

# Morris County Needs Assessment 2020

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Department of Human Services

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# PART 1



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# Executive Summary

The Morris County Department of Human Services, Human Services Advisory Council in collaboration with the New Jersey Department of Children and Families (DCF) administered a needs assessment to gain the community's perspective on community needs and services available in Morris County. The Department's philosophy is that comprehensive human services planning is the best way to invest tax dollars to support services which are necessary to ease suffering and enhance social development. The mission of the Department is to provide Morris County residents with the opportunity to improve the quality of their lives through evaluating, planning, and coordination of a wide range of human care services.

The Human Services Advisory Council (HSAC) conducted focus groups, in-depth interviews and literature reviews of relevant county research. Ten focus groups were conducted across Morris County stakeholders including: community members, public service organizations, non-profits and government leadership. Specifically, respondents were recruited from the following segments:

- Community Members Currently or Previously served by CP&P
- Children's System of Care (CSOC), DCP&P
- Community Members Currently or Previously served by Community Based Providers
- Youth/Young Adults (16-23)
- Community At-Large 1 Advisory
- Community At-Large 2 Residents
- Community Based Organizations
- Community Leaders
- Public Service Organizations
- Local Business Owners

In connection with the focus groups a needs assessment survey was administered to invite participants. Six one-on-one interviews were conducted with subject matter experts (key informants) who were familiar with the delivery of Morris County services. Finally, as the result of a literature review two additional information sources were identified as relevant to this particular needs assessment. Namely, the Morris County 2020 Point-in-Time Count and 2018 United Way Asset Limited, Income Constrained, Employed (ALICE) report.

Based on the findings the following needs were identified; for basic needs: Housing and Health Care and service needs: Behavioral Mental Health/Services for Adults and Behavioral Mental Health Services for Children.

In conclusion, the County could address identified priority needs by: Increasing awareness of existing services by implementing communications campaigns; increasing access to services by improving

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transportation options; Promote partnerships between local governments and local businesses to increase access to priority need services.

It is recommended that the New Jersey Department of Children and Families address identified priority needs by: Increasing funding for local services to expand available options; and Support legislative change to increase Federal and/or State eligibility guidelines to make them more inclusive.

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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**

In 2020, Morris County, had a population of 494k people with a median age of 42.9 and median household income of \$169,960. There are 130,461 families in Morris, of those 65,095 households have children. It is reported that 3.4% or 3,971 families are below provery level. Further, 2,656 or 2.4% of families with children are below the poverty level.

The most prevalent race/ethnic groups in Morris County are White 78.65%, Black/African American 3.59% and Hispanic/Latino 14.70%. Furthermore 24.5% of the people in Morris County speak a non-English language and 93.6% are U.S. citizens.

The median property value in Morris County is \$484,949 and the homeownership rate is 73.2%. Most people in Morris County commute by driving alone and the average commute time is 29 minutes. The average car ownership in Morris County is two cars per household.

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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***

Based on an indepth review of the Data Profile DCF provided to the County HSAC, basic and service need areas were identified. The HSAC considered the face validity of the provided data as well as results from an internal survey with its membership to determine prioritization of the need areas for the focus of this assessment.

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. Health Care
3. Behavioral Health/Mental Health for Adults
4. Behavioral Health/Mental Health for Children.

## **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.



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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.***

NOTE: The procedure for conducting the focus groups was modified from above description to comply with social distancing required by the COVID-19 pandemic. To this end, respondents were invited to complete an online survey in advance of participating in virtual focus groups. The HSAC Needs Assessment Leadership (NALT) Team identified and/or contacted potential respondents. The surveys reported below were in fact completed online prior to the focus group meeting. Although 80 people initiated the survey less than 80 actually completed it. This will be evident in the bases shown in the table. Sample confirmation communication for focus group participation is attached.

