

# 2010 Union County Community Needs Assessment



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# 2010 Union County Community Needs Assessment

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## **Introduction**

Between December 2009 and July 2010 SHARE Foundation, working with Eclipse Consulting Services, initiated a broad based, community oriented needs assessment process. The following document provides the reader with relevant historical information, process overview, results of data and the needs identified by representatives of the community.

## **History**

Primarily an operating foundation, SHARE is a 501(c)(3) not-for-profit public charity, whose mission is to identify, develop and foster programs and services that further the health and well being of the people of our community and surrounding areas.

SHARE has utilized needs assessments as a method for identifying needs within the community. Initially SHARE used the top five unmet needs from the 1996 "Challenges We Face-Union County Needs Assessment Survey" as a focus for its grant making program.

In 1999 SHARE partnered with MCSA, the Area Health Education Center of Southwest Arkansas (AHEC), the Health Department and numerous community leaders and organizations in a healthy community coalition known as Project TOUCH - Tremendous Opportunities for Union County Health. One of the first assignments undertaken by TOUCH was to conduct a community needs assessment. The process had two core premises: broad based community involvement and a broad definition of health. A stakeholder group was identified and 187 people representing 30 sectors across Union County were invited to look realistically at health needs and explore innovative yet practical ways of addressing those needs at the local level.

Ultimately, ten elements of health were identified and indicators were selected to measure each element. Current and historical data was obtained to develop a Community Health Profile Report which was used to analyze and prioritize the ten health elements identified. They were prioritized as follows: education, health behaviors, culture/recreation, safety/violence, health services, economy, environment, homelessness/housing, substance abuse and transportation. SHARE used those performance areas to focus its grant making initiatives for the next five years.

In 2005 SHARE in conjunction with the TOUCH coalition performed a wide-ranging reassessment phase of the original ten health elements. The group again gathered data on each of the indicators to update the Community Health Profile Report. Once more, multiple years of data were used whenever possible so that both positive and negative trends could be determined. After the indicator data was analyzed and ranked, the top five performance areas were identified as substance abuse, health services, health behaviors, culture and recreation and safety and violence.

The Community Health Profile Report provides data from a historical perspective in that the data will be anywhere from one to five years old when it becomes available. Because of the adverse impact the economic downturn has had on Union County, SHARE set out to determine the health needs the community is currently experiencing as identified by local residents. This current Community Needs Assessment will provide a basis for current and future funding priorities for SHARE.

## **2010 Community Needs Assessment**

### **Process Overview**

In November 2009 SHARE contracted with Eclipse Consulting Services, LLC, of Monticello, Arkansas. Eclipse Consulting Services, established in 2008, is a private business comprised of specialists in training, community development, management and marketing. With over 30 years of combined experience this company has provided services for the Arkansas Cancer Coalition and the Arkansas Department of Health, along with several state and private businesses, schools, hospitals and community based organizations.

A process was developed to survey community members to identify needs. The ultimate goal of the process would be the development of a Community Needs Assessment report documenting the areas of greatest need. This report would then be widely distributed in Union County.

Working from a listing of approximately 30 community stakeholder groups, 10 population segments were identified. These included Business and Media; Education; Faith-Based Organizations; Non-Profit and Civic Organizations; Tourism Entities; Government; Rural/Outlying Areas; Health Entities; Citizens and Other

A survey instrument was developed and then 370 invitations were sent to community members representing these population segments inviting them to participate in the assessment process.

Individuals were provided with a copy of the survey instrument, and invited to attend focus group meetings to discuss community needs. Individuals who were not able to attend the meetings were encouraged to complete and submit the written survey or complete the online survey.

A total of 11 focus group meetings were held during March, April and May of 2010. Approximately 83 community members attended the focus groups, providing input on community needs.

In addition to focus groups, paper and electronic surveys were available to the public to complete.

## Results of Data

A total of 569 surveys were tabulated to provide the Community Needs Assessment report. Comments specific to the highest ranking need are included in this report. Also, a summary of generalized community comments and a copy of the survey document are provided at the end of this report. Please note that comments may have been edited for spelling, sentence formatting and punctuation to make them easier to read. The following is a summary of the survey results.

### Section One- All About You

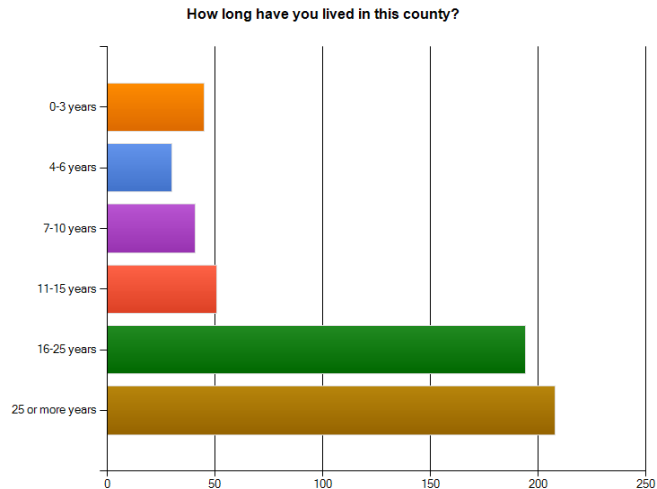
In Section One of the survey respondents were asked to share general information about themselves. This included County of Residence, Age, Length of Time Residing in County, Race/Ethnicity, Highest Level of Education, Household Status and Average Income.

#### Time Residing in County:

36.6 % of respondents indicated they had lived in the county 25 years or more, with 7.9% indicating they had lived in the county 0-3 years.

Total number responding:

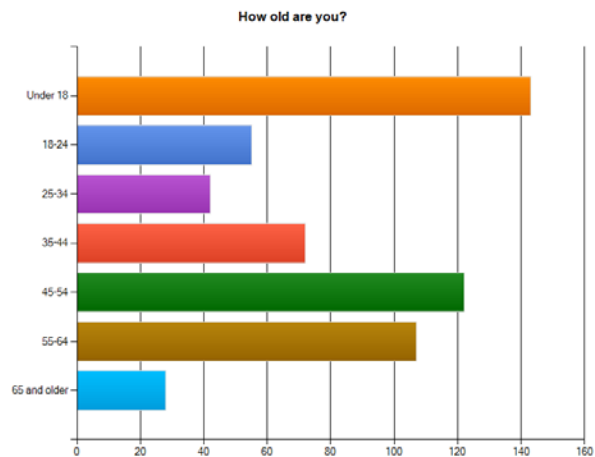
0-3 years	45
4-6 years	30
7-10 years	41
11-15 years	51
16-25 years	194
25 or more	208



**Age:** 25.1% of the respondents were under the age of 18, followed by 21.4% who were ages 45-54.

Total number responding:

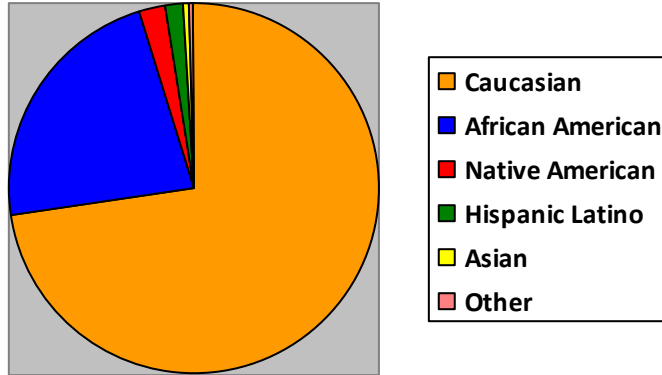
Under 18	143
18-24	55
25-34	42
35-44	72
45-54	122
55-64	107
65 and older	28



**Race/Ethnicity:** Respondents were asked to identify their race/ethnicity. Respondents were encouraged to select any of the options they felt applied to their personal race/ethnicity. 72.6% of the respondents were Caucasian and 22.8% of the respondents were African American.

Total number responding:

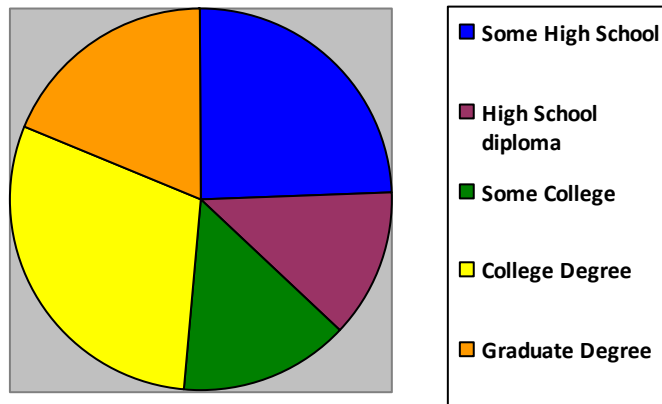
Caucasian	424
African American	133
Native American	12
Hispanic Latino	10
Asian	3
Other	2



**Education level:** 29.7% of respondents indicated that a college degree was their highest level of education. Another 18.8% of respondents had obtained a graduate degree of some type.

