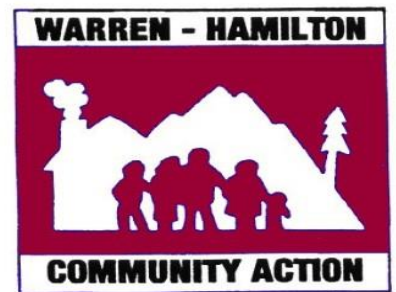


**Warren-Hamilton Counties Action Committee for Economic  
Opportunity, Inc.  
2017 Community Needs Assessment**



**ABOUT:**

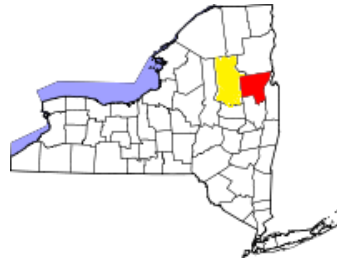
Warren-Hamilton Counties ACEO, Inc. was incorporated as a Community Action Agency in May of 1966. For over 50 years, the agency has strived to provide comprehensive services to low income, elderly and disabled residents of Warren and Hamilton Counties. The Agency offers a wide variety of services and programs aimed at helping people achieve and maintain self sufficiency. With an annual budget of approximately \$1,200,000 current programming include the Weatherization Assistance Program, emergency housing and utility assistance, supplemental food, clothing and household items, senior transportation and home handyman program, food recovery, case management, holiday and school assistance, community gardens and the Alternative Sentencing program for Warren County.

The Agency mission statements is: **"To open opportunities for economic security and to provide the opportunity to live in decency with dignity".**

For our CSBG program year that ended 9/30/2016, Warren-Hamilton Counties Community Action Agency served 4,517 unduplicated individuals and 1,663 families. We work in close partnership with many other services providers in our community in order to reduce duplication of services and maximize resources.

We conduct a community needs assessment approximately once every three years, in order to collect information and explore the issues facing residents of Warren and Hamilton Counties. The information collected assists us in analyzing the services we provide, and to identify gaps in service and unmet needs. The assessment serves as a guide to the programs and services we provide.

The survey tool utilized for this report was developed in partnership with a focus group of Project Option case management participants that was held on June 9, 2017. Once input from the group was obtained the agency Case manager in conjunction with the Agency's Executive Director and Board of Directors developed and approved the attached surveying tool (Page 11 ). This survey was completed by 150 individuals accessing the Warren County food pantry in Glens Falls and 50 individuals accessing the food pantry in Indian Lake. Additionally, 164 surveys were mailed to community members consisting of other human service providers, food pantries, agency Board members, local elected officials, clergy, law enforcement and educational professionals. Of the 164 surveys mailed 80 or 49% were completed and returned. A listing of the returned community surveys affiliations is included. (Page 15 ).



## OUR COMMUNITY:

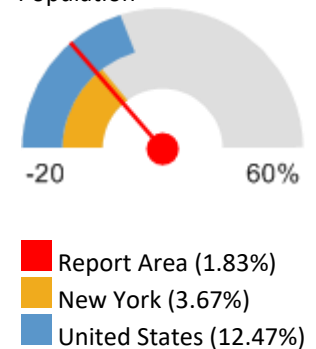
Warren and Hamilton Counties in New York are located in the northeast section of the state with the southernmost section being approximately 50 miles north of Albany. All of Hamilton County and the majority of Warren County is located within the Adirondack Park severely limiting employment opportunities within the two counties. Many of the well paying manufacturing positions within the paper and forestry industries have left the area along with other manufacturing jobs. What employment opportunities remain are primarily in the tourism, hospitality or retail industries and many are seasonal in nature. The majority of these positions do not offer a living wage making it necessary for many residents to be reliant on other forms of support such as food assistance.

