Report Area	Total Males Hispanic / Latino	Total Males Not Hispanic / Latino	Percent Males Hispanic / Latino	Percent Males Not Hispanic / Latino
Report Area	1,610	51,780	3.02%	96.98%
Chemung County, NY	1,518	42,630	3.44%	96.56%
Schuyler County, NY	92	9,150	1%	99%
New York	1,756,254	7,739,724	18.49%	81.51%
United States	26,877,496	127,637,656	17.39%	82.61%

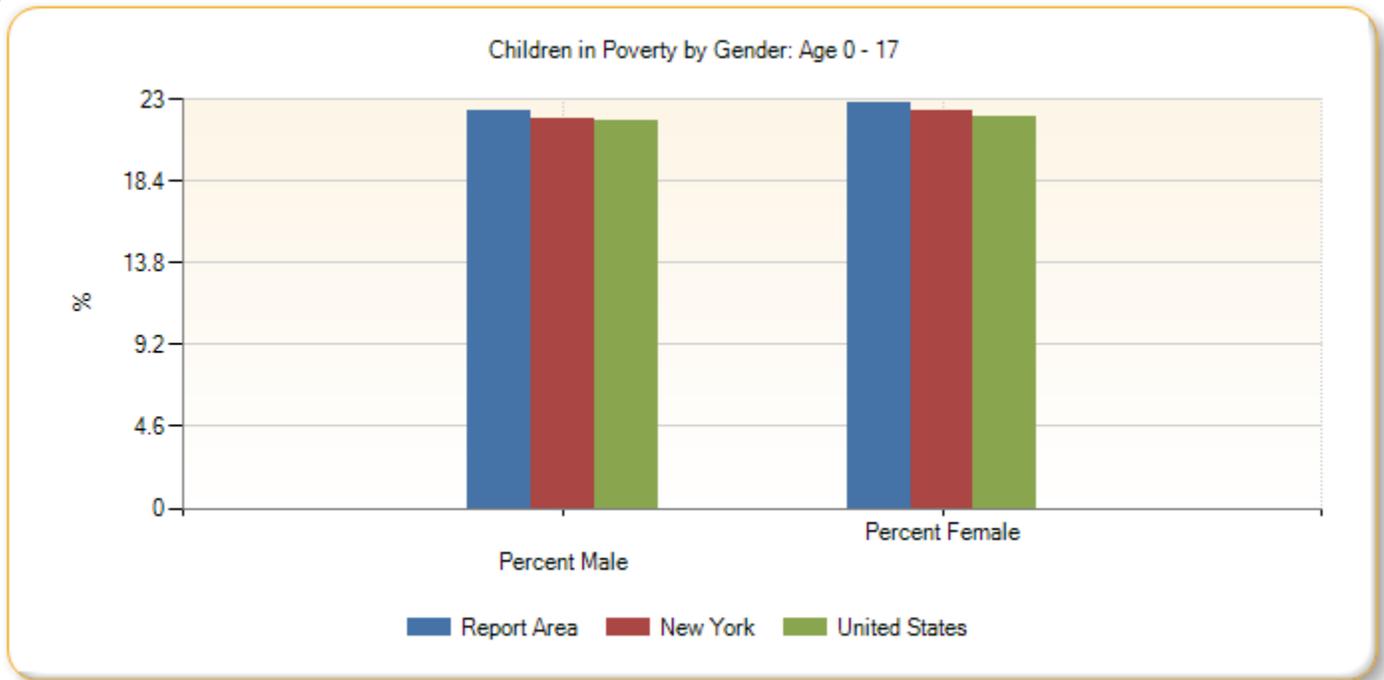


Race Demographics - Female

Report Area	White Female	Black Female	American Indian Female	Asian Female	Native Hawaiian Female	Mixed Race Female
Report Area	49,317	1,658	200	811	0	1,724
Chemung County, NY	40,318	1,609	183	744	0	1,653

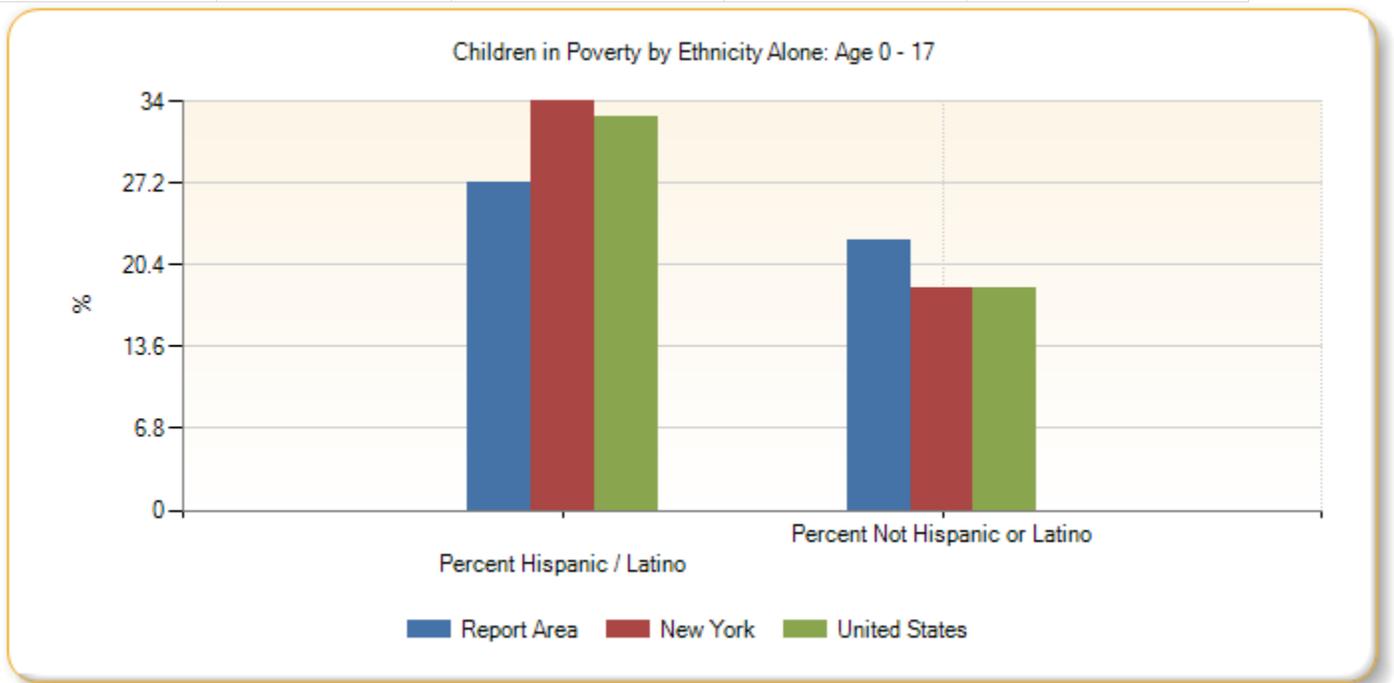
Children in Poverty by Gender: Age 0 - 17

Report Area	Total Male	Total Female	Percent Male	Percent Female
Report Area	2,597	2,497	22.35%	22.78%
Chemung County, NY	2,304	2,175	23.58%	23.48%
Schuyler County, NY	293	322	15.86%	18.97%
New York	469,952	459,880	21.89%	22.36%
United States	8,084,329	7,823,066	21.79%	22.02%



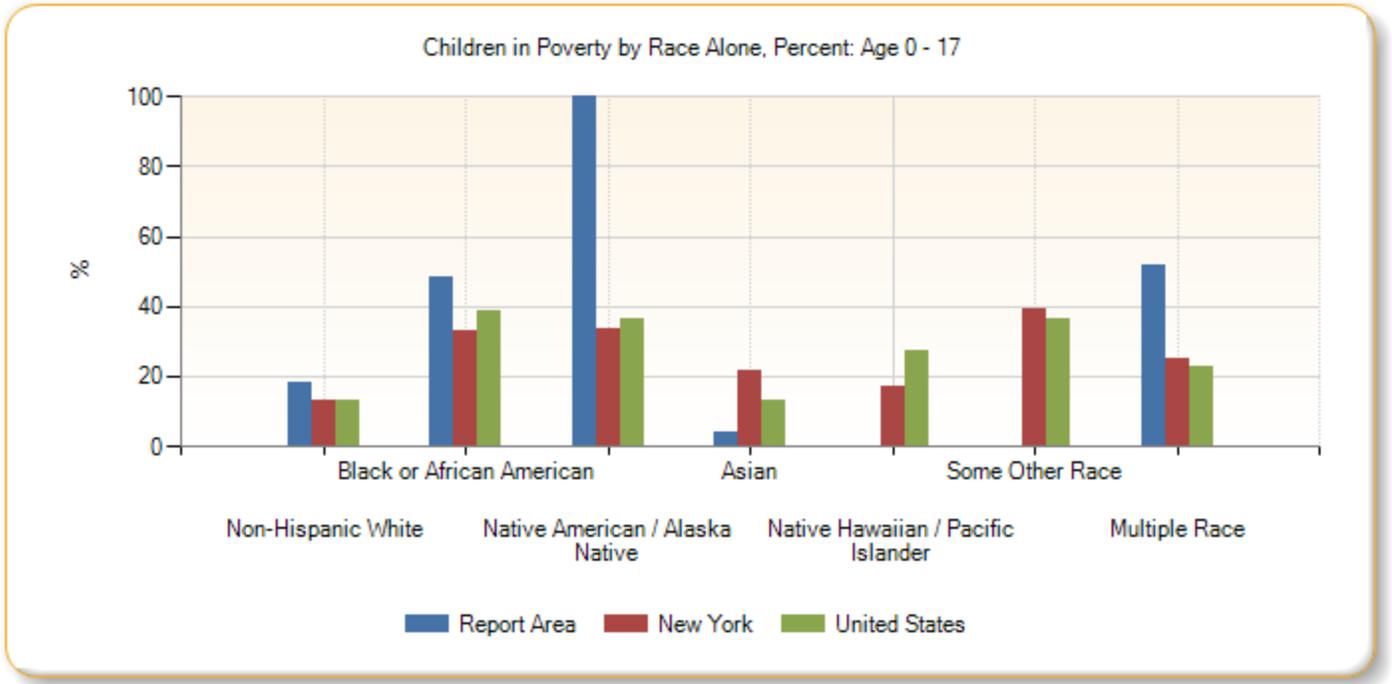
Children in Poverty by Ethnicity Alone: Age 0 - 17

Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic or Latino
Report Area	241	4,853	27.23%	22.37%
Chemung County, NY	214	4,265	26.23%	23.41%
Schuyler County, NY	27	588	39.13%	16.92%
New York	330,915	598,917	33.99%	18.54%
United States	5,652,576	10,254,819	32.7%	18.53%



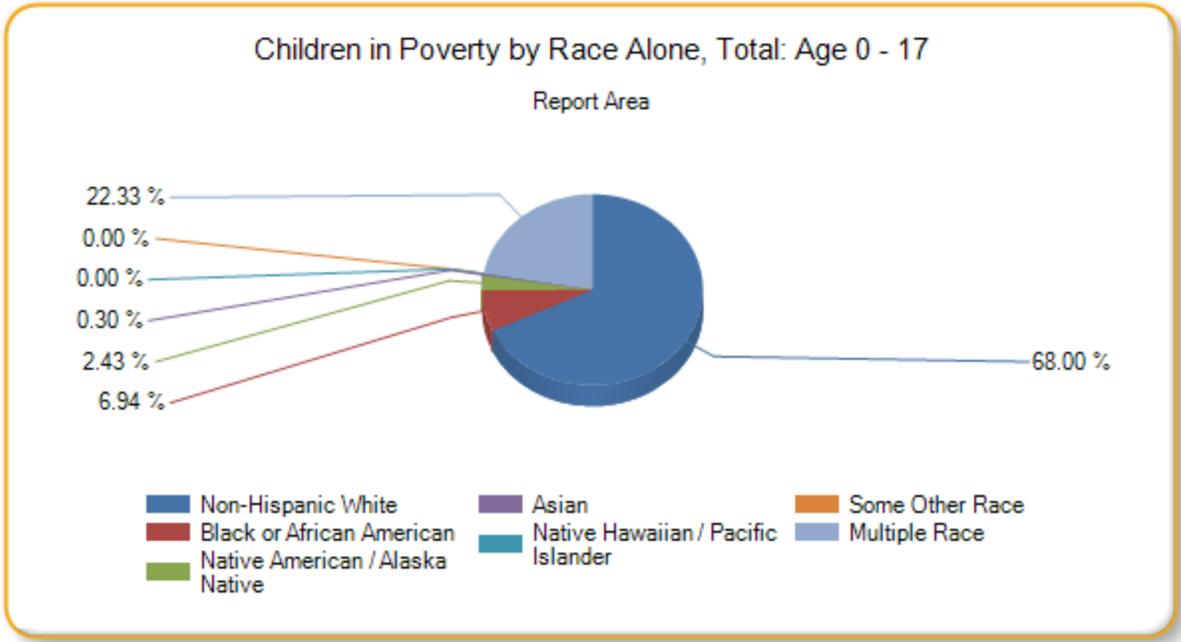
Children in Poverty by Race Alone, Percent: Age 0 - 17

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	18.21%	48.27%	100%	4.31%	no data	0%	52.09%
Chemung County, NY	18.6%	49.01%	100%	4.35%	no data	0%	54.14%
Schuyler County, NY	16.4%	0%	no data	0%	no data	no data	27.98%
New York	13.38%	33.2%	33.73%	21.87%	17.02%	39.42%	24.83%
United States	13.17%	38.59%	36.53%	13.21%	27.61%	36.41%	22.84%



Children in Poverty by Race Alone, Total: Age 0 - 17

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	3,411	348	122	15	0	0	1,120
Chemung County, NY	2,870	348	122	15	0	0	1,073
Schuyler County, NY	541	0	0	0	0	0	47
New York	281,414	239,664	6,340	65,410	203	175,876	55,059
United States	5,035,863	3,984,673	258,035	436,368	40,257	1,650,817	960,264