Total number responding:

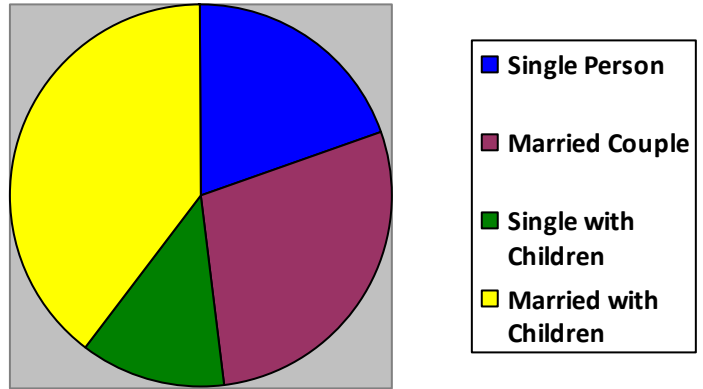
Some High School	139
High School Diploma	71
Some College	83
College Degree	169
Graduate Degree	107



**Family Make-up:** The highest percentage of responses came from individuals who were married with children at 39.7%.

Total number responding:

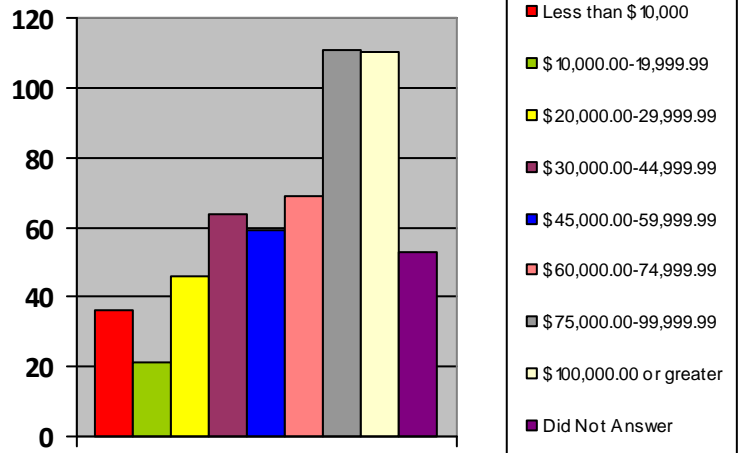
Single Person	112
Married Couple	162
Single with Children	69
Married with Children	226



**Income:** 43% of those answering indicated their average family yearly income was \$75,000.00 or greater.

Total number responding:

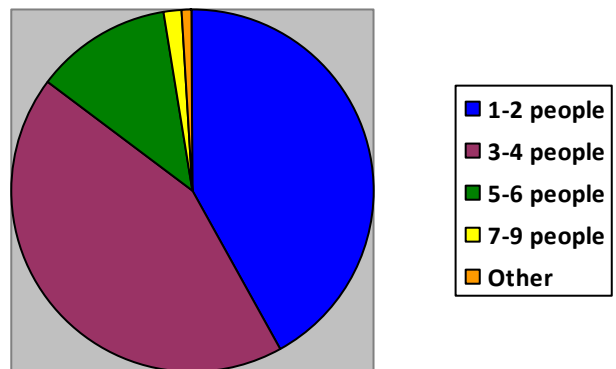
Less than \$10,000.00	36
\$10,000.00-\$19,999.99	21
\$20,000.00-\$29,999.99	46
\$30,000.00-\$44,999.99	64
\$45,000.00-\$59,999.99	59
\$60,000.00-\$74,999.99	69
\$75,000.00-\$99,999.99	111
\$100,000.00 or greater	110
Did not answer	53



**Number of People Residing in Home:** A total of 85.4% of all persons responding indicated 1-4 people live in their homes.

Total number responding:

1-2 people	239
3-4 people	247
5-6 people	68
7-9 people	10
Other	5

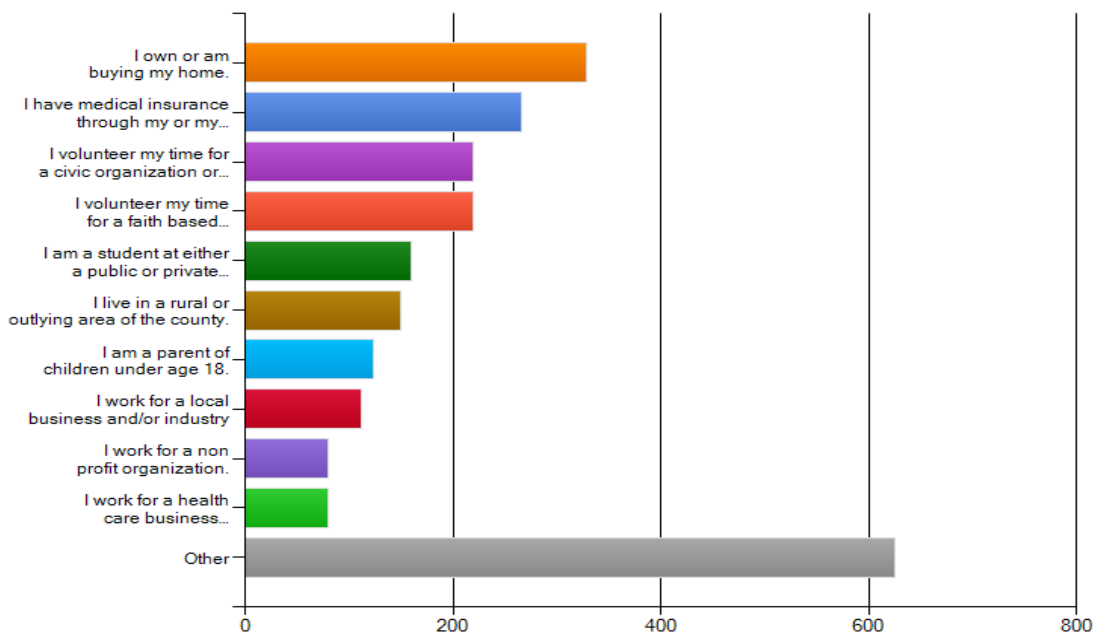


**Segments of the Community:** The 569 respondents to the survey indicated that they fit into several segments of the population, including parents, senior citizens, business owners and volunteers.

Total number responding:	
I own or am buying my home.	328
I have medical insurance through my or my spouse's employer.	266
I volunteer my time for a civic organization or non-profit organization.	220
I volunteer my time for a faith based organization.	220
I am a student at either a public or private school or university.	159
I live in a rural or outlying area of the county.	150
I am a parent of children under age 18.	124
I work for a local business and/or industry.	111
I work for a non-profit organization.	80
I work for a health care business or organization.	80

Other includes:	
I work for a city, county, state or federal government institution.	75
I have, or someone in my family has, a physical disability.	69
I work for a public or private daycare, school or university.	65
I rent my home.	61
I have medical insurance through the government.	59
I consider myself to be a Senior Citizen.	55
I am a business owner.	51
I have, or someone in my family has, a developmental disability.	43
I am a homemaker or work from home.	30
I do not have medical insurance.	29
I work for a faith based organization.	29
I work for a business that supports tourism and/or hospitality.	28
I work for a business that provides long term care for elderly citizens.	17
I volunteer my time for a law enforcement or emergency response organization.	14
Did not answer the question.	12

**Which of the following segments of the population best describes you? Please check all that apply to you.**

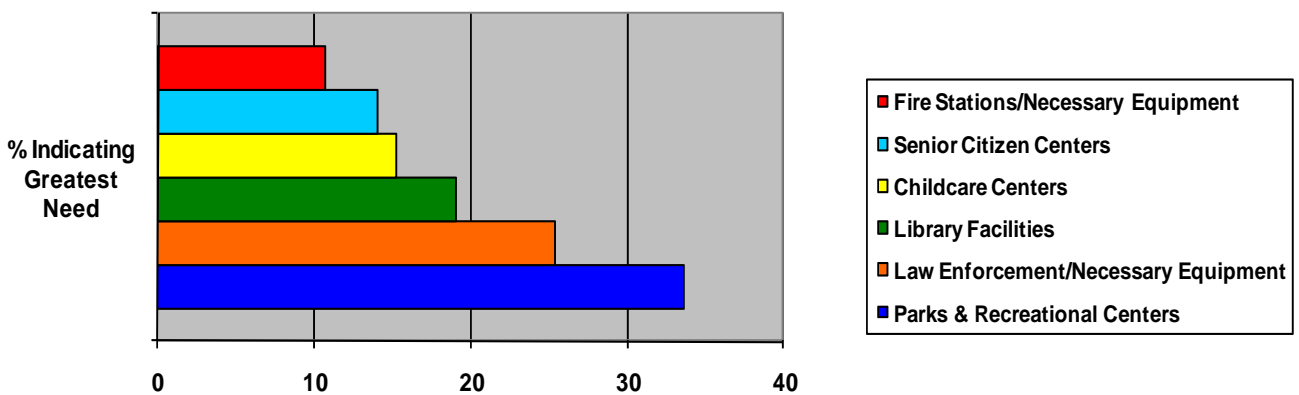


## Section Two– Results of Surveys

In Section Two respondents were asked to identify the need for facilities, resources, programs and support in nine different areas. Respondents were asked to consider both current and future needs, with future being defined as the next five years. Respondents were given a scale of one to five to rate each need with five being a great need. They were also given the opportunity to provide additional comments on each area. The following is a summary of the responses in each of the areas.