The following data illustrates some of the social and economic conditions present at the time that our needs assessment survey was conducted:

### Population:

Report Area	Total Population, 2015 ACS	Total Population, 2000 Census	Population Change from 2000-2015 Census/ACS	Percent Change from 2000-2015 Census/ACS
Report Area	69,940	68,682	1,258	1.83%
Hamilton County, NY	4,760	5,379	-619	-11.51%
Warren County, NY	65,180	63,303	1,877	2.97%
New York	19,673,174	18,976,457	696,717	3.67%
United States	316,515,021	281,421,906	35,093,115	12.47%

Percent Change in Population



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

## Race & Ethnicity

### Race Demographics

Report Area	White Total	Black Total	American Indian Total	Asian Total	Native Hawaiian Total	Mixed Race Total
Report Area	67,220	815	171	604	21	896
Hamilton County, NY	4,534	24	7	5	1	154
Warren County, NY	62,686	791	164	599	20	742
New York	12,704,637	3,070,392	74,793	1,570,223	6,485	560,879
United States	232,943,055	39,908,095	2,569,170	16,235,305	546,255	9,447,883

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

### Ethnicity Demographics

Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic / Latino
Report Area	1437	68,503	2.05%	97.95%
Hamilton County, NY	63	4,697	1.32%	98.68%
Warren County, NY	1374	63,806	2.11%	97.89%
New York	3,619,658	16,053,516	18.40%	81.60%
United States	54,232,205	262,282,816	17.13%	82.87%

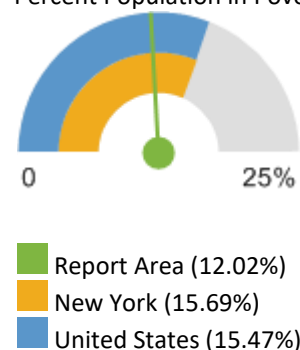
Data Source: US Census Bureau, American Community Survey. Source geography: County

## Poverty:

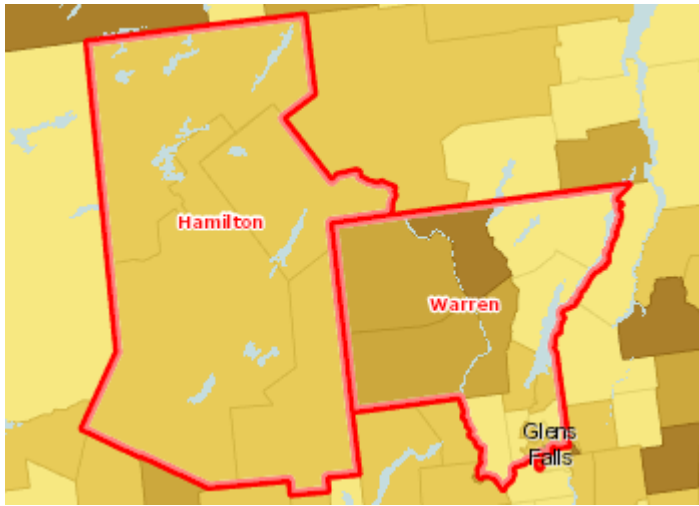
### Overall

Report Area	Total Population	Population in Poverty	Percent Population in Poverty
Report Area	68,974	8,294	12.02%
Hamilton County, NY	4,731	609	12.87%
Warren County, NY	64,243	7,685	11.96%
New York	19,164,034	3,005,943	15.69%
United States	308,619,550	47,749,043	15.47%

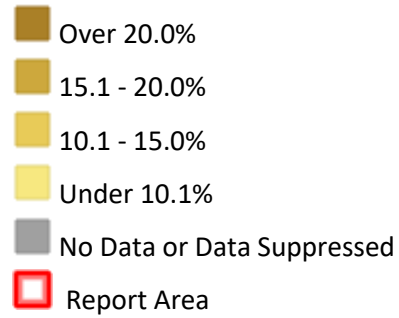
Percent Population in Poverty



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



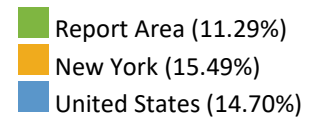
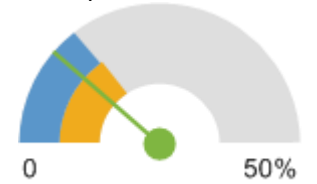
**Population Below the Poverty Level, Percent by Tract, ACS 2011-15**



**Poverty by Age**

Report Area	All Ages No of Persons	All Ages Poverty Rate	Age 0-17 No of Persons	Age 0-17 Poverty Rate	Age 5-17 No of Persons	Age 5-17 Poverty Rate
Report Area	7,740	11.29%	2,167	16.18%	1,516	14.80%
Hamilton County, NY	523	11.1%	130	19.4%	89	16.9%
Warren County, NY	7,217	11.3%	2,037	17%	1,427	16%
New York	5,971,206	15.49%	1,843,026	21.67%	1,263,806	20.55%
United States	46,153,077	14.70%	15,000,273	20.36%	10,245,028	19.05%