***Focus Group Participants.*** A total of 10 focus groups were conducted in this county as part of this needs assessment. These focus groups were conducted from November 9, 2020 to December 4, 2020. There was a total number of 80 participants. The number of participants in each focus group ranged from a minimum of 4 and a maximum of 13 participants. During the focus group sessions, a total of 80 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.***

Click or tap here to enter text.NOTE: The procedure for conducting the focus groups was modified from above description to comply with social distancing required by the COVID-19 pandemic. To this end, respondents were invited to complete an online survey in advance of participating in virtual focus

groups. The HSAC Needs Assessment Leadership (NALT) Team identified and/or contacted potential respondents. The surveys reported below were in fact completed online prior to the focus group meeting. Although 80 people initiated the survey less than 80 actually completed it. This will be evident in the bases shown in the table. Sample confirmation communication for focus group participation is attached.

**Key Informant Interview Participants.** A total of six interviews were conducted in this county as part of this needs assessment. The total number of participants included was six. These interviews were conducted from December 1, 2020 to December 11, 2020. There was a total of six 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.

Role in the Community (not mutually exclusive)	Number of Participants
County Resident	45
Staff or Volunteer with a Community-Based Organization (e.g., Health and Human Services providers, Planning Board Participants)	28
Staff or Volunteer with a Public Service Organization (e.g., paramedics, fire fighter, police officers, air force, judges)	4
Local Business Owner in the County	4
Community leader and advocate in the county (e.g., hold a volunteer office, clergy, activist)	13
Other	0

Age	Number of Participants
Under 18	1
18-24	7
25-34	13
35-44	15
45-54	13
55-64	10
65 and over	15

<b>Gender</b>	<b>Number of Participants</b>
Female	53
Male	21
Non-binary, third gender/transgender	0
Prefer Not to Say	0
Other	0

<b>Race</b>	<b>Number of Participants</b>
American Indian or Alaska Native	0
Asian	0
Black or African-American	8
Native Hawaiian or Other Pacific Islander	0
White or Caucasian	62
Multi-Race (2 or More of the Previous)	4
Other	0

<b>Ethnicity</b>	<b>Number of Participants</b>
Hispanic, Latino or Spanish Origins	12
No Hispanic Latino or Spanish Origins	50

<b>Education Level</b>	<b>Number of Participants</b>
Grades Preschool-8	0
Grades 9-12-Non-Graduate	0
High School Graduate or GED	6
High School/GED <u>and</u> Some College/Trade	9
2 or 4-Year College/Trade School Graduate	21
Graduate or Other Post-Secondary School	38

<b>Employment Status</b>	<b>Number of Participants</b>
Employed: Full-Time	52
Employed: Part-Time	8
Unemployed-Looking for Work	2
Unemployed-Not Looking for Work	0
Retired	9
Student	1
Self Employed	2
Unable to Work	0

<b>Years of Community membership</b>	<b>Number of Participants</b>	<b>Range</b>
How many years have you been a member of this community?	74	Less than 1-30 and over

<b>Services Accessed by a Household Member within the last 2 Years</b>	<b>Number of Participants</b>
Yes	20
No	52

<b>Household Member History of Involvement with NJ Division of Child Protection and Permanency</b>	<b>Number of Participants</b>
Yes	8
No	64

Participants represented the following municipalities

Morristown, Parsippany, Netcong, Morris Township, Boonton, Denville, Florham Park, Mount Olive Township, Dover, Wharton, Butler, Union, Budd Lake, Rockaway Township, West Milford, Randolph, Roxbury, Gillette Long Hill Township, Jersey City, Succasunna, Newark, Pequannock, Stanhope, Madison, Vernon, West Orange, Mt. Arlington, Hanover Township, Whippany, Morris Plains, Vernon, West Orange

### **Additional Data Collection Methodologies**

Literature review of the following references were used to support this needs assessment: 2020 Point-In-Time; the PIT is collected in person Morris County ALICE Report.