### Area A: Public Facilities

Respondents were asked to rate the need for additional/improved public facilities. The greatest need with a rating of 33.6% was the need for additional parks and recreational centers. The lowest rated need at 10.7% was the need for additional fire stations and/or necessary equipment.



There were 86 additional comments provided by respondents in this area. Comments specific to the highest ranking need are provided below.

*“The community needs outdoors recreation areas where they can go to run/walk, skate, bike, and play sports.”*

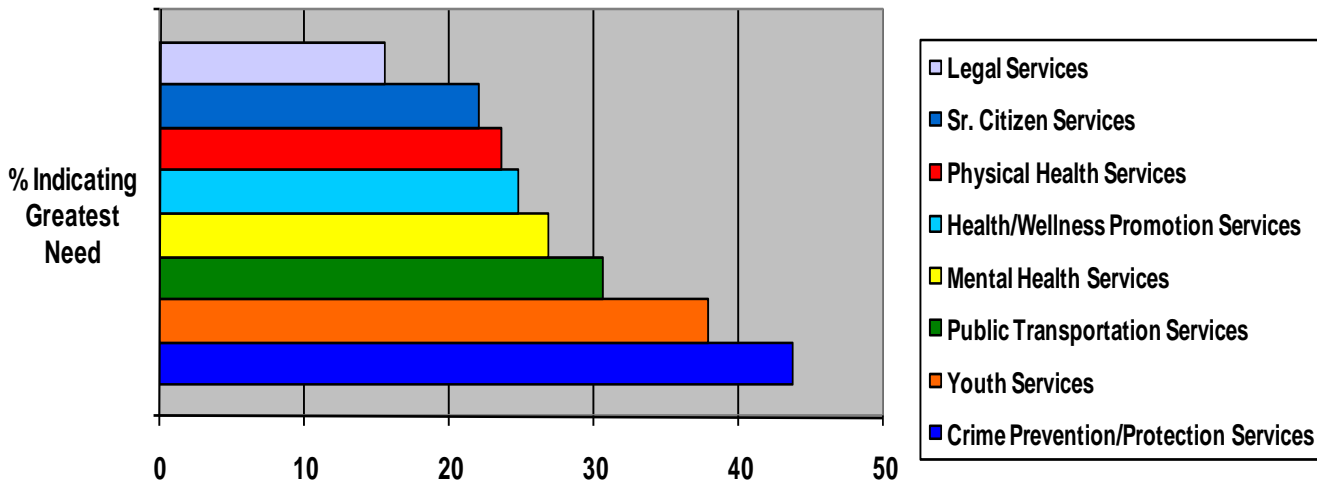
*“Our parks need to be updated so that they are family friendly with restrooms and picnic tables sized appropriately for kids' bodies.”*

*“Of the few parks we have in our town, none of them are very well kept by any standards.”*

*“I do believe we need more public parks and recreation areas with organized activities for children and young people. Something excellent.”*

## Area B: Community Services

Respondents were asked to rate the need for additional/improved community services. The greatest need with a rating of 43.7% was crime prevention or protection services. The lowest rated need at 15.5% was legal services.



There were 36 additional comments provided by respondents in this area. Comments specific to the highest ranking need are provided below.

*"...In need of crime prevention units, our crime rate is high and sometimes crime goes undetected."*

*"Need to protect our youth."*

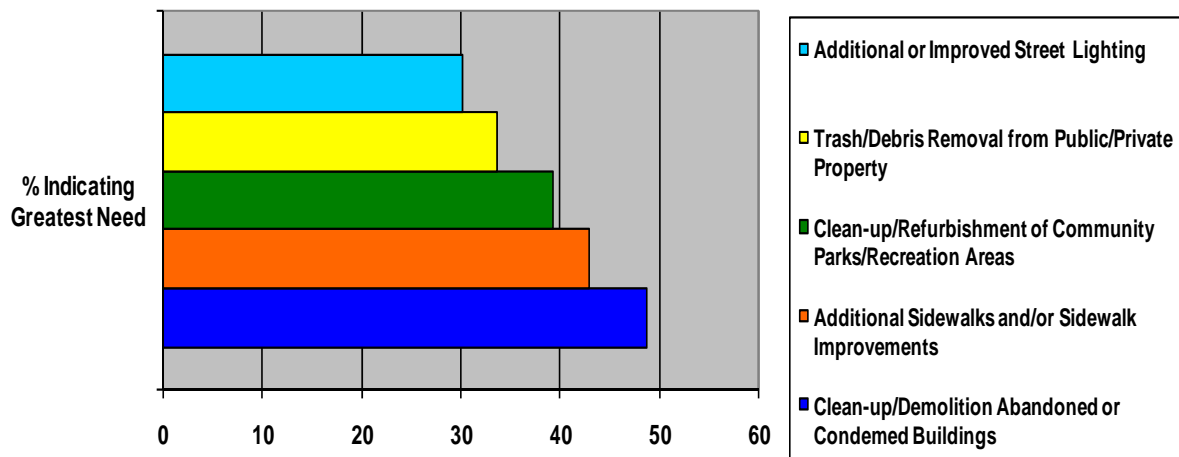
*"Youth and crime seem to go together."*

*"We need to be tougher on crime such as roadblocks regularly in known drug areas."*

*"Lord help law enforcement officers!"*

## Area C: Infrastructure/Neighborhood

Respondents were asked to rate the need for additional/improved infrastructure and neighborhood resources. The greatest need with a rating of 48.8% was clean-up and/or demolition of abandoned and/or condemned buildings. Respondents ranked the need for additional and/or improved street lighting as the lowest need with a rating of 30.1%.



There were 51 additional comments provided by respondents for Area C. Comments specific to the highest ranking need are provided below.

*“Numerous buildings need to be demolished throughout the community.”*

*“Our town looks unkempt.”*

*“There are several buildings that are not used that I think can be turned into something useful.”*

*“There are so many condemned houses that need to be torn down. Hillsboro area needs to be cleaned up.”*

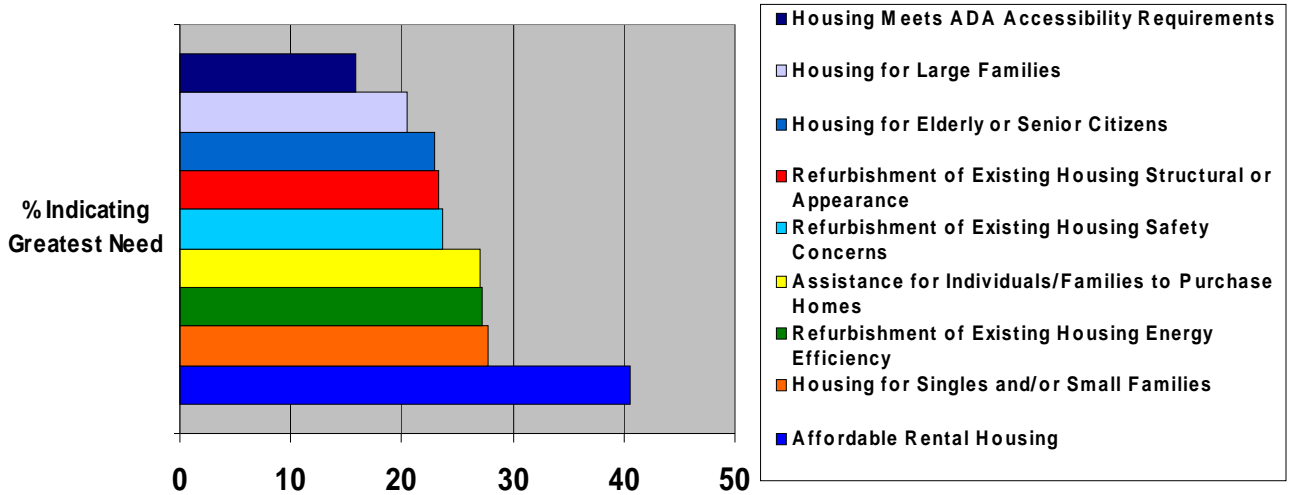
*“...messy homes/buildings/trash are my main complaints with our town.”*

*“There are buildings all around El Dorado that are abandoned and rotting to the ground. These buildings are not only hazards; they make the city look trashy.”*

*“Murphy Oil has been helping buy up property and tear down abandoned or dilapidated buildings in the center of town. Other neighborhoods need some help as well.”*

## Area D: Housing

Respondents were asked to rate the need for additional/improved housing in the community. Those responding ranked the need for affordable rental housing as the greatest need with a rating of 40.5%. The lowest rated category of need at 15.9% was housing that meets ADA accessibility requirements.



