

Salem County Needs Assessment 2020

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PART 1



Executive Summary

Narrative: In the Words of the County

The Salem County Inter Agency Council of Human Services (IAC) was formed in 1968 by area social service agencies to improve communication, better address human service needs, and prevent duplication of services. In 1981 the State of New Jersey recommended the establishment of Human Services Advisory Councils (HSAC) in all 21 counties to plan and coordinate human services on a local level.

The Salem County Board of Chosen Freeholders designated the IAC as the HSAC for Salem County. As such, IAC became responsible for comprehensive human service planning, review and comment on human services funding proposals, preparation of allocation plans and review of existing service contracts. The IAC also fostered coordination among local, state and national public and private organizations serving the citizens of Salem County New Jersey.

Community based human services planning and advocacy remains a major function of the Inter Agency Council; however, there has been much expansion in the past 30 years. The IAC also provides the administration for the Salem County Children's Interagency Coordinating Council (CIACC) and the Comprehensive Emergency Assistance System (CEAS), the Federal Emergency Management Administration -Food and Shelter Program (FEMA-EFSP), the Continuum of Care (COC), the Youth Services Commission (YSC) and Juvenile Detention Alternatives Initiative (JDAI).

Emerging Trends

Salem County is the least populated county in New Jersey and predominately rural. The county contains fifteen small municipalities along with multiple unincorporated communities. Pennsville is the largest municipality with over 13,000 residents and the smallest is Elsinboro with a little over 1,000. The county seat is the City of Salem which contains less than 5,000 residents.

The State of New Jersey Department of Community Affairs has a Municipal Revitalization Index (MRI) State's official measure and ranking of municipal distress. The most recent MRI done in 2017, ranks New Jersey's municipalities according to eight separate indicators that measure social, economic, physical, and fiscal conditions in each locality. While Camden City ranks #1 on the MRI as the most distressed city in the state, Salem City in Salem County ranks #2. Penns Grove, also in Salem County, is ranked #7. The MRI is supposed to play a factor in distributing certain need based funds the most distressed areas in New Jersey however, a 2016 report done by Walter Rand Institute of Public Affairs (WRI) found that overall, South Jersey counties received significantly less state assistance than counties in Central and North Jersey, and on a municipal level, and in a 2018 study found that the poorest municipalities in South Jersey receive much less state assistance than the poorest

municipalities in other areas of the state. The study found that after controlling for demographic factors, the most distressed 10% of South Jersey municipalities receive 33% less state assistance than equivalent municipalities in northern parts of the state (WRI, 2018, Our Piece of the Pie).

Community advocates, stakeholders and residents are keenly aware of the limited number of nonprofit organizations that meet their definition of a "county-based" service agency.

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.

County Description

Narrative: In the Words of the County

Salem County lies in the southwest corner of our great state of New Jersey. It is bounded by the Delaware River and Bay to the west and the Maurice River to the east. Oldman's Creek creates nearly half of Salem County's northern border, while Stow Creek runs along a portion of its southern divide. Salem County's natural features include six rivers, more than 34,000 acres of unique meadow and marshland, tidal and freshwater wetlands, 40 lakes and ponds, bay beaches, dunes, expansive woodlands, a critical underground aquifer, numerous streams and important headwaters. Salem County covers 338 square miles with nearly half of the land actively farmed. The county 13 different municipalities including Alloway Township, Carneys Point Township, Elmer Borough, Elsinboro Township, Lower Alloways Creek Township, Mannington Township, Oldmans Township, Borough of Penns Grove, Pennsville Township, Pilsegrove Township, Quinton Township, City of Salem, Upper Pittsgrove Township, and the Borough of Woodstown.

Founded in 1694 by Quaker John Fenwick, Salem County is rich in history. It contains the oldest active courthouse in New Jersey and the second oldest courthouse in continuous use in the United States. Judge William Hancock was the presiding at the courthouse during the Revolutionary War and was killed in the Hancock House massacre in by the British in 1778. The Hancock House still stands strong in Lower Alloways Creek as does the home of the Goodwin sisters, Abigail and Elizabeth, who were conductors on the Underground Railroad, hiding slaves escaped from Delaware, Maryland and points further south on their way to freedom.