# PART 2



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# Key Findings Across Needs

Based on these findings, the top two basic needs identified were Housing and Health Care. Additionally, the top two specialized services needs identified were Behavioral/Mental Health Services for Adults and Behavioral/Mental Health Services for Children. Across all need areas, common barriers which emerged include long wait lists for services, transportation and lack of awareness of services. There was some indication from previous research that people of color are disproportionately affected by this lack of services. According the 2020 Morris County Point in Time count "Persons identifying as Black or African American are overrepresented in the population experiencing homelessness. While 3.4% of the general population, persons identifying as Black or African American are 8.5% of the population in poverty and 26.8% of the identified population experiencing homelessness." The 2020 Morris County Point in Time further concludes, "Persons identifying as Hispanic/Latino are also overrepresented among the population living in poverty and homelessness. While 13.7% of the general population, persons identifying as Hispanic/Latino are 25.2% of the population in poverty and 19.8% of the identified population experiencing homelessness." Additionally, it may be hypothesized that this particular set of needs were somewhat the results of the COVID-19 pandemic. For example, health care may have increased in importance as a result of the stress placed on the health care system due to the pandemic. The capacity to treat people has been diminished due to the need to focus on COVID-19 treatment. From the patient's perspective it's become more difficult to make appointments and get care. This situation may be further complicated by fear of contracting COVID-19 while seeking medical care.



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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 Morris, 14 percent of households experienced severe cost burden (50% of income or more is spent on housing) for housing in 2017. This percentage is less than the percentage for the state of New Jersey (American Community Survey; *see County Data Profile for Additional Source Information*). In 2017 the latest year of data made available in the county profile packet, 17 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**

The Morris 2020 Point-In-Time count identified 243 homeless households, 52 or (21%) of which were families with at least with at least one child under the age of 18 and one adult, an increase from 2019. Contributing factors may include domestic violence, drug or alcohol abuse, being asked to leave a shared residence, loss or reduction of job income. The ALICE (Asset Limited, Income Constrained, Employed) report further illustrates 45,735 working families with children may only be one paycheck away from homelessness due to the high cost of housing, food, health care, child care and transportation. The Point In Time study suggests that people of color are overrepresented in the homeless population.

**Summary: Nature of the Need**

Not only did housing emerge as the number one basic need in this needs assessment (survey and focus group) it also is listed as a major need in the 2018 ALICE study and the 2020 Morris County Point In Time Count. Although there are continuing efforts to increase the number of affordable housing units, the demands exceed the supply. Key barriers to accessing housing include cost, lack of transportation, long wait list for housing assistance.



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

Respondents suggested that the County have case managers specifically tasked with addressing housing clients needs...generally advocate for client housing needs. The County could advocate that the Federal Government simplify the voucher process. Advocate for increased funding for housing subsidy.

The results of this needs assessment will be shared with various Morris County Advisory Boards to determine additional next steps in addressing needs at both County and State levels.

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

Not Applicable

## 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.	72	23.61 %	38.89 %	29.17 %	1.39 %	6.94 %	100 %
2. Anyone in the county is able to access services.	72	18.06 %	31.94 %	30.56 %	6.94 %	12.50 %	100 %
3. Services are widely advertised and known by the county.	72	13.89 %	51.39 %	27.78 %	1.39 %	5.56 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	72	6.94 %	19.44 %	33.33 %	11.11 %	29.17 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	72	5.56 %	8.33 %	45.83 %	15.28 %	25.00 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	72	4.17 %	12.50 %	47.22 %	16.67 %	19.44 %	100 %

### Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	72	47	65.28
Services do not exist	72	16	22.22
Transportation	72	46	63.89
Cannot contact the service provider	72	7	9.72
Too expensive	72	18	25.00
Lack of awareness of service	72	46	63.89
Cultural Barriers	72	18	25.00
Services provided are one-size fits all, and don't meet individual needs	72	22	30.56
Stigma Leads to Avoidance	72	21	29.17
Eligibility Requirement (explain below)	72	32	42.44
Other (explain below)	72	0	0

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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 Morris, the food insecurity rate for households was approximately 6.1 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 **less than** the percentage rate for New Jersey.

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

Less than half of the respondents mentioned food as a top three basic need. People are aware that there are food pantries, food services providers that will provide food or meals to hungry people.