Poverty Rate Change Age 0-17

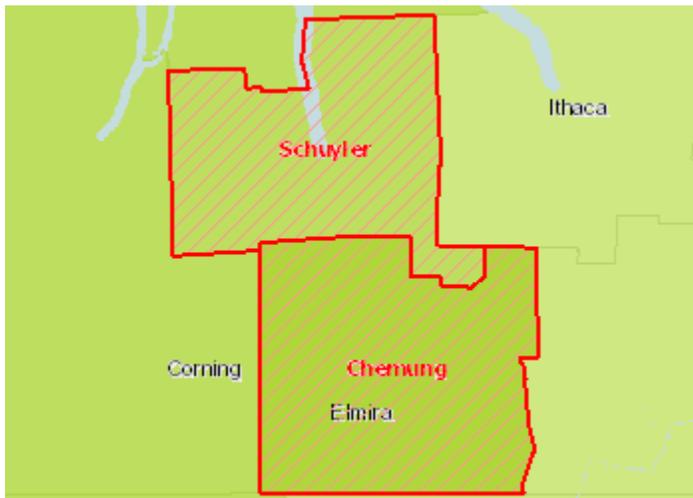
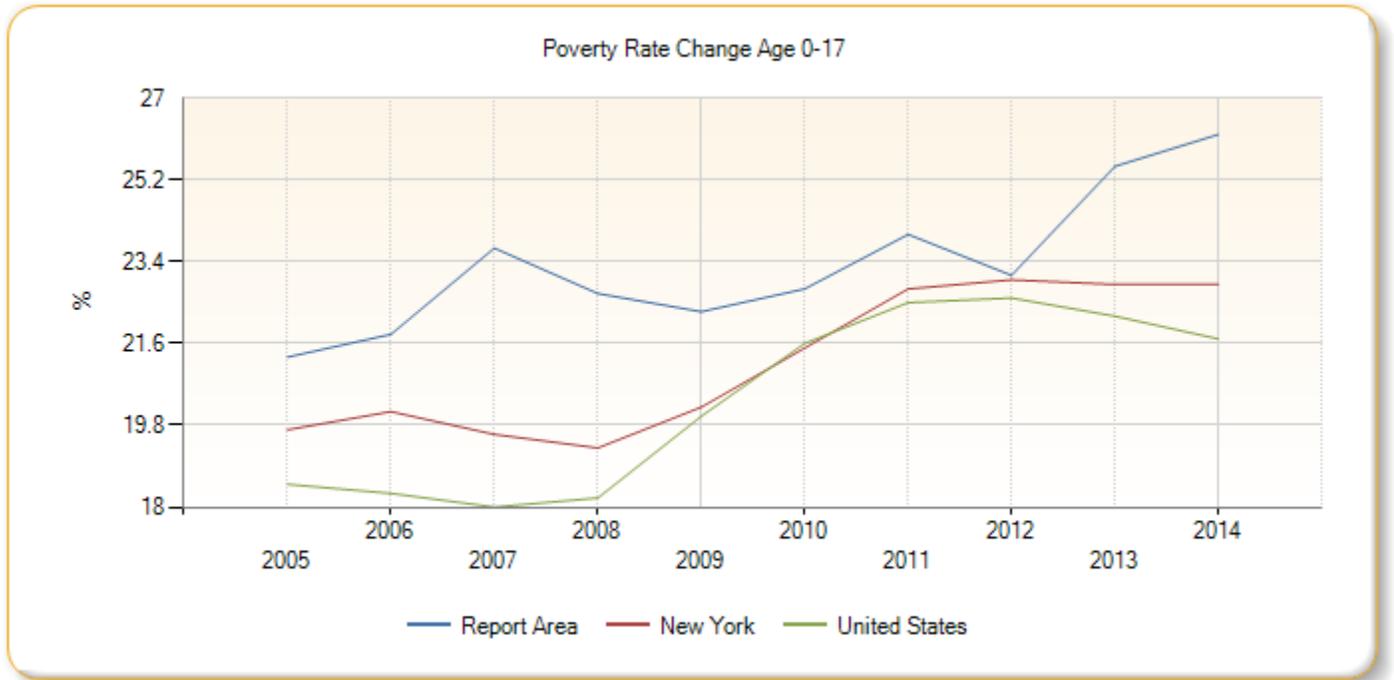
Poverty rate change for children ages 0 - 17 in the report area from 2005 to 2014 is shown below. According to the U.S. Census, the poverty rate for the area was 26.2% in 2014 and was 21.3% in 2005.

Report Area	Poverty Age 0-17 2005	Poverty Age 0-17 2006	Poverty Age 0-17 2007	Poverty Age 0-17 2008	Poverty Age 0-17 2009	Poverty Age 0-17 2010	Poverty Age 0-17 2011	Poverty Age 0-17 2012	Poverty Age 0-17 2013	Poverty Age 0-17 2014
Report Area	21.3%	21.8%	23.7%	22.7%	22.3%	22.8%	24%	23.1%	25.5%	26.2%
Chemung County, NY	21.6%	22%	24.7%	23.3%	22.9%	22.7%	24.2%	23.2%	25.5%	26.6%
Schuyler County, NY	19.8%	21.1%	18.8%	19.8%	19.3%	23.4%	23%	22.6%	25.8%	23.9%
New York	19.7%	20.1%	19.6%	19.3%	20.2%	21.5%	22.8%	23%	22.9%	22.9%

United States	18.5%	18.3%	18%	18.2%	20%	21.6%	22.5%	22.6%	22.2%	21.7%
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Note: This indicator is compared with the state average.

Data Source: US Census Bureau, Small Area Income Poverty Estimates. Source geography: county



Population Below the Poverty Level, Children (Age 0-18), Percent by County, SAIPE 2014

- Over 30.0%
- 25.1 - 30.0%
- 10.1 - 25.0%
- 15.1 - 20.0%
- Under 15.1%
- Report Area

Child Poverty Rate (ACS) Ages 0-4

Population and poverty estimates for children age 0-4 are shown for the report area. According to the American Community Survey (ACS) 5 year data, an average of 28.9% of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is greater than the national average of 24.9%.

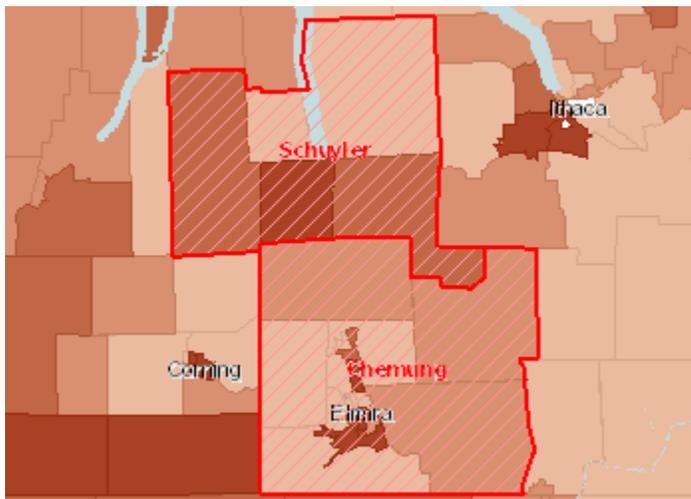
Report Area	Ages 0-4 Total Population	Ages 0-4 In Poverty	Ages 0-4 Poverty Rate
Report Area	5,956	1,722	28.9%
Chemung County, NY	5,092	1,482	29.1%
Schuyler County, NY	864	240	27.8%
New York	1,150,112	278,442	24.2%
United States	19,665,142	4,892,716	24.9%

Ages 0-4 Poverty Rate



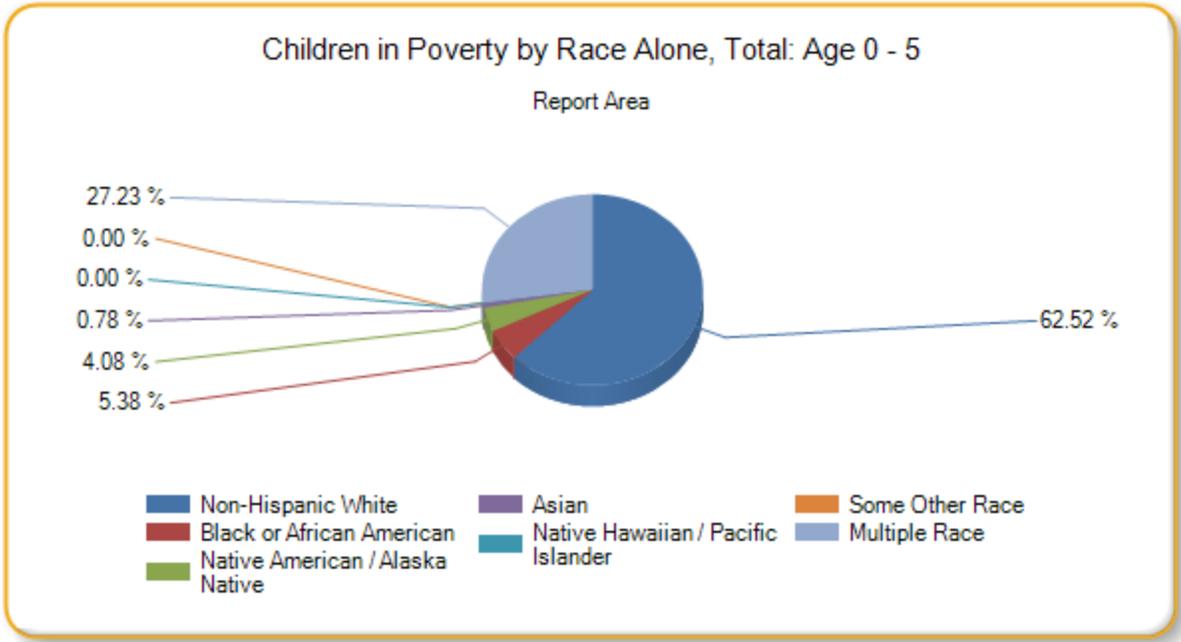
- Report Area (28.9%)
- New York (24.2%)
- United States (24.9%)

Data Source: US Census Bureau, American Community Survey.
Source geography: County



Population Below the Poverty Level, Children (Age 0-4), Percent by Tract, ACS 2010-14

- Over 37.0%
- 27.1 - 37.0%
- 17.1 - 27.0%
- Under 17.1%
- No Population Age 0-4 Reported
- No Data or Data Suppressed
- Report Area

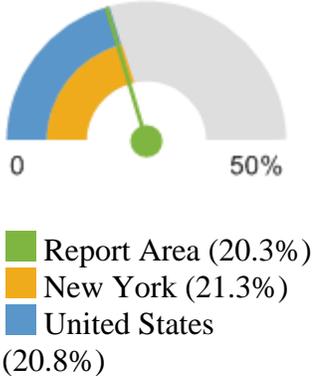


Child Poverty Rate (ACS) Ages 5-17

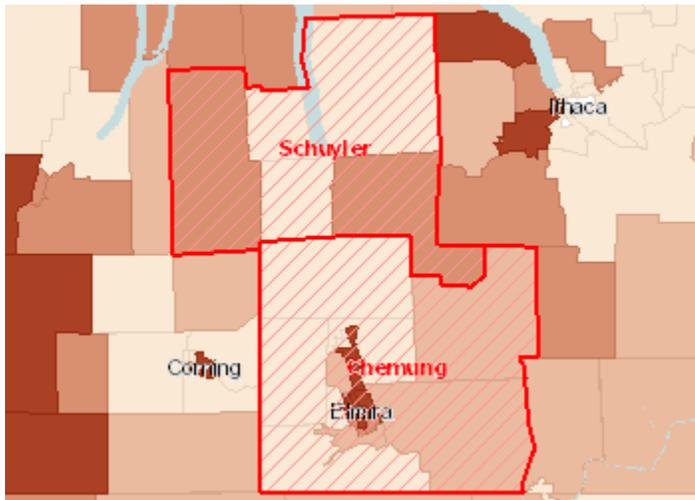
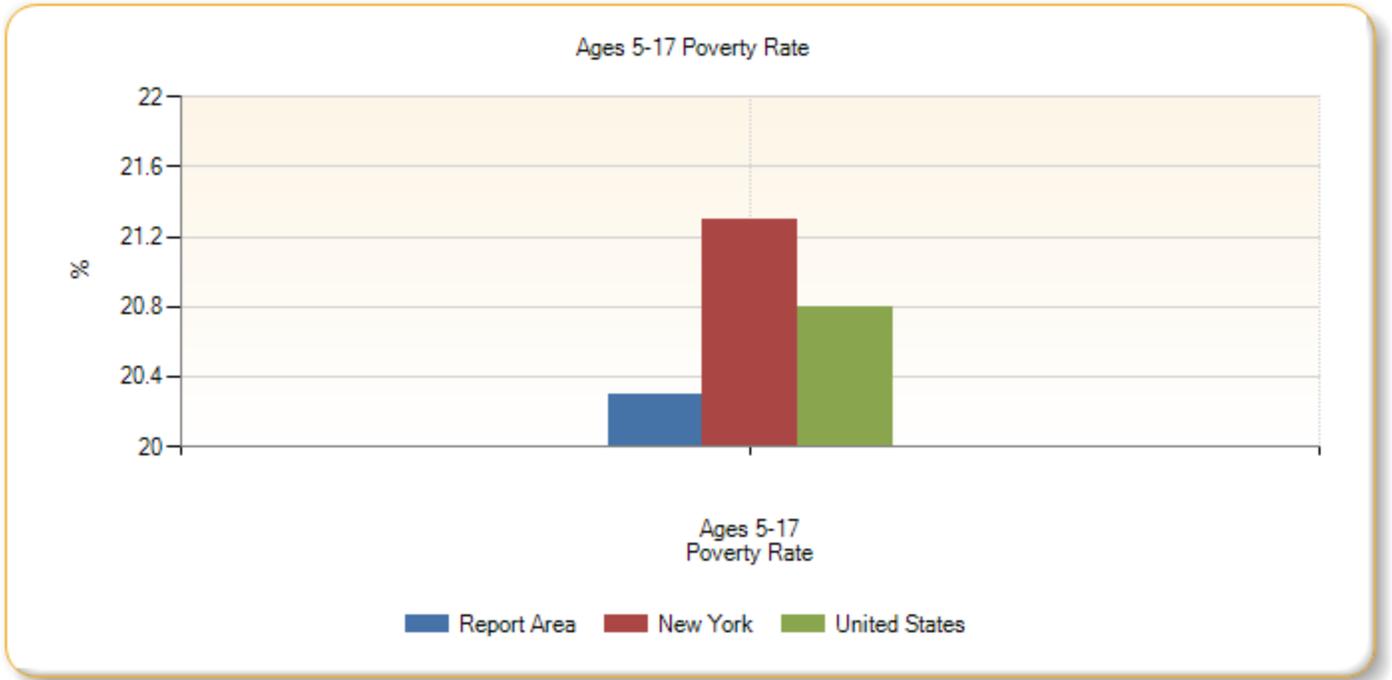
Population and poverty estimates for children age 5-17 are shown for the report area. According to the American Community Survey (ACS) 5 year data, an average of 20.3% of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is less than the national average of 20.8%.