There were 44 additional comments provided by respondents to Area D. Comments specific to the highest ranking need are provided below.

*“Rent control. Rent is out of control in this small town. Although I do not rent, owners have no accountability; and most renters do not have the education to resist or find the help they seek to help with the type of owners that rent this property.”*

*“...rent substandard housing, especially need controls over those who rent houses on a per-person basis, i.e., according to the number of people living in houses.”*

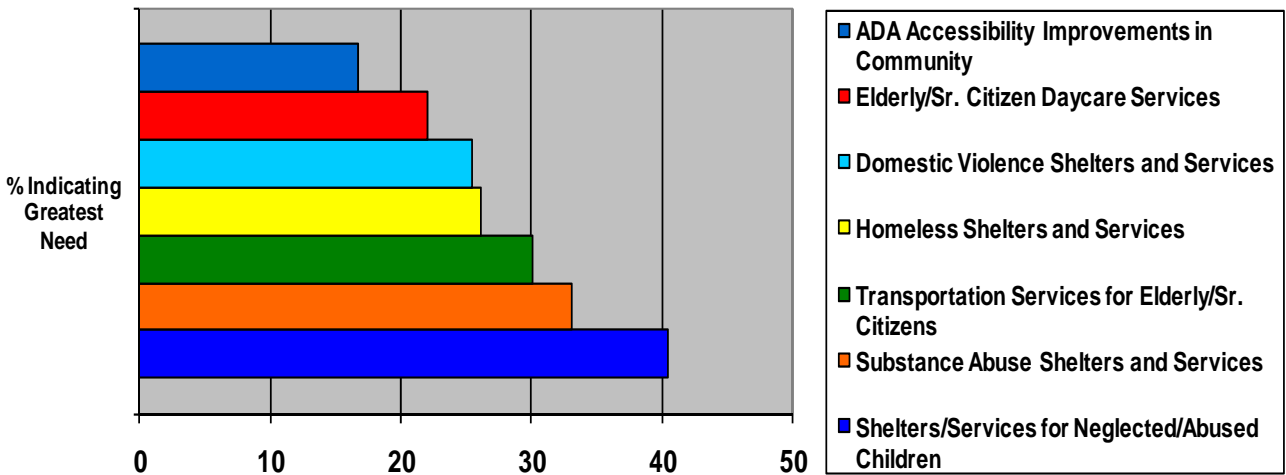
*“We own rental property and know there is a need for more rentals, especially larger homes at affordable rates.”*

*“There needs to be more options for affordable rental properties, apartments especially.”*

*“Housing is one of my major concerns for El Dorado. With the Promise people need to be able to afford housing that is also in a safe neighborhood. We do not have enough rentals that are decent for middle income families to buy or rent. Houses in El Dorado are way overpriced in the market compared to other towns our size.”*

## Area E: Special Populations

Respondents were asked to rate the need for additional/improved services and or facilities for special populations in the community. The greatest need with a rating of 40.4% was shelters and services for neglected and abused children. The lowest rated category of need at 16.7% was ADA accessibility improvements in community facilities.



There were 42 additional comments provided by respondents in this area. Comments specific to the highest ranking need are provided below.

*“Many kids won’t turn in the person(s) who is/are abusing them, but for them to know help is out there, that may be a step for them to take in bettering their life; which can better the world in the long run.”*

*“Need more shelters and jobs for our teen parents”*

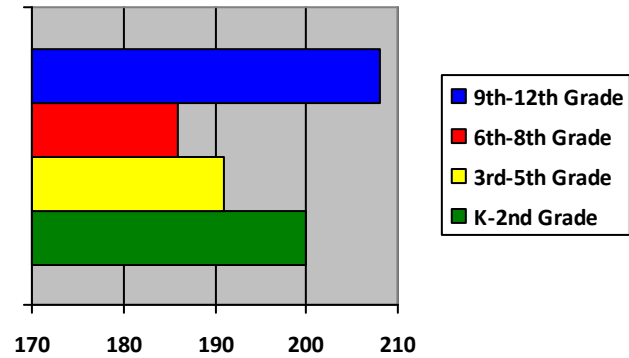
*“There aren’t enough foster families...”*

*“There needs to be more shelters for parents and children who are abused and/or in need.”*

## Area F: Education

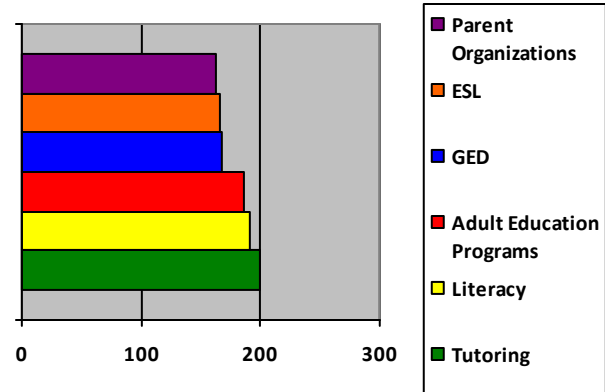
Respondents were asked to rate the need for support for various educational related services. After school programs were identified as needed in all grades, with the following number of respondents ranking the need as a “5” or great need:

9 <sup>th</sup> – 12 <sup>th</sup> Grade	208
6 <sup>th</sup> – 8 <sup>th</sup> Grade	186
3 <sup>rd</sup> – 5 <sup>th</sup> Grade	191
K – 2 <sup>nd</sup> Grade	200



In the area of Supplemental or At-Risk Programs respondents identified tutoring as an area of great need. The following numbers indicate how many respondents ranked each program as a “5” or great need:

Parent Organizations	162
English as a 2nd Language (ESL)	166
GED	168
Adult Education Programs	172
Literacy	237
Tutoring	250



Funding for special projects to support K-12 non-academic programs was also ranked as a great need by 38.0% or 196 respondents, while the need for financial assistance for those attending technical schools, colleges or life-long learning activities was ranked as a great need by 37.1% or 190 respondents.

There were 46 additional comments regarding this area. Comments specific to the highest ranking need are provided below.

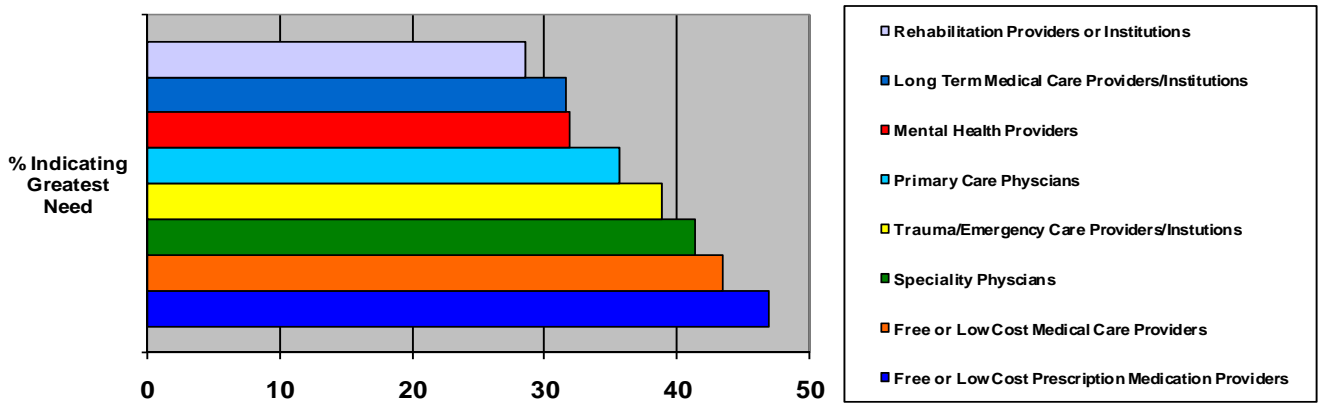
*“Need more tutoring buses.”*

*“Need free after school programs and transportation should be available to children participating.”*

*“Tutoring is major need. Many uneducated parents and an uneducated parent cannot help their children with learning. Much of the learning is left up to the teachers so homework goes undone.”*

## Area G: Healthcare

Respondents were asked to rate the need for additional/improved health care services. The greatest need with a rating of 47.0% was the need for free or low cost prescription medication providers. The lowest rated category of need at 28.6% was additional rehabilitation providers or institutions.