Salem County was always part of the agricultural economy, however, it was also once a thriving manufacturing area, home to a Heinz facility that made ketchup and chile for generations as well as a thriving glass and flooring manufacturing industries. It has also been home to chemical manufactures such as Dupont. Gradually however, these industries left Salem County for more favorable business climates and the area has continues to falter.

The location of the county is unique. Situated approximately 20 miles from Wilmington, Delaware, just over the Delaware Memorial Bridge, a portion of which resides in Salem County; and about 40 miles from Philadelphia, Pennsylvania, the area should be thriving. However, no public transportation options exist between Salem and Wilmington, Delaware which is also home to an Amtrak and regional train line which connects Wilmington to Philadelphia, Camden and other cities, other than personal vehicles. A single bus line in Salem makes trips to the Walter Rand Transportation Center in Camden, however it is highly limited and time consuming.

The estimated population in Salem County is 62,607 residents. Historically the lowest populated county with the lowest density per square mile in New Jersey, the area continues to decline losing an approximate 5.6% of residents over the last decade. (American Community Survey 2018) For the year 2020, the County of Salem has an operating budget of \$88,056 million dollars with \$60,685 million dollars expected to be raised by taxes.

Salem County has a median household income of \$65,733 over nineteen percent less than the median state household income of \$81,740 with an overall poverty rate of 11.6% of people living below the federal poverty line with 16% of children under the age of 18 living in poverty. The racial makeup of the county is predominately Caucasian, with 75% of the population identifying as White. Residents with the lowest incomes are concentrated in Salem City, with a median household income of \$24,841 and Penns Grove with a median household income of \$37,188. These areas also include the highest minority populations with over 60% of Salem City being African American and 12% Hispanic and Penns Grove being 32% African American and 38% Hispanic. In Penns Grove, 32.5% of people live under the federal poverty line at triple the poverty rate of the state with a child poverty rate of 49%; and in Salem City, over 41% of people live below the line, more than four times the state rate, with a child poverty rate of 56% (American Community Survey 2018).

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

In March of 2020, the Salem County Inter Agency Council of Human Services (IAC) worked with the Senator Walter Rand Institute for Public Affairs to utilize the Qualtrics system to collect data for the designated survey online. As Salem County has no local newspaper, the survey was advertised through the IAC member organizations that constitute the Human Services Advisory Council, the Children's Interagency Coordinating and Youth Services Commission as well as distribution through social media channels. Respondents were anonymous. Stakeholders were sent an email with a link that provided access to complete the survey. To ensure the integrity of the data, only one survey was allowed to be completed by each email recipient. For those that could not complete the survey online, Salem County IAC also created a survey instrument that included a cover sheet explaining the need for assistance from clients, family members, advocates and providers in completing the document. The document was also distributed to the community groups, advocates and others through email to distribute to their contacts lists.

The four prioritized needs for the community assessment were chosen based on the initial responses to the survey. Analyzing the data through the use of the Qualtrics survey tool, Employment and Career Services was the number one basic need determined by residents with Housing being the number two choice. Of the service needs, the overall highest ranked was Behavioral Health/Mental Health Services for Adults. The last service need chosen was Transportation.

Though Transportation was not on the list of service needs, in rural areas it is a primary concern which was reflected in both the barriers to services chosen by residents, and historically indicated by

Key Informants and stakeholders as a significant problem throughout Salem County.

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. Employment and Career Services
2. Housing
3. Behavioral Health/Mental Health Services for Adults
4. Transportation

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.

Due to the impact of COVID-19, recruitment efforts for focus groups ranged from simple to complex depending on the group. Professional stakeholder groups e.g. Health and Human Service Providers, Community Leaders, and Public Service Organizations were readily accessible through online meeting platforms such as Zoom. Community member focus groups were more challenging as technology is

limited in poor rural areas. Focus groups for these residents relied strongly upon one-on-one interviews at a variety of locations.