Report Area	Ages 5-17 Total Population	Ages 5-17 In Poverty	Ages 5-17 Poverty Rate
Report Area	16,624	3,372	20.3%
Chemung County, NY	13,944	2,997	21.5%
Schuyler County, NY	2,680	375	14%
New York	3,053,660	651,390	21.3%
United States	52,972,744	11,014,679	20.8%

Ages 5-17 Poverty Rate



Data Source: US Census Bureau, American Community Survey.
 Source geography: County

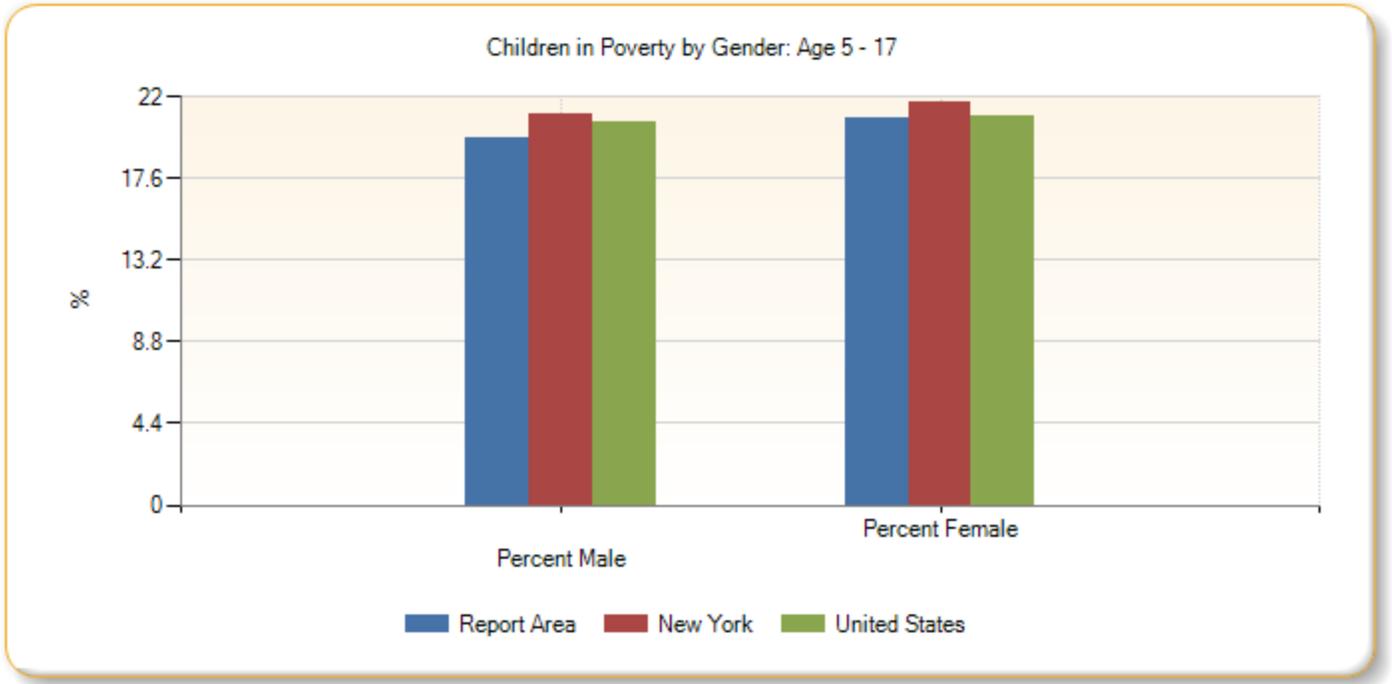


Population Below the Poverty Level, Children (Age 5-17), Percent by Tract, ACS 2010-14

- Over 29.0%
- 21.1 - 29.0%
- 13.1 - 21.0%
- Under 13.1%
- No Population Age 5-17 Reported
- No Data or Data Suppressed
- Report Area

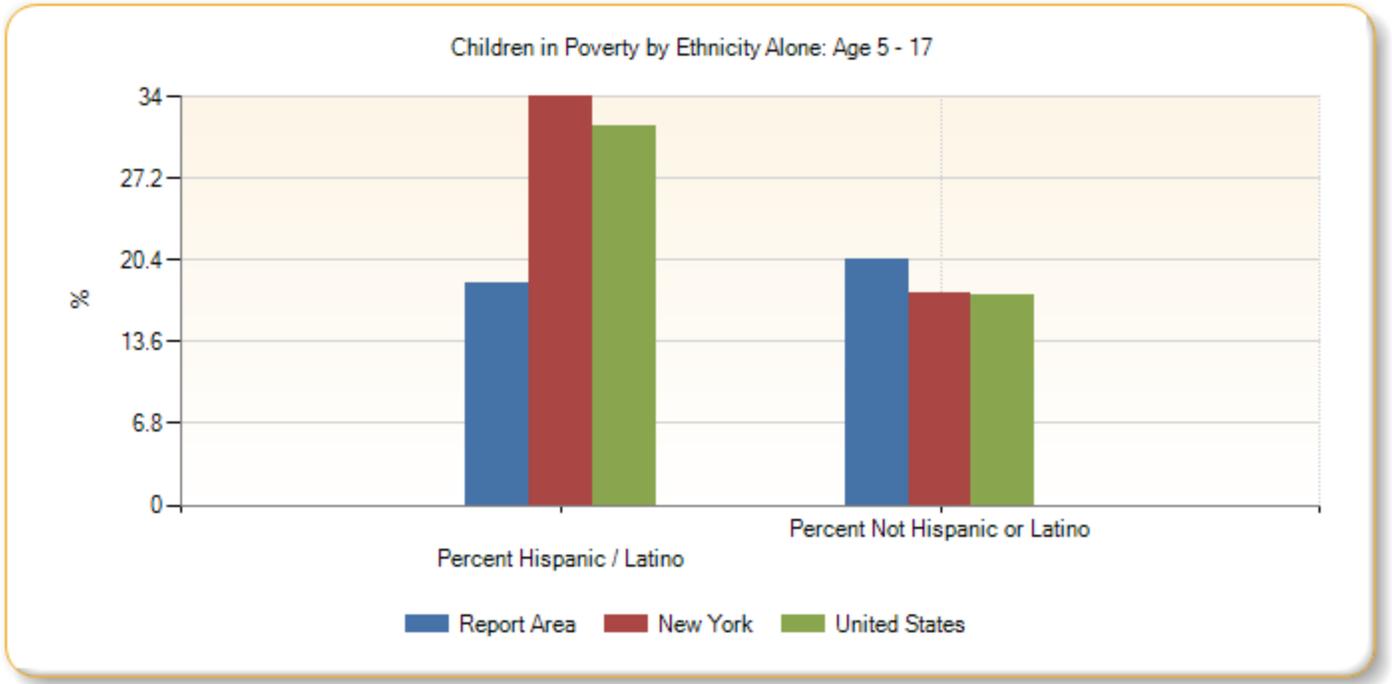
Children in Poverty by Gender: Age 5 – 17

Report Area	Total Male	Total Female	Percent Male	Percent Female
Report Area	1,694	1,678	19.75%	20.86%
Chemung County, NY	1,517	1,480	21.14%	21.86%
Schuyler County, NY	177	198	12.62%	15.51%
New York	327,824	323,566	21.01%	21.66%
United States	5,593,375	5,421,304	20.67%	20.92%



Children in Poverty by Ethnicity Alone: Age 5 – 17

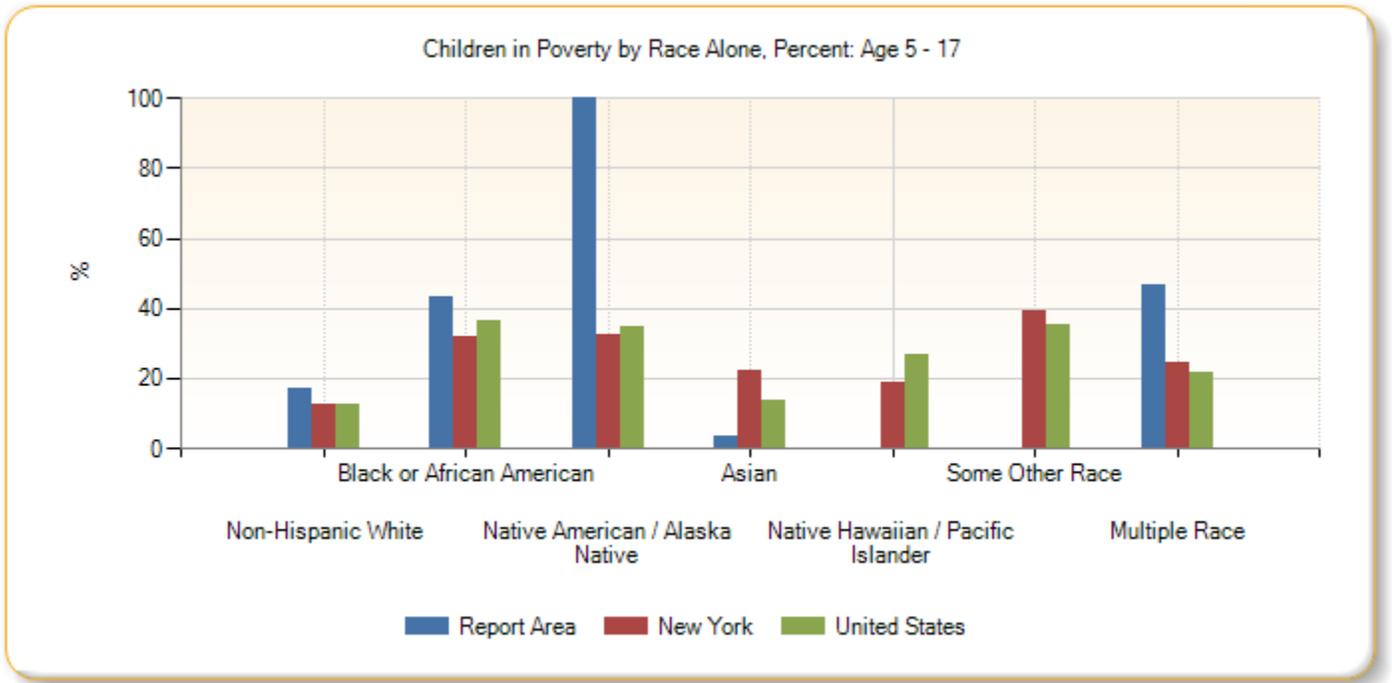
Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic or Latino
Report Area	133	3,239	18.45%	20.37%
Chemung County, NY	115	2,882	17.35%	21.7%
Schuyler County, NY	18	357	31.03%	13.62%
New York	231,907	419,483	34%	17.69%
United States	3,871,848	7,142,831	31.6%	17.54%



Children in Poverty by Race Alone, Percent: Age 5 - 17

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	17.09%	43.29%	100%	3.66%	no data	0%	46.94%
Chemung County, NY	18.01%	44.14%	100%	3.7%	no data	0%	48.93%
Schuyler County, NY	12.85%	0%	no data	0%	no data	no data	28.47%
New York	12.46%	32.07%	32.75%	22.52%	18.69%	39.54%	24.47%

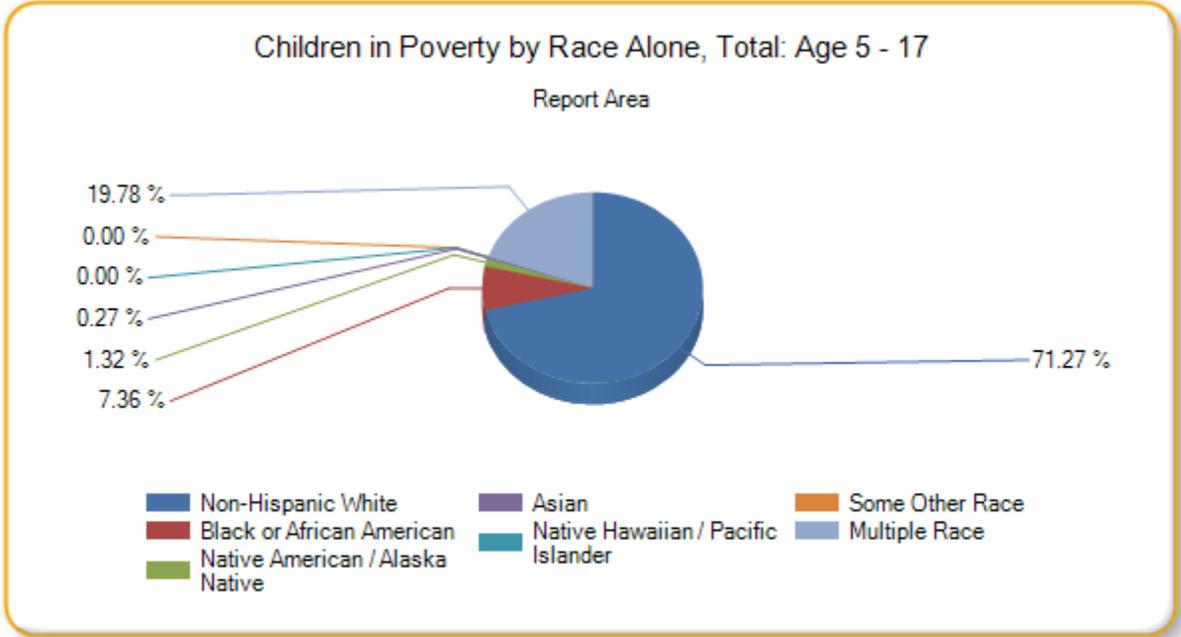
United States	12.47%	36.53%	34.86%	13.53%	26.62%	35.46%	21.43%
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Children in Poverty by Race Alone, Total: Age 5 - 17

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	2,374	245	44	9	0	0	659
Chemung County, NY	2,056	245	44	9	0	0	620
Schuyler	318	0	0	0	0	0	39

County, NY							
New York	194,304	170,299	4,502	48,124	143	125,231	35,387
United States	3,535,993	2,759,529	181,357	325,822	28,326	1,147,318	604,861



Poverty Rate Change Age 5-17

Poverty rate change for children ages 5 - 17 in the report area from 2005 to 2014 is shown below. According to the U.S. Census, the poverty rate for the area was 23.2% in 2014 and was 19.7% in 2005.

