

Neighborhood House Community Needs Assessment 2017: Executive Summary

Purpose: The purpose of conducting a community wide needs assessment project was to ensure that the expansion of Neighborhood House facilities and services is done in a manner consistent with the needs of the immediate community.

Data Collection Methods: The project contained three phases of data collection and a total of eight measures.

- Phase 1. Local service provider surveys to learn about the activities of other organizations and assess gaps in available services.
 - Participants: Representatives from 13 different organizations filled out the survey.
- Phase 2. Focus groups with clients and community members to gather in-depth knowledge on their needs and to solicit feedback on our expansion plans.
 - Participants: Four focus groups were conducted with different populations: CDC Parents, Spanish Speakers, ADS Caregivers, and Community Members. Each group had 7 to 20 participants.
- Phase 3. Surveys of clients and community members to gather broad knowledge on the needs of clients and community members. Needs assessment questions were added to the end of the annual Neighborhood House client and caregiver survey. A separate survey was also conducted for community members who are not clients of Neighborhood House.
 - Participants: three separate surveys were conducted: ADS Caregiver Annual Survey (36 participants), CDC Caregiver Annual Survey (76 participants), and Community Needs Assessment Survey (21 participants).

Results: In addition to individual reports for each measure, all measures were analyzed together for patterns of needs. Patterns were defined by needs that arose in three or more measures

Patterns of Needs:

1. Transportation: Across 5 measures with both community members and clients, transportation emerged as critical to accessing resources and as a service in potential need of expansion.

2. Child and adult care during classes or resource events: Across all 5 measures involving Neighborhood House clients it became clear that child or adult care was necessary to allow caregivers and parents to attend extra classes or resource events outside of regular program hours.

3. Affordability and incentives: Across 4 measures affordability of programs was expressed as critical to access to not only NH services but all community services.

4. Hours and days of operation: Across 3 measures community members and clients stated a need for extended daily hours of operation and extension of days of service into the weekends.

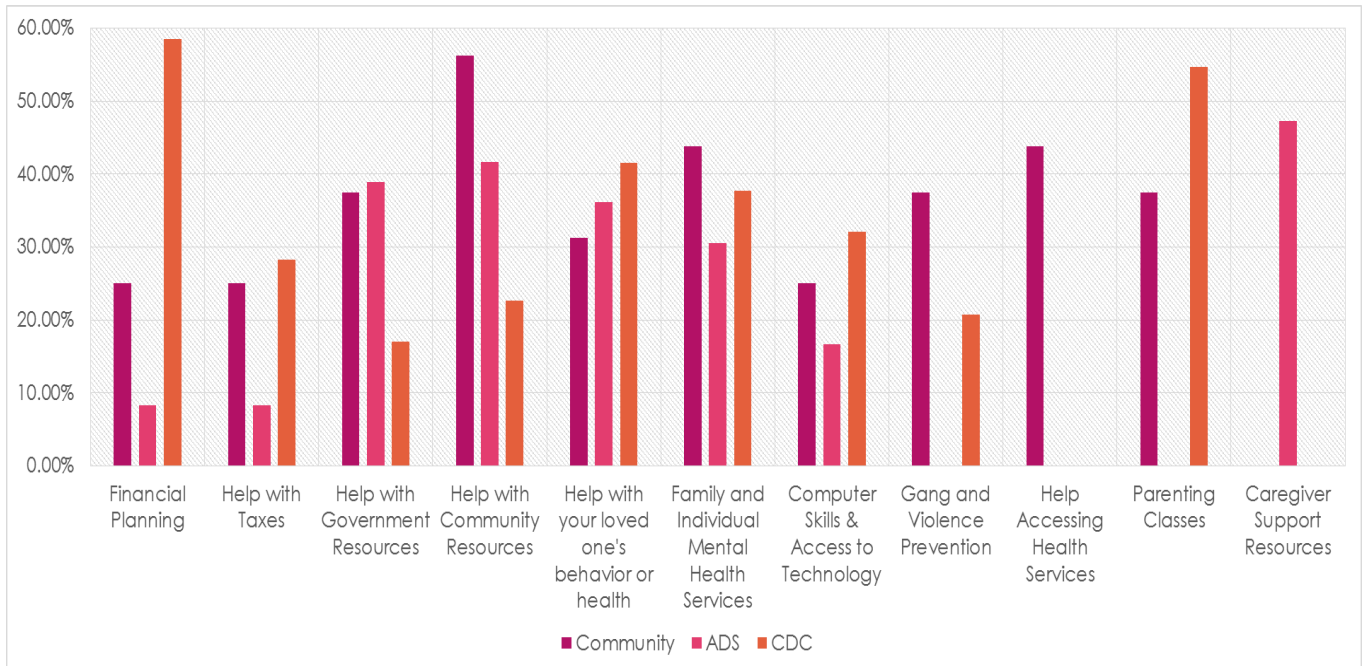
5. Caregiver support groups (ADS): Across all 3 measures involving ADS clients or care providers, Caregiver Support Groups were demonstrated as a need both in the community and for Neighborhood House ADS Caregivers.