There were 36 additional comments provided by respondents in this area. Comments specific to the highest ranking need are provided below.

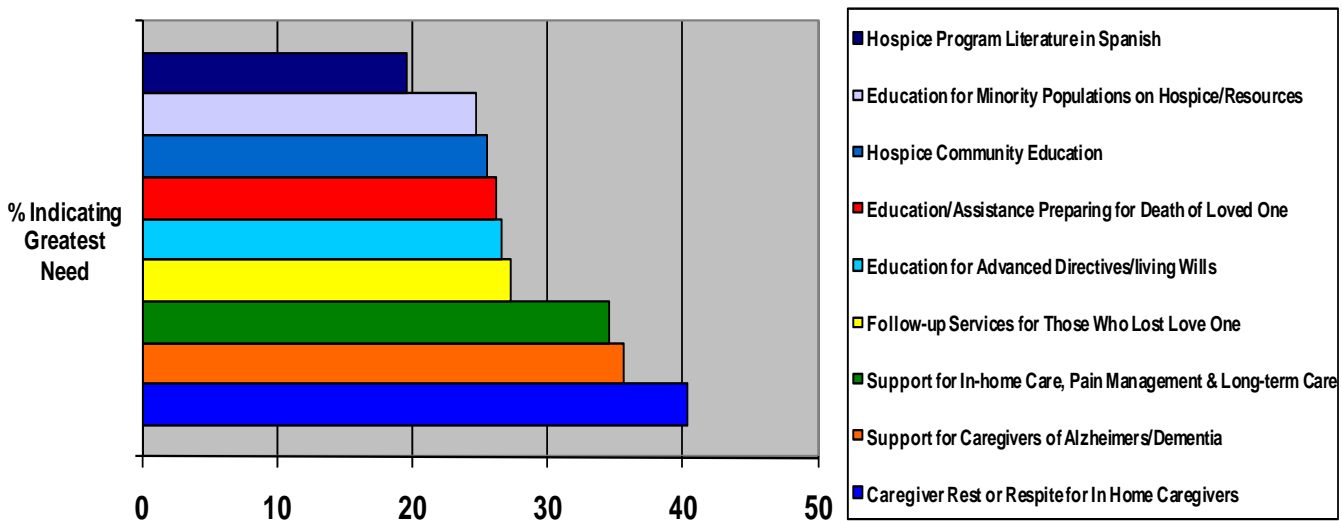
*“At this time of insurance providers raising costs again and again as we are losing jobs, it becomes vital to provide low cost alternatives.”*

*“Because of the high unemployment rate in our county we really need free medical care and free medicine.”*

*“This is a great need due to large unemployment.”*

## Area H: Hospice

Respondents were asked to rate the need for additional/improved hospice related services. The greatest need with a rating of 40.3% was caregiver rest or respite services for those who are caring for a loved one at home. The lowest rated category of need at 19.6% was hospice program literature in Spanish.



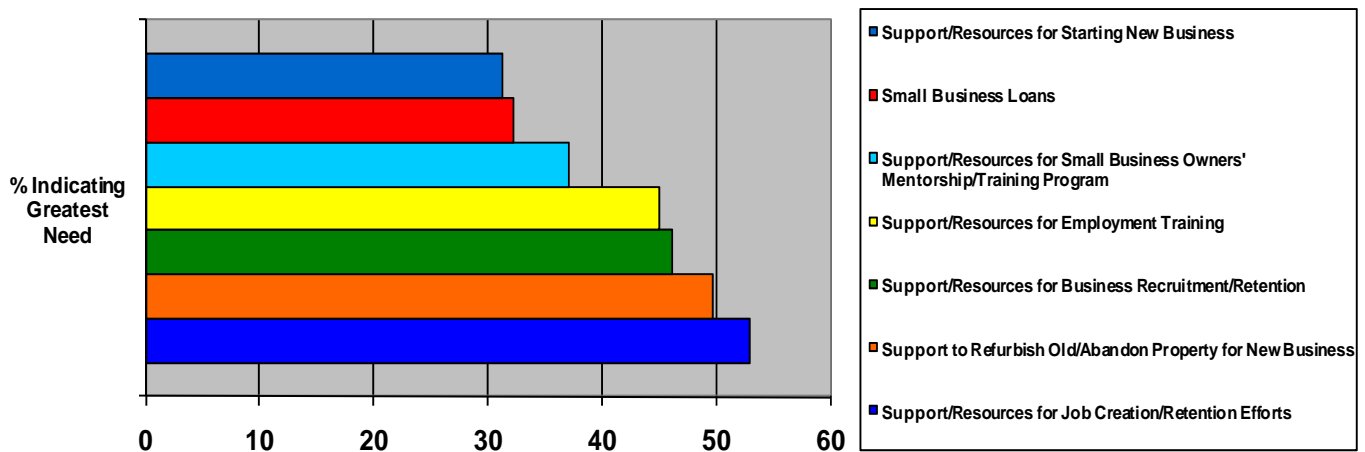
There were 32 additional comments provided by respondents in this area. Comments specific to the highest ranking need are provided below.

*“With the increase of Alzheimer’s by 2050 caregivers need all the support and resources they can get.”*

*“We need publicity to be aware of what’s available. I’m not sure about Alzheimer’s support for family care givers and not sure about respite care for caregivers. I’m not aware if materials are available in Spanish.”*

## Area I: Economy

Respondents were asked to rate the need for resources and support for areas related to economy in the community. The greatest need with a rating of 53% was the need for support and resources for jobs creation and job retention. The lowest rated category of need at 31.2% was the need for support or resources for those wishing to start a business.



There were 37 additional comments provided by respondents in this area. Comments specific to the highest ranking need are provided below.

*"We need jobs!!!"*

*"We need more jobs period, small business or large business."*

*"Need jobs, jobs, jobs."*

*"We need to focus efforts on job and business retention."*

*"Jobs are a big problem in Union County, especially since Pilgrim's Pride closed down and laid off almost 2000 workers."*

*"Large number of unemployed citizens."*

## Areas of Need as Identified by Respondents

The following list identifies the 63 areas of need, as ranked by respondents. The ranking is calculated by taking the total number of respondents identifying a need as great and dividing that number by the total number of respondents.

1. Need for support and resources for job creation/job retention efforts	4.76
2. Need for clean up or demolition of abandoned or condemned buildings	4.60
3. Need for support to refurbish old or abandoned property (old factories, store buildings, etc) for use in new businesses	4.44
4. Need for Supplemental or at-risk programs such as tutoring and literacy	4.39
5. Need for free or low cost prescription medication providers	4.25
6. Need for crime prevention or protection services	4.14
7. Need for support and resources for business recruitment/retention programs	4.09
8. Need for sidewalks or sidewalk improvements	4.05
9. Need for support and resources for employment training	4.00
10. Need for free or low cost medical care providers	3.88
11. Need for specialist physicians	3.74
12. Need for affordable rental housing	3.72
13. Need for clean up or refurbishing of community parks/recreational areas	3.72
14. Need for shelters and services for neglected and/or abused children	3.65
15. Need for youth services	3.62
16. Need for caregiver rest or respite for those caring for a loved one at home	3.55
17. Need for trauma or emergency response medical care providers or institutions	3.47
18. Need for funding of special projects to support K-12 non-academic programs such as athletics, music, art, or technology.	3.44
19. Need for support or resources for small business owners' mentorship/training Programs.	3.37
20. Need for financial assistance for those attending technical schools, colleges or life-long learning activities.	3.33
21. Need for after school programs for grades K-12	3.26
22. Need for primary care physicians	3.23
23. Need for support for family care givers of individuals living with Alzheimer's/Dementia	3.19
24. Need for parks and recreational facilities	3.18
25. Need for trash/debris removal from public or private property	3.18
26. Need for resources to support in-home care, pain management, and long-term care for patients with chronic or terminal illnesses	3.05
27. Need for substance abuse shelters and services	3.02
28. Need for public transportation services	2.88
29. Need for small business loans	2.88
30. Need for street lighting	2.84
31. Need for mental health care providers	2.82