Focus Group Participants. A total of ten focus groups were conducted in this county as part of this needs assessment. These focus groups were conducted from April 6, 2020 to August 14, 2020. There was a total number of sixty-five participants. The number of participants in each focus group ranged from a minimum of six and a maximum of eight participants. During the focus group sessions, a total of fifty-nine 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 outreach to Key Informants was done through the Salem County Inter Agency Council of Human Services (IAC) member network. The IAC is the convening agency for the Human Services Advisory Council and the Children’s Interagency Coordinating Council. As such, IAC has contacts with multiple provider and responding agencies in the county. The COVID-19 pandemic however, did present some challenges, but the IAC was able to do the needed focus groups through electronic means.

Key Informant Interview Participants. A total of 25 interviews were conducted in this county as part of this needs assessment. The total number of participants included was 137. These interviews were conducted from April 6, 2020 to August 14, 2020. There was a total of 130 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	80 (61%)
Staff or Volunteer with a Community-Based Organization (e.g., Health and Human Services providers, Planning Board Participants)	25 (19%)
Staff or Volunteer with a Public Service Organization (e.g., paramedics, fire fighter, police officers, air force, judges)	6 (4.6%)
Local Business Owner in the County	4 (3%)
Community leader and advocate in the county (e.g., hold a volunteer office, clergy, activist)	11 (8.4%)
Other	5 (4%)

Age	Number of Participants
Under 18	0
18-24	0
25-34	19 (14.6%)
35-44	38 (29.2%)
45-54	29 (22.3%)
55-64	31 (23.8%)
65 and over	13 (10%)

Gender	Number of Participants
Female	103 (79.2%)
Male	25 (19.2%)
Non-binary, third gender/transgender	1 (0.8%)
Prefer Not to Say	1 (0.8%)
Other	0

Race	Number of Participants
American Indian or Alaska Native	0
Asian	1 (0.8%)
Black or African-American	14 (10.8%)
Native Hawaiian or Other Pacific Islander	0
White or Caucasian	106 (81.5%)

Multi-Race (2 or More of the Previous)	3 (2.3%)
Other	6 (4.6%)

Ethnicity	Number of Participants
Hispanic, Latino or Spanish Origins	7 (6.2%)
No Hispanic Latino or Spanish Origins	106 (93.8%)

Education Level	Number of Participants
Grades Preschool-8	0
Grades 9-12-Non-Graduate	2 (1.5%)
High School Graduate or GED	16 (12.3%)
High School/GED <u>and</u> Some College/Trade	29 (22.3%)
2 or 4-Year College/Trade School Graduate	52 (40%)
Graduate or Other Post-Secondary School	31 (23.9%)

Employment Status	Number of Participants
Employed: Full-Time	79 (61.2%)
Employed: Part-Time	14 (10.9%)
Unemployed-Looking for Work	7 (5.4%)
Unemployed-Not Looking for Work	4 (3.1%)
Retired	14 (10.9%)
Student	0
Self Employed	4 (3.1%)
Unable to Work	7 (5.4%)

Years of Community membership	Number of Participants	Range
How many years have you been a member of this community?	130	1-78

Services Accessed by a Household Member within the last 2 Years	Number of Participants
Yes	36 (27.7%)
No	94 (72.3%)

Household Member History of Involvement with NJ Division of Child Protection and Permanency	Number of Participants
Yes	11 (8.5%)
No	119 (91.5%)

Participants represented the following municipalities

Alloway Township, Elmer Borough, Carneys Point Township, Elsinboro Township, Lower Alloways Creek Township, Mannington Township, Oldmans Township, Penns Grove Borough, Pennsville Township, Pilesgrove Township, Pittsgrove Township, Quinton Township, Salem City, Upper Pittsgrove Township, Woodstown Borough.