Report Area	Poverty Age 5-17 2005	Poverty Age 5-17 2006	Poverty Age 5-17 2007	Poverty Age 5-17 2008	Poverty Age 5-17 2009	Poverty Age 5-17 2010	Poverty Age 5-17 2011	Poverty Age 5-17 2012	Poverty Age 5-17 2013	Poverty Age 5-17 2014

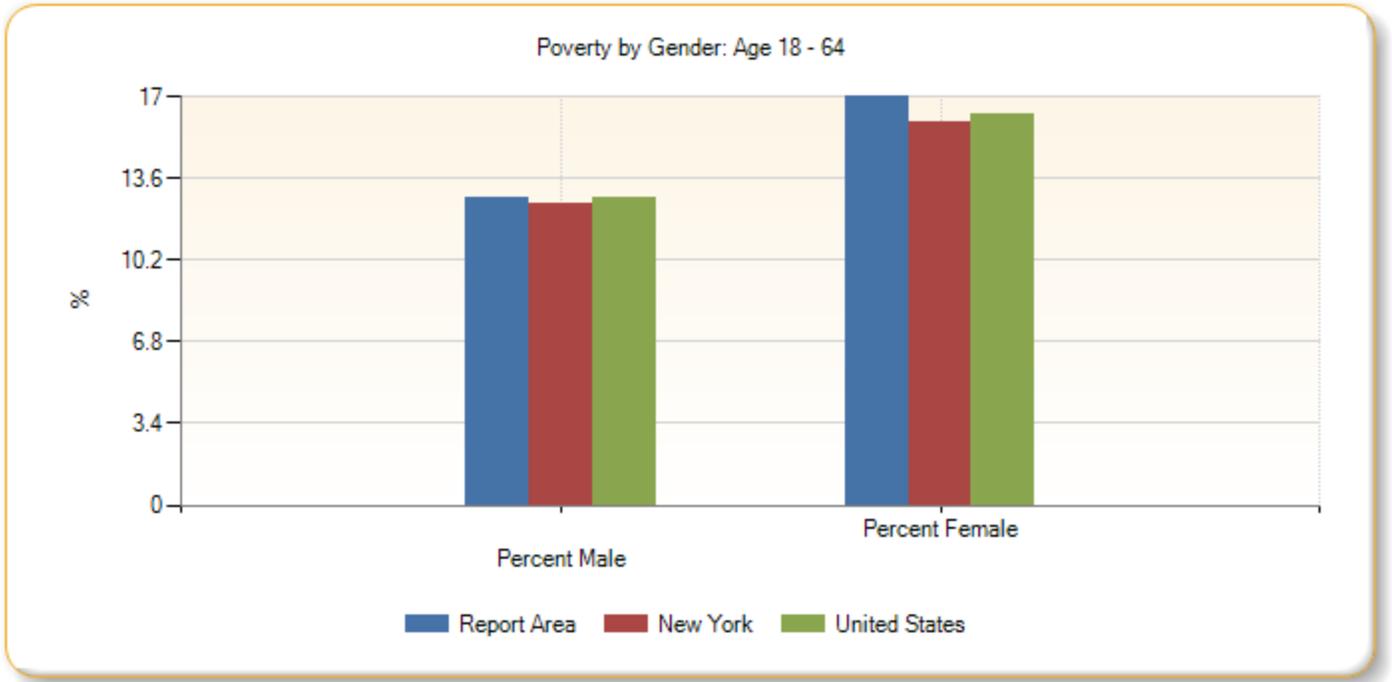
Report Area	19.7%	18%	21.1%	20.5%	20.6%	20.5%	22.1%	22.2%	22.5%	23.2%
Chemung County, NY	20.2%	18%	22.3%	21.2%	21.4%	20.4%	22.5%	22.6%	22.6%	23.5%
Schuyler County, NY	17.3%	18.2%	15.5%	17.2%	16.9%	20.7%	20.3%	20.3%	22%	21.5%
New York	18.6%	19%	18.3%	18.3%	18.8%	20%	21.5%	21.7%	22.2%	21.7%
United States	17%	16.7%	16.4%	16.5%	18.2%	19.8%	20.8%	21%	20.8%	20.4%

Note: This indicator is compared with the state average.

Data Source: US Census Bureau, Small Area Income Poverty Estimates. Source geography: county

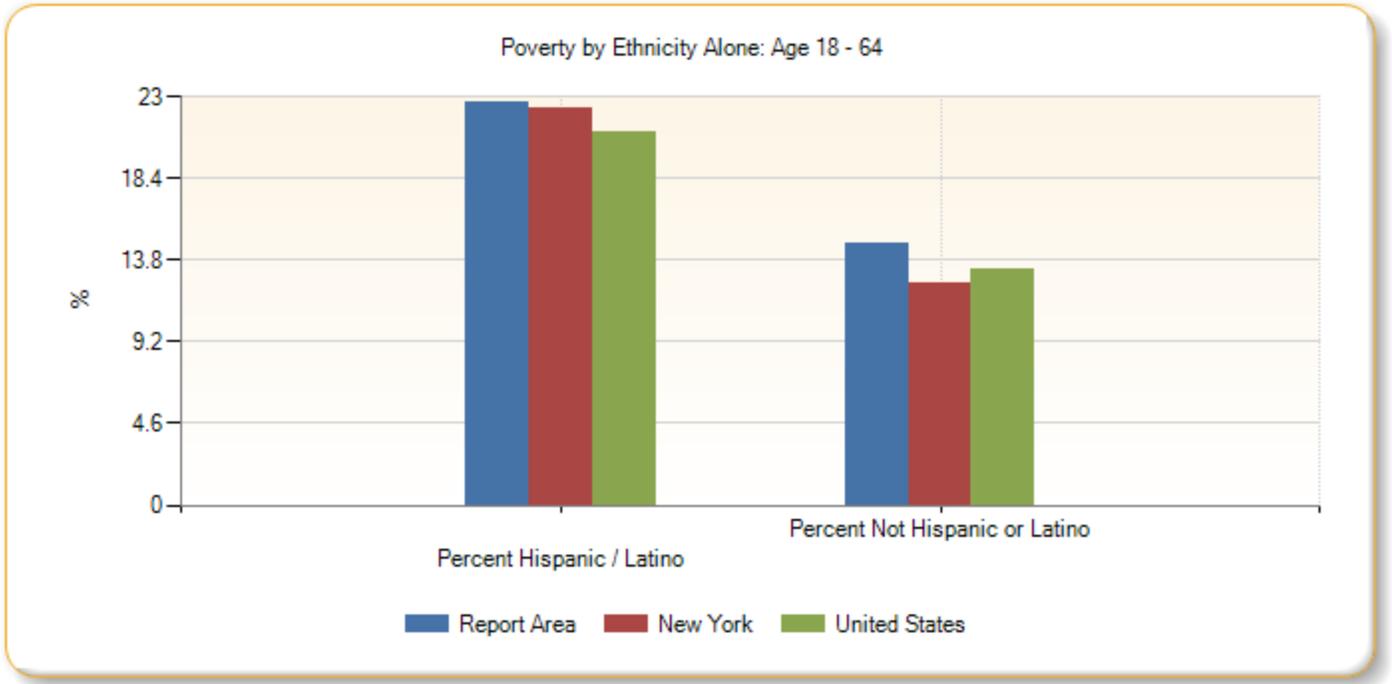
Poverty by Gender: Age 18 - 64

Report Area	Total Male	Total Female	Percent Male	Percent Female
Report Area	3,855	5,380	12.79%	16.99%
Chemung County, NY	3,217	4,432	13.06%	17.01%
Schuyler County, NY	638	948	11.56%	16.86%
New York	743,932	1,000,847	12.51%	15.95%
United States	12,054,505	15,867,487	12.78%	16.29%



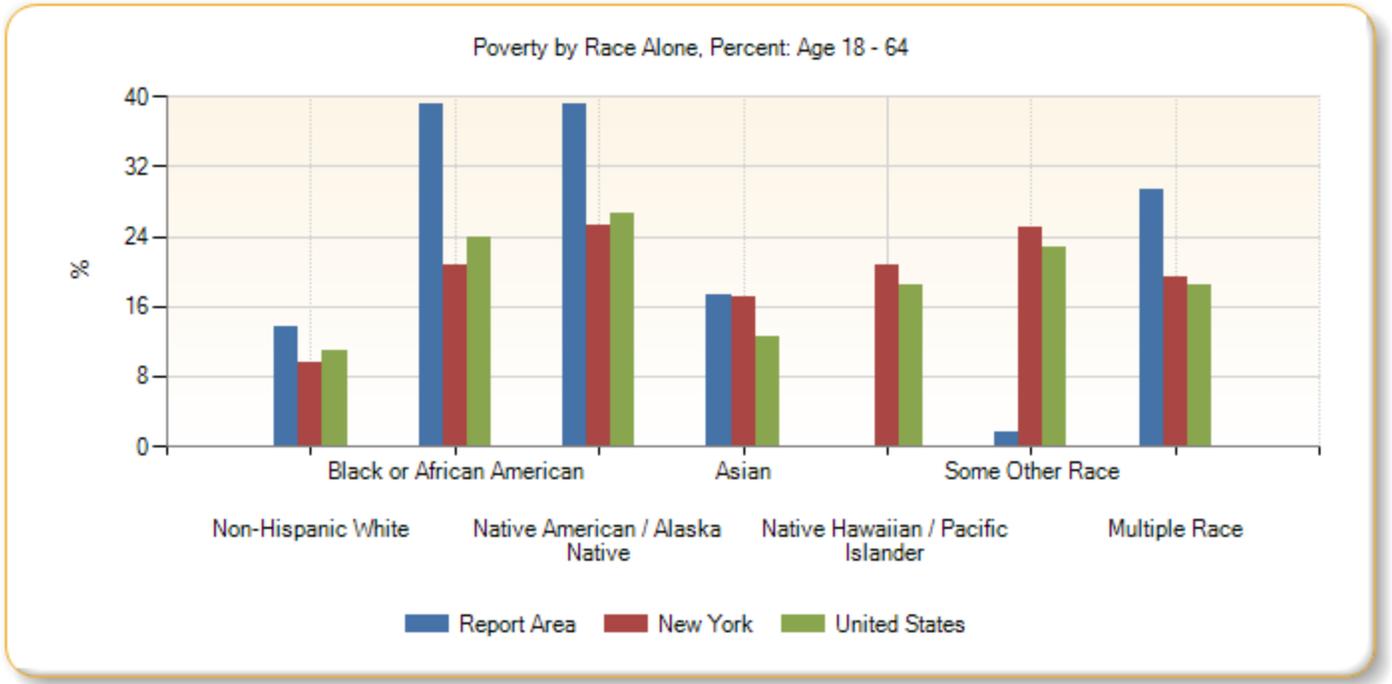
Poverty by Ethnicity Alone: Age 18 - 64

Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic or Latino
Report Area	276	8,959	22.64%	14.78%
Chemung County, NY	252	7,397	23.8%	14.91%
Schuyler County, NY	24	1,562	15%	14.22%
New York	501,383	1,243,396	22.37%	12.46%
United States	6,630,760	21,291,232	20.98%	13.3%



Poverty by Race Alone, Percent: Age 18 - 64

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	13.64%	39.03%	39.04%	17.25%	no data	1.59%	29.26%
Chemung County, NY	13.61%	39.33%	39.34%	12.63%	no data	1.64%	31.17%
Schuyler County, NY	13.79%	25.58%	35.29%	73.91%	no data	0%	7.53%
New York	9.55%	20.73%	25.25%	17.09%	20.76%	24.97%	19.25%
United States	11.05%	23.83%	26.59%	12.44%	18.54%	22.86%	18.44%



Poverty by Race Alone, Total: Age 18 - 64

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	7,725	761	89	158	0	1	338
Chemung County, NY	6,237	750	83	107	0	1	331
Schuyler County, NY	1,488	11	6	51	0	0	7
New York	661,142	394,717	11,893	178,482	930	268,528	53,317
United States	13,408,852	5,710,298	417,470	1,306,730	63,173	2,121,435	776,462

HEALTH AND WELLNESS

Communicable diseases are of concern in Chemung County. Of the top five diseases during the years 2005-2007, three of the diseases listed were related to food and waterborne illness. As the rates of these illnesses have fluctuated on a year to year basis, there was no epidemiological trend observed. *Giardia Intestinalis*, the organism that causes the gastrointestinal illness Giardiasis, was the most commonly diagnosed intestinal parasite in public health laboratories in the United States and was also the most common food borne disease in Chemung County during 2005-2007(Community Health Assessment 2010-2013, Pg. 33, Chemung County Health Department). Viral hepatitis rates for the period 2005-2007, as reported by the Chemung County Health Department (based on a 100,000 population) 1.5 cases of Hepatitis A, 1.5 cases of Hepatitis B, and 0.98 cases of Hepatitis C. (Chemung County Health Department Community Health Assessment 2010-2013, Pg.13). Lyme disease was identified as being present in Chemung County in 2007 with 2 cases of Lyme disease were reported by the Chemung County Health Department (Community Health Assessment 2010-2013, (Pg.33). Sexually transmitted diseases (STDs) continue to be a problem. In 2007 there were 242 cases of Chlamydia, 111 cases of Gonorrhea and 1 case of Syphilis as reported by the Chemung County Health Department. STDs are a public health problem that lack an easy solution because they are rooted in human behavior and fundamental societal problems. A multifaceted public health education and messaging program to encourage safe sexual practices is an ongoing priority for health providers and educators to address increased incidence of Gonorrhea and Chlamydia.