32. Need for long term medical care providers or institutions	2.81
33. Need for support and/or resources for those wishing to start a business	2.77
34. Need for transportation for elderly or senior citizens	2.75
35. Need for housing for singles and/or small families	2.58
36. Need for rehabilitation providers or institutions	2.54
37. Need for mental health care services	2.49
38. Need for assistance for individuals or families to purchase a home	2.47
39. Need for assistance for refurbishment of existing housing for energy efficiency concerns	2.47
40. Need for additional law enforcement officers and/or necessary equipment	2.40
41. Need for follow-up services for those who have recently lost a loved one	2.40
42. Need for homeless shelters and services	2.40
43. Need for education explaining Advanced Directives/Living Wills	2.39
44. Need for community education and assistance for those preparing for the death of a loved one	2.35
45. Need for domestic violence shelters and services	2.33
46. Need for health/wellness promotion services	2.31
47. Need for hospice community education	2.30
48. Need for physical health care services	2.19
49. Need for assistance for refurbishment of existing housing for structural/appearance issues	2.16
50. Need for education provided to minority populations regarding hospice resources and services	2.16
51. Need for assistance for refurbishment of existing housing due to safety concerns	2.12
52. Need for housing for elderly or senior citizens	2.12
53. Need for senior citizen services	2.05
54. Need for elderly or senior citizen daycare services	2.02
55. Need for housing for large families	1.86
56. Need for additional library facilities	1.81
57. Need for hospice program literature in Spanish	1.70
58. Need for ADA accessibility improvements in community facilities	1.52
59. Need for housing that meets ADA accessibility requirements	1.47
60. Need for legal services	1.45
61. Need for additional child care centers	1.44
62. Need for additional senior citizen centers	1.33
63. Need for additional fire stations and/or necessary equipment	0.98

## Community Representation

The following is a listing of businesses, organizations and sectors represented in the 11 community focus groups.

American Red Cross	Hope Landing, Inc.
Arkansas State Police	Hannah Medical Center
Arkansas Game and Fish Commission	Immanuel Baptist Church
Area Health Education Center (AHEC)	Junction City Government
Alliance on Community Health	KTVE
After School Programs	Life Touch Hospice
Advertising and Promotion Commission	Main Street Pizza
Arkansas House of Representatives	Mary Kay Cosmetics
Arkansas State Board of Education	Medical Center of South Arkansas
Bancorp	Mt. Holly Community
Boys and Girls Club of El Dorado	Norphlet Community
Boy Scouts of America	PRIDE Youth Programs
Court Appointed Special Advocates	Project TOUCH
Central Arkansas Development Council	Second Chance at Life
Camp Fire USA	SHARE Foundation
Community Members	South Arkansas Fights Aids
Department of Workforce Services	South Arkansas Arts Center
Dumas Memorial United Methodist Church	South Arkansas Supply
Division of Children and Family Services, DHS	Sims Mortuary
El Dorado Habitat for Humanity	South Arkansas Community College
El Dorado Connections	South Arkansas Center on Aging
El Dorado City Planning Office	Salvation Army
El Dorado School District	South Arkansas Development Center for Children and Families
El Dorado Chamber of Commerce	South Arkansas Arts Center
El Dorado Education Foundation	South Arkansas Substance Abuse
F.A.C.T., Inc	St. John's Missionary Baptist Church
First Baptist Church of El Dorado	St. Mary's Episcopal Church
Girl Scouts of America	T. Ricks
	Teen Voice

## **Community Comments**

The following is a summary of comments provided by community participants at the focus groups held March-May 2010. The comments have been generalized and grouped by topic area.

### **Public Facilities and Community Service**

Libraries: There were six comments that indicated the need for:

- Expanded library facilities
- Updated library resources including books and materials

Parks and Recreational Facilities: There were 20 comments that indicated the need for:

- Additional parks/recreational facilities throughout the city and county
- Expansion of current parks/recreational facilities to include more basketball courts, tennis courts, etc.
- Improved maintenance and upkeep on existing parks/recreational facilities
- Additional walking tracks/trails throughout the city and county
- Expansion of current walking trails
- Improved lighting of current walking trails
- The addition of a community pool

Emergency Response Personnel: There were nine comments that indicated the need for:

- Recruitment of potential employees and volunteers for service to fire department, law enforcement and search-and-rescue departments
- Pay increases for law enforcement personnel
- Additional support for current law enforcement officers for crime prevention
- Education to the general public regarding reporting crimes
- Need for specialized drug task force
- Need for fire prevention facilities

Senior Citizens: There were ten comments that indicated the need for:

- Daycare facilities for seniors
- Respite care for those caring for seniors
- Safe haven for seniors
- Community activities directed to seniors who are not in facilities
- Transportation services available to all seniors
- Better quality and upgrades for current assisted living centers/facilities for seniors

Public Transportation: There were five comments that indicated the need for public transportation that would travel to both city and rural areas. One respondent specified the need for a community cab service that would cover the entire county.

Substance Abuse: There were five comments that indicated the need for:

- Substance abuse rehabilitation centers that served entire families to include both the substance abuse user and the affected family members
- Additional treatment facilities

- Community awareness programs regarding substance abuse
- A plan to address drug availability in local schools

Child Care: There were five comments that indicated the need for:

- Child care facilities that provided care for parents who worked evening, night and weekend hours
- Child care facilities specific for children with special physical and/or mental needs
- Additional child care facilities for lower income families
- Additional child care facilities in general

Youth Activities: There were seven comments that indicated the need for:

- Education for the community regarding the programs that are currently available for youth
- Utilization by the community of activities that are already available
- Youth activities that are age appropriate for children and teenagers
- Upkeep and maintenance of current facilities for youth activities
- Support for volunteers who work with youth
- A family center to serve youth and families
- Activities for older teenagers and college students
- Activities that involve the entire family that assists with family connection and parenting skills

There were also varied comments that indicated the need for:

- Improved community zoning
- Education/training on grant writing and available funding
- A physical health facility for community members
- Support for volunteers
- A training facility for adults with special needs
- Legal services for low income families
- Better and less expensive internet services in rural areas
- Public art
- Education regarding geo-caching
- Community gardens
- Street connections in some areas
- Mental health facilities and physicians
- Explanation of what will be done with the old high school after the new school is built
- Support for Mt. Holly community
- Retention of college students in the community after they graduate

## **Infrastructure and Neighborhood Needs**

Sidewalks: There were seven comments indicating the need for:

- Repairs to existing sidewalks
- Additional sidewalks
- Handicap accessible sidewalks
- Education of homeowners regarding their responsibility to maintain “their” sidewalks, and the need to avoid planting trees and bushes close to sidewalks

- Community education regarding the new city ordinance mandating that all new structures built in the city must build and maintain sidewalks
- Specific attention to the sidewalks in the older sections of towns; 19<sup>th</sup> street and North College Street in El Dorado were identified by name

Clean up of Trash/Debris: There were nine comments indicating the need for:

- Clean up of trash and debris at all abandoned and condemned buildings
- Clean up of trash and debris at both public and private property
- Clean up of trash and debris at all gateways into the community
- Better process for “putting out trash” because often bags are torn apart by animals and trash is spread
- Citywide clean-up; perhaps utilizing community punishment inmates

Abandoned or Condemned Buildings: There were eight comments that indicated the need for:

- Removal of abandoned or condemned buildings that cannot be utilized
- Education of property owners regarding responsibilities of abandoned and/or condemned buildings
- Resources to assist new businesses that want to refurbish older, unutilized buildings
- Stronger and quicker responses from the City Council regarding the removal/demolition of condemned and abandoned buildings

Street Lighting: There were nine comments indicating the need for:

- Additional street lighting, specifically west of downtown
- Street lighting evaluation in both commercial and residential areas
- Street lighting around parks, walking areas and other high pedestrian areas due to safety concerns

Gateway and Community Beautification: There were four comments indicating the need for:

- Clean-up and beautification of the gateways or entrances into the county and city
- Resources to encourage individual property owners to maintain and beautify property
- Education of the general public regarding responsibilities of maintaining residential and commercial property

Recycling: There were four comments indicating the need for:

- Clean-up and improved standards for the current recycling center
- A different approach to recycling within the city and outlying communities

There were also varied comments that indicated the need for:

- New and replacement street signs
- Increased security at city parks
- Public transportation
- Updated facilities-batting cages, park restrooms, city pool
- Facilities to address substance abuse and mental health
- Community education on zoning process
- How the Mt. Holly High School could be used to benefit the community

## Housing Needs

Senior Citizens: There were eight comments that indicated the need for:

- Housing for Senior Citizens who are still able to live alone, but need limited assistance with home/yard upkeep (One respondent referred to this as a “Garden Home” facility)
- Facilities, like the one referenced above, that are not limited to private pay residents
- Small, affordable houses that are better equipped for the needs of Seniors
- A retirement complex for Seniors that would feature a club house or activity center, a pool and other amenities