**Summary: Nature of the Need**

Despite the apparent availability of food provider across the county some respondent were unaware of such services and others were lacking transportation to provider locations. Suggestions include: advertise locations of food banks, distribute food through dedicated food trucks for the needy and provide grocery gift cards for people to purchase fresh foods.

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

Not Applicable

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

Not Applicable

## 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.	69	1.45 %	18.84 %	55.07 %	18.84 %	5.80 %	100 %
2. Anyone in the county is able to access services.	69	2.90 %	27.54 %	46.38 %	14.49 %	8.70 %	100 %
3. Services are widely advertised and known by the county.	69	1.47 %	33.82 %	44.12 %	10.29 %	10.29 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	69	5.80 %	17.39 %	34.78 %	8.70 %	33.33 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	69	2.90 %	4.35 %	55.07 %	23.19 %	14.49 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	69	1.45 %	1.45 %	59.42 %	21.74 %	15.94 %	100 %

### Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	69	5	7.25
Services do not exist	69	5	7.25
Transportation	69	43	62.32
Cannot contact the service provider	69	5	7.25
Too expensive	69	3	4.35
Lack of awareness of service	69	36	52.17
Cultural Barriers	69	12	17.39
Services provided are one-size fits all, and don't meet individual needs	69	8	11.59
Stigma Leads to Avoidance	69	26	37.68
Eligibility Requirement (explain below)	69	9	13.04
Other (explain below)	69	3	4.35

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## Need Area: Health Care

## Status: Prioritized 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 Morris, the estimated proportion of children under 18 years old (minors) with no health insurance coverage was 2.9 percent in 2017. This percentage is **less 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 Morris in 2017, there were 157 reports of lack of or no prenatal care. This was **decrease** of instance 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

While 62.52% of the respondents selected health care second most frequently as one of the top three basic needs compared with the rest of New Jersey Morris County seems to be doing well with respect to health care. For this reason we hypothesize that the large number of health care mentions in the focus groups may have been motivated by the health care environment caused by COVID-19. Despite the number of hospitals, urgent care facilities, affordable health care clinics and health care providers spread across Morris County, a significant number of respondents mentioned health care as a top priority need.

#### Summary: Nature of the Need

Focus group, key informant and ALICE report similar barriers to health care: costs, lack of insurance, lack of providers that speak the language of the client, lack of transportation, long wait list for appointments, long wait time for care and lack of access to technology for virtual care, etc.

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

Respondents suggestions included: taking steps to improve awareness of available health care services, assisting clients with applying for low cost insurance and provide assistance with transportation.

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The results of this needs assessment will be shared with various Morris County Advisory Boards to determine additional next steps in addressing needs at both County and State levels.

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

Not Applicable

## 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.	67	11.94 %	26.87 %	43.28 %	4.48 %	13.43 %	100 %
2. Anyone in the county is able to access services.	67	7.46 %	28.36 %	46.27 %	4.48 %	13.43 %	100 %
3. Services are widely advertised and known by the county.	67	7.46 %	40.30 %	32.84 %	4.48 %	14.93 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	67	4.48 %	19.40 %	35.82 %	5.9 %	34.33 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	67	2.99 %	4.48 %	49.25 %	16.42 %	26.87 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	67	2.99 %	5.97 %	50.75 %	14.93 %	25.37 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	67	16	23.88
Services do not exist	67	11	16.42
Transportation	67	32	47.76
Cannot contact the service provider	67	8	11.94
Too expensive	67	14	20.90
Lack of awareness of service	67	39	58.21
Cultural Barriers	67	17	25.37
Services provided are one-size fits all, and don't meet individual needs	67	7	10.45
Stigma Leads to Avoidance	67	18	26.87
Eligibility Requirement (explain below)	67	15	22.39
Other (explain below)	67	5	7.46

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**Need Area: Community Safety****Status: General 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 Morris there was a total of 326 violent crimes in 2016 and the *violent crime* rate per 1,000 was 8.1 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 5 arson, 180 motor vehicle theft, 3,183 larceny and 704 burglary in M (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**

In response to the survey 8.06% of the respondents mention community safety as a priority need. Due to the incidence this need was not discussed during the focus group.