Issues with drug and alcohol abuse is an area of challenge that Chemung County must face. According to the National Center for Health Statistics, in 2009, 8.7% of people age twelve and over reported illicit drug abuse in the previous month. The drugs most commonly used by

high school seniors are alcohol followed by tobacco and marijuana. Prescription drug abuse was also identified as a growing issue. Additionally, in 2011, the National Survey on Drug Use and Health reported 25% of youth age 12-20 years of age drank alcohol and 16% reported binge drinking or having five or more drinks of alcohol in a row or within a couple of hours, at least once during the past 30 days. The prevalence of binge drinking was higher for males (27.8 %) than among females (24.1%). According to the NYS Department of Health, Expanded Behavioral Risk Factor Surveillance System (BRFSS) in 2009, 20.5% of adults in Chemung County were reported to have indulged in binge drinking compared to the statewide rate of 16.3% in 2009. Binge drinking is associated with a number of adverse health effects, including unintentional injuries (e.g., motor vehicle crashes, falls, burns, drowning, and hypothermia), violence (homicide and assaults), property damage, poor work and school performance, sexually transmitted diseases and trouble with law enforcement authorities. The New York State Department of Motor Vehicles reported during the period 2007 through 2009 there were 133 alcohol related motor vehicle deaths and injuries in Chemung County.

In Chemung County, the local Youth Risk Behavior Surveillance System reported a decrease in experimentation and binge drinking in 1999. Nearly 22% of the students surveyed in the Elmira City School District reported having drunk alcohol in 2009, while nearly 20.8% reported having engaged in a binge drinking episode in the past thirty days. The local school districts are aggressively involved in educational programs and substance abuse prevention strategies. Chemung County has an inpatient and outpatient substance abuse treatment facility at St. Joseph's Hospital. Other counseling and treatment centers are available through the Counsel on Alcohol and Substance Abuse of Chemung County and private mental health counselors. Substance abuse and binge drinking are ongoing problems for high school students and college

students where binge drinking is most problematic as well as in the general adult population. The rate of drug abuse in Chemung County, according to the Chemung County Health Indicators for Tracking Prevention, Agenda Priority Areas, for drug related hospitalizations during 2008-2010 was 33.3 per 10,000 persons. In 2007-2009 the newborn drug-related discharge rate was 51.2 per 10,000 persons.

Child abuse and neglect as well as incidences of domestic violence continues to be an issue in Chemung County. According to the 2010 Chemung County State of the Child, the number of Child Protective Services reports as assigned in 2009 decreased to 1,402 from 1,419 in 2008 and 1,421 in 2007. The number of initial CPS reports for 2009 were 1,162 which was the same for 2008 and increased from 1,142 in 2007. The 2011 Domestic Violence Victims data for Chemung County reflects that there were a total of 373 incidences of domestic violence ranging from aggravated assault to violation of protective order with the majority of the victims being female.

Transportation Services

Chemung County has bus service, access to express shipping services, four national trucking line terminals and three commercial airlines combined to maintain and promote the growth and future of the region. According the Chemung County Chamber of Commerce, each year more than 6,000 flights arrive and depart from the Elmira-Corning Regional Airport. Northwest Airlinck and US Airways provide service with nearly 110,000 enplanements annually from the Elmira-Corning Regional Airport, located roughly ten miles northwest of Elmira in Big Flats. Capitol Trailways, New York Trailways, and Short Line bus lines serve the region from a transportation station in Elmira. Local bus transportation is provided by the Chemung County Transit System.

Truck and rail are utilized to transport thousands of tons of shipping materials. Via Interstate 86, Chemung County residents have easy access to the state and federal highway system. According to New York State Department of Motor Vehicles, in 2009 there were 69,175 vehicle registrations and 61,870 individuals with NYS driver's licenses in Chemung County. In observation, the road conditions in Chemung County are relatively good. Chemung County as well as the New York State Department of Transportation keeps the roads well maintained year round. The winters in upstate New York can be hazardous and make driving difficult due to inclement weather. The New York State Department of Transportation has a 511 NY information system for transportation that can be accessed on the internet or by phone. The 511 NY system provides individuals with traffic alerts, road construction alerts, weather conditions/forecasts, transit alerts, trip planning, and any other information related to transportation.

The Chemung County Transit is the public transportation system for Chemung County. The Chemung County Transit system offers 600,000 rides per year. The cost of a monthly bus pass is less than that of a tank of gas. Of all of the customers of the transit system, 50% of riders utilize the transit system to get to and from work. With 14 different routes, 11 are within the Chemung County borders.

The climate in Chemung County is mild during spring when temperatures tend to be in the 60's and very cold during winter when temperatures tend to be in the 20's. The warmest month of the year is July with an average maximum temperature of 82° Fahrenheit, while the coldest month of the year is January with an average minimum temperature of 15° Fahrenheit. Temperature variations between night and day tend to be moderate during summer with a difference that can reach 24 degrees Fahrenheit, and fairly limited during winter with an average difference of 19 degrees Fahrenheit. The annual average precipitation in Elmira is 34.95 Inches.

Rainfall in is fairly evenly distributed throughout the year. The month of the year with the highest amount of rain fall is June with an average rainfall of 4.01 Inches.

The winter weather in upstate New York does create a level of isolation as many families stay inside to protect themselves from the cold from generally end of November through mid-March into early April. EOP plans events year round to encourage families to get out and get involved in a safe, warm environment. EOP's childcare programs also takes the children outside throughout the year to play as long as the weather is not hazardous. During the winter months, Head Start program takes the appropriate steps to shield the children from the harsh environment with providing extra hats, mittens, and asking parents to bring in additional change of clothing so that they children can play outside year round. The Head Start program also experiences a decrease of children participating in January, which tends to be the coldest time of the year in upstate New York. The decrease of children participating is attributed to the weather as it becomes a safety concern for families to walk their young children to and from the program in frigid temperatures. The program works with families to develop alternatives as opposed to removing their children from the program. Alternatives include recommending sites that are closer to their residences and limitedly transportation.

PRIORITY ISSUES IN COMMUNITY

Literacy Levels

According to the National Center for Education Statistics, the 2003 National Assessment of Adult Literacy found that 9% of Chemung County Residents ages sixteen years and older, lacked basic prose literacy skills. This result also includes the individuals who scored below basic in prose and those who could not be tested due to language barriers. While this discovery is

devastating for the community, the rate of people over the age of sixteen lacking basic prose literacy skills has improved by 1% from the previous skills assessment conducted in 1993 where it was found that 10% of Chemung County residents lacked basic literacy skills.

Literacy rates play a role in the dropout rates in the Chemung County schools. In 2009, the dropout rates for school districts in Chemung County include the Elmira City School District with 16%, Elmira Heights School District with 8%, and the Horseheads School District with 6% (2009 State of the Child). In taking a closer look at the dropout rate for high school students in grades nine through twelve in Chemung County, the rates have increased in recent years. In 2007/2008 the dropout rate for was 3.9 % as compared to 2.5% in 2002-2003, 3.5 % in 2001/2002, and 4.6 % in 1999/2000 for an overall decrease in the three periods of 2.1%. At the state level, the dropout rate for high school students in grades nine through twelve is 2.9% (Kids Well-Being Indicators Clearinghouse /NYS Education Dept.). Chemung County scored below the state average in fourth grade competency exams for ELA and Math with fourth grade ELA scores (Level 3 and Above /At Grade Level) in 1999/2000 at 58.4 % and 59.8 % in 2003/2004, with a current NYS rate of 62.3%. Fourth grade Math scores (Level 3 and Above /At Grade Level) in 1999/2000 were 66.4%, and 79.3 % in 2003/2004, with a current NYS rate of 79.4% (Kids Well-Being Indicators Clearinghouse /NYS Education Dept.). In 2005/2006, 39% of incoming kindergarteners in the Elmira City School District did not meet early literacy screening standards (Chemung School Readiness Project). Grade retention rate information is unavailable as of this time.

To serve the needs of this section of the population, EOP offers services geared towards youth care. In 2006, EOP Head Start personnel assisted with the implementation of the School Readiness Project (SPR) by collaborating with the City School District, Chemung County

Childcare Council, EOP/Headstart, Comprehensive Interdisciplinary Developmental Services, Inc. (CIDS), Department of Social Services, Family Reading Partnership, Cornell University and Southern Tier Pediatrics. The goal was to increase the percentage of children who would be prepared to learn and function successfully upon their entrance into kindergarten. It was determined there was a need to conduct a study over the course of the first five years of the program in order to have a base line to accurately measure the growth of the children. In 2011, the Center for Human Research, University of Albany, State University of New York published the preliminary results. In addition to literacy training for all family members; EOP currently provides case management for adult employment as well as employment training skills for teens and adults.

Infant and Child Mortality

National health issues regarding low birth weight, teenage pregnancy, prenatal health care, and infant and child mortality are pronounced issues in Chemung County. With advances in science and health care, many causes for low birth weight in babies are being uncovered including genetics, maternal age, inadequate prenatal care, smoking and nutrition. According to the Chemung County Indicators for Tracking Public Health Priority Areas, the percentage of low birth weight births for the period of 2008-2010 was 8.9%. The Prevention Agenda 2013 objective is to decrease the rate to 5%.

According to the 2012 March of Dimes Medical Resources on low birth weights, there are two main reasons for low weight birth rates. The primary reason for low weight births is premature births where a child born before thirty-seven weeks of pregnancy. The secondary reason for low birth weight is fetal growth restrictions when a child not gaining the weight they

should before birth. A mother's health can also lead to premature birth or fetal growth if there are factors such as chronic health problems, infections, problems with the placenta, or mother not gaining enough weight during pregnancy. Mothers who are smoking, drinking alcohol and using street drugs are twice as likely to have low birth rates. Women who have low income, have little/no education and are black are more likely to have low birth rates. Infants with a black mother and father have the lowest mean birth weights, while infants born to two white parents tend to have the highest birth weights. Newborns with mixed race parents have intermediate birth weight distributions. Group differences for weight outcomes appear to be more strongly related to the mother's race than the fathers, and maternal factors appear to be more important for abnormal outcomes in birth weight.

The age of a mother is also a factor in birth weight and mortality rates. The incidence of low birth weight and infant death is higher among mothers under the age of 17 or over the age of 35. A women's uterus in these age groups does not sustain pregnancy as well as during the prime child bearing years of 18-35 (March of Dimes).

The teen pregnancy rate for Chemung County for 2005-2007, obtained from the Chemung County Health Department Community Assessment, 2010-2013, indicated a 52.1 pregnancy rate per 1000 females ages 15-19 which is below the NYS rate of 59.4 per 1000 females in the same age group.

There are several diverse programs throughout our community that offer family planning and education. The Chemung County Adolescent Pregnancy Prevention (CCAPP) coalition tackles the problem of preventing unplanned pregnancies. The concept is to encourage the decision to delay sexual activity and/or pregnancy. CCAP Teen Peer educators present sessions to students in local school and community settings and a Wise Guys program for young men.

The teen parent panel is intended for teens to speak openly to other teens about the first hand experiences of parenthood. The Southern Tier Pregnancy Resource Center (STPRC) offers healthy choices through counseling, education and limited medical services at two locations, one in Chemung and the other in Schuyler County.

One of the most effective means of preventing low birth rate and high mortality rate in infants is early maternal and continued access to prenatal care during pregnancy. Prenatal care programs provide nutritional counseling, careful monitoring of maternal weight gain, screening for genetic or behavioral risk factors and emotional support for pregnant women. Although prenatal care programs cannot control socioeconomic status and environmental differences that affect birth outcomes, they can identify factors such as cigarette smoking and alcohol consumption, drug use, and poor diet that affect birth outcomes. Once these factors are identified they may possibly be eliminated through careful prenatal counseling.

The New York State Special Supplemental Nutrition Program for Women, Infants and Children (WIC), which is included in Chemung County, provides nutritious foods that are a good source of essential nutrients that are often missing from the diets of pregnant women. WIC participants have longer, healthier pregnancies and fewer premature births according to the NYS Department of Health.

According to the Community Health Assessment 2010-2013 (Pg 19) from the Chemung County Health Department, reducing the infant mortality rate for New York State has long been a priority. The 2000 mortality rate increased from a rate of 5.82 per 1000 live births to 9.1 per 1000. The Healthy People 2020 objective used a 2007 baseline of 5.6 per 1000 live births to establish the 2020 objective to reduce infant deaths to a rate of 4.5 per 1000 live births by that year.

The 2005-2007 rates for women receiving early prenatal care in New York State was 74.6 percent. For the Finger Lakes Region, the rate was 77% while the percent of all Chemung County women received first trimester prenatal care was 83%. Chemung County is a service rich community with regard to maternal child care access and support. The Arnot Ogden Medical Center is the only acute care facility in Chemung County that provides inpatient obstetrical services and also maintains a neonatal intensive care unit. In addition, Arnot Ogden is also a Medicaid Obstetrical Maternal Services (MOMS) program sponsor. The program is affiliated with the Health Center for Women where four participating obstetrical practitioners provide direct care. The program includes medical exams, delivery services, nutrition education, childbirth education, family planning, HIV/STD counseling and testing and Medicaid and WIC enrollments.

The prenatal Early Infancy Project (PEIP), managed by the Chemung County Health Department with services provided, under contract, by registered nurses employed by Comprehensive Interdisciplinary Services (CIDS), make home visits to teenage Medicaid eligible and first time mothers. Prenatal and post-partum home visiting is available for the high risk mother and for the child. The aim of the program's curriculum is to improve pregnancy outcomes and once the child is born, provide developmental screening, health education, health promotion as well as parenting education and promotion of economic self-sufficiency (Community Health Assessment 2010-2013, pg. 20, Chemung County Health Department) .

Prevalent Health Issues

According to the Community Health Assessment 2010-2013 for the Chemung County Health Department, in 2007 44 Percent of all ER visits were for patients between 20 and 44 years old in Chemung County. The most likely reason for the visit was sprain or strain. The fourth most

likely reason for a visit to the emergency department in Chemung County was for disorders of the teeth and jaw. This is of particular importance since the Chemung County Health Department is the only consistent Medicaid provider for dental care in Chemung County.