Affordable Housing: There were ten comments that indicated the need for:

- Affordable housing, specifically housing that can be purchased for less than \$100, 000.00 (One respondent referred to these as “middle income” houses, or houses whose value rests between \$50,000.00 and \$100,000.00)
- Affordable housing options for those who have small families, or single income families
- Affordable housing that will serve large families
- Affordable housing options for those who choose to rent
- Affordable rental options for college students
- Affordable housing for those with lower incomes who do not want to live in current “low income housing” facilities

Refurbishment of Existing Housing: There were five comments that indicated the need for:

- Assistance with refurbishment of existing houses to meet energy efficiency guidelines
- Assistance with refurbishment of existing homes for safety and structural issues

Housing “Network”: There were eleven comments that indicated a need for a “Network” or entity that could address the following:

- Maintaining a listing of rental property in town, the cost of the rent and the number of people the home would house
- Providing education about existing homes for sale or rent in the community
- Providing education regarding services/organizations that will assist renters and homeowners with structural, beautification and safety needs
- Providing linkage to city/county officials regarding properties that do not meet codes/covenants/ordinances
- Providing education to owners regarding their rights and responsibilities if they are renting property

ADA Housing: There were three comments that indicated the need for:

- Housing that met ADA standards
- Housing for special needs individuals and families

There were also varied comments that indicated the need for:

- Temporary housing for those who have no income, but who are making efforts to find employment

- Temporary housing for those who are waiting for permanent housing that will be available within a short period of time
- Education on writing grants and finding funding to address housing needs in the community
- Addressing the conflict between The Promise and the community's ability to support the people who are moving into El Dorado

## **Special Populations**

Senior Citizens: There were seven comments regarding special needs for Senior Citizens including:

- Assisted living areas for Seniors who can still live alone, but need to be checked on occasionally
- Affordable transportation for all Seniors
- Adult day care centers for Seniors where care can be provided for those whose primary care givers need to be away for a few hours (It was suggested that these centers be open to all Seniors and things such as activities, physical activity and gardens be included)
- Marketing for current facilities, activities and centers for Seniors

Unemployed and Homeless: There were eight comments regarding special needs for individuals who are homeless and unemployed including:

- Shelter that would provide temporary to long term housing for individuals who are seeking employment; or who have jobs but are not making enough money to pay for housing (These shelters should be available to those with families, as well as single individuals)
- Transportation from the proposed shelter above to places of employment, and medical facilities
- A single facility or "one stop shop" where those who are in need can access several sources in one place (employment assistance, housing assistance, medical assistance, etc.)

Substance Abuse: There were six comments regarding special needs of those who have addiction and/or substance abuse issues including:

- A long-term and short term rehab center that is safe and in an unobtrusive environment
- A transition facility for those who have left rehab, but are not prepared to re-enter their previous living environments
- A substance abuse program for people with children that would either work with the parent in the home, or allow the children to accompany the parent to the rehab center
- An adolescent substance abuse treatment facility

Transportation: There were three comments regarding the need for transportation including:

- City wide transportation
- Transportation for those with physical impairments, but who are not on disability
- Transportation that would cover rural areas

Domestic and Child Abuse Victims: There were eleven comments regarding the special needs of victims of domestic and child abuse including the need for:

- Foster homes and shelters for abused children
- Shelters for both men and women who are victims of domestic abuse
- Shelter for youth who are not in DCFS care, but need a place to stay other than on the street
- Domestic violence shelters that will take both women and their children

Children, Youth and Young Adults: There were four comments that indicated special needs for children including:

- Services for parents who cannot be home with their children after school hours due to work schedules (These services could include tutoring for children, activities and snacks/meals)
- Early intervention programs for children who are ages 3-5
- Activities for young adults who have graduated but continue to stay in the local area
- Activities for children and youth of all ages in the smaller communities

There were also varied comments that indicated the need for:

- Services for adults with physical and mental disabilities
- Services and mentors for children/youth with mental disabilities
- A pregnancy center for girls and young women who become pregnant and need housing during pregnancy

## **Education**

After School programs: There were eleven comments that indicated the need for After School programs including:

- Programs that were available to all children regardless of their ability to pay
- Programs that could service children whose parents don't get off until later
- Programs that could provide one-on-one tutoring for students of all ages
- Programs that offered age appropriate activities for students
- Programs that partner with local businesses for support of school programs

Parental Involvement: There were three comments that indicated the need for greater parental involvement including:

- Training/education for parents who want to help children with homework, but need tutoring in the area
- Education for parents on what is needed from them to support children in schools

Literacy, Adult Education and GED: There were fourteen comments that indicated the need for support for literacy including:

- A safe, non-threatening program to assist with adult literacy needs
- The development of a Literacy Council
- Online Adult Education courses
- More accessible Adult Education courses
- GED courses offered in both urban and rural areas, with follow-up on graduates of these programs

- Education to community members (possibly through work sites or community programs) about what is available in these areas

English as a Second Language (ESL): There were three comments indicating the need for:

- More formalized, structured ESL classes
- ESL translators for those in this category who are hearing impaired
- More programs and materials for those ESL members of community

Work Ethics and Job Skills Training: There were nine comments regarding the need for:

- Education and training in schools regarding work ethics (being on time, completing work assigned, not missing work, being drug free, etc.)
- Education and training in the work place regarding work ethics
- Education and training in work related skills for jobs that are currently in the community, particularly for those students who will not be attending college
- Partnerships with businesses to provide trainings in schools and at community activities on the skills necessary to work in those companies
- Courses in Agriculture and other outdoor type jobs
- Training that teaches students to pursue jobs they enjoy and at which they are good, not just pushing everyone to go to four year colleges

Grant writing: There were three comments that indicated the need for:

- Educating school officials on how to write grants and develop proposals for funding
- Educating community members and organizations on how to write grants and develop proposals for funding
- Educating individuals to find different types of funding/grants

There were also varied comments that indicated the need for:

- No-cost music education for children where instruments and training are provided
- A youth orchestra
- Mentoring programs for children and young adults
- Intervention programs for “at risk” children, pre-teens and teenagers
- Anti-Bullying programs and education in schools
- Exercise machines in schools and after school programs
- A charter school for “at risk” children
- Financial aid for those who do not qualify for The Promise

## **Healthcare**

Marketing: There were seven comments regarding the need for healthcare marketing and education including:

- The need for the local healthcare facilities (hospitals and physicians) to “sell” themselves better
- The need for addressing any stereotypes or current negative feelings
- The need for educating the general public about what services are available at local facilities and then marketing those services

Primary Care Physicians (PCPs): There were nine comments regarding the need for PCPs including:

- The need for additional PCPs in the area
- The need for physician partnerships or back up physicians who can serve patients if PCPs are unavailable
- The need for additional staff at Interfaith Clinic
- The need for incentives for more physicians to come to this area
- The need for training of physicians and their staff members on business and office management

Specialty Physicians: There were eleven comments regarding the need for specialty physicians including:

- The need for specialists to address chronic diseases
- The need for additional pediatricians
- The need for additional mental health specialists
- The need for retention of specialists who are here
- The need for after hours specialist clinics

Substance Abuse: There were three comments regarding the need for treatment of substance abuse including:

- The need for substance abuse rehab clinics in the area
- The need for education of the community regarding substance abuse
- The need for some sort of service for habitual offenders in the area of substance abuse

Senior Citizens: There were three comments regarding the needs of Senior Citizens including:

- The need for “fill in the gap” services for Seniors who don’t require full time medical service, but could benefit from assistance once a week
- The need for additional home health care for Seniors
- A concern that was expressed regarding the Center for Aging and its viability in the future

Translation: There were two comments regarding needs involving translation services including:

- The need for translation specialists in the Emergency Room of the hospital
- The need for translation specialists at local pediatricians’ offices

There were also varied comments that indicated the need for:

- A local medical transportation service for all citizens
- Assistance for college students or people who don’t have insurance and don’t qualify for any assistance
- More healthcare providers for low income individuals

## **Hospice**

Marketing/Education: There were fourteen comments regarding the need for education and marketing including:

- The need for education and training on the meaning and purpose of hospice

- The need for marketing of hospice services and recruitment of volunteers
- The need for education on drafting and adhering to living wills
- The need for a directory of services available
- The need to provide education to discern between myths and facts involving hospice care

Grief Counseling: There were two comments regarding the need for grief counseling including:

- The need for a program to assist those who are grieving a recent loss of a loved one
- The need for a professional grief counselor who could serve all clients, including those not associated with hospice

There were also varied comments that indicated the need for:

- Integrating people into hospice service jobs
- Utilizing the services and facilities that are available

There were also several comments indicating that the current program in place is “good” or “does a good job.”