**Summary: Nature of the Need**

It appears that there was a lack of awareness to address this basic need.

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

Not Applicable.

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

Not Applicable.



## 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.	67	1.49 %	8.96 %	61.79 %	16.42 %	11.94 %	100 %
2. Anyone in the county is able to access services.	67	2.99 %	11.94 %	61.19 %	13.43 %	10.45 %	100 %
3. Services are widely advertised and known by the county.	67	1.49 %	16.42 %	50.75 %	10.45 %	20.90 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	66	4.55 %	18.16 %	37.88 %	6.06 %	33.33 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	67	1.49 %	4.48 %	55.22 %	13.43 %	25.37 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	66	1.52 %	7.58 %	59.09 %	10.61 %	21.21 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	67	6	8.96
Services do not exist	67	8	11.94
Transportation	67	14	20.90
Cannot contact the service provider	67	3	4.48
Too expensive	67	2	2.99
Lack of awareness of service	67	28	41.79
Cultural Barriers	67	19	28.36
Services provided are one-size fits all, and don't meet individual needs	67	10	14.93
Stigma Leads to Avoidance	67	26	38.81
Eligibility Requirement (explain below)	67	4	5.97
Other (explain below)	67	14	20.90

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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.)

In Morris, the unadjusted unemployment rate ranged from a high of 3.8% to a low of 2.3% from June 2018 to May 2019 according to the data profile from DCF. On average Morris County's unemployment rate was lower than almost all the other counties.

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

In response to the survey, 51.61% of respondents indicated that employment and career services basic need area was the top three priority. According to ALICE and the Morris Point in Time

**Summary: Nature of the Need**

The largest barriers noted in the table below is lack of awareness of services, this is followed by transportation issues and cultural barriers.

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

Not Applicable.

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

Not Applicable.

## 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.	67	5.97 %	32.84 %	41.79 %	4.48 %	14.93 %	100 %
2. Anyone in the county is able to access services.	67	5.97 %	23.88 %	53.73 %	2.99 %	13.43 %	100 %
3. Services are widely advertised and known by the county.	67	4.48 %	44.78 %	34.33 %	1.49 %	14.93 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	67	5.97 %	16.42 %	37.31 %	2.99 %	37.31 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	67	1.49 %	8.96 %	50.75 %	8.96 %	29.85 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	66	1.52 %	12.12 %	46.97 %	10.61 %	28.79 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	67	13	19.40
Services do not exist	67	12	17.91
Transportation	67	36	53.73
Cannot contact the service provider	67	12	17.91
Too expensive	67	3	4.48
Lack of awareness of service	67	42	62.69
Cultural Barriers	67	22	32.84
Services provided are one-size fits all, and don't meet individual needs	67	14	20.90
Stigma Leads to Avoidance	67	17	25.37
Eligibility Requirement (explain below)	67	12	17.91
Other (explain below)	67	4	5.97

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

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

53.23% of respondents identified child care among their top three priority needs. This is another instance of a basic need negatively impacted by COVID-19.

**Summary: Nature of the Need**

Barriers include: As schools closed, due to COVID-19, working families sometimes had to choose between continuing to work and being at home with their children. Evening and weekend child care is difficult to find, lack of availability of affordable care, too expensive and lack of awareness of available services.

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

This is a general area that was not uniformly discussed across all groups.

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

Not Applicable.