All Ages Poverty Rate



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

**Poverty by Gender**

Report Area	Total Male	Total Female	Percent Male	Percent Female
Report Area	3,535	4,759	10.43%	13.57%
Hamilton County, NY	317	292	13.34%	12.4%
Warren County, NY	3,218	4,467	10.21%	13.65%
New York	1,326,089	1,679,854	14.31%	16.97%
United States	21,410,511	26,338,532	14.18%	16.71%

### Poverty By Ethnicity

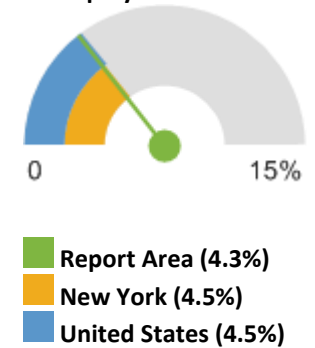
Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic / Latino
Report Area	170	8,124	12.25%	12.02%
Hamilton County, NY	16	593	26.67%	12.7%
Warren County, NY	154	7,531	11.6%	11.97%
New York	917,179	2,088,764	25.9%	13.37%
United States	12,915,617	34,833,426	24.3%	13.63%

### Income/ Employment

#### Unemployment Rate

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Area	35,732	34,190	1,542	4.3%
Hamilton County, NY	2,511	2,391	120	4.8%
Warren County, NY	33,221	31,799	1,422	4.3%
New York	9,739,671	9,298,689	440,982	4.5%
United States	162,424,340	155,071,840	7,352,500	4.5%

Unemployment Rate



Data Source: US Department of Labor, Bureau of Labor Statistics. Source geography:

County

#### Wages

Report Area	Total Employees	Avg Weekly Wage	Federal Employees	Avg Federal Government Weekly Wage	State/Local Employees	Avg State/Local Government Weekly Wage	Private Employees	Avg Private Weekly Wage
Report Area	43,056	\$726.41	216	\$896.69	5,383	\$960.25	37,457	\$691.82
Hamilton County, NY	2,103	\$624	14	\$529	941	\$834	1,148	\$439
Warren County, NY	40,953	\$783	202	\$930	4,442	\$1,045	36,309	\$756
New York	9,263,975	\$1,210	116,560	\$1,326	1,290,889	\$1,221	7,856,526	\$1,206

Data Source: US Department of Labor, Bureau of Labor Statistics. Source geography: county

### Supplemental Security Income

Report Area	Recipients	Recipients Total	Recipients Federal	Recipients State	Expenditure per Recipient
Report Area	1,840	\$1,002,764	\$869,326	\$133,438	544.98
Hamilton County, NY	65	\$33,778	\$30,284	\$3,494	519.66
Warren County, NY	1,775	\$968,986	\$839,042	\$129,944	545.91
New York	708,857	\$419,025,870	\$367,470,063	\$51,555,807	591.13

Data Source: New York Office of Temporary and Disability Assistance. Source geography: county

### Supplemental Nutrition Assistance Program (SNAP)

Report Area	Household Receiving Benifits Total	Household Receiving Benifits Temp	Household Receiving Benifits Non-Temp	Benefits Issued Total	Benefits Issued Temp	Benefits Issued Non-Temp	Benefits Per Household
Report Area	4,284	1,169	3,115	\$884,052	\$212,638	\$671,414	\$206.36
Hamilton County, NY	237	63	174	\$44,753	\$11,745	\$33,008	\$188.83
Warren County, NY	4,047	1,106	2,941	\$839,299	\$200,893	\$638,406	\$207.39
New York	1,625,767	665,866	959,901	\$403,624,829	\$153,301,652	\$250,323,177	\$248.27

Data Source: New York Office of Temporary and Disability Assistance. Source geography: county

### Housing Affordability

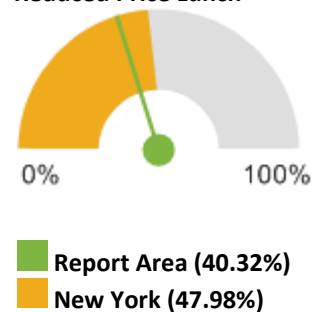
Report Area	Average Renter Hourly Wage	Hourly Wage 0 Bedrooms	Hourly Wage 1 Bedrooms	Hourly Wage 2 Bedrooms	Hourly Wage 3 Bedrooms	Hourly Wage 4 Bedrooms
Hamilton County, NY	\$7.66	\$10.04	\$10.94	\$12.65	\$17.37	\$18.15
Warren County, NY	\$10.81	\$10.81	\$13.73	\$16.77	\$20.94	\$24.81
New York	\$22.85	\$20.91	\$22.70	\$26.69	\$34.30	\$37.98

Data Source: National Low Income Housing Coalition. Source geography: County

## Free and Reduced School Lunch Program eligibility

Report Area	Total Student Enrollment (January, 2016)	Students Eligible	Percent of Students Eligible
Report Area	9,392	3,787	40.32%
Hamilton County, NY	418	190	45.45%
Warren County, NY	8,974	3,597	40.08%
New York	1,601,752	768,549	47.98%

Percentage of Students Eligible for Free or Reduced Price Lunch



Data Source: New York State Education Department. Source geography: county

## RESPONDENT PROFILE:

Respondents completing the survey instrument while accessing the food pantries in Glens Falls and Indian Lake are assumed to be recorded in the Agency's Client database. Demographics reflected by the 1,663 families served during the year end 9/30/2017 are as follows:

**Gender:** 59% of the primary adults receiving services were female.

**Age:** 45% of the primary adults receiving services were between the ages of 24 and 44, 22% were 55 or older and 13% were 23 or younger.

**Family Type:** 18% of the families receiving services were two parent households while 17% were single parent households.

**Education:** 71% of the primary adults receiving services only achieved a high school diploma or less.

**Income Source:** 14% of the families receiving services reported having no income while 48% of those with income received their income from employment or employment and other sources.

**Income Level:** Over 66% of families receiving services had income at or below 100% of poverty.

**Housing:** Over 70% of families receiving services lived in rental units.

## COMPILED SURVEY RESULTS:

	Community		Warren Cty		Hamilton Cty		Combined	
	Totals:	%	Totals:	%	Totals:	%	Totals:	%
<b>1. Which housing need is lacking?</b>								
Quality and affordable Renter/ Tenant rights and responsibilities education	45	56%	78	52%	33	67%	156	56%
Financial assistance with rent or security deposits	10	13%	28	19%	10	20%	48	17%
Energy efficient or handicap accessible housing	5	6%	12	8%	2	4%	19	7%
Adult emergency shelter	15	19%	21	14%	2	4%	38	14%
Total responses:	80		149		49		278	
<b>2. Which Food &amp; Nutrition need is lacking?</b>								
Inadequate food in households	22	29%	42	29%	18	42%	82	31%
Healthy eating, cooking or budgeting education	43	57%	56	38%	12	28%	111	42%
Assistance with applying for SNAP (food stamps)	6	8%	19	13%	7	16%	32	12%
Food pantries	5	7%	29	20%	6	14%	40	15%
Total responses:	76		146		43		265	
<b>3. What employment need is lacking?</b>								
Education or training to obtain a better job	16	20%	35	24%	7	14%	58	21%
Full-time jobs with a living wage income	41	51%	66	45%	30	60%	137	49%
Resume and interview skills assistance	3	4%	13	9%	2	4%	18	6%
Financial assistance for tools and clothing	4	5%	15	10%	3	6%	22	8%
Safe/ affordable child care	16	20%	18	12%	8	16%	42	15%
Total responses:	80		147		50		277	
<b>4. Which education need is lacking?</b>								
GED (TASC)	14	22%	37	29%	17	36%	68	28%
Bachelor's degree in chosen field	16	25%	18	14%	2	4%	36	15%
Scholarship or grants	17	26%	34	27%	12	26%	63	26%
Computer or language classes	18	28%	39	30%	16	34%	73	30%
Total responses:	65		128		47		240	
<b>5. Which health need is lacking?</b>								
Affordable health or dental insurance	16	21%	42	31%	16	33%	74	29%
Doctors or Dentists that accept Medicaid	15	20%	40	30%	11	22%	66	25%
Financial assistance for medical or dental appointments	4	5%	13	10%	9	18%	26	10%
Financial assistance for prescriptions, glasses, hearing aids, etc.	11	14%	13	10%	5	10%	29	11%
Drug, alcohol or mental health treatment	16	21%	14	10%	2	4%	32	12%
Transportation to medical appointments	14	18%	12	9%	6	12%	32	12%
Total responses:	76		134		49		259	
<b>6. Which transportation need is family priority?</b>								
Expanded public transportation	30	40%	33	25%	8	16%	71	27%
Financial assistance to purchase a car or make repairs	10	13%	29	22%	8	16%	47	18%
Obtaining a driver's license	2	3%	6	5%	2	4%	10	4%
Having a dependable vehicle	26	35%	34	26%	25	49%	85	33%
Affordable car insurance	7	9%	31	23%	8	16%	46	18%
Total responses:	75		133		51		259	



	Community		Warren Cty		Hamilton Cty		Combined	
	Totals:	%	Totals:	%	Totals:	%	Totals:	%
<b>7. Which financial/ legal issues are lacking?</b>								
Assistance with eviction/ utility/ repossession/ bankruptcy or foreclosure problems	17	22%	45	34%	18	45%	80	32%
Budgeting/ money management classes	45	57%	36	27%	15	38%	96	38%
Credit score education	5	6%	15	11%	2	5%	22	9%
Advocacy for delinquent credit cards	3	4%	12	9%	3	8%	18	7%
Fraud awareness	9	11%	25	19%	2	5%	36	14%
Total responses:	79		133		40		252	
<b>8. What is source of household income?</b>								
Employment	54	74%	45	33%	16	32%	115	
Unemployment	1	1%	1	1%	3	6%	5	
Social Security/ SSDI/ SSI	9	12%	59	43%	21	42%	89	
Public Assistance	5	7%	9	7%	1	2%	15	
Child Support	0	0%	5	4%	1	2%	6	
Alimony	0	0%	0	0%	0	0%	0	
Pension	3	4%	7	5%	3	6%	13	
Self-employed	1	1%	6	4%	3	6%	10	
No income	0	0%	6	4%	2	4%	8	
Total responses:	73		138		50		261	
<b>9. What CAA services has your household received in last 12 mos.?</b>								
Food Pantry (bread, vegetables, pastry)	21	44%	102	56%	44	50%	167	
Emergency Food Basket (canned goods, meat, pasta, cereal)	9	19%	28	15%	14	16%	51	
Case Management (Project Option)	1	2%	8	4%	0	0%	9	
Emergency Services (utility or motel)	6	13%	8	4%	8	9%	22	
Alternative Sentencing	2	4%	0	0%	0	0%	2	
Weatherization	2	4%	8	4%	6	7%	16	
Transportation	7	15%	23	13%	15	17%	45	
Handyman	0	0%	2	1%	1	1%	3	
None	0	0%	2	1%	0	0%	2	
Total responses:	48		181		88		317	
<b>10. If you received services from us in the last 12 mos.:</b>								
I was helped in a timely manner			34	35%	14	29%	52	
I got the information and/ or services I needed			16	16%	5	10%	25	
I was informed about other community services			13	13%	2	4%	18	
I would recommend CAA to family and friends			35	36%	27	56%	79	
Total responses:			98		48		174	
<b>11. Which are most needed?</b>								
More people who have their basic needs met (adequate food, clothing, shelter)	25	34%	33	25%	11	24%	69	27%
More people with adequate health insurance	4	5%	13	10%	5	11%	22	8%
Less alcohol and drug abuse	14	19%	29	22%	2	4%	45	18%
More tax breaks/ financial assistance	2	3%	17	13%	1	2%	20	8%
Reduced teen pregnancy	2	3%	7	5%	0	0%	9	4%
More opportunities for youth recreation	5	7%	10	7%	7	15%	22	8%
More affordable housing	22	30%	25	19%	20	43%	67	26%
Total responses:	74		134		46		254	

## **CONCLUSIONS/KEY FINDINGS:**

As consistent with prior needs assessments conducted, the majority of respondents continue to cite the need for full time jobs that provide a living wage. Similarly many of the other needs highlighted reflect the lack of these opportunities in the area. 27% of survey respondents listed the need for more people to have their basic needs of food, clothing and shelter met. 26% of these respondents listed more affordable housing. As reflected by the data charts on pages 6 and 7, wages, Supplemental Security Income, and SNAP benefits are all less than the New York State average while housing affordability for both Warren and Hamilton Counties is quite higher than the average wages paid.

Education also appears to be a contributing factor. With the recent improvement of the economy, employment opportunities that offer a living wage are often above to skill set of survey respondents. 30% of non-community member respondents cited both the needs for computer and GED instruction.

In regard to respondents' health, not only is the cost of health and dental insurance a issue but for those receiving medicaid or medicare, finding a practitioner who accepts these forms of insurance is also a issue in the area.

Transportation in a rural environment is always cited as a critical need and as in the past possessing a reliable and affordable vehicle is preferred over the expansion of public transportation.

Drug and alcohol abuse is a common occurrence when people are struggling and feel that they are unable to improve their circumstances so it is not surprising to see the need for a reduction in drug and alcohol abuse as being cited by 18% of survey respondents. What was surprising was 42% of respondents citing the need for "Healthy eating, cooking or budgeting education" and 38% citing the need for "Budgeting/money management classes". This actually can be seen as a positive indicator reflecting respondents' awareness and willingness to take control and better manage both what resources they have and their health.

## Warren-Hamilton Counties Community Action Agency Community Needs Assessment

1. Which housing need is lacking in the community? (select one)

- Quality and affordable housing
- Renter/tenant rights and responsibilities education
- Financial assistance with rent or security deposits
- Energy efficient or handicap accessible housing
- Adult emergency shelter

Other (please specify)

2. Which food and nutrition need is lacking in the community? (select one)

- Inadequate food in households
- Healthy eating, cooking or budgeting education
- Assistance with applying for SNAP (food stamps)
- Food pantries

Other (please specify)

3. What employment need is lacking in the community? (select one)

- Education or training to obtain a better job
- Full-time jobs with a living wage income
- Resume and interview skills assistance
- Financial assistance for tools and clothing
- Safe/affordable child care

Other (please specify)

4. Which education need is lacking in the community? (select one)

- GED (TASC)
- Bachelor's degree in chosen field
- Scholarships or grants
- Computer or language classes

Other (please specify)

5. Which health need is lacking in the community? (select one)

- Affordable health or dental insurance
- Doctors or dentists that accept Medicaid
- Financial assistance for medical or dental appointments
- Financial assistance for prescriptions, glasses, hearing aids, etc.
- Drug, alcohol or mental health treatment
- Transportation to medical appointments

Other (please specify)

6. Which transportation need do you or your family prioritize? (select one)

- Expanded public transportation
- Financial assistance to purchase a car or make repairs
- Obtaining a driver's license
- Having a dependable vehicle
- Affordable car insurance

Other (please specify)

7. Which financial and/or legal issues are lacking in the community? (select one)

- Assistance with eviction/utility/repossession/bankruptcy or foreclosure problems
- Budgeting/money management classes
- Credit score education
- Advocacy for delinquent credit cards
- Fraud awareness

Other (please specify)

8. What is your main source of household income? (select one)

- Employment
- Unemployment
- Social Security/SSDI/SSI
- Public Assistance
- Child Support
- Alimony
- Pension
- Self-employed
- No income

Other (please specify)

9. What services has your household received from the Warren-Hamilton Counties Community Action Agency during the last 12 months? (select all that apply)

- Food Pantry (bread, vegetables, pastry)
- Emergency Food Basket (canned goods, meat, pasta, cereal)
- Case Management (Project Option)
- Emergency Services (utility or motel)
- Alternative Sentencing
- Weatherization
- Transportation
- Handyman

10. If you received services from our agency in the last 12 months, please answer the following: (select one)

- I was helped in a timely manner
- I got the information and/or services I needed
- I was informed about other community services
- I would recommend the Warren-Hamilton Counties Community Action Agency to family and friends

11. Which of the following are most needed in Warren or Hamilton Counties? (select one)

- More people who have their basic needs met (adequate food, clothing, shelter)
- More people with adequate health insurance
- Less alcohol and drug abuse
- More tax breaks/financial assistance
- Reduced teen pregnancy
- More opportunities for youth recreation
- More affordable housing

Other (please specify)

12. What Town/City do you live in?

13. If appropriate, what organization are you affiliated with?

Surveys returned from Community Members' affiliations

Sacred Heart Church  
Salvation Army  
Section 8 Program  
Town of Chester  
Town of Stony Creek  
UUCGF  
Village Green Residential Services  
Coordinator  
WAIT House  
Warren Cty. Board of Supervisors  
Warren Cty. Career Center  
Warren Cty. DSS  
Warren Cty. Head Start  
Warren Cty. Health Services  
Warren Cty. Office of the Aging  
Warren Cty. Probation  
Warren Cty. Treatment Court  
Warren Cty. WIC  
Warren/ Washington ARC  
Warren/ Washington Assn. for Mental  
Health  
Warren/ Washington CARE Center  
Warren/ Washington Community Services  
Warren-Hamilton CAA Board  
Warrensburg Church  
WWARC