Based on 2007 data, The Statewide Planning and Research Cooperative System, bronchitis and asthma related diagnoses was the most likely reason for an inpatient hospital stay for children under the age of 4 years old in Chemung County. Other reasons for hospitalization of children were nutrition and metabolic disorders, followed by gastrointestinal and digestive disorders. The Chemung County rate of 40.2 % for asthma admissions is higher than the upstate New York rate of 32.5 %, but below the overall state rate of 55.2 %. The decrease in hospital admissions may be indicative of better respiratory management of childhood asthma through improved control of environmental factors that can trigger exacerbation, adequate pharmacological treatment, effective and continuous monitoring of the disease and patient and/or parent education (Community Health Assessment 2010-2013, Chemung County Health Department).

Cancer is one of the most common chronic diseases in New York State and is second only to heart disease as the leading cause of death. Disease of the heart is the most common cause of death in Chemung County. However, death rates due to heart disease in the county have declined steadily since 1999 as has the upstate New York rate. Chemung County exceeds both the state and regional rates for deaths caused by malignant cancer. The most prevalent malignancies for the past four years have been cancers of the lung and trachea followed by death due to malignant cancers of the pancreas and colon. Health focus areas such as tobacco control, smoking cessation, nutrition education and increasing physical exercise are vital prevention strategies for these conditions.

Injury related deaths in the county number approximately 35.4/100,000 people of the population annually. The leading injury related cause of death in Chemung County is self-inflicted followed by falls. Deaths related to self-inflicted injury occur most often in the 25 to 29 years age group. In the older segment of the populations, falls occur most commonly as a form of self-injury. Police agencies, news media, school districts, parent organizations and health care facilities all provide educational programs related to injury prevention, substance abuse and driver safety. Public education also continues to focus on health and fitness of the elderly to prevent muscle mass atrophy which can predispose persons to falls (Community Health Assessment 2010-2013, Chemung County Health Department).

Oral health is integral to general health. Tooth decay, though preventable, is a chronic disease that affects all ages. It is the most common chronic disease of childhood and a greater problem for those who have limited access to prevention and treatment services. Left untreated, tooth decay can cause pain and tooth loss while infection originating from decaying teeth can also lead to abscesses and spread to other areas of the body and cause illness. Among children, untreated tooth decay has been associated with pain, difficulty eating, sleeping, learning, inadequate nutritional intake, and delayed physical growth. Among adults, untreated decay and tooth loss can have a negative effect on an individual's self-esteem and employability (Community Health Assessment 2010-2013, Pg. 15, Chemung County Health Department).

EOP collaborates with other agencies in the area to offer health care for children in the Head Start program. Head Start, nursery school, preschool programs, primary care physicians, local dentist and hygienists promote dental health as part of their wellness education. The Chemung County Health Department operates a full service dental clinic designed to meet the needs of Medicaid and Child Health Plus recipients' dental needs. A sliding scale fee is available for

meeting financial eligibility criteria. Very few private dentists in Chemung County routinely accept Medicaid clients (Community Health Assessment 2010-2013, Pg. 15, Chemung County Health Department).

EOP's Head Start program promotes oral health by integrating tooth brushing in our classroom curriculum and also by participating in a Dental Clinic. According to the CDC almost 80% of children will experience tooth decay by the time they finish high school. The New York State Department of Health in collaboration with CDC has an agreement to monitor oral health status and the use of dental services in Chemung County. In 2007, The Health Department began a school based dental sealant program for low income schools in the Elmira City School District. Fluoride added to community drinking water has been proven effective against tooth decay. "Healthy people 2010" looks to increase the percentage of fluoridated water by 75%. In Chemung County, 87% receive this service. In Chemung County, there are over 40 private Dentists that do not accept Family Health Plus or Child Health Plus. The Chemung County Dental Clinic will provide services to low income residents over 3 years of age (Chemung County Dental Clinic).

Nutrition Trends

Obesity and high weight has reached epidemic proportions in not only in New York State, but also in the United States. Obesity is currently the second leading preventable cause of death in the United States. Starting in 1997 in New York there has been a steady increase of obesity in adults as well as children. In the Southern Tier, seven out of ten residents are overweight or obese making it the most overweight region in the state. In a recent Center for Disease Control and Prevention (CDC) study, 68.3% of residents in Chemung County and surrounding counties were listed as obese.

According to New York State Health, over 7% of overweight and obese people suffer from heart attacks. Obesity is a result of improper nutrition and a sedentary life style. Data collected nationally shows increases in calories and decreases of exercise and movement. Over a three-year period from 2005-2007, New York State found that over 12% of two to four year olds in Chemung County were overweight. This is below upstate figures of 15%. The New York State prevention objective is for the percent of obese children (aged 2-4) is less than 11.6% by 2013.

Education is the key to control this epidemic. Consumption on a daily basis of fruits and vegetables high in vitamins and minerals will help with weight and risks of other diseases. Arnot Ogden Medical Center and St. Joseph's Hospital provide counseling by registered dietitians. Cornell Cooperative Extension offers nutritional education. They also provide the Eat Smart New York Program for healthy eating and education. In addition, they have the Color Me Healthy program, education pre-school aged children with healthy mealtime choices and the importance of physical activity. WIC (Women, Infants, and Children) have nutritionists on staff for training and counseling. The Chemung Country WIC program participates in the Child Growth Monitoring Project to provide data.

In Chemung County, there are several organizations working together to focus on ensuring that families and children have access to proper nutrition. All local schools provide healthy hot meals and assistance by offering meals at reduced prices or free of charge to those students who qualify. In Chemung County, almost half of the children in the local school districts are eligible for free/reduced lunch and breakfast. This means that the household income for these children is below the federal poverty levels. 74% of eligible children are actually eating school lunch (4,554 eating) (6,166 eligible). Less than 1 in 3 children qualified to eat free or

reduced priced meals actually eat school breakfast (1,981 eating) (6,160 eligible) (State of the Child Chemung County) (Nutrition Consortium of NYS).

The Chemung County Health Department offers the “Eat Well, Play Hard” program. It promotes healthy choices at mealtime and age appropriate physical activity (Chemung County Health Department). Several agencies allow access to nutritious food. The Food Stamps Program and other programs provide assistance to low income individuals and families. The Food Bank of the Southern Tier provides food through mass giveaways. They also provide food to twenty food pantries area-wide and to the Elmira Free Community Kitchen. The Food Bank also participates in the Backpack program in our local schools. For residents with transportation barriers, or home bound residents, they also have rural food giveaways. The East Side Farmers Market was established to make fresh food and produce available to an area of the county where low income and few grocery stores prevail. They made it accessible for residents who receive WIC, Senior Farmers Market Nutrition Coupons and EBT.

EOP recognized the increase in families having to make the decision between paying the rent to keep a roof over their heads or purchasing food for their family. EOP took action and began providing bread and frozen vegetables to members of the community. Head Start staff was instrumental in getting the word out to the families EOP serves. Due to the overwhelming response and increased need as evidenced by the number of people waiting in line EOP has increased the giveaway to include additional staples. This community food giveaway takes place on every Thursday. To create a sustainable program, EOP launched the Community Food for Jobs (CFJP) Apprenticeship program in 2010. Since 2010, a total of 111 individuals have successfully graduated with 29 individuals just recently. 90% of the graduates have found employment in the restaurant industry. Aside from the daily programs, EOP has stepped up to

meet the needs of the community during natural disasters. In July of 2012, Chemung County experienced an F1 Tornado that hit directly over the Ernie Davis Family Center during the late afternoon. The neighborhood surrounding The Ernie Davis Family Center as well as a large part of Chemung County was without power causing emergency relief efforts to take effect. Many families were without power for five straight days. EOP's CFJP Bistro along with many of the employees assisted in providing boxed meals not only for those hardest hit by the tornado but also for the hundreds of emergency workers. EOP also partnered the local Red Cross during this natural disaster.

Housing Conditions

In Chemung County low income families are transient, moving to multiple residences within a year. Stable housing continues to be an issue with job loss and large fluctuations in income for families. EOP's resources face challenges as families will apply for programs while living at one address and subsequently move over the summer. EOP works closely with the families to continuously keep information updated as to their living arrangements and addresses to keep in contact with them.

According to the 2008 American Community Survey 11.5% of Chemung County residents moved more than once in a one year. In one year, of those 11.5 % of Chemung County residents, 27.1% of those residents were determined as living 100% below the poverty level. There is also a trend of single individuals as well as divorced or separated individuals being more likely to move. According the 2008 American Community Survey between 18-21% of single, divorced, or separated individuals over 15 years of age move within the county more than once in a year.

Housing continues to be an issue for many impoverished families. Unfortunately, program such as the HUD Section 8 Voucher program which provides assistance for housing costs to eligible families is unable to meet the growing number of families on their waiting lists. The current waitlist in Chemung County now exceeds 3 years. Legal Services, an advocacy group for families renting or buying their homes, also see the struggles for families obtaining affordable and adequate housing. The 2000 census data showed that 44% of households in Chemung County spent 30% or more of household income on housing (State of Child Chemung County). The generally accepted standard of affordability is that housing costs should not exceed 30% of income. This trend presents challenges as families are faced with hard decisions about paying their rent as well as being able to afford basic necessities. In 2008, the Census Bureau estimates that 52% of renters, 25% of owners with a mortgage, and 18% without a mortgage exceeded this standard. The HUD local fair market rent for a two-bedroom apartment in 2010 is \$793/month. This is a 4% increase from 2009. To afford this rent a minimum wage worker would need to work 84 hours every week.

Due to the lack of affordable housing families are faced with being homeless or at risk of being homeless. The Samaritan Center has seen 400 individuals utilize their shelter from January 2010 to November 2010. These programs are working hard at keeping families in their homes or helping them obtain adequate and affordable shelter. In 2009, the US Census Bureau reported that there are 38,094 housing units in Chemung County. The issue in Chemung County is not availability or overcrowding; it is the quality of the homes that are available to low income families.

The local utility companies that are available to individual and families include cable- Time Warner Cable & Empire Video, Electric- New York State Electric & Gas as known as NYSEG, ,

Corning Natural Gas, Fortuna Energy, & Chesapeake Energy. The garbage, water, and sewage are managed through local municipalities throughout Chemung County. The winters in Chemung County as well as upstate NY are a challenge as they are often bitterly cold and snowy. Often low income families experience the struggle paying large electric & gas bills. Programs such as HEAP through New York State are available to eligible individuals and/or families.

EOP operates the Energy Services Bureau, formerly known as the “Weatherization” program. This program is designed to provide support to families by reducing energy and utility costs. The agency provides programming and support to assist individuals with developmental disabilities with funds secured through Office of People With Developmental Disabilities (OPWDD). The organization operates a family support program serving people with disabilities, and provides a safety net for low-income homeowners, especially the elderly, through its Energy Services Bureau.

Childcare

Of the population in Chemung County, 5.7% are children between the ages of three to five years. In 2011-2012 (180) were children referred to the local LEA’s for evaluation and of that number 116 (64%) of preschool children were diagnosed with a Disability. Head Start served seventy-nine (79) of the diagnosed children or 68% of the population. Early Intervention serves children birth to three years of age; in 2011-2012, 220 children were referred for evaluation and of that number 106 children were diagnosed with a disability (48%). As of January 2013 Early Intervention has had 145 children referred and 71 diagnosed with a disability. The Department of Social Services Child Protective unit requires all children indicated in abuse reports between the ages of birth to three years old be referred to Early Intervention accounting for the high referral rates to Early Intervention. Children in Early Intervention are

served in their homes, day care settings, or Head Start Services to classified children are provided by Chemung County. Table 7 shows the decrease of children diagnosed with a disability from 2008-2009 to 2009-2010 and a decrease of diagnosed children from 2010-2011

Table 7 - Disabilities Enrollment				
	09-10	10-11	11-12	Jan. 2013
Total Active Enrollment	351	351	351	351
Number of Children with Disabilities	88	87	79	61
Number of Children receiving speech services	69	57	58	49
Number of Children with multiple services	19	30	26	12
Child Plus Database				

- 9% increase of children with disabilities served in Head Start from 2010-2011 to 2011 to 2012
- 1 % increase in speech services
- 7% decrease in multiple services.

The data in table 7 supports that children needing multiple services and special education instruction have decreased in the Head Start program. Children with speech impairment increased between 2010-2011 to 2011-2012. Head Start still continues to offer the option to serve children with more significant disabilities.

The Special Services Children’s unit through Chemung County Department of Social services closely monitors all children in Chemung County who receive special education services. A member of that unit sits as a member of the Committee for Preschool Special Education meetings that are responsible for approval of all services and funding for children birth to five years old. This agency does not maintain data or statistics about prevalence of specific disabilities since New York State Law does not allow this. Interviews with the local Committee for Preschool Special Education reveal the same information.

In terms of childcare, affordability is a key issue for families. Families who are making just over 175% of federal poverty levels qualify for the subsidy program. For parents who are electing to obtain a higher education degree, child care subsidies will not cover child care costs. Before and after school care, part day care, and early childhood programs are also a need of families. Unfortunately, in 2009-2010 the only two infant/toddler centers in Chemung County closed. Projects such as the School Readiness Project (SRP) continue to work towards improving the quality and affordability of child care in Chemung County. One of the primary goals of SRP is to assure that all early care and education environments throughout Chemung County are providing children with the same appropriate experiences in order to optimize growth and development in the early years. SRP's focus on health, parent education, and early care and education are a natural fit with the goals and objectives of Head Start and further reinforce the foundation of comprehensive services already laid by Head Start in Chemung County.

There are currently in Chemung County 95 Family Day Care Homes, 16 Group Family Day Care Homes, 10 Day Care Centers, and 403 Legally Exempt Child Care Programs. This data excludes Head Start and Pre-K programs. Quality programming continues to be an issue. The state is pursuing Quality Stars NY to improve the quality of child care in New York. EOP's Child Development Head Start has participated in the pilot project of Quality Stars NY. There are currently 265 three and four year olds that are receiving child care subsidy. These children would be considered Head Start eligible children. The child care data below reflects children birth to five years old in child care and licensed capacity for providers by zip code for Chemung County. This data does not include currently enrolled Head Start and Pre-k children.