## **Economy**

Jobs: There were 14 comments regarding the need for jobs including:

- The need for creation of new jobs in the area
- The need for jobs that pay well and provide benefits
- The need to utilize new service based industries to create jobs

Training and Work Ethics: There were seven comments regarding the need for training and work ethics including:

- The need for training community members and students regarding work ethics
- The need for assistance with finding employees who can pass a drug test
- The need for businesses to team together or network regarding training needs
- The need for businesses and industries to provide training outside of the workplace for individuals who might want jobs

Community and Economic Development: There were ten comments regarding the need for community and economic development including:

- The need to offer more tax breaks for new businesses
- The need for support for businesses that want to locate here and utilize existing facilities
- The need to provide incentives for new businesses to locate in the community
- The need for community wide clean-up campaigns to make the area more attractive to new businesses that want to locate here
- The need to utilize local vendors when possible for projects in the county

Small Businesses: There were three comments regarding the needs of small businesses including:

- The need for tax breaks for smaller businesses

- The need for more small business loans and incentives (for example: space in abandoned buildings)

There were also varied comments that indicated the need for:

- Transportation for those who want to work but don't have transportation
- A "*Spanish Help Center*" to provide work information
- Re-vamping unemployment benefits so that everyone must do some sort of work to draw their benefits
- Drug testing everyone who is receiving unemployment benefits

## **Section I: All About You**

**1. County of Residence**

**2. Zip Code**

**3. How long have you lived in this county?**

0-3 years

4-6 years

7-10 years

11-15 years

16-25 years

25 or more years

**4. How old are you?**

Under 18

18-24

25-34

35-44

45-54

55-64

65 and older

**5. What is your race/ethnicity? Please select all answers that apply.**

African American

Asian

Caucasian

Hispanic/Latino

Native American

Other (please specify)

**6. What is your highest level of education?**

- Some High School
- GED Graduate
- High School Diploma
- Some College
- College Degree
- Graduate Degree

**7. Which choice best describes your household?**

- Single Person
- Married Couple
- Single w/Children
- Married w/Children
- Other (please specify)

**8. How many people live in your house?**

**9. What is your average yearly income for your family?**

- Less than \$10,000.00 per year
- \$10,000.00-\$19,999.99
- \$20,000.00-\$29,999.99
- \$30,000.00-\$44,999.99
- \$45,000.00-\$59,999.99
- \$60,000.00-\$74,999.99
- \$75,000.00-\$99,999.99
- \$100,000.00 or greater

**1. Which of the following segments of the population best describes you? Please circle all that apply to you.**

I am a business owner.

I am a homemaker or work from home.

I am a parent of children under age 18.

I am a student at either a public or private school or university.

I consider myself to be a Senior Citizen.

I do not have medical insurance.

I have medical insurance through mine or my spouse's employers.

I have medical insurance through the government.

I have, or someone in my family has, a developmental disability.

I have, or someone in my family has, a physical disability.

I live in a rural or outlying area of the county.

I own or am buying my home.

I rent my home.

I volunteer my time for a civic organization or non profit organization.

I volunteer my time for a faith based organization.

I volunteer my time for a law enforcement or emergency response organization.

I work for a business that provides long term care for elderly citizens.

I work for a business that supports tourism and/or hospitality.

I work for a city, county, state or federal government institution.

I work for a faith based organization.

I work for a health care business or organization.

I work for a non profit organization.

I work for a public or private daycare, school or university.

I work for local business and/or industry.

## Section II: Community Needs

In order to determine the best use of resources for a community, citizens must first outline what needs the community has. Please assist us by answering the following questions regarding current and future needs. Consider future needs to be something needed within the next five years.

**Area A: Public Facilities** Please rate the following needs from 1 to 5, with 1 being the least needed and 5 being the most needed.

1. Need for additional child care centers
2. Need for additional senior citizen centers
3. Need for parks and recreational facilities
4. Need for additional fire stations and/or necessary equipment
5. Need for additional law enforcement officers and/or necessary equipment
6. Need for additional library facilities
7. Please use the space below to share specific information regarding any item above.

**Area B: Community Services** Please rate the following needs from 1 to 5, with 1 being the least needed and 5 being the most needed.

1. Need for youth services
2. Need for senior citizen services
3. Need for public transportation services
4. Need for crime prevention or protection services
5. Need for physical health care services
6. Need for mental health care services
7. Need for health/wellness promotion services
8. Need for legal services
9. Please use the space below to share specific information regarding any item above.

**Area C: Infrastructure Please rate the following needs from 1 to 5, with 1 being the least needed and 5 being the most needed.**

1. Need for street lighting
2. Need for sidewalks or sidewalk improvements
3. Need for trash/debris removal from public or private property
4. Need for clean up or demolition of abandoned or condemned buildings
5. Need for clean up or refurbishing of community parks/recreational areas
6. Please use the space below to share specific information regarding any item above.

**Area D: Housing Please rate the following needs from 1 to 5, with 1 being the least needed and 5 being the most needed.**

1. Need for housing that meets ADA accessibility requirements
2. Need for housing for elderly or senior citizens
3. Need for housing for singles and/or small families
4. Need for housing for large families
5. Need for affordable rental housing
6. Need for assistance for refurbishment of existing housing due to safety concerns
7. Need for assistance for refurbishment of existing housing for energy efficiency concerns
8. Need for assistance for refurbishment of existing housing for structural/appearance issues
9. Please use the space below to share specific information regarding any item above.

**Area E: Special Populations Please rate the following needs from 1 to 5, with 1 being the least needed and 5 being the most needed.**

1. Need for ADA accessibility improvements in community facilities
2. Need for domestic violence shelters and services
3. Need for transportation for elderly or senior citizens
4. Need for homeless shelters and services
5. Need for shelters and services for neglected and/or abused children
6. Need for substance abuse shelters and services
7. Need for elderly or senior citizen daycare services
8. Please use the space below to share specific information regarding any item above.

**Area F: Education Please rate the following needs from 1 to 5, with 1 being the least needed and 5 being the most needed.**

1. Need for after school programs for the following grades:

K-2

3-5

6-8

9-12

2. Need for Supplemental or At-Risk Programs such as:

Tutoring

GED

Parent Organizations

Adult Education Programs

English as a Second Language Classes

Literacy

3. Need for funding of special projects to support K-12 non academic programs such as athletics, music, art, or technology.

4. Need for financial assistance for those attending technical schools, college or life-long learning activities.

5. Please use the space below to share specific information regarding any item above.

**Area G: Healthcare Please rate the following needs from 1 to 5, with 1 being the least needed and 5 being the most needed.**

1. Need for primary care physicians

2. Need for specialist physicians

3. Need for trauma or emergency response medical care providers or institutions

4. Need for long term medical care providers or institutions

5. Need for rehabilitation providers or institutions

6. Need for mental health care providers

7. Need for free or low cost medical care providers

8. Need for free or low cost prescription medication providers

9. Please use the space below to share specific information regarding any item above.

**Area H: Hospice Care Please rate the following needs from 1 to 5, with 1 being the least needed and 5 being the most needed.**

1. Need for hospice community education
2. Need for education explaining Advanced Directives/Living Wills
3. Need for support for family care givers of individuals living with Alzheimer's/Dementia
4. Need for caregiver rest or respite for those caring for a loved one at home
5. Need for follow-up services for those who have recently lost a love one
6. Need for education provided to minority populations regarding hospice resources and services
7. Need for hospice program literature in Spanish
8. Need for resources to support in-home care, pain management, and long-term care for patients with chronic or terminal illnesses
9. Need for community education and assistance for those preparing for the death of a loved one
10. Please use the space below to share specific information regarding any item above.

**Area I: Economy Please rate the following needs from 1 to 5, with 1 being the least needed and 5 being the most needed**

1. Need for support and/or resources for those wishing to start a business
2. Need for small business loans
3. Need for support and resources for job creation/job retention efforts
4. Need for support and resources for employment training
5. Need for support and resources for business recruitment/retention programs
6. Need for support or resources for small business owners' mentorship/training programs
7. Need for support to refurbish old or abandoned property (old factories, store buildings, etc) for use in new businesses
8. Please use the space below to share specific information regarding any item above.

## Section III: Other Ideas

**1. Please use the space below to indicate any needs that are not listed in this survey. Please be as specific as possible and provide any related information to ensure that we can understand your identified need.**

Thank you for completing this survey. We appreciate your time and effort in providing input regarding your community's needs. For any questions regarding this survey please contact Eclipse Consulting at [ec-services@lycos.com](mailto:ec-services@lycos.com) or the SHARE Foundation at 870-881-9015.