6. ESL programming for adults: Across 3 measures community members and clients noted a need for English as a Second Language classes for adults.

7. K-12 tutoring: Across 3 measures a need for increased K-12 tutoring services was stated by clients and community members.

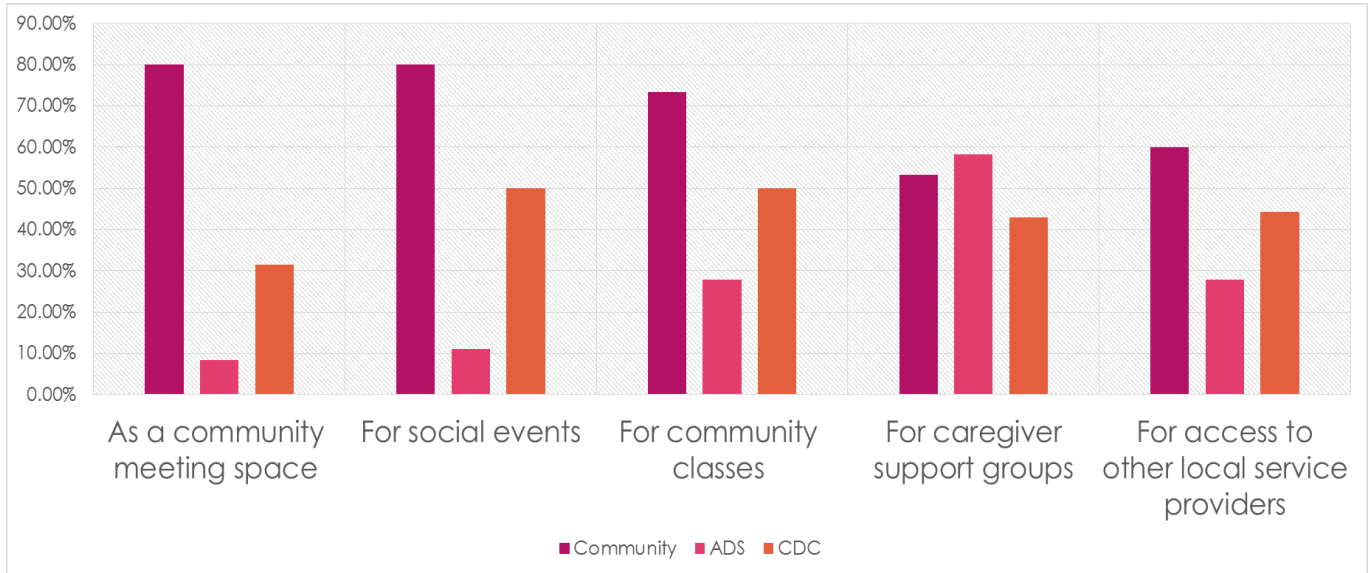
Reported Future Use of Neighborhood House Services:

In the graph below responses to what community members, ADS Caregivers, and CDC Caregivers would each consider attending or utilizing were it available at Neighborhood House. Community members stated they're most likely to attend *Help with Community Resources, Family and Individual Mental Health Care, and Help Accessing Health Services*. ADS Caregivers are most interested in *Caregiver Support Resources, Help with Community Resources, and Help with Governmental Resources*. CDC Parents are most interested in *Financial Planning, Parenting Classes, and Help with their loved one's behavior*.