Zip Code	Family Day Care	Group Family Day Care	Day Care Center
14901	32 FDC 64 – Infant-Toddler 128 -Preschool	6 GFDC 24–Infant-Toddler 40- Preschool	5 centers 16 Infant 32 Toddler 46 Preschool
14903	9 FDC 18 – Infant-Toddler 36 - Preschool	1 GFDC 4-Infant – Toddler 6 - Preschool	0
14904	22 FDC 44 – Infant-Toddler 88 – Preschool	3 GFDC 12 – Infant – Toddler 24 - Preschool	1 center 0 Infant 0 Toddler 54 Preschool
14905	11 FDC 22 – Infant-Toddler 44 – Preschool	2 GFDC 8 – Infant-Toddler 16 - Preschool	2 Centers 16 Infants 12 Toddlers 100 Preschool
14814	0	0	1 center 16 Infant 10 Toddler 21 Preschool
14845	21 FDC 42 – Infant-Toddler 84 - Preschool	2 GFDC 8- Infant – Toddler 16 - Preschool	1 center 16 Infant 29 Toddler 76 Preschool
14889	0	1 GFDC 4- Infant-Toddler 6 – Preschool	0
14871	0	1 GFDC 4- Infant-Toddler 8 - Preschool	0

EOP has operated the Child Development Head Start Program in Chemung County for more than forty years. The strength of EOP’s youth programs is the continuous care model which starts with Head Start serving 351 three and four year olds. Today, the program serves 351 individuals and their families. The New Day After school program serves 120 youth, ages five to twelve and the Ernie Davis Community Center serves youth ages thirteen to twenty-one.

EOP has offered after school programming in elementary schools within the Elmira City School District (ECSD) for the past 19 years. The programming is supported through Advantage

After School (AAS) funding through the state of New York. EOP held two contracts with AAS. One contract provided funding for programs in three schools and the other contract in one school. The larger contract concluded in June of 2012. The smaller contract ended in June of 2013. As new funding was not received through AAS, the agency has revived a model of after school programming based on three Center of Excellence. Utilizing agency funding and support through the United Way, the agency has started serving children in two Elmira City School District elementary schools, serving children between the ages of four to twelve years of age. Programming focuses on three centers of opportunity: Academic Development and Support, Health and Physical Development and Art and Culture. Partnerships with outside agencies provide additional experiences for children in the areas of Development of Self, Science and Mathematics and Service to the Community. In conjunction with the agency's Ernie Davis Community Center (EDCC), the Center of Excellence I can act as a feeder program to the Center of Excellence II, as children matriculate from elementary school to middle school.

EOP Head Start programs are seen as a strong force in the provision of services and advocacy for children and families in Chemung County. The agency opened the Ernie Davis Family Center in 2002 that fosters an even greater sense of community by augmenting an already successful agency. Efforts to expand the Ernie Davis Campus are designed to expand this effort by increasing the size of the facility and bring additional programs and services to the area. The community demonstrates its support in a variety of ways, not only by contributing to its construction but through continued commitment to the programs and services available there.

Community Partners Feedback

In Chemung County there are many programs available for families in need from housing/shelter to food pantries to clothing closets. The Program planning members and agency

Vice President of Community and Donor relations focused on the community churches and met with several communities, businesses and partners by way of telephone interviews, in person interviews, and/or meetings. These particular community partners were selected due to use of their services being utilized by agency participants. The agency conducted outreach to seek what churches knew about services as well as EOP understanding church services beyond Sunday's. The four most significant concerns raised by the churches, in no particular order, were services available in regard to childcare, hunger health & wellness and career readiness. The majority of community and business partners agreed that Chemung County is a service rich community and the majority of families are aware of the services available to them. Many families are unfortunately reluctant to utilize these services. The churches in the area are providing some services to their congregations similar in small ways, but the gaps are in when families are in crises.

Many of the community partners work in collaboration through such programs as the School Readiness Project, Food Pantry Coalition, and the Housing and Homeless Coalition to stay connected to one another and to meet the needs of the individuals and families in Chemung County.

Housing continues to be an issue for many impoverished families. Programs such as the HUD Section 8 Voucher program which provides assistance for housing costs to eligible families is unable to meet the growing number of families on their waiting lists. The current waitlist now exceeds 3 years.

State funding was also a topic of concern for many community partners as currently state funding is an issue in New York State. Many of the community partners have had to make some adjustment to the financial assistance that they provide to stretch out those funds to meet the

growing need of families in the community. As the economy has taken a downward turn many families who in previous years have not needed services such as the food pantry, Medicaid, food stamps, rental assistance, utility assistance, and/or shelter housing are showing up at these programs in increased numbers. The increased stressors families are experiencing may be an attributing factor to increased instances of domestic violence, as community partners have noted that additional training in education of domestic violence would be beneficial to staff working directly with families in need.

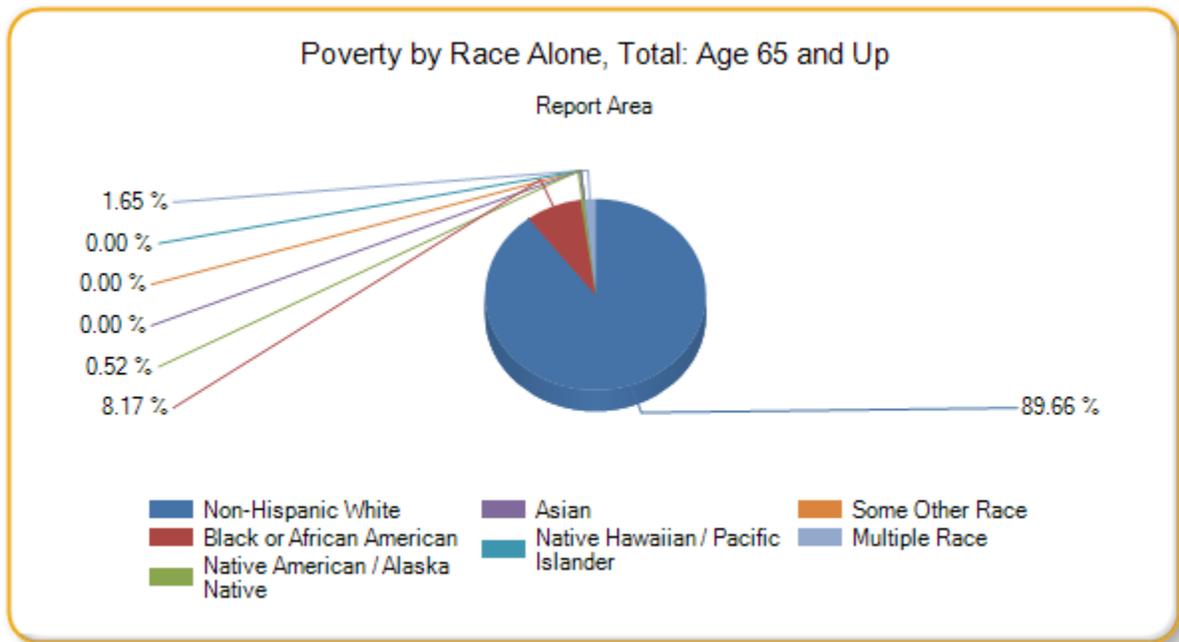
The community partners have also noted the need for improved transportation services. In November 2010, Chemung County held a Transit Summit inviting local community agencies as well as the general public. The attendees at the summit were asked to write down, in groups, their experiences in other transit systems, what they would like to see in Chemung County transit system, and needs for improvement for the Chemung County Transit system. Through this event there was also invitation to a Riders Advisory Council to look at implementing the ideas discussed and continuing discussions to improve the local transit system.

SUMMARY

The Economic Opportunity Program, Inc. is the Community Action Agency serving Chemung and Schuyler counties. The agency's core competencies are Child Care, Youth Care, Family Development, and Community and Economic Development. The strength of EOP's youth programs is the continuous care model which starts with Head Start serving 351 three and four year olds. Despite being endangered of closing due to funding cuts, the New Day Program continues to serves 80 children ages five through twelve-year-old. EOP requested an extension allowing the program to continue through June 30, 2013. Centers of Excellence I after school

program serves 80 youth ages five through twelve-year-old and the Centers of Excellence II located at the Ernie Davis Community Center serves 40 youth ages thirteen through twenty-one-year-old. When a child starts with Head Start and continues with the programs offered by EOP, a continuum of services and supports are being provided to the children and families in most need.

EOP currently provides case management for adult employment, adult literacy training for all family members; and employment training skills for adults. EOP also operates a family support program serving people with disabilities, and provides a safety net for low-income homeowners, especially the elderly, through its Energy Services Bureau. This year, the Chemung County School Readiness Project has elected to utilize CLASS as the program rating tool. Observers from the project as well as our own program staff reliable observers will conduct observations in 52 preschool classrooms throughout Chemung County.



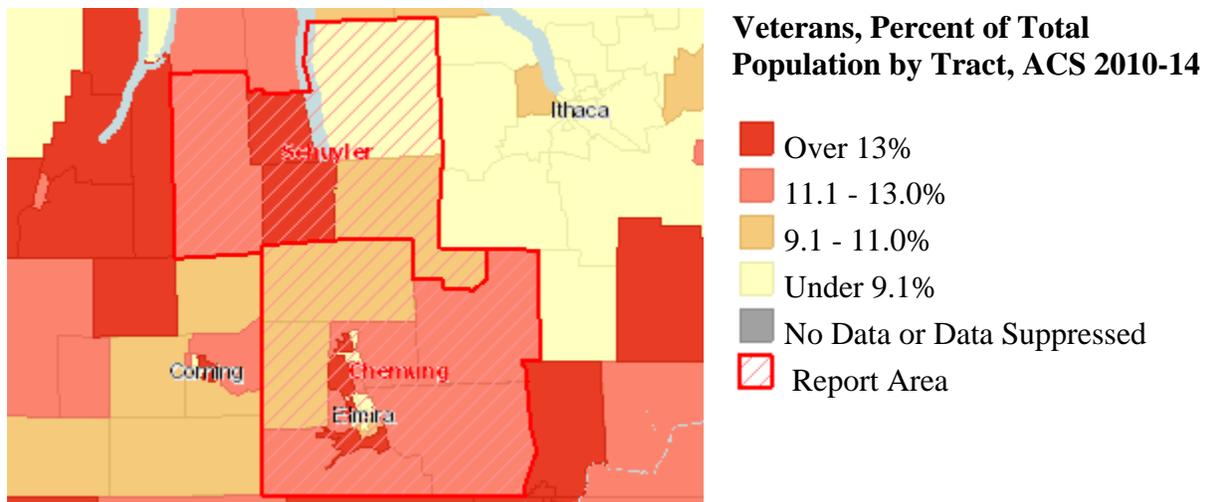
Veterans, Age and Gender Demographics

Veterans, Age and Gender Demographics show the number of veterans living in the report area. According to the American Community Survey (ACS), 10.55% of the adult population in the report area

are veterans, which is more than the national average of 8.99%.

Report Area	Veterans Total	Veterans Male	Veterans Female	% Pop over 18 Total	% Pop over 18 Males	% Pop over 18 Females
Report Area	8,840	8,324	516	10.55%	20.12%	1.22%
Chemung County, NY	7,181	6,712	469	10.39%	19.68%	1.34%
Schuylar County, NY	1,659	1,612	47	11.29%	22.19%	0.63%
New York	868,764	817,364	51,400	5.68%	11.21%	0.64%
United States	20,700,712	19,125,266	1,575,445	8.65%	16.5%	1.28%

Data Source: US Census Bureau, American Community Survey. Source geography: County



Veterans by Age

Report Area	Veteran Age Males 18-34	Veteran Age Females 18-34	Veteran Age Males 35-54	Veteran Age Females 35-54	Veteran Age Males 55-64	Veteran Age Females 55-64	Veteran Age Males Over 65	Veteran Age Females Over 65
Report Area	649	37	1,719	220	1,978	100	3,978	159
Chemung County, NY	488	34	1,395	198	1,625	98	3,204	139

Schuyler County, NY	161	3	324	22	353	2	774	20
New York	50,292	10,586	158,541	21,496	164,572	8,669	443,959	10,649
United States	1,401,694	327,201	4,417,596	701,648	4,240,307	282,898	9,065,669	263,698

Changes that have taken place in the past year, which had a positive effect on the individuals EOP serves, includes the implementation of the Center of Excellence Program, an afterschool program that serves 80 Pre-K through Fifth Grade children. The Elmira City School District realigned the elementary schools at the beginning of the 2012-2013 school year and partnered with EOP to provide transportation for children to attend Center of Excellent Programs located at Diven Elementary School and Parley Coburn School. The Fassett School location was discontinued due to funding. In addition, the Elmira City School district applied and received an afterschool grant called ARCADE through State Education. This grant provides afterschool programs with staffing from EOP for grades third through sixth. As a result of serving the same population, the New Day Centers of Excellence program has targeted the Pre-K through second grade population to fill that need of afterschool care.

EOP continues to reach out to existing programs in an effort to broaden the supports offered to families in accordance with EOP’s mission and vision. EOP welcomed Literacy Zone, which provides a strong support for parent involvement with their child’s literacy and services for all ages. EOP’s The Literacy Volunteers of Chemung and Schuyler Counties continues to have a strong presence and works collaboratively with Literacy Zone while providing services to support basic literacy skills for youth and adults. The agency offers additional programming to school-aged youth through a variety of unique programs. The Ernie Davis Community Center continues to provide services for children age thirteen through adulthood with activities in one

the Centers for Excellence focusing on Academic Enrichment, Health and Wellness and Cultural/Art components.

The Ernie Davis Community Center also houses the Community Food for Jobs training program and the Energy Services Bureau, formerly known as the “Weatherization” program. The Community Food for Jobs (CFJP) Apprenticeship program in 2010. Since 2010, a total of 97 individuals have successfully graduated with 116 individuals just recently. 92% of the graduates have found employment in the restaurant industry. The Energy Services Bureau is designed to provide support to families by reducing energy and utility costs.