### 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.	67	13.42 %	22.39 %	32.84 %	10.45 %	20.90 %	100 %
2. Anyone in the county is able to access services.	67	17.91 %	22.39* %	32.84 %	4.48 %	22.39 %	100 %
3. Services are widely advertised and known by the county.	67	7.46 %	29.84 %	35.82 %	4.48 %	22.39 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	67	5.97 %	10.45 %	35.82 %	2.99 %	44.78 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	67	0 %	5.97 %	47.76 %	11.94 %	34.33 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	67	0 %	5.97 %	41.79 %	16.42 %	35.72 %	100 %

### Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	67	28	41.79
Services do not exist	67	11	16.42
Transportation	67	24	35.82
Cannot contact the service provider	67	3	4.48
Too expensive	67	33	49.25
Lack of awareness of service	67	25	37.31
Cultural Barriers	67	15	22.39
Services provided are one-size fits all, and don't meet individual needs	67	14	20.90
Stigma Leads to Avoidance	67	11	16.42
Eligibility Requirement (explain below)	67	15	22.39
Other (explain below)	67	11	16.42

# 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**

In response to the survey, 17.74% identified this service need among their top three priorities.

**Summary: Nature of the Need**

A review of the table below shows that there was little known about this service.

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

This is a basic need that was not discussed uniformly across all focus groups.

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

Not Applicable.

## 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.	65	4.62 %	16.92 %	20.0 %	1.54 %	56.92 %	100 %
2. Anyone in the county is able to access services.	65	3.08 %	12.31	21.54 %	1.54 %	61.54 %	100 %
3. Services are widely advertised and known by the county.	65	7.69 %	24.62 %	13.85 %	1.54 %	52.31 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	64	1.56 %	4.69 %	23.44 %	1.56 %	68.75 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	65	0 %	4.62 %	23.08 %	3.08 %	69.23 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	65	0 %	6.15 %	23.08 %	3.08 %	67.69 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	65	7	10.77
Services do not exist	65	7	10.77
Transportation	65	10	15.38
Cannot contact the service provider	65	0	0
Too expensive	65	5	7.69
Lack of awareness of service	65	37	56.92
Cultural Barriers	65	6	9.23
Services provided are one-size fits all, and don't meet individual needs	65	2	3.08
Stigma Leads to Avoidance	65	3	4.62
Eligibility Requirement (explain below)	65	1	1.54
Other (explain below)	65	19	29.23



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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**

In response to the survey, 67.74% of respondents identified this area among their top three priority service needs. Respondents reported a serious lack of resources in view of increasing suicidal ideation, anxiety and depression in the adolescent population. Mental health issues among this group is increasing without an associated increase in services. Kids often end up in the emergency room of the hospital.

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

Key barriers to services include: parental denial of problem, lack of mental health providers for children, fear of stigma, long wait list for limited services that are available, transportation to services, and lack of awareness of what is available. It is widely reported that the pandemic has caused an increase mental health issues due to social isolation.

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

Cost, transportation and willingness to accept treatment are barriers to service delivery.

The results of this needs assessment will be shared with various Morris County Advisory Boards to determine additional next steps in addressing needs at both County and State levels.

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

Not Applicable.

## 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.	65	20 %	30.77 %	32.31 %	4.62 %	2.31 %	100 %
2. Anyone in the county is able to access services.	65	16.92 %	32.31 %	24.62 %	7.69 %	18.46 %	100 %
3. Services are widely advertised and known by the county.	65	15.38 %	43.08 %	21.54 %	3.08 %	16.92 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	65	7.69 %	13.85 %	38.46 %	1.54 %	38.46 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	65	6.15 %	3.08 %	56.92 %	4.62 %	29.23 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	65	6.15 %	3.08 %	56.92 %	6.15 %	27.69 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	65	23	35.38
Services do not exist	65	20	30.77
Transportation	65	29	44.62
Cannot contact the service provider	65	7	10.77
Too expensive	65	18	27.69
Lack of awareness of service	65	43	6.15
Cultural Barriers	65	17	26.15
Services provided are one-size fits all, and don't meet individual needs	65	9	13.85
Stigma Leads to Avoidance	65	29	44.62
Eligibility Requirement (explain below)	65	8	12.31
Other (explain below)	65	0	0

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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**

In response to the survey, 62.90% of the respondents identified Behavioral/Mental Health Services for Adults among their top three service needs. Respondents believe that more community members are experiencing PTSD, and more veterans are in crisis. Those in serious crisis appear to be stuck in a revolving door. They go to the emergency room and are released. Treatment is not readily available. It is a struggle to get people the care they need. There is a lack of access to resources; moreover, the resources that are available are inadequate.