Reported Future Use of Neighborhood House Facilities:

The three different populations also reported differing priorities for the use of Neighborhood House facilities. As shown in the graph below. Community Members would like to use facilities for *community meeting space* and *social events*. ADS Caregivers would like *caregiver support groups* and *community classes*. CDC Parents would like facilities to be utilized for *social events* and *community classes*.



Anomalies:

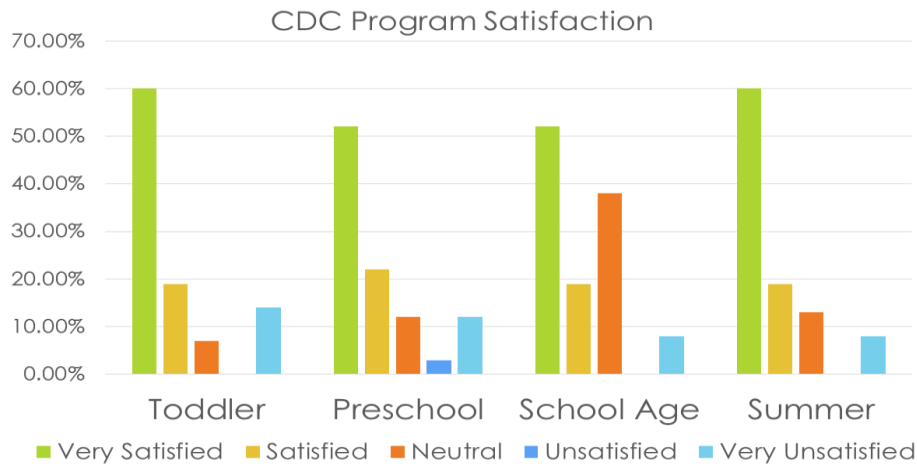
The Spanish Speaking Focus Group conducted with CDC Parents focused more than any other group on affordability of programs as a barrier to accessing child care at Neighborhood House and elsewhere. They also discussed at great length the importance of Hispanic and Latino involvement in the community. This Focus Group was unique from all the other measures and may warrant additional exploration.

Annual Client and Caregiver Survey Results:

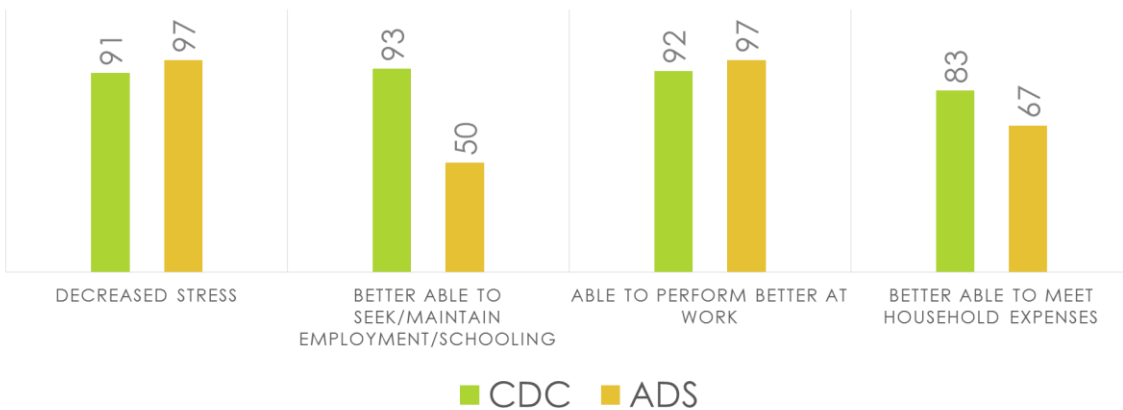
Importance of Services: The importance of various Neighborhood House services were rated by survey respondents. The top three services most frequently chosen as *very important* are shown in the chart below.