The Ernie Davis Community Center continues to be used by and for the community for various events throughout the year. EOP has offered after school programming in elementary schools within the Elmira City School District for the past 19 years. The programming is supported through CSBG funding, fee for service, United Way and private funding when granted. Utilizing agency funding and support through the United Way, EOP has started serving children between the ages of four to twelve years of age in two Elmira City School District elementary schools. Programming focuses on three centers of opportunity: Academic Development and Support, Health and Physical Development and Art and Culture. Partnerships with outside agencies provide additional experiences for children in the areas of Development of Self, Science and Mathematics and Service to the Community. In conjunction with the agency’s Ernie Davis Community Center (EDCC), the goal is for children to matriculate in programs from elementary school to middle school.

The Economic Opportunity Program has had a history of building relationships with low-income individuals, families and its target community for over forty years since it was incorporated in 1965 to administer the Federal Economic Opportunity Act of 1964. EOP

programs are seen as a strong force in the provision of services and advocacy for children and families in Chemung County. The significant challenges that present themselves to the families enrolled in Head Start and the community as a whole includes an increase of crime, lack of affordable housing, lack of sufficient food, employment and poverty. In forecasting ahead, EOP will focus their programs and service on Child Development, Health & Wellness/Hunger Work Readiness/Preparation, Employment to better meet the needs of the ever-evolving community.

SUMMARY OF AGENCY SURVEY PROCESS

As stated in our Agency Survey Process,(Appendix 1) evaluative information is gathered formally through surveys, phone calls and focus groups. Several types of surveys are used as well. Some surveys are distributed agency-wide while others are program specific. It is not always possible to determine which program(s) is/are being utilized by respondents unless the survey is program specific. Only numbers of returned surveys in each program are provided where it can be verified. The actual number of program respondents is underestimated as this does not include the anonymous agency wide surveys. The type of survey used along with the number of respondents is contained in the Survey Type Grid (Appendix #2). Summaries of several survey groups and the EOP Board of Directors Focus group are provided below.

Trends captured in the 2016 NYSCCA Needs Assessment Survey – Community Members, N=71

The 2016 NYSCAA needs assessment surveys that were returned by 71 Community Members in Chemung and Schuyler Counties reveal a range of needs. The population reflected a

near 50/50 split between those who had received services from EOP in the past 12 months and those who had not. Educational levels ranged from less than high school to a Bachelors Degree. When top three needs were observed, food assistance was the highest with nearly half of all respondents listing it. Heating/utility assistance was the next highest and health care, dental care, literacy, financial assistance and transportation were also listed. Child care and job skills/employment were listed by only 11% and 3% respectively as top needs.

Sources of income or benefits were also asked and two most endorsed items were salary from a job and SNAP (food stamps). The third most endorsed choice was social security benefits. Self employment such as babysitting or cleaning and unemployment insurance were only endorsed by 2 people.

In terms of income, approximately 71% of respondents reported an estimated annual household income, including all sources of income, as \$20,000 or less. When asked why adults in the home over the age of 18 were not working, caring for a child, physical disability/illness and caring for a child were most often endorsed. It should be noted that, 'cannot find a job' was not a choice. However, when given option of help with job related tasks, 26% endorsed help finding a job or a better job, 18% endorsed proper clothing for work, and almost 10% endorsed assistance with resume or interviewing skills.

Trends captured in the 2016 EOP Monkey Survey – Head Start Parents, N=181

There were 181 Head Start Parents who returned the Head Start Parent Survey.

Highlights from the results including EOP's response are provided. The top 3 needs identified

were drug/alcohol abuse (62%), crime (56%) and unemployment (47%). 98.7% responded ‘yes’ to the question, “Does Head Start currently meet the needs of your family?”

The availability of Head Start in terms of length of time and age of child were addressed. 35% need a 12 month program. In terms of hours of operation, only 6% and 3% needed evening and weekend hours respectively, but 37% needed longer days. EOP has been aware of this and on October 14, 2016, a grant requesting extended days was submitted to the regional office for review and approval.

This survey also asked about interest in an Early Head Start Program which would serve pregnant mothers, infants and toddlers. 40% of respondents endorsed this item. Aware of this need, EOP is in the final stages of submitting an Early Head Start Conversion Grant to the regional office for review and approval.

Trends captured in the 2016 EOP Monkey Survey – Client and Partner, N=161

Of the 161 community members who completed this survey, 37.5% were unemployed, 33.8 % were employed full time, 22.5% were employed part time, and 6.3% were retired. The following EOP services were utilized by the respondents and endorsed as follows:

Head Start	91.03%
Energy Services/Weatherization	10.9%
Literacy Volunteers	8.33%
CFJP Bistro Chef Program	1.28%
Center of Excellence (New Day) Afterschool	1.28%
Ernie Davis Community Center	3.21%
First Choices	5.77%
Family Support Services	1.92%

Other notable items include:

- When asked if the services offered by EOP met their need, 93.92% responded ‘Yes.’
- When asked if EOP helps to improve the way that low-income people live, 92.86% responded ‘Yes.’
- When asked if they had received a referral to another agency for a program or service not offered by EOP, 32.47% responded ‘Yes.’
- When asked if treated well by EOP staff, 98.72% responded ‘Yes.’
- When asked if privacy was respected, 98.73% responded ‘Yes.’
- When asked if multiple services or staff were available if needed, 94.77% responded ‘Yes.’
- When asked if the front lobby and Information Desk were welcoming and comfortable, 96.69% responded ‘Yes.’
- When asked if they were asked to complete a satisfaction survey after receiving services, 75.84% responded ‘Yes.’

The goal at EOP continues to be the respectful delivery of effective and relevant services.

Economic Opportunity Program, Inc. Board of Directors Focus Group, 9/27/16

On 9/27/16 at the regularly scheduled EOP Board of Directors meeting, initial findings from an ongoing community survey were shared and a focus group was facilitated by Rachel Bryant, Psy.D., Dir. of Community Wellness, to capture thoughts, reactions and ideas for moving forward.

The following questions were asked during this focus group:

- 1) What is the most dominant issue/characteristic causing poverty in Chemung County and why?
- 2) What other factors would you consider to be driving poverty in our community?
- 3) What does it mean to be in or impacted by poverty?

Summary of Responses:

These questions stimulated an in-depth discussion of 1) the complexities of poverty, 2) sustaining factors, and 3) steps EOP can take in addition to ongoing programs. The complex nature of poverty was immediately evident as Board Members themselves focused on different aspects including political systems, educational systems, social systems, funding cuts and the realities of the single parent who cannot plan for a brighter future as the immediate needs of the day are all too consuming. There was discussion about the level of appreciation of those in power. Can people who are not living in poverty truly understand the debilitating stress of juggling multiple simultaneous challenges and the effects that this has on one's physical, mental and spiritual well-being? Education was also discussed at length in terms of our local schools' ability to educate and train for meaningful and realistic employment. The 'one size fits all' model was rejected.

Comments fell into a second category of factors that sustain poverty. One board member asked, "What is the incentive to work?" which sparked discussion about the conflict often faced by families struggling with the economic realities of being poor: Do I risk giving up known benefits for unknown return? Emotional and social factors that sustain a poverty mentality were considered. An educational system which does not prepare young adults for meaningful

employment or knowledge of child development fails to provide these avenues out of poverty and funding cuts for afterschool programs further reduces options.

Finally, steps that can be taken by EOP were discussed under the umbrella, “It takes a village.” Reviving Big Brother/Big Sister Programs, strengthening our own afterschool programs and developing parent and grandparent support groups were discussed. As we have had successful grandparent meetings in the past, and given the relative wisdom and experience that grandparents bring to the table, this idea was particularly well received and will be pursued this fall.

Trends captured in the 2016 EOP Program Surveys, N = 28

There were 28 Surveys distributed to programs in the Ernie Davis Community Center. These surveys, which were program specific in design, were given to clients in the CFJP/Bistro, Karate and Basketball Programs. The same survey was utilized for the Karate and Basketball Programs. Both of these programs were endorsed with a greater than 95% rate on questions such as “Did this program meet you and/or your child’s needs?” and “Will you continue to participate in this program?” Instruction for both programs when answered was rated as very good, great, and 8-10 out of 10. To this open ended question, participants gave only very positive responses.

The survey used for the CFJP/Bistro asked for information about food choices and amount of money spent on meals. The last question is open-ended and asks for additional comments or questions. Five of the 12 respondents answered this question with comments such as, “You guys are doing great!”

SUMMARY OF 2016 SURVEY INFORMATION

There were 483 surveys returned by a variety of community members in Chemung and Schuyler Counties. These surveys were filled out by community members, community agency partners, program participants, and EOP Board Members. Three overarching findings are evident. First, the need in our community continues to be great. Second, the Programs at EOP are both highly regarded and relevant to the needs in our area. Third, there are areas where EOP can be more intentional in investigating both need and response.

The rates of poverty reported as well as need for basic care in areas such as heating, food and physical and dental health continue to be high. These unacceptable numbers continue to motivate the staff at EOP to provide excellent care. To that end, the positive responses to EOP programs are encouraging and validating. However, much work remains.

EOP has been able to provide effective child care, meaningful afterschool programs, literacy programs, and to partner with area agencies. Its ability to forecast the need for nutritional sustenance has fueled the development of CFJP/Bistro Programs, the Back Pack Weekend Program, and is informing development of future community projects. EOP job fairs, literacy support, First Choice Program and partnership with community partners such as Workforce New York, Corning Inc, Travelers, and a host of area businesses have addressed the need for job training and employment.

The areas of crime and alcohol/drug abuse were highly rated concerns. While EOP does not provide programs that address these issues directly, it does work with community partners whose

mission is to provide recovery programs. However, inherent in the work of EOP is its mission to ameliorate causes of both crime and drug abuse, namely poverty and the obstacles to meeting one's life's goals including the belief that one can. Continuing to strengthen our programs and collaborations with strong community partners, along with educational initiatives such as Early Head Start, and community wellness and food programs, will ultimately strengthen our community.

APPENDICES

Appendix I: Agency Survey Process

Agency Survey Process

As a part of our Needs Assessment/Satisfaction Survey for EOP, surveys are distributed for the purposes understanding participant needs throughout the community and gaps in services.

- Each division is required to distribute yearly surveys for their specific programs and services in which to analyze the effectiveness. The following surveys were completed:
Head Start Survey Monkey, N=181, April, 2016
EOP Agency Survey Monkey, N=161, Sept., 2016
NYSCAA Surveys, N=113
EOP Program Questionnaire, N = 28
(Surveys including Participants, Community Members and Board Members, N=483)
- The programs will utilize the surveys to gather the information to determine if there needs to be revision, expansion or new programming.
- Each division should have a goal of at least a 50-70% return to analyze the information.
- Once the information is compiled a written result will be completed as additional information for the Needs Assessment that is conducted every three years.
- In addition to surveys, focus groups and interviews are part of EOP's ongoing process of data collection to obtain essential and meaningful information for our needs assessment.
- For the Needs Assessment 2013-2016, the following were surveyed utilizing the NYSCAA partner survey:

Monumental Baptist Church – Interview September 2016 – Pastor Corey Cook
Comments were programs for Parent Education, Round Table meeting w/parents and teachers, in regard to teenage education.

Elmira City School District – Hilary Austin – Survey completed - October 2016

Schuyler Housing Opportunity Council – Weatherization Partner (Schuyler County) October 2016 e-mail from Schuyler Housing Opportunity Council representative (Susan Wolf filled out survey) Ande Talarida board member e-mail

The ARC of Chemung County – Community Partner (People with Disabilities); Mike Doherty, Executive Director. Mr. Doherty stated that childcare and parenting skills were his top priorities due to the number of single parent homes in Horseheads. He stated as a second concern, the increase in separation between Elmira and Horseheads and Big Flats communities. He felt the collaboration and communication within the Elmira community is a strength but would like to see better cross county coordination.

Tioga Downs Racetrack, LLC – October 2016 -supportive funder of Emerging Care Food Program (Tioga County)

The survey results from the partner report are as follows:

Positives:

1. Collaborative Partnerships, Local Scenery, Positive Impact and Small Town
2. Living
3. Area

Negatives:

1. High Taxes
2. Mental Illness
3. High Rates of Hunger
4. Limited Employment
5. Lack of good employer opportunities

Highest Needs:

1. Job skills employment Training
2. Mental Health Services
3. Parenting Educations

Services that Do not Meet the Demand:

1. Childcare
2. Family counseling
3. Financial Assistance
4. Mental Health Services
5. Safe Affording Housing
6. Youth Programs

The Top 3 that do not meet the demand:

1. **Jobs skills/Employment Training**
2. **Mental Health Services**
3. **Financial Assistance**
4. Housing
5. Parent Education

The Most Challenging community Issues that low income households in our county will fact in the next three years are:

1. Jobs skills/Employment
2. Substance Abuse Assistance
3. Parent Education
4. Financial Assistance/Childcare

Appendix II: Survey Type Grid

Survey Type	Population Surveyed	No. of Respondents	Date	Totals	Grand Total
EOP Survey Monkey	Chemung County EOP Head Start	181	2016		
EOP Survey Monkey	Chemung County EOP Client & Partner	161	2016	EOP Survey Monkey Clients N = 329	All EOP Survey Monkey N = 342
NYSCCA Survey	Schuyler County Community Member	7	2016		
NYSCCA Survey	Chemung County Literacy Volunteer Clients	10	2016		
NYSCCA Survey	Chemung County Back to School Initiative, COE and Community Members	54	2016	NYSCCA Survey Clients N = 71	
NYSCCA Survey	Schuyler County Partners <ul style="list-style-type: none"> • Community Based Organization • Public Sector 	1	2016		
		1	2016		
NYSCCA Survey	Chemung County Partners <ul style="list-style-type: none"> • Community-Based Organization • Faith Based Organization • Private Sector • Educational Institution 	2	2016		
		2	2016		
		1	2016	NYSCCA Survey Partners N = 8	
		1	2016		
NYSCCA Survey	Board of Directors	9	2016		
NYSCCA Survey	Gold Ring Medical Student Program Arnot Ogden Medical Ct.	25	2016		All NYSCCA Surveys N = 113
EOP Program Survey	Karate Program	8			
EOP Program Survey	Basketball	8			
EOP Program Survey	CFJP/Bistro	12		EOP Program Surveys N=28	All EOP Program Questionnaire N=28
					All Surveys Combined N = 483