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

Key barriers to services include: Non-acute conditions are often ignored; cost is prohibitive for those without insurance and co-pays are too expensive for people who do have insurance; there are long wait lists for services, particularly with those who are linguistically diverse; and lack of support for mental health patients after they have been discharged from care (e.g. help monitoring medication).

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

Local considerations might include: development of education programs that will aid in the recognition of mental health issues and find funding to increase the availability of mental health professionals.

The results of this needs assessment will be shared with various Morris County Advisory Boards to determine additional next steps in addressing needs at both County and State levels.

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

Not Applicable

## 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.	64	14.06 %	32.81 %	40.63 %	3.13 %	9.38 %	100 %
2. Anyone in the county is able to access services.	64	12.50 %	29.69 %	39.06 %	4.69 %	14.06 %	100
3. Services are widely advertised and known by the county.	64	9.38 %	42.19 %	28.13 %	4.69 %	16.63 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	63	7.94 %	14.29 %	46.03 %	0 %	31.75 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	64	3.13 %	10.94 %	50.00 %	9.38 %	26.56 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	64	3.13 %	12.50 %	57.81 %	9.39 %	17.19 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	64	25	39.06
Services do not exist	64	14	21.88
Transportation	64	24	37.50
Cannot contact the service provider	64	8	12.50
Too expensive	64	19	29.69
Lack of awareness of service	64	36	56.25
Cultural Barriers	64	18	28.13
Services provided are one-size fits all, and don't meet individual needs	64	16	25.00
Stigma Leads to Avoidance	64	34	53.13
Eligibility Requirement (explain below)	64	11	17.19
Other (explain below)	64	4	6.25

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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**

In response to the survey, 61.29% of respondents identified Substance Use Disorder and Prevention Services (Adults and Adolescents) as among their top three service needs. Based on the DCF Morris Data Profile it appears that the number of deaths due to substance use was on the rise from 2014 to 2018.

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

People in crisis or overdosing are often first confronted by the police rather than medical professionals causing a delay in treatment. People have a lack of awareness of treatment programs and therefore end up in the hospital. Some people do not seek treatment due to the stigma associated with substance use. Generally, wait lists are long and transportation is not readily available.

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

There is a need to increase the availability of prevention and treatment programs.

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

Not Applicable.

## 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.	63	9.52 %	28.57 %	31.75 %	4.76 %	25.40 %	100%
2. Anyone in the county is able to access services.	63	11.11 %	15.87 %	46.03 %	4.76 %	22.22 %	100%
3. Services are widely advertised and known by the county.	63	7.94 %	28.57 %	36.51 %	6.35 %	20.63 %	100%
4. Services take race, age, gender, ethnicity and more into account.	63	7.94 %	11.11 %	42.86 %	1.59 %	36.51 %	100%
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	63	3.23 %	6.45 %	48.39 %	8.06 %	33.78 %	100%
6. Staff are well-trained, knowledgeable and provide good customer service.	63	3.17 %	6.35 %	50.79 %	7.94 %	31.75 %	100%

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	63	28	44.44
Services do not exist	63	12	19.05
Transportation	63	24	38.10
Cannot contact the service provider	63	4	6.35
Too expensive	63	15	23.81
Lack of awareness of service	63	31	49.21
Cultural Barriers	63	15	23.81
Services provided are one-size fits all, and don't meet individual needs	63	9	14.29
Stigma Leads to Avoidance	63	28	44.44
Eligibility Requirement (explain below)	63	10	15.87
Availability of Substance Use Disorder Services	63	0	0
Availability of Substance Abuse Prevention Programs	63	0	0
Other (explain below)	63	8	12.70





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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**

In response to the survey, 20.97% of respondents identified domestic violence among their top three services needs.

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

Stigma and lack of awareness of services were key barriers to seeking assistance. This is a general service need and was not discussed uniformly across all groups.

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

*\*Required only if focus group need area topic.*

Not Applicable.