Additional Data Collection Methodologies

Due to the advent of COVID 19 the interview process was done primarily online with most respondents completing surveys through the Qualtrics platform. The closure of youth serving and community based organizations also in response to COVID 19 and compounded by limited technology in low income and rural areas of Salem County, made it necessary to complete the focus "groups" for the Community Members at Large, Community Members Currently or Previously Served by CSOC, Community Members Currently or Previously Served by CP&P and Community Members Currently or Previously Served by Community Providers, and Business Owners on an individual basis through outreach by IAC staff and stakeholders who met individually with respondents and facilitated discussions. The Youth/Young Adult focus group was also done on an individual basis in cooperation with a member organization. The youth did not complete the surveys during the focus group process, however their opinions on the four areas of need were included as part of the focus group assessments.

PART 2



Key Findings Across Needs

Key Findings Across Needs The Community Needs Assessment collected data across six basic needs including housing, food, healthcare, community safety, employment and career services and child care; and seven specialized service areas including families caring for a child of a relative/family or friend, 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. The respondents were asked to rate the availability and accessibility of services across the designated “Needs Area” as well as the “Key Barriers” to fully utilizing assistance from providers. According to the data collected through the use of countywide surveys, interviews and focus groups the three top key findings across needs are:

- *1. There are not enough services available in the county to help those in need; *Over half of residents surveyed indicated a lack of in-county service providers. As the lowest populated county the state, most providers are based in other counties in the region including the State of Delaware and Pennsylvania whose borders are within commuting distance. While some providers have opened offices in the county, most are small satellites and many are limited in hours and services often requiring residents to find ways to travel to more populated areas in the region for complete assistance which, as indicated in the Key Barriers, is not always feasible with severely limited public transportation options. It is also noted by stakeholders, particularly Community Leaders, Advocates, volunteers as well as some Key Informants, that large multi-county service organizations working in Salem generally do not have close ties to the community and little understanding of the culture. As such it is perceived that Salem receives limited responses as regional agencies underestimate the amount of effort it takes to serve a rural area and even when grant funded tend to provide less services than in more heavily populated areas due to financial considerations; or notably treat Salem as an outlier to their primary area of focus.
- *2. Services are not accessible to everyone in the county *Over half of survey respondents felt that all services provided were not accessible to everyone in the county. This question and response covers a wide variety of issues depending on the service and the circumstances. Recognized barriers to service accessibility are an absence of in-county providers, transportation issues, hours of service availability, waiting lists and expense. Focus groups, particularly Key Informants point out that many programs have strict requirements as to who is able to participate and often residents fail to qualify for certain types of assistance either financially or because of a disqualifying behavior such as a criminal record, or failing to comply with regulations. The community at large indicated that not having services in-county puts a severe burden on residents who may not have transportation, which also needs to be during daytime working hours as rarely are service providers open in the evening. While more services continue to be developed in an online format, access to and the ability to understand technology in low-income rural areas is still challenging.
- *3. Existing services are not widely known in the county. *More than fifty percent of residents interviewed identified a lack of knowledge of programs as an issue in the county. Salem lost its daily newspaper, Today’s Sunbeam in 2012 and no other publication has taken its place making communication in a rural area intermittent and