Children's Daycare Center Top 3	Adult Day Services Top 3
<p><i>Very Important:</i></p> <ul style="list-style-type: none"> • Affordability/Cost, 96% • Program Activities, 87% • Daily Meals, 86% 	<p><i>Very Important:</i></p> <ul style="list-style-type: none"> • Staff, 94% • Program Activities, 83% • Respite Care, 65%

Satisfaction with CDC Programs: Combined *Very Satisfied* & *Satisfied* Ratings were moderately high for each program: Toddler (79%), Preschool (74%), School Age (71%), and Summer Programs (79%).

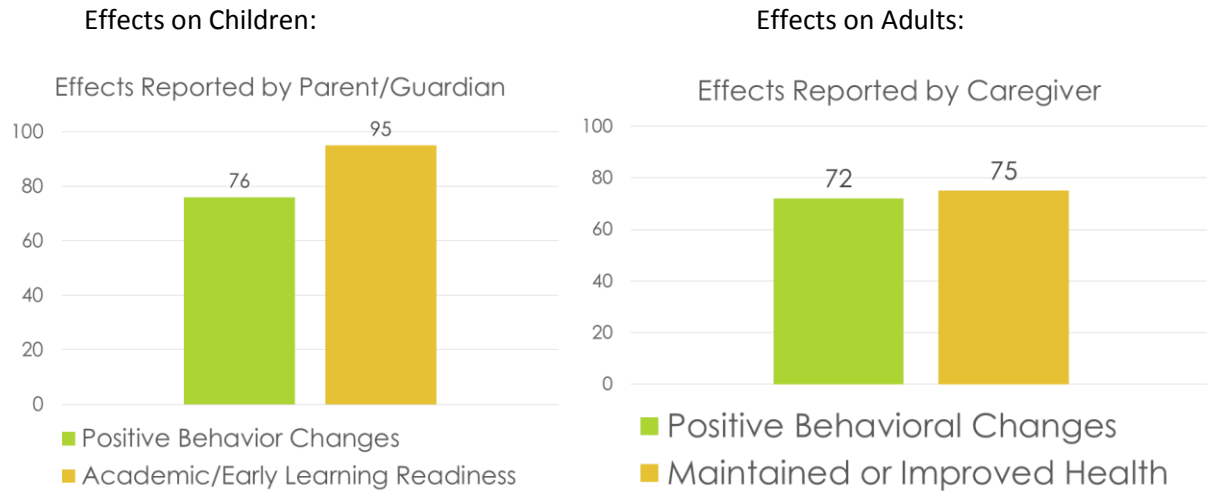


Effects on Caregivers: Caregivers were asked how Neighborhood House services and pricing affected their personal and professional lives.



Effects on Clients:

Caregivers and Parents reported positive behavior changes (ADS 72%, CDC 76%), academic early learning and readiness (CDC 95%), and maintained or improved health in their loved one (ADS 75%).



What Clients Have to Say:

- “Neighborhood is the best thing that happened to us for the past 9 years.” – CDC Parent
- “You guys are doing great things! I feel so supported-like you have my back and can and will help me if I have needs arise, and that is a great feeling!!” – CDC Parent
- “Kelsi Tuitavuki and the rest of the staff at the Cottonwood Neighborhood House have been phenomenal. I’m certain they are able to channel the patience of saints. They definitely deserve 5 out of 5 stars.” – ADS Caregiver
- “I feel like Dad is treated like family and I am too.” – ADS Caregiver