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

Not Applicable.

## 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.	62	3.23 %	24.19 %	46.77 %	4.84 %	20.97 %	100 %
2. Anyone in the county is able to access services.	61	1.64 %	18.03 %	59.02 %	6.56 %	14.75 %	100 %
3. Services are widely advertised and known by the county.	62	3.23 %	35.48 %	40.32 %	4.84 %	16.13 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	61	1.64 %	8.20 %	49.18 %	3.28 %	37.70 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	62	0 %	3.23 %	45.16 %	19.35 %	32.26 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	61	0 %	1.64 %	50.82 %	18.03 %	29.51 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	62	14	22.58
Services do not exist	61	7	11.29
Transportation	62	25	40.32
Cannot contact the service provider	62	3	4.84
Too expensive	62	3	4.84
Lack of awareness of service	62	30	48.39
Cultural Barriers	62	16	25.81
Services provided are one-size fits all, and don't meet individual needs	62	5	8.06
Stigma Leads to Avoidance	62	30	48.39
Eligibility Requirement (explain below)	62	4	6.45
Other (explain below)	62	8	12.90



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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**

In response to the survey, 40.32% of respondents identified Parenting Skills Services among their top three service needs.

**Summary: Nature of the Need**

Lack of awareness of services and stigma associated with looking for help for fear of being labeled a "bad" parent.

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

*\*Required only if focus group need area topic.*

This is a general service need that was not discussed uniformly among all focus group.

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

Not Applicable.

## 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.	62	9.68 %	33.87 %	20.97 %	1.61 %	33.87 %	100 %
2. Anyone in the county is able to access services.	62	8.06 %	12.90 %	37.10 %	1.61 %	40.32 %	100 %
3. Services are widely advertised and known by the county.	62	9.68 %	45.16 %	17.74 %	0 %	27.42 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	62	4.84 %	9.68 %	30.65 %	1.61 %	53.23 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	62	1.61 %	3.23 %	35.48 %	8.06 %	51.61 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	60	0 %	3.33 %	41.67 %	8.33 %	46.67 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	62	12	19.35
Services do not exist	62	13	20.97
Transportation	62	18	29.03
Cannot contact the service provider	62	1	1.61
Too expensive	62	6	9.68
Lack of awareness of service	62	37	59.68
Cultural Barriers	62	14	22.58
Services provided are one-size fits all, and don't meet individual needs	62	7	11.29
Stigma Leads to Avoidance	62	14	22.58
Eligibility Requirement (explain below)	62	3	4.84
Other (explain below)	62	12	19.35





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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**

In response to the survey, 29.03% identified Legal Advisory Services among their top three services needs.

**Summary: Nature of the Need**

Key barriers to service delivery include: lack of awareness of services; lack of access to services namely long wait lists and lack of transportation.

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

*\*Required only if focus group need area topic.*

This is a general service need area and was not discussed uniformly across focus groups.

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

Not Applicable.

## 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.	62	6.45 %	37.10 %	32.26 %	1.61 %	22.58 %	100 %
2. Anyone in the county is able to access services.	61	4.92 %	32.79 %	39.34 %	1.64 %	21.31 %	100 %
3. Services are widely advertised and known by the county.	62	8.06 %	51.61 %	22.58 %	0 %	17.74 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	62	3.23 %	12.90 %	35.48 %	1.61 %	46.77 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	62	0 %	0 %	43.55 %	9.68 %	46.77 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	62	0 %	3.23 %	46.77 %	11.29 %	38.71 %	100 %

## Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	62	13	20.97
Services do not exist	62	5	8.06
Transportation	62	17	27.42
Cannot contact the service provider	62	6	9.68
Too expensive	62	10	16.13
Lack of awareness of service	62	40	64.52
Cultural Barriers	62	6	9.68
Services provided are one-size fits all, and don't meet individual needs	62	1	1.61
Stigma Leads to Avoidance	62	11	17.74
Eligibility Requirement (explain below)	62	6	9.68
Other (explain below)	62	8	12.90