inconsistent. Respondents at focus groups indicate the use of social media, particularly Facebook to try and spread information, however there is no single centralized page, rather, a series of groups; and posting ability is limited to those having access to the technology and the skill to utilize it which disproportionately impacts older residents and those with lower incomes. *Also according to the data collected, the Key Barriers across needs are: 1. Transportation; 2. Lack of awareness of the service; 3. Services do not exist in the county; *The Key Barriers chosen by respondents show a direct correlation to the Key Findings Across Needs as all of the barriers chosen by respondents are a result of the findings across needs. The overarching themes are also directly related to the issues of being a rural county with low population and limited resources which continues to impact residents living in poverty. *Racial Disparities Data with respect to racial disparities was also extracted from the survey responses. While the majority of respondents identified as White or Caucasian (106, 82%) and the absolute number of respondents who were Black/African-American or Hispanic/Latino were small the racial/ethnic breakdown of the people who took the survey closely mirrored the population of Salem County. As indicated in this report across each need area, Black/African-American respondents expressed more dissatisfaction in almost every need area than those identified as White/Caucasian, and a higher tolerance for what White/Caucasian respondents identified as poor quality. *NEED AREA TRANSPORTATION Summary: Scope of the Need For purposes of this assessment, Transportation was treated as a Service Need at the focus group as this the absence of sufficient public transportation has a disproportionately negative impact on rural areas as state and regional transportation authority's make decisions based on ridership numbers which contributes to the financial viability of public transit systems instead of actual needs. Well over 50% of respondents named Transportation as a Key Barrier which prompted the topic to be treated as a service need. *Summary: Nature of the Need Key Informants indicated that they are unable to gain traction in this area despite decades of discussions. Transportation in a rural area impacts almost every service based need as there are minimal services in the county and residents must travel to access them. According to data collected by the South Jersey Transportation Planning Organization, 22.8 percent of households in Penns Grove, 24.8 percent in Salem City do not have a personal vehicle. Key Informants from the Division of Workforce and Labor Development find this particularly challenging as one of the largest employment facility in the area, the Pureland Industrial Complex in Gloucester County which contains over 150 different companies employing over 4500 area residents is not on any local bus route. Pureland houses many warehouse distribution centers including Amazon and is one of the few places that residents who do not have a college degree can be employed. Specific shuttle programs to and from the complex have come and gone over the last several years however none have been able to maintain due to management and financial issues; and even those only provided limited transportation for workers on day shifts. *During the focus group with residents, one person had recently been hired at a Pureland warehouse but had no personal vehicle. The person informed the facilitator, that like many other low income residents, it is best to place a request on social media for a ride and hope to get a response. The person was able to find private transportation for the fee of \$10 each way. They will pay \$100 weekly out of pocket, but because the money is not going to a legitimate company, they cannot be reimbursed for that fee through any social service program and

the \$100 still counts as part of their income often pushing them off the “benefits cliff” in which they may lose some form of assistance because their income is “too high”, however the commuting expense makes it difficult to save money, weather an emergency or pay bills on time. Key Informants also indicated that though at times the Division of Workforce and Development has funds to repair or purchase private vehicles, often the cost of liability insurance is too high for low income residents to maintain and if someone is caught driving without insurance the fines are so prohibitive that they will be unable to ever afford to legally drive again; though many residents admit to doing so anyway within the confines of their respective small towns. It has also been noted that at times when public transportation was available, the perspective of the authority providing it was that there was not enough ridership to make it a need. The community however, as indicated by data collected, often does not know about the service, or according to resident focus groups, finds the service unreliable as in the past it has been withdrawn after short periods of time prompting the loss of jobs for those dependent on it. As such residents tend to look for private means of transportation.

*Summary: Local Considerations for Addressing the Need: Residents who do utilize public transportation indicated at the focus group that bus stops in the county are not always clearly visible and schedules are unavailable without internet access. In rural areas there is a limited number of identifiable bus stops with seating, schedules posted at the stop, and there is confusion as to what side of the road someone needs to be on for pick-up to go in a certain direction. Salem County does offer shuttle transportation to special needs populations such as senior or disabled residents, however public transportation as a whole for the general population is a difficult need to address on a county level due to financial constraints. Salem County is part of the South Jersey Transportation Planning Organization but focus group participants were either unaware of the organization and its citizen advisory committee due to limited outreach, found the organization to be unresponsive to the community’s needs, or accepting of the agencies determinations that little can be done as the SJTPO receives 5.4% of the allotted funding from the federal government as compared to the NJTPA (North Jersey Transportation Planning Authority) which receives 79.1% of the funding.



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 Salem County, 16 percent of household income was spent on 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 2019 the latest year of data made available in the county profile packet, 18 percent of households experienced at least one of four 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*). Additional data for this need area may be available in the county profiles.

Need Assessment Key Findings

Summary: Scope of the Need

According to the American Community Survey 2017 data for Salem County 69% of residents own their own home which is 10% higher than the state and national average, however in the lowest income cities in the county that number changes drastically with only 29% of residents in Penns Grove and 32% in Salem City being homeowners, less than half the state and national average. Additionally, 50% of renters paid more than 35% of their income in rent. Those with severe housing burdens, defined as overcrowding, inadequate plumbing or kitchen facilities and paying over 50% of income towards rent have remained at a steady rate of 18% of the population for several years. The median gross rent in the county from 2014-2018 according to the US Census Bureau American Factfinder was \$1016 a month or approximately \$12,192 annually.

Summary: Nature of the Need

The cities of Penns Grove and Salem have the highest number of minority residents and the lowest median household incomes in the county at \$24,841 for Salem and \$37,188 in Penns Grove. The majority of rental properties in Penns Grove and particularly Salem City are houses with multiple bedrooms, not apartments.

The absence of single room occupancy facilities and one bedroom rentals also places an undue burden on single residents. Focus groups with low income respondents all agree that there is not enough subsidized housing or affordably priced rentals in the county which was agreed upon by Key Informant respondents as well, however the Key Informants also indicated that the majority of public housing is located in the more urbanized areas of the county, with nothing in the heavy ruralized boroughs. Respondents also indicated, as did Key Informants, that often the lowest income residents can be deemed ineligible for subsidized housing due to issues such as criminal history or mental/behavioral health issues.

The Housing Choice Voucher program which operates on a lottery system, does not meet the needs of the residents as there is a limited number of vouchers available and it could take years to receive one. Additionally, it can be difficult for those in need to apply. Though the application can now be done electronically, there is still difficulty for respondents knowing when the agency is accepting new applications. Key informants agree with that assessment, and also note that once a person receives a voucher they are unlikely to jeopardize it by increasing their income to sustainable levels as once the voucher is lost, the process has to start over. Key Informants also pointed out how few homeless resources are available in Salem County. The county has no homeless shelter and if someone seeks shelter in a different county without first going through the Board of Social Services, or resides out of the county with friend or relative, they may be deemed ineligible assistance once they cross county lines despite the location being considered temporary by all parties.

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

The Housing Choice vouchers are not controlled on a local level, however respondents would like to see the county advocate for more vouchers from the state as the subsidized housing is either limited or completely absent from the rural reaches of the county such as Elmer, Quinton or Alloway Township forcing residents to either pay a large percentage of their income for housing costs or leave their area of choice when a unit in one of the more populated towns becomes available. Respondents also indicated that more subsidized housing is needed overall in the county.

When focus groups were asked where they would send someone for assistance, only one Key Informant identified 211. The majority of Key Informants across focus groups do not find the 211 service helpful overall as it is too limited in scope to take the burden off of local agencies as most homeless or at-risk residents have different issues that need to be addressed. Most community-based respondents refer people directly to social services or to a local Family Success Center.

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

Disparities in housing

Aggregated data from completed surveys showed 85% of Black/African-American respondents said there was not enough affordable housing, compared to 51% of White respondents. 100% of Hispanic/Latino respondents expressed dissatisfaction in this area compared to 52% of non-Hispanic/Latino respondents .

The data also found that 85% of Black/African-American respondents said there were difficulties accessing housing, compared to 50% of White respondents, and 83% of Hispanic/Latino respondents expressed dissatisfaction in this area compared to 54% of non-Hispanic/Latino respondents.

Almost 9 out of 10 (89%) of Black/African-American respondents said that rent-controlled apartments were not advertised well enough, compared to 49% of White respondents, and 100% of Hispanic/Latino respondents expressed dissatisfaction compared to 50% of non-Hispanic/Latino respondents.

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	30.3 %	26.2 %	18 %	14 %	11.5%	100 %
2. Anyone in the county is able to access services.	122	26.2 %	29.5 %	19.7 %	10.7 %	13.9 %	100 %
3. Services are widely advertised and known by the county.	122	18 %	33.7 %	20.5 %	5.7 %	22.1 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	120	10 %	22.5 %	39 %	11 %	17.5 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	122	14.2 %	26.7 %	31.6 %	5 %	22.5 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	122	10.8 %	19.2 %	32.5 %	8.3 %	29.2 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	96	61	63.5%
Services do not exist	96	37	38.5%
Transportation	96	54	56.2%
Cannot contact the service provider	96	19	19.8%
Too expensive	96	58	60.4%
Lack of awareness of service	96	46	47.9%
Cultural Barriers	96	22	22.9%
Services provided are one-size fits all, and don't meet individual needs	96	42	43.8%
Stigma Leads to Avoidance	96	25	26%
Eligibility Requirement (explain below)	96	27	28%
Other (explain below)	96	4	4.2%

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 **Salem County**, the food insecurity rate for households was approximately 12.5% 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 **equal to** the percentage rate for New Jersey.

Need Assessment Key Findings

Summary: Scope of the Need

More than half of survey respondents indicated that there were not enough services to make households food secure in the county and an equal number indicated that those services are not available to everyone who needs them. The Key Barrier toward accessing free or low cost healthy food, is transportation, which 71.3% of respondents said was a problem. Another highly rated Key Barrier was a lack of awareness of the services which 62% of respondents felt was an issue.

Summary: Nature of the Need

Issues of food security vary across towns in the county, however Salem City is currently the most vulnerable. The lowest income community in the county, Salem City School District is a part of the Community Eligibility Provision (CEP). The CEP is a federal program under the USDA's National School Lunch and School Breakfast Programs that allows schools that serve a high proportion of low-income students to offer free breakfast and lunch to *all* students rather than collecting individual applications and limiting free and reduced-price lunches to only income-eligible students. A school's eligibility for CEP is based on data from other federal programs, including the Supplemental Nutrition Assistance Program (SNAP) and the Temporary Assistance Program for Needy Families (TANF) and Salem City School District has always qualified given the high levels of poverty.

Salem City is also considered a "food desert." In 2017, the town lost its only supermarket when the Incollingo family closed it due to financial considerations, with the next closest supermarket being approximately 10 or more miles away in any direction. Residents without cars often do their grocery shopping at the local Dollar Store or small corner stores in town; while those willing to take the bus can go to Walmart for some items.

While the community does have food pantry's, some run by agencies and others by churches, they are often sporadic and not widely advertised; or only available on a monthly basis by appointment. Even then, residents without transportation who are visiting pantries on foot are limited to what they can carry, which may not be adequate for families with children. It should also be noted the supermarket in Penns Grove, the second most distressed town in the county, also owned by the Incollingo family will be closing, having sold the property to the WaWa Company as the site of a new convenience store and gas station.

Mayors and other local leadership in both towns have contacted every supermarket chain in the area to no avail as despite quality feasibility studies there is no interest from chain markets to locate in Salem County.

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

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

Results showed 0% of Black or African American respondents said that food service facilities were of poor quality, compared to 23% of White respondents.

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.	102	19.6 %	32.4 %	24.5 %	9.8 %	13.7 %	100 %
2. Anyone in the county is able to access services.	102	21.6 %	30.4 %	26.5 %	9.8 %	11.7 %	100 %
3. Services are widely advertised and known by the county.	102	9.8 %	38.2 %	26.5 %	11.8 %	13.7 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	102	9.8 %	16.7 %	38.2 %	15.7 %	19.6 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	102	4.9 %	16.7 %	46.1 %	5.9 %	26.4 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	102	3.9 %	15.7 %	44.1 %	9.8 %	26.5 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	87	23	26.4%
Services do not exist	87	19	21.8%
Transportation	87	62	71.3%
Cannot contact the service provider	87	16	18.4%
Too expensive	87	18	20.7%
Lack of awareness of service	87	54	62%
Cultural Barriers	87	21	24%
Services provided are one-size fits all, and don't meet individual needs	87	31	35.6%
Stigma Leads to Avoidance	87	35	40%
Eligibility Requirement (explain below)	87	12	13.8%
Other (explain below)	87	7	8%

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 **Salem County**, the estimated proportion of children under 18 years old (minors) with no health insurance coverage was 3.7% 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 Salem County in **2017**, there were [Click or tap here to enter text.](#) reports of lack of or no prenatal care. This was [Choose an item.](#) of [Click or tap here to enter text.](#) 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

New Jersey State Health Assessment as reported by the Annie E. Casey Foundation Kid's County reports found that only 72.8% of women in Salem County received pre-natal care in the first trimester in 2017; however that number is steadily increasing from previous years with a low in 2015 of only 55.6%.

Summary: Nature of the Need

According to the American Association of Medical Colleges (alf of US Counties lack a single OB- GYN and some women's lives are endangered by the need to travel long distances for needed care. That shortage impacts women in rural areas the hardest with over half living 30 minutes away from a hospital with perinatal services. (Marsa, 2018) Salem County is no exception to that rule. In 2014 the former Salem Memorial Hospital, now known as Salem Medical Center, closed it's maternity ward in Mannington, leaving residents with two options; Inspira Health in Elmer or Christiana Care in Delaware. Both Inspira Health in Elmer and Christiana Care in Delaware are about a half hour commute from Salem City and Penns Grove, the two most distressed areas, where families have less access to transportation.

According to the Robert Wood Johnson Foundation County Health Ranking & Roadmaps in 2020 Salem County was ranked as one of the least healthy counties in New Jersey placing 20 out of 21 for

overall county health. The data depicts high rates of obesity, low rates of physical activity, and the trend of limited Primary Care Physicians is becoming worse over time with almost 3,000 patients per doctor.

Respondents surveyed also indicated that transportation is the largest barrier to health care services which correlates to the limited number of physicians in the county.

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

Disparities in access to health services

80% of Hispanic/Latino respondents said that there were not enough medical services available compared to 54% of non-Hispanic/Latino respondents.

0% of Black/African-American respondents said that medical service facilities were of poor quality, compared to 34% of White respondents. 60% of Hispanic/Latino respondents expressed dissatisfaction in this area compared to 30% of non-Hispanic/Latino respondents.

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.	89	18.7 %	36.3 %	30.8 %	7.7 %	6.5 %	100 %
2. Anyone in the county is able to access services.	89	19.8 %	29.7 %	34.1 %	8.8	7.6 %	100 %
3. Services are widely advertised and known by the county.	89	16.7 %	37.8 %	28.9 %	7.8 %	8.8 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	89	10 %	14.4 %	52.3 %	8.9 %	14.4 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	89	6.6 %	24.2 %	44 %	6.6 %	18.6 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	89	5 %	22 %	43 %	10 %	20 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	76	26	34.2%
Services do not exist	76	24	31.6%
Transportation	76	52	68.4%
Cannot contact the service provider	76	25	32.9%
Too expensive	76	29	38.2%
Lack of awareness of service	76	37	48.7%
Cultural Barriers	76	23	30.3%
Services provided are one-size fits all, and don't meet individual needs	76	22	28.9%
Stigma Leads to Avoidance	76	21	27.6%
Eligibility Requirement (explain below)	76	13	17.1%
Other (explain below)	76	3	3.9%

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 Salem County there was a total of 181 violent crimes in 2019 and the *violent crime* rate per 1,000 was [Click or tap here to enter text.](#) 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 8 arson, 51 motor vehicle theft, 699 larceny and 307 burglary in Salem 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**

In 2019, the county of Salem reported 4 murders, 26 rapes, 42 robbery, 109 assaults, as violent crimes. Non-violent crimes consisted of 199 burglaries, 649 larcenies, and 71 auto thefts. Given the low population, the percentage of crime as a whole appears high.

Summary: Nature of the Need

Salem City has had an unprecedented increase in gun violence in beginning in the summer of 2019 with one shooting death in July. Since January 2020, Salem City has seen an additional seven (7) shooting deaths, all of young Black men under the age of 30, most occurring in the center of Salem neighborhood which has the lowest income and highest rental population; with two deaths occurring at the Salem Motor Lodge, the downtown motel also used as a temporary shelter for homeless residents by the Board of Social Services. Salem City Police are receiving assistance from the Salem County Prosecutor's Office, Salem County Sheriff's Office, New Jersey State Police, FBI and the federal Bureau of Alcohol, Tobacco, Firearms and Explosