

# Cumberland County Needs Assessment 2020

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**County Human Services Advisory Council**

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# PART 1



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# Executive Summary

This needs assessment was conducted in the Summer and Fall of 2020, at a time in which the global Coronavirus pandemic both created and revealed the scope of needs among neighbors. This unique set of events and the reliance on fully remote data collection created both challenges and opportunities to better understand which needs are most prevalent as well as the nature of those needs. Recent events certainly influenced change in the nature of needs as well.

Key findings across all needs included concerns with fundamental areas such as housing and employment, along with healthcare. Based upon recent local data, focus groups prioritized housing and community safety. Both local data and survey respondents prioritized behavioral and mental health services for adults and children.

Consistent barriers were those related to transportation, awareness of services, and cultural barriers. There is also a great deal of concern expressed in focus groups about working class families who may not be found eligible for services due to income limits.

One key informant noted with certainty: "There are NO areas of social services where barriers do not exist. The groups that are most impacted are the impoverished, marginally impoverished, recently economically displaced, those with mental health/ substance misuse issues, limited English proficient and youth."

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# Introduction

## Purpose

The N.J. Department of Children and Families is partnering with human services organizations in each county to undertake an assessment of local strengths and needs. The goal of this assessment is to collect the information needed to make sure the right mix of services and activities are available in every county in New Jersey to support families. The findings from the needs assessment can be used to support the development of local recommendations to assist with decision making; the identification of high priority human service needs and barriers to service delivery for New Jersey's communities; the coordination and improvement of services to the Departments' target populations; the planning, funding, coordination and implementation of Department Initiatives.

This statewide approach to county-specific needs assessments aligns with DCF's existing county based continuous quality improvement review cycle, in which each county is evaluated every two years. The findings from the needs assessment will be embedded into the DCF's existing ChildStat process and shared with DCF staff and stakeholders during the county's ChildStat session. ChildStat is a learning, management, and accountability tool used by DCF to support continuous quality improvement, foster a shared sense of accountability and promote system-wide problem solving around critical issues affecting child and family outcomes. A ChildStat session incorporates analysis and interpretation of administrative data to support planning and dialogue between DCF executive management and senior leadership and system partners.

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# County Description

## Narrative: In the Words of the County

Cumberland County, located in the heart of the Northeast corridor, is situated along the Delaware Bay and conveniently located two hours from New York City and Baltimore and forty-five minutes from Philadelphia and Atlantic City. Cumberland County was founded in January 1748 and occupies about 500 square miles of land in the south-central part of New Jersey and has over 40 miles of Delaware Bay coastline. With a mix of urban areas, suburban neighborhoods, and swaths of farmland, Cumberland County is one of New Jersey's more multifaceted regions.

([https://en.wikipedia.org/wiki/Cumberland\\_County,\\_New\\_Jersey](https://en.wikipedia.org/wiki/Cumberland_County,_New_Jersey))

Cumberland County's population is 155,744, making it the state's 16th largest county. It is comprised of 3 Cities, 10 Townships, and 1 Borough. Bridgeton (25,209), Millville (28,399), and Vineland (60,876) represent 21% of the 14 municipalities in the county, but 74% of the population (Cumberland County Prosecutor's Office). Bridgeton City and Vineland City have the highest proportions of foreign-born residents (Rutgers County Profile). The racial and ethnic composition of the county is 69.4% White; 22.4% Black; 29.7% Hispanic or Latino; 2% Asian; and 11.4% Other. Differences between the county and the state's demographic make-up include higher proportions of Black/African American and Hispanic/Latino residents, and lower proportions of Asian residents in this county and the county's proportion of White residents has increased slightly while other ethnic/racial groups appear fairly steady. In this county, the proportion of residents who speak English ONLY is slightly higher than the state average. Of the municipalities with data available for this county, Bridgeton City has the lowest proportion of residents who speak English-only, while Shiloh Borough has the highest proportion of residents who speak English-only. (Rutgers County Profile)

According to the 2018 Kids Count, the total child population in Cumberland County is 36,626, and the median income of families with children \$42,282.

([https://acnj.org/downloads/2018\\_08\\_21\\_new\\_jersey\\_kids\\_count\\_county\\_profiles\\_rankings\\_press\\_releases.pdf.pdf](https://acnj.org/downloads/2018_08_21_new_jersey_kids_count_county_profiles_rankings_press_releases.pdf.pdf)) In this county, children between the ages of 6 & 11 years old is the largest group. At the point in time of December 31, 2018, this county had the 12th highest number of children served by CP&P of NJ counties with 1739 children in in-home placement and 261 in out of home placement, and the number of children in out of home placement was lower than in most previous years (Note that county population size has not been accounted for in this indicator) (Rutgers County Profile).

Cumberland County ranked last or near last in all four areas of Economics, Health, Safety and Wellbeing, and Education, according to the annual New Jersey Kids Count county profiles.

14.3% of residents are living below the poverty-level and the median family income is \$59,927.

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# Needs Assessment Methodology

Quantitative and qualitative data from various sources and stakeholders related to housing, food, health care, community safety, employment and career services, child care, services for families caring for a child of a relative, behavioral/mental health services for children, behavioral/mental health services for adults, substance use disorder services, domestic violence services, parenting skills services and legal and advocacy services were collected to inform this needs assessment.

## **County Data Profile**

DCF provided a county data profile to the county Human Service Advisory Council (HSAC) to support the HSAC in identifying key topics to be explored in more depth. The data profile consists of the most recently available administrative data related to demographic population and selected indicators of poverty, housing, food security, childcare, health care, transportation, employment, community safety, mental health and substance use. The sources for the data included in the profile include a combination of federal databases. The primary purpose of the county data profiles is to support the HSAC needs assessment team in identifying key areas to prioritize during the focus group data collection efforts.

## ***Approach for Prioritizing Needs***

The Rutgers county data profile showed that when compared to other counties Cumberland County showed a greater need in: Families with children under the age of 18 living in poverty, median household income, food insecurity, cost of transportation as a percentage of income in NJ, children under the age of 18 without health insurance, median unemployment rates across counties, violent crime rate (per 1,000), juvenile arrest rates (per 1,000), and frequency of depression.

Cumberland County's crime rate is one of the higher ones in the state. Most violent crimes in this county were attributed to aggravated assault and robbery and most nonviolent crimes were attributed to larceny. Without accounting for population size, this county has the 3rd highest juvenile arrest rate in the state. This rate has decreased slightly between 2012 and 2016 and is higher than the rate for NJ.

In this county, the majority of mental health programs available are outpatient services and the estimated frequency of depression is higher than the state average.

Also, data provided by focus groups and key informant interviews supported prioritizing Housing, Community Safety, Behavioral/Mental Health Services for Children, and Behavioral/Mental Health Services for Adults.

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The four need areas selected by the county to be the focus areas and primary topics in the qualitative data (e.g. focus groups and key informant interviews) collection included:

1. Housing
2. Community Safety
3. Behavioral/Mental Health Services for Children
4. Behavioral/Mental Health Services for Adults

### **Focus Groups**

In an effort to implement a uniform needs assessment approach across counties to support statewide trend analysis, DCF required HSACs to conduct a series of focus groups. The purpose of the focus groups was to collect qualitative information to better understand the scope, nature and local context related to addressing community needs that influence families.

Focus groups sessions were scheduled for approximately one and half hours with the first thirty minutes being designated for introductions and survey completion and the remaining hour being designated for the focus group dialogue. In each focus group session, participants were asked to complete a standard survey to gather data about the key topic areas outlined in the aforementioned data profiles. The survey was developed to identify areas of strength and areas in need of improvement related to county-based supports and service array. The survey consists of demographic data and approximately 10 questions related to each of the eleven basic and service needs. Six of the questions are based on a five-point Likert scale ranging from Strongly Disagree to Strongly Agree.

Upon completion of the surveys, the focus group participants were asked to transition into the dialogue component of the session. The dialogue requirement was intended to allow participants to highlight their experiences and perceptions as community members and provide opportunity for a deeper discussion and assessment of top barriers in each area of need. Group members discussed two selected basic and service need priority areas. Facilitators use a structured protocol to explain the purpose, goals, confidentiality and informed consent and objectives of the focus group.

### ***Recruitment.***

The Cumberland County HSAC recruited participants for their Needs Assessment Focus Groups via email, telephone, and in-person interactions. Several recruiting and reminder emails were sent to all HSAC members, all Cumberland County government departments including Human Services, Sheriff's Office, Prosecutor's Office, Office of Emergency Management, Administration Department, Board of Social Services, Court House and Jail, local partnering agencies, all area Family Success Center's, Children's System of Care agencies such as the Care Management Organization, Family Support Organization, Mobile Response and Stabilization System, local DCP&P offices. We had many of these



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offices and partnering agencies respond in wanting to participate in the Survey, Focus Groups, and Key Informant Interviews. Also, many of the above departments and agencies shared our social media recruitment post as well as forward the recruitment email to their email contacts, one of the prominent ones being the County Prosecutor.

***Focus Group Participants.*** A total of 11 focus groups were conducted in this county as part of this needs assessment. These focus groups were conducted from November 13, 2020 to December 3, 2020. There was a total number of 73 participants. The number of participants in each focus group ranged from a minimum of 5 and a maximum of 10 participants. During the focus group sessions, a total of 173 surveys were completed.

### **Key Informant Interviews**

Key informant interviews were conducted to gather additional feedback from County Human Services Directors and other identified individual selected by the HSACs regarding considerations for addressing the needs and concerns that were highlighted in the data profiles and focus group sessions. Facilitators use a structured protocol to explain the purpose, goals and objectives of the focus group.

### ***Recruitment.***

The Cumberland County HSAC recruited participants for their Needs Assessment Key Informant Interviews via email, telephone, and in-person interactions. Several recruiting and reminder emails were sent to all HSAC members, all Cumberland County government departments including Human Services, Sheriff's Office, Prosecutor's Office, Office of Emergency Management, Administration Department, Board of Social Services, Court House and Jail, local partnering agencies, all area Family Success Center's, Children's System of Care agencies such as the Care Management Organization, Family Support Organization, Mobile Response and Stabilization System, local DCP&P offices.

Direct outreach was made to key community members including the County Director of Human Services, Mental Health Administrator, Drug and Alcohol Coordinator and Homeless Coordinator.

***Key Informant Interview Participants.*** A total of 8 interviews were conducted in this county as part of this needs assessment. The total number of participants included was 8. These interviews were conducted from November 2, 2020 to December 31, 2020. There was a total of 173 surveys completed during the interview sessions.

### **Participant Demographics**

As described in the above sections, both focus group and interview participants completed the needs assessment survey. Below we combine information for all participants to provide an overview of the participant demographics.

<b>Role in the Community (not mutually exclusive)</b>	<b>Number of Participants</b>
County Resident	111
Staff or Volunteer with a Community-Based Organization (e.g., Health and Human Services providers, Planning Board Participants)	63
Staff or Volunteer with a Public Service Organization (e.g., paramedics, fire fighter, police officers, air force, judges)	29
Local Business Owner in the County	9
Community leader and advocate in the county (e.g., hold a volunteer office, clergy, activist)	18
Other	19

<b>Age</b>	<b>Number of Participants</b>
Under 18	0
18-24	4
25-34	25
35-44	51
45-54	43
55-64	36
65 and over	14

<b>Gender</b>	<b>Number of Participants</b>
Female	134
Male	37
Non-binary, third gender/transgender	0
Prefer Not to Say	2
Other	0

<b>Race</b>	<b>Number of Participants</b>
American Indian or Alaska Native	0
Asian	0
Black or African-American	21
Native Hawaiian or Other Pacific Islander	1
White or Caucasian	130
Multi-Race (2 or More of the Previous)	5
Other	16

<b>Ethnicity</b>	<b>Number of Participants</b>
Hispanic, Latino or Spanish Origins	35

No Hispanic Latino or Spanish Origins	102
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Education Level	Number of Participants
Grades Preschool-8	0
Grades 9-12-Non-Graduate	0
High School Graduate or GED	18
High School/GED <u>and</u> Some College/Trade	26
2 or 4-Year College/Trade School Graduate	67
Graduate or Other Post-Secondary School	62

Employment Status	Number of Participants
Employed: Full-Time	144
Employed: Part-Time	8
Unemployed-Looking for Work	3
Unemployed-Not Looking for Work	1
Retired	8
Student	0
Self Employed	5
Unable to Work	4

Years of Community membership	Number of Participants	Range
How many years have you been a member of this community?	173	Less than 1 year to 30 and over

Services Accessed by a Household Member within the last 2 Years	Number of Participants
Yes	45
No	123

Household Member History of Involvement with NJ Division of Child Protection and Permanency	Number of Participants
Yes	10
No	161

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Participants represented the following municipalities

Bridgeton, Commercial Township, Deerfield Township, Downe Township, Fairfield, Fairton, Greenwich, Gouldtown, Hopewell, Lawrence Township, Millville, Stow Creek, Upper Deerfield, Vineland

### **Additional Data Collection Methodologies**

We offered various prescheduled meeting times as well as one on one opportunities to maximize participation. SurveyMonkey was utilized to collect community responses as in-person survey collection was not possible.

Being unable to meet in person with community members skewed our participants to service providers and professionals. Mostly full time employed, many indicated they did not know the answers to questions about the nature of need, a lot of attrition, or skipped answers.

# PART 2



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# Key Findings Across Needs

Cumberland County continues to struggle in many basic need areas. Survey results indicated that the priority needs lie in housing, employment, and healthcare, along with specialized areas of behavioral and mental health services for both children and adults. Many respondents indicate that availability, accessibility, and awareness of services are a barrier to access to services. Income limits on eligibility for services was noted as a particular issue that impacts availability. Many focus group participants and survey respondents provided examples of challenges faced by working poor and middle-class families who would greatly benefit from resources but are stagnated in increasing their income because of stringent income guidelines. Transportation emerges time and again as a specific barrier to accessing services for lower-income residents, and particularly for those living in more rural areas. This is a barrier that has been somewhat mitigated through recent reliance on telephone and online applications and verifications. It was noted that there remain individuals who do not have the required internet access or understanding of technology, and so digital divides are becoming more impactful. As Cumberland County has a large and increasing Spanish-speaking immigrant population, there is a growing concern that many are not able to access needed services due to eligibility limits, distrust of institutions, language barriers, and stigma in receiving services. Overall, service providers within Cumberland County could work more diligently to expand eligibility and offer flexibility to service seeking clients. As services and resources are made available, providers could do more to raise awareness through outreach to these communities.



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## Need Area: Housing

## Status: Prioritized Need Area

Housing includes the availability of affordable, stable, permanent and acceptable living accommodations. This need area seeks to assess the sufficiency of housing in the county and the degree to which residents are homeless or threatened with eviction, as well as the existence of community supports (e.g., subsidy, vouchers, etc.) and services aimed at ensuring housing for all (e.g., Homelessness Prevention Program, Housing Resource Center, community shelters, County Board of Social Services, Section 8, affordable housing, housing authorities, etc.)

In Cumberland County, 21 percent of households experienced severe cost burden (50% of income or more is spent on housing) for housing in 2017. This percentage is greater than the percentage for the state of New Jersey (American Community Survey; see *County Data Profile for Additional Source Information*). In 2019 the latest year of data made available in the county profile packet, 22 percent of households experienced at least one of four severe housing problems: 1.) overcrowding determined by high person-per-room, persons-per-bedroom, or unit square footage-per-person; 2) severe cost burden, 3) lack of kitchen facilities, or 4) lack of plumbing facilities (Comprehensive Housing Affordability Strategy; data compiled by HUD; see *Data Profile for Additional Source Information*).

## Need Assessment Key Findings

### Summary: Scope of the Need

In this needs assessment, 76% of those surveyed indicated that housing should be prioritized as a basic need focus area. The percentage of persons experiencing severe housing problems in Cumberland County has remained relatively steady over time. The point-in-time count from January 2020 identified 184 individuals experiencing homelessness in the county, with a highly disproportionate ratio of African Americans impacted (41.3% of the homeless population, but 18.5% of the county population). 34.8% of homeless persons reported having a disability, with 50% reporting mental health conditions as their primary disabling condition. Chronic health conditions and substance abuse disorders were also notable.

### Summary: Nature of the Need

In this needs assessment, the majority of respondents indicated that there were issues with housing availability in a lack of low-income housing, difficulty in accessing housing assistance for the working poor, and lack of awareness about housing assistance options.

Many focus group participants agreed that a primary means by which individuals attempt to meet their need for housing is through asking for the help of family and friends. The primary reported causes of homelessness from the January 2020 Point In Time Count included being asked to leave a shared



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residence and eviction or at risk of eviction. One relevant barrier to stable housing is the limits placed on tenants with housing assistance that prevents them from having family members with criminal records or adult children on lease agreements. Individuals in need of mental health or substance abuse treatment may have additional challenges in maintaining housing as well.

Waitlists are considered to be a great discouragement to those who require long term solutions to unaffordable housing, as are challenges related to poor credit or criminal history. Even basic challenges in meeting deadlines, burdensome applications, and requirements for documentation were reported as common barriers.

Finally, many respondents felt that income limits excluded many individuals and families from accessing much-needed housing assistance. One respondent, a single mother of three, reported that she was encouraged to quit her second job to meet income requirements.

There is concern among service providers that recent job losses and increased demand for services related to the COVID-19 pandemic will result in an influx of housing needs related to evictions and changes in income.

By some accounts, applying for services has become less burdensome since telephone and virtual screening of applicants removes transportation as a barrier. Still, our county family shelter is outside of the major population centers and barriers remain for those without access to or understanding of online and telephone systems.

### **Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

Suggestions for improvements at the county level include: the creation of service centers in high population areas to assist those in need of housing resources, increasing awareness of available resources, and to engage in individualized assistance during the application process. Local landlords could be better evaluated and/or supported in providing quality low-income housing through the direction of local municipalities. One participant noted high rates of "urban decay" with vacant residential and commercial properties in the county that could be utilized for transitional or low-income housing.

Other agencies could support this work by providing financial literacy and homeowner education programming.

### **If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	143	26.57 %	31.47 %	20.98 %	5.59 %	15.38 %	100 %
2. Anyone in the county is able to access services.	143	19.58 %	33.57 %	25.87 %	8.39 %	12.59 %	100 %
3. Services are widely advertised and known by the county.	143	25.87 %	37.60 %	20.98 %	6.29 %	9.79 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	143	11.89 %	11.89 %	30.77 %	9.79 %	35.66 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	143	6.99 %	18.18 %	37.76 %	6.99 %	30.07 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	143	8.39 %	16.78 %	36.36 %	9.09 %	29.37 %	100 %

### Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	143	77	53.85
Services do not exist	143	37	25.87
Transportation	143	78	54.55
Cannot contact the service provider	143	32	22.38
Too expensive	143	33	23.08
Lack of awareness of service	143	95	66.43
Cultural Barriers	143	50	34.97
Services provided are one-size fits all, and don't meet individual needs	143	56	39.16
Stigma Leads to Avoidance	143	49	34.27
Eligibility Requirement (explain below)	143	49	34.27
Other (explain below)	143	27	18.88

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**Need Area: Food****Status: General Need Area**

Food security is the availability and ability to acquire nutritionally adequate and safe foods. This area of need seeks to assess the level to which residents throughout the county have adequate food and the existence of community services and supports to address unmet food needs (e.g., food banks, soup kitchen, local pantry, community-based organization, Supplemental Nutrition Assistance Program (SNAP), food stamps, Women, Infants, Children (WIC) Supplemental Nutrition Program, etc.)

In **Cumberland County**, the food insecurity rate for households was approximately 12.9 percent in **2017**, the most recent date of available data (U.S. Census Bureau Current Population Survey and U.S. Department of Agriculture Economic Research Service; *see County Data Profile for Additional Source Information*). This percentage is **greater than** the percentage rate for New Jersey.

**Need Assessment Key Findings****Summary: Scope of the Need**

Free Reduced Lunch numbers are remaining steady, with 16,449 reported in the 2017/2018 school year. WIC/SNAP beneficiaries slightly decreased over the most recent five-year report available. (NJ Dept of Agriculture, Kids Count)

Food Pantries and summer feeding programs in the area are run through local churches and not-for-profit entities, with 37 county agencies listed on the Community Food Bank of New Jersey website.

There remains a concern that there are many working poor families who exceed the threshold for support services and are not receiving adequate resources for healthy nutrition.

**Summary: Nature of the Need**

Survey results indicated that respondents felt services for access to food are available and accessible, although not well advertised.

There was a recent influx of food availability due to COVID relief measures through local schools, food pantries, and donations to local organizations like the M25 Initiative. As these additional funds deplete or expire, the nature of food insecurity may be altered. Transportation remains a concern for lower-income residents, especially those in outlying areas of the county.

**Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

\*Required only if focus group need area topic

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**If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	137	10.95 %	21.17 %	41.61 %	13.14 %	13.14 %	100 %
2. Anyone in the county is able to access services.	137	13.87 %	18.25 %	40.88 %	10.95 %	16.06 %	100 %
3. Services are widely advertised and known by the county.	137	13.87 %	35.04 %	31.39 %	8.03 %	11.68 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	137	12.41 %	10.22 %	29.93 %	8.76 %	38.69 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	137	5.84 %	6.57 %	47.45 %	10.22 %	29.93 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	137	4.38 %	8.76 %	51.81 %	7.30 %	27.74 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	137	23	16.79
Services do not exist	137	14	10.22
Transportation	137	87	63.50
Cannot contact the service provider	137	22	16.06
Too expensive	137	12	8.76
Lack of awareness of service	137	79	57.66
Cultural Barriers	137	34	24.82
Services provided are one-size fits all, and don't meet individual needs	137	33	24.09
Stigma Leads to Avoidance	137	36	26.28
Eligibility Requirement (explain below)	137	22	16.06
Other (explain below)	137	17	12.41

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## Need Area: Health Care

## Status: General Need Area

Health care service providers deliver medical care, including health promotion, disease prevention and diagnosis and treatment services, to children and adults. This need area seeks to determine the level of residents in the county with health care needs, the availability of insurance coverage, and the existence of community services and supports that address health and wellness (e.g., doctors and clinics, hospitals, Medicaid Services, Home Visiting Programs, Family Success Centers, etc.)

In Cumberland, the estimated proportion of children under 18 years old (minors) with no health insurance coverage was 5.8 percent in 2017. This percentage is **greater than** the estimated percentage of minors with no health insurance for New Jersey in the same year (ACS; see Data Profile for Additional Source Information).

In Cumberland County in **2017**, there were 113 reports of lack of or no prenatal care. This was **decrease** of 16 reports from the previous year (Center for Disease Control and Prevention; see *Data Profile for Additional Source Information*).

### Need Assessment Key Findings

#### Summary: Scope of the Need

Respondents indicated that healthcare services are available to meet community needs, and expressed relative satisfaction with the quality of healthcare. There were concerns over the availability of healthcare and the utilization of existing resources for those with an undocumented citizenship status. Children in Cumberland County are up to date on immunizations at a higher rate than the state average. It seems that there is a concern that those who are undocumented may not have access to adequate healthcare. While 87.9% of county residents carry health insurance, Bridgeton City (with the largest immigrant population in the county) has only 74.2% of residents with health insurance. (United States Census Bureau, 2017).

#### Summary: Nature of the Need

Identified barriers that remain for healthcare in Cumberland county include a lack of transportation to healthcare providers. The county provides the Cumberland Area Transit bus by appointment only, and there is extremely limited access to timely public transit. Specialist care was also noted by multiple respondents as being difficult to find within the county, creating an additional need to travel to out-of-county healthcare providers. Individuals who do not qualify for Medicaid may find the costs of health insurance to be burdensome and may benefit from resources to help offset the costs of copays. A key informant identified, the lack of Spanish-speaking providers as a reason that families are often

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marginalized and stop trying because of the belief that they will not understand what is going on and feeling like the provider will not make an effort to help them understand.

**Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

\*Required only if focus group need area topic.

**If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	126	15.87 %	28.57 %	34.92 %	8.73 %	11.90 %	100 %
2. Anyone in the county is able to access services.	126	17.46 %	29.37 %	30.16 %	8.73 %	14.29 %	100 %
3. Services are widely advertised and known by the county.	126	18.25 %	23.81 %	41.27 %	4.76 %	11.90 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	126	12.70 %	7.94 %	37.30 %	7.94 %	34.13 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	126	7.14 %	7.94 %	46.03 %	10.32 %	28.57 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	126	7.14 %	8.73 %	48.41 %	7.94 %	27.78 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	126	36	28.57
Services do not exist	126	27	21.43
Transportation	126	66	52.38
Cannot contact the service provider	126	27	21.43
Too expensive	126	38	30.16
Lack of awareness of service	126	59	46.83
Cultural Barriers	126	43	34.13
Services provided are one-size fits all, and don't meet individual needs	126	35	27.78
Stigma Leads to Avoidance	126	26	20.63
Eligibility Requirement (explain below)	126	34	26.98
Other (explain below)	126	15	11.90



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## Need Area: Community Safety

Status: Prioritized Need Area

Community safety is the ability to be and feel safe from crime or violence in one's community and public spaces. This need area seeks to assess the level to which residents throughout the county are safe from crime or violence and the existence of community services and supports to assist residents with being and feeling safe in their community (e.g., local police, DCF's Child Protection and Permanency, Family Success Centers, security companies, neighborhood watch, safe havens, hospitals, etc.)

In Cumberland County there was a total of 820 violent crimes in 2016 and the *violent crime* rate per 1,000 was 5.3 percent (NJ Department of Law and Public Safety, Division of NJ State Police, Uniform Crime Reports, Updated 8/15/19; see Data Profile for Additional Source Information). Of the *non-violent* crimes committed there was a total of 18 arson, 183 motor vehicle theft, 4130 larceny and 1335 burglary in Cumberland County (NJ Department of Law and Public Safety, Division of NJ State Police, Uniform Crime Report, Updated 8/15/19; see Data Profile for Additional Source Information).

## Need Assessment Key Findings

### Summary: Scope of the Need

Crime rates in Cumberland County are some of the highest in the State of New Jersey.

Crime is generally concentrated within the three major cities of Millville, Bridgeton, and Vineland. A low sense of safety is compounded by individuals arming themselves for protection. Juvenile arrests are also particularly high, at 16 per 1,000 in 2018. Black males are the most likely victims of homicide in the county as well (NJ Department of Public Health, Office of vital statistics registry).

Safety concerns are commonly discussed within the community, and efforts taken by local law enforcement in community policing were noted by community members. Cumberland County's crime rate is one of the higher ones in the state. In this county, most violent crimes were attributed to aggravated assault and robbery, and most nonviolent crimes were attributed to larceny. Without accounting for population size, this county has the 3rd highest juvenile arrest rate in the state. This rate has decreased slightly between 2012 and 2016 and is higher than the rate for NJ (Rutgers County Profile).

### Summary: Nature of the Need

Commonly cited reasons for ongoing challenges in community safety were related to mistrust between police and the community members who would be likely to report crimes, whether fear of law enforcement or concerns that they would not be protected from retaliation. Professionals working with

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Hispanic youth noted that there are tangible benefits to gang involvement for those who are unable to rely on their parents to help them assimilate. One specific example was of a youth who used his time with fellow gang members to improve his English-speaking skills.

Economic benefits to youth engaged in crime is also perceived to be a challenge, as there are limited means by which a young person could earn money for their wants and/or needs.

**Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

Ongoing efforts in the county, specifically the CCTHRIVE initiative led by the Cumberland County Prosecutor, have been working to prevent juvenile gang and gun violence. Each major city also engages in community policing efforts to build trust in law enforcement and to increase pro-social activities for children and youth. There is also an increasing use of the Stationhouse Adjustment programs for youth charged with low level or first-time offenses, utilized to divert youth away from corrections facilities and intervene to prevent further offenses. These programs could be bolstered to better reach youth within public housing and high-crime areas. It is also noted that the State Police who patrol and respond in outlying areas of the county could also engage in more community policing.

For youth in migrant families especially, local agencies could do more to assist parents in understanding the risks of violence in the community and to facilitate access to resources for language learning, occupational opportunities, and general trust-building with law enforcement to reduce youth risk of gang involvement. Much of this work would require the involvement of immigrant communities that may have a mistrust or misunderstanding of policing and governmental systems, and therefore will require concentrated effort in cultural competency and the engagement of agencies that are successfully engaging this population.

**If Applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

### Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	124	21.77 %	29.03 %	33.87 %	5.65 %	9.68 %	100 %
2. Anyone in the county is able to access services.	124	15.32 %	24.19 %	39.52 %	7.26 %	13.71 %	100 %
3. Services are widely advertised and known by the county.	124	20.97 %	30.65 %	29.03 %	6.45 %	12.90 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	124	9.68 %	16.94 %	35.48 %	9.68 %	28.23 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	124	8.06 %	8.87 %	41.94 %	6.45 %	34.68 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	124	8.87 %	22.58 %	35.48 %	6.45 %	26.61 %	100 %

### Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	124	11	8.87
Services do not exist	124	26	20.97
Transportation	124	26	20.97
Cannot contact the service provider	124	18	14.52
Too expensive	124	14	11.29
Lack of awareness of service	124	57	45.97
Cultural Barriers	124	55	44.35
Services provided are one-size fits all, and don't meet individual needs	124	30	24.19
Stigma Leads to Avoidance	124	42	33.87
Eligibility Requirement (explain below)	124	10	8.06
Other (explain below)	124	27	21.77

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**Need Area: Employment and Career Services****Status: General Need Area**

Employment is the condition of having paid work or an alternate ability to earn a living. This need area seeks to determine the employment status (e.g., full or part-time, permanent or temporary) of county residents and the employment opportunities within a county, as well as the existence of community services and supports to assist in ensuring employment (e.g., unemployment services, career development, County One-Stop Centers, Family Success Centers, County Board of Social Services, etc.)

Employees in Cumberland County are estimated to earn a lower weekly wage than the state average. In this county, the average annual wage has increased very slightly between 2016 and 2018. The county's unemployment rate is generally higher than the state's rate followed a similar annual pattern. This county's median unemployment rate is higher than the state median. In this county, as with each NJ county, men tend to have higher annual incomes than women. Both males and females in Cumberland tend to have a lower median income than the state and national averages. The median income decreased for males but remained steady for females between 2013 and 2017. In more recent years, men consistently earn about \$4K more than women (Rutgers County Profile).

**Need Assessment Key Findings****Summary: Scope of the Need**

The majority of survey respondents disagreed or strongly disagreed that there are adequate, accessible, and widely advertised employment support services within the county. However, it was indicated that the majority agreed that available services that are available take social, individual, and cultural factors into account and that the facilities and staff are of good quality.

**Summary: Nature of the Need**

Again, transportation emerged as a commonly-cited barrier (55.74% of respondents), along with a lack of awareness of services (59.84%). Also emerging as barriers were concerns about reliance on "one size fits all" services (27.05%) as well as cultural barriers (25.41%). One respondent indicated that certain fields, specifically healthcare, are out of reach to portions of the population because of stringent academic requirements. There is a lack of one-to-one supports in guiding through unfamiliar processes as well. Concerns also exist for those who are long term unemployed or disabled, with respondents indicating that employment supports may not be available or accessible.

There was also an expressed concern that public support programs such as disability and long-term unemployment benefits incentivize people to avoid participation in the workforce.

**Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

\*Required only if focus group need area topic.

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**If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

### Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	122	27.05 %	29.51 %	28.69 %	4.10 %	10.66 %	100 %
2. Anyone in the county is able to access services.	122	21.31 %	31.97 %	30.33 %	5.74 %	10.66 %	100 %
3. Services are widely advertised and known by the county.	122	25.41 %	42.62 %	19.67 %	2.46 %	9.84 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	122	13.93 %	16.39 %	34.43 %	5.74 %	29.51 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	122	13.11 %	5.74 %	37.70 %	7.38 %	36.07 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	122	14.75 %	9.84 %	39.34 %	4.92 %	31.15 %	100 %

### Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	122	22	18.03
Services do not exist	122	31	25.41
Transportation	122	68	55.74
Cannot contact the service provider	122	22	18.03
Too expensive	122	11	9.02
Lack of awareness of service	122	73	59.84
Cultural Barriers	122	31	25.41
Services provided are one-size fits all, and don't meet individual needs	122	33	27.05
Stigma Leads to Avoidance	122	17	13.93
Eligibility Requirement (explain below)	122	24	19.67
Other (explain below)	122	26	21.31

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**Need Area: CHILD CARE****Status: General Need Area**

Child care services include agencies that provide care and supervision to children; as well as, before- and after- school care programs. This need area seeks to assess the level to which residents throughout the county need child care and before and after school care and the existence of community services and supports that address the need for child care (e.g., licensed daycares providers, subsidized and unsubsidized childcare, Child Care Resource and Referral Agencies, Boys & Girls Clubs, YMCAs, Family Success Centers, County Board of Social Services, etc.)

In Cumberland County in 2017 the median monthly center-based child care cost for an infant was less than the median monthly cost for NJ. The median monthly center-based child care cost for a toddler was less than the median monthly cost for NJ. Median monthly center-based child care cost child care cost for Pre-K in Cumberland County was less than the median monthly cost for NJ.

**Need Assessment Key Findings****Summary: Scope of the Need**

Nearly half of survey respondents who indicated knowledge of Child care needs disagreed or strongly disagreed that there are enough available and accessible services. Forty-seven percent indicated that services are not well advertised. In this area of the survey, many respondents indicated not having enough knowledge to answer (range: 17.95% to 41.88%).

Due to recent school closures due to the COVID-19 pandemic, there is a great influx of children learning from home, while not all parents in the local economy have occupations that allow them to be home nor social networks adequate to meet childcare needs. Cumberland County's largest employment sectors are healthcare, manufacturing, and retail- all areas with considerable need for in-person interactions.

**Summary: Nature of the Need**

Commonly selected barriers from the provided list included transportation, expense, and waitlists.

Child care assistance eligibility requirements were noted as problematic for the lowest income families as well as those in middle-income brackets. Work requirements for childcare assistance leave some unemployed or unengaged in educational pursuits because they are not able to commit to work until childcare is secured, while other families "earn too much" to qualify for assistance, but are limiting their opportunities based on expense.

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Those living outside of ABBOTT districts, or with limited access to pre-school through public education are at a disadvantage in returning to work or school. Some respondents also indicated a need for greater childcare options for older children through before and after school programs and childcare options for parents who work outside of traditional weekday business hours.

**Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

\*Required only if focus group need area topic

**If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**



## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	117	21.37 %	23.08 %	27.35 %	8.55 %	19.66 %	100 %
2. Anyone in the county is able to access services.	117	17.95 %	25.64 %	28.21 %	10.26 %	17.95 %	100 %
3. Services are widely advertised and known by the county.	117	19.66 %	27.35 %	28.21 %	5.98 %	18.80 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	117	11.97 %	11.11 %	29.91 %	5.13 %	41.88 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	117	11.11 %	5.98 %	41.03 %	6.84 %	35.04 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	117	11.97 %	9.40 %	35.90 %	8.55 %	34.19 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	117	45	38.46
Services do not exist	117	26	22.22
Transportation	117	49	41.88
Cannot contact the service provider	117	13	11.11
Too expensive	117	46	39.32
Lack of awareness of service	117	41	35.04
Cultural Barriers	117	29	24.79
Services provided are one-size fits all, and don't meet individual needs	117	26	22.22
Stigma Leads to Avoidance	117	11	9.40
Eligibility Requirement (explain below)	117	28	23.93
Other (explain below)	117	17	14.53

# PART 3

## Results: Specialized Service Needs



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## **Need Area: Services for Families Caring for a Child of a Relative**

### **Status: General Need Area**

Kinship services are supports for caregivers who have taken on the responsibility of caring for kin, including financial assistance, support groups, navigation of government benefits and assistance, and more. This need area seeks to assess the level to which residents require kinship services and the existence of community services and supports to support caregivers' ability to care for their kin (e.g., Kinship Navigator Program, DCF's Division of Child Protection and Permanency, Family Success Centers, County Board of Social Services, etc.)

### **Need Assessment Key Findings**

#### **Summary: Scope of the Need**

On December 31, 2018, Cumberland County had the 12th highest number of children served by CP&P of NJ counties. The number of children served at that time reflected 1739 in-home placements and 261 out-of-home placements. Of the 261 out-of-home placements, 165 were non-kin placements and 96 kin placements. The number of children in CP&P out-of-home placements was lower in 2018 than in most previous years. (Rutgers County Profile).

#### **Summary: Nature of the Need**

Thirty-five percent of survey respondents skipped answering questions related to this need area. 58.77% of those that did respond indicated that lack of awareness of this need area and the related services is the major barrier and 28.07% indicated that services do not exist.

#### **Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

\*Required only if focus group need area topic

#### **If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	114	19.30 %	23.68 %	12.28 %	3.51 %	41.23 %	100 %
2. Anyone in the county is able to access services.	114	16.67 %	18.42	19.30 %	3.51 %	42.11 %	100 %
3. Services are widely advertised and known by the county.	114	23.68 %	26.32 %	9.65 %	4.39 %	35.96 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	114	10.53 %	10.53 %	19.30 %	6.14 %	53.51 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	114	9.65 %	4.39 %	21.93 %	4.39 %	59.65 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	114	9.65 %	6.14 %	23.68 %	3.51 %	57.02 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	114	16	14.04
Services do not exist	114	32	28.07
Transportation	114	23	20.18
Cannot contact the service provider	114	13	11.40
Too expensive	114	14	12.28
Lack of awareness of service	114	67	58.77
Cultural Barriers	114	24	21.05
Services provided are one-size fits all, and don't meet individual needs	114	23	20.18
Stigma Leads to Avoidance	114	16	14.04
Eligibility Requirement (explain below)	114	13	11.40
Other (explain below)	114	21	18.42

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## **Need Area: Behavioral/Mental Health Services for Children**

### **Status: Prioritized Need Area**

Child behavioral/mental health services are services designed to assess, address and support the emotional, psychological and social well-being of children. This need area seeks to assess the level to which children throughout the county have behavioral/mental health disorders, their ability to cope and function, and the existence of community services and supports to address children's behavioral/mental health needs (e.g., hospitals, in/out-patient therapy, individualized counseling, medication management, PerformCare, DCF's Children's System of Care, Family Support Organizations, etc.)

### **Need Assessment Key Findings**

#### **Summary: Scope of the Need**

Sixty-Nine percent of respondents indicated that Behavioral/Mental Health Services for Children is a priority need for Cumberland County. While data related to children's mental health status and service provision was not available for this report, it should be noted that there are several indicators that children in this county could be at increased need for mental health services. Twenty-two percent of families with children under 18 live below the poverty line (American Community Survey, 2017), two thousand have involvement with DCP&P (NJ Department of Children and Families, 2018), and 5.8% are without health insurance (American Community Survey, 2017) which may impact their access to mental health services.

#### **Summary: Nature of the Need**

Respondents indicated that there are not enough service providers for children and that services are not widely advertised throughout the county. Many times, referrals for mental and behavioral health services are made through local schools. This year most schools in Cumberland County have had very limited student/teacher in-person interaction, which raises concerns for whether children and youth are receiving the help they may need. Aside from school staff, many parents may reach out for assistance through the PerformCare line, while others generally avoid involving their children in such services due to stigma and/or a lack of understanding of the potential severity of delaying care. The logistics around accessing mental health care for a youth or child are also difficult for low income working families, especially since transportation can be very difficult to arrange for minors without a parent or guardian present.

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### **Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

Considerations for addressing children's mental health in Cumberland County include creating a more accessible crisis counselor for youth to engage with, finding more immediate gap services for those cases which may not require a mobile response to avoid delays that may interfere with parental follow-through for treatment. Parental education on normative development, the importance of early intervention in mental and behavioral health, and efforts to reduce stigma could be especially helpful for low-income, immigrant, or otherwise marginalized communities. Finally, there are a limited number of providers who focus on youth mental/behavioral health, and poor awareness of these services. Increasing the availability of less intensive mental health services and improving transportation options would help engage more individuals outside the need for crisis interventions.

### **If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	110	35.45 %	26.36 %	18.18 %	1.82 %	18.18 %	100 %
2. Anyone in the county is able to access services.	110	26.36 %	22.73 %	26.36 %	1.82 %	22.73 %	100 %
3. Services are widely advertised and known by the county.	110	32.73 %	30.00 %	20.00 %	3.64 %	13.64 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	110	11.82 %	11.82 %	26.36 %	5.45 %	44.55 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	110	9.09 %	11.82 %	30.91 %	4.55 %	43.64 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	110	10.00 %	10.91 %	33.64 %	4.55 %	40.91 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	110	47	42.73
Services do not exist	110	38	34.55
Transportation	110	48	43.64
Cannot contact the service provider	110	17	15.45
Too expensive	110	30	27.27
Lack of awareness of service	110	72	65.45
Cultural Barriers	110	32	29.09
Services provided are one-size fits all, and don't meet individual needs	110	26	23.64
Stigma Leads to Avoidance	110	41	37.27
Eligibility Requirement (explain below)	110	21	19.09
Other (explain below)	110	12	10.91

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## **Need Area: Behavioral/Mental Health Services for Adults**

### **Status: Prioritized Need Area**

Adult behavioral/mental health services include services designed to assess, address and support the emotional, psychological and social well-being of adults. This need area seeks to assess the level to which adult residents throughout the county have behavioral/mental health disorders, their ability to function and the existence of community services and supports to address adult behavioral/mental health needs (e.g., hospitals, in/out-patient therapy, individualized counseling, medication management, Statewide Parent Advocacy Network, Division of Mental Health and Addiction Services, PerformCare, etc.)

### **Need Assessment Key Findings**

#### **Summary: Scope of the Need**

Sixty-Three percent of respondents indicated that Behavioral/Mental Health Services for Adult is a priority need for Cumberland County.

Like other need areas, a lack of culturally and linguistically accessible mental health services for immigrant and Spanish-speaking populations is a concern.

In this county, the majority of mental health programs available are outpatient services. In this county, the estimated frequency of depression is higher than the state average. In this county, Hispanic/Latino reported symptoms of mental health distress most frequently, followed by White and Black/African American residents. Symptoms of mental health distress were reported by Women at a slightly higher rate than Men. In this county, White residents reported diagnosed depression, most frequently, followed by Hispanic/Latino then Black/African American residents. Diagnosed depression was reported more frequently by Women than by Men (Rutgers County Profile).

#### **Summary: Nature of the Need**

While many focus group participants indicated a lack of available services and mental health professionals, one way in which this created a barrier seems to be in long wait times for services. Some human service professionals shared experiences of having clients who could not be scheduled for a psychiatric evaluation until the following month. This was indicated as a challenge, not just in receiving timely treatment, but also in engaging those in need of services at opportune moments. One service provider stated, "...by the time an adult is scheduled, two months have gone by and (the) person doesn't feel comfortable going or just loses interest."



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### **Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

Common themes that emerged throughout the focus groups were more mental health services offered after the typical 8am-5pm work hours, more advertising of services, smaller caseloads so that staff at agencies can provide more 1:1 care. Another idea that mentioned in several groups was the idea of having a designated line for staff members that would schedule appointments for agencies/organizations and an all-inclusive mental health center that housed all of the available mental health services to reduce the community's barrier of transportation and having to go to multiple locations for the different aspects of their mental health needs.

### **If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	109	34.86 %	26.61 %	22.02 %	1.83 %	14.68 %	100 %
2. Anyone in the county is able to access services.	109	24.77 %	28.44 %	26.61 %	1.83 %	18.35 %	100
3. Services are widely advertised and known by the county.	109	28.44 %	33.94 %	21.10 %	1.83 %	14.68 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	109	15.60 %	12.84 %	24.77 %	3.67 %	43.12 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	109	11.93 %	11.93 %	34.86 %	4.59 %	36.70 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	109	11.93 %	10.09 %	37.61 %	4.59 %	35.78 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	109	46	42.20
Services do not exist	109	26	23.85
Transportation	109	50	45.87
Cannot contact the service provider	109	19	17.43
Too expensive	109	27	24.77
Lack of awareness of service	109	69	63.30
Cultural Barriers	109	28	25.69
Services provided are one-size fits all, and don't meet individual needs	109	25	22.94
Stigma Leads to Avoidance	109	39	35.78
Eligibility Requirement (explain below)	109	16	14.68
Other (explain below)	109	12	11.01

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## **Need Area: Substance Use Disorder and Prevention Services (Adults and Adolescents)**

### **Status: General Need Area**

Substance use treatment services includes services that provide a range of assessment and supportive treatment for substance use disorders. This need area seeks to gauge the substance use needs and the existence of community services and supports to address substance use disorder needs throughout the county (e.g., detoxification, short- and long-term inpatient treatment services, outpatient treatment services, medication management, Division of Mental Health and Addiction Services, NJ 2-1-1, etc.)

### **Need Assessment Key Findings**

#### **Summary: Scope of the Need**

From 2017 through 2018, Cumberland County ranked #1 in the state in percentage increase combined of Law Enforcement (LE) and Emergency Medical Service (EMS) Naloxone administrations year over year. This figure is astonishing demonstrating that Cumberland County is disproportionately suffering in comparison to other counties in the state. Both the cities of Vineland and Millville are among the state's top 10 cities for combined LE and EMS administrations through this period. According to the Office of the Chief State Medical Examiner, Cumberland County has had 113 suspected Drug Toxicity Deaths between 1/1/2018 and 12/31/2018 (Cumberland County Prosecutor's Office).

Between 2014 and 2018, the number of suspected opioid deaths in Cumberland County increased steadily, roughly quadrupling in 5 years. In this county, there is an increasing trend of overdose deaths as a proportion of the population from 2017 to 2018 (Rutgers County Profile).

According to the New Jersey Substance Abuse Monitoring System (NJ-SAMS) 1,488 Cumberland County residents were admitted into substance abuse programs (<https://www.nj.gov/humanservices/dmhas/publications/statistical/Substance%20Abuse%20Overview/2018/Glo.pdf>) with most treatment center admissions due to Heroin usage (Rutgers County Profile).

The average age of onset of use in Cumberland County is 14 for tobacco, 14 for alcohol, 14.7 for marijuana, and 13.6 for prescription drugs (PRIDE surveys).

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## Summary: Nature of the Need

The main barriers indicated by Cumberland County survey respondents were 64.42% Lack of awareness, 45.19% Transportation, and 40.38% Stigma.

A strength of the current Substance Use Continuum in Cumberland County is the collaboration among the Cumberland County Department of Human Services and Cumberland County Prosecutor's Office. The departments have Cumberland C.A.R.E.S. (Compassionate Addiction Recovery Equals Success) which is a 24-hour hotline to help those in need of treatment get in contact with a Recovery Coach at any time. Law Enforcement in Cumberland County have palm cards with the Cumberland C.A.R.E.S. information, which is handed out to individuals and family members dealing with addiction. Recovery coaches are available to guide individuals into treatment and then follow up with support).

In August of 2019, Recovery On Wheels (ROW), a bus outfitted to provide access to substance use disorder and recovery services on the spot in real-time was launched. ROW is a partnership through Cumberland County Human Services, Cumberland County Prosecutors Office, Cumberland County Health Department, Cumberland County Sheriff's Office, Inspira, and Complete Care. Numerous services are available through ROW as it navigates to scheduled locations throughout Cumberland County.

The County of Cumberland has oversight of the sole program in the county that provides adolescent substance abuse through the PerformCare and Social Service Block Grant.

As of November 2019, there are 13 licensed agencies in Cumberland County that provide family therapy, individual therapy, co-occurring mental health, and substance use disorders therapy. There is one withdrawal management center. The county has one provider who offers substance use treatment in a residential setting who only accepts private insurance. The other substance use programs accept Medicaid, private insurance, and other funding.

Substance abuse is highly prevalent in the area, especially among people with mental health issues. High unemployment rates and poverty levels were thought to contribute to the prevalence of mental health and substance abuse issues in the community.

[https://www.inspirahealthnetwork.org/upload/docs/2017/2016\\_2017\\_2018%20Salem%20County\\_CHNA.pdf](https://www.inspirahealthnetwork.org/upload/docs/2017/2016_2017_2018%20Salem%20County_CHNA.pdf)

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**Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

Enlisting the help of primary care providers to identify mental health issues and act as a gateway to services. The addition of transportation services, vouchers toward transportation services such as Uber and Lyft. A need for an increase in facilities that accept Medicaid and Medicare was identified among group participants. Group participants also suggested the need for more mental health providers and an increase in the promotion of already existing facilities would be helpful.

**If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	104	21.15 %	25.00 %	21.15 %	12.50 %	20.19 %	100%
2. Anyone in the county is able to access services.	104	15.38 %	18.27 %	31.73 %	13.46 %	21.15 %	100%
3. Services are widely advertised and known by the county.	104	19.23 %	25.96 %	25.96 %	11.54 %	17.31 %	100%
4. Services take race, age, gender, ethnicity and more into account.	104	8.65 %	7.69 %	28.85 %	16.35 %	38.46 %	100%
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	104	6.73 %	6.73 %	28.85 %	16.35 %	41.35 %	100%
6. Staff are well-trained, knowledgeable and provide good customer service.	104	6.73 %	5.77 %	32.69 %	17.31 %	37.50 %	100%

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	104	28	26.92
Services do not exist	104	20	19.23
Transportation	104	47	45.19
Cannot contact the service provider	104	12	11.54
Too expensive	104	22	21.15
Lack of awareness of service	104	67	64.42
Cultural Barriers	104	23	22.12
Services provided are one-size fits all, and don't meet individual needs	104	20	19.23
Stigma Leads to Avoidance	104	42	40.38
Eligibility Requirement (explain below)	104	13	12.50
Availability of Substance Use Disorder Services	n/a	n/a	n/a
Availability of Substance Abuse Prevention Programs	n/a	n/a	n/a
Other (explain below)	104	16	15.38



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## **Need Area: Domestic Violence Services**

### **Status: General Need Area**

Domestic violence is violence or other forms of abuse by one person against another in a domestic setting, e.g., husband and wife, child and parent, sibling and sibling, etc. This need area seeks to assess the level to which domestic violence impact residents throughout the county and the existence of community services and supports that will keep families safe from physical, sexual, financial, digital, mental and emotional forms of domestic violence (e.g., shelter services, victim services, batterers intervention services, DCF's Office of Domestic Violence Services, domestic violence liaisons, domestic violence hotline, Family Success Centers, etc.)

### **Need Assessment Key Findings**

#### **Summary: Scope of the Need**

Respondents in this needs assessment generally reported being unfamiliar with domestic violence services in the area. Data from the State of New Jersey showed that Cumberland County had 2676 reported cases of domestic violence in 2016. Without accounting for population size, this county has the 12th highest number of domestic violence incidents in NJ (Rutgers County Profile).

#### **Summary: Nature of the Need**

Comments related to barriers most commonly referred to the role of Police in the process of reporting instances of domestic violence, with one person providing an account of feeling discouraged by an officer reluctant to take her claims or willing to leave an abusive situation seriously. SERV was mentioned by multiple respondents as being the "go-to" agency for those experiencing domestic violence. One respondent expressed concerns about current transitional and safe housing overburdening vulnerable persons by requiring intensive involvement in services to have access to safe housing for an extended time to comfortably make strides toward supporting themselves and not feel forced into returning to abusive partners.



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**Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

\*Required only if focus group need area topic

**If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	103	16.50 %	23.30 %	24.27 %	0.97 %	34.95 %	100 %
2. Anyone in the county is able to access services.	103	12.62 %	15.53 %	37.86 %	3.88 %	30.10 %	100 %
3. Services are widely advertised and known by the county.	103	22.33 %	29.13 %	19.42 %	1.94 %	27.18 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	103	10.68 %	9.71 %	22.33 %	3.88 %	53.40 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	103	6.80 %	6.80 %	28.16 %	3.88 %	54.37 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	103	6.80 %	6.80 %	30.10 %	5.83 %	50.49 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	103	20	19.42
Services do not exist	103	18	17.48
Transportation	103	39	37.86
Cannot contact the service provider	103	14	13.59
Too expensive	103	11	10.68
Lack of awareness of service	103	68	66.02
Cultural Barriers	103	32	31.07
Services provided are one-size fits all, and don't meet individual needs	103	18	17.48
Stigma Leads to Avoidance	103	43	41.75
Eligibility Requirement (explain below)	103	6	5.83
Other (explain below)	103	16	15.53



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## **Need Area: Parenting Skills Services**

### **Status: General Need Area**

Parenting skills services are programs that aim to enhance parental capacity and skills, improve parenting practices and behaviors, and teach age appropriate child development skills and milestones. This need area seeks to assess the level to which residents require parenting skills services and the existence of community services and supports which address parenting skills (e.g., Home Visiting Program, Nurse-Family Partnership, Family Preservation, Family Success Centers, Family Service Organizations, Parents Anonymous, Parent Mentors, SPAN, etc.).

### **Need Assessment Key Findings**

#### **Summary: Scope of the Need**

Parenting skills services in Cumberland County are not considered widely available. There was a high prevalence of survey respondents indicating they were not aware of parenting services in Cumberland County.

#### **Summary: Nature of the Need**

Despite the lack of awareness indicated in survey responses, there are agencies in Cumberland County that provide these services. Agencies include the four area Family Success Centers, the Family Support Organization, and the United Advocacy Group.

Focus group participants and survey responses concluded that individuals are often hesitant to take part in parenting services due to stigma. They fear that taking part in educational or preventative courses would bring attention to them or it means they are not fit to parent.

Focus groups also noted immigrant families being hesitant to involve outsiders in parenting and a need for in-home services to be expanded.

#### **Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

\*Required only if focus group need area topic

#### **If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

## Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	103	16.50 %	22.33 %	20.39 %	4.85 %	35.92 %	100 %
2. Anyone in the county is able to access services.	103	12.62 %	17.48 %	23.30 %	5.83 %	40.78 %	100 %
3. Services are widely advertised and known by the county.	103	23.30 %	31.07 %	14.56 %	2.91 %	28.16 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	103	7.77 %	10.68 %	22.33 %	5.83 %	53.40 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	103	5.83 %	6.80 %	24.27 %	5.83 %	57.28 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	103	5.83 %	6.80 %	26.21 %	6.80 %	54.37 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	103	8	7.77
Services do not exist	103	19	18.45
Transportation	103	30	29.13
Cannot contact the service provider	103	7	6.80
Too expensive	103	8	7.77
Lack of awareness of service	103	74	71.84
Cultural Barriers	103	25	24.27
Services provided are one-size fits all, and don't meet individual needs	103	17	16.50
Stigma Leads to Avoidance	103	31	30.10
Eligibility Requirement (explain below)	103	3	2.91
Other (explain below)	103	14	13.59



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**Need Area: Legal and Advocacy Services****Status: General Need Area**

Legal and advisory services include legal assistance, advocacy and support in various types of legal matters, including child support, child custody, paternity, immigration, domestic violence, housing and eviction, criminal, etc. This need area seeks to assess if the level to which residents throughout the county have unresolved legal issues for which they need assistance and the existence of legal and advisory services to meet those needs (e.g., Legal Aid, pro-bono attorneys and clinics, court system, ombudsman, etc.)

**Need Assessment Key Findings****Summary: Scope of the Need**

29.29% of survey respondents listed legal services as a top-three need. Legal and Advocacy Services in connection to immigration and DCP&P are commonly known areas of need.

**Summary: Nature of the Need**

Lack of awareness was the largest identified barrier (62.24%) as well as transportation and cultural barriers. Lack of services for tenant rights and SSDI/SSI filing assistance were identified as needs. South Jersey Legal Services is active in Cumberland County in helping individuals with their legal and advocacy needs.

**Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**

\*Required only if focus group need area topic

**If applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

### Need Area: Survey Results

Item	Total Number of Respondents	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Total
1. There are enough services available in the county to help those who have this need.	98	14.29 %	28.57 %	21.43 %	3.06 %	32.65 %	100 %
2. Anyone in the county is able to access services.	98	12.24 %	26.53 %	25.51 %	1.02 %	34.69 %	100 %
3. Services are widely advertised and known by the county.	98	21.43 %	29.59 %	18.37 %	2.04 %	28.57 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	98	9.18 %	7.14 %	29.59 %	4.08 %	50.00 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	98	7.14 %	8.16 %	27.55 %	3.06 %	54.08 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	98	7.14 %	7.14 %	27.55 %	3.06 %	55.10 %	100 %

### Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	98	13	13.27
Services do not exist	98	16	16.33
Transportation	98	28	28.57
Cannot contact the service provider	98	8	8.16
Too expensive	98	19	19.39
Lack of awareness of service	98	61	62.24
Cultural Barriers	98	24	24.49
Services provided are one-size fits all, and don't meet individual needs	98	14	14.29
Stigma Leads to Avoidance	98	18	18.37
Eligibility Requirement (explain below)	98	11	11.22
Other (explain below)	98	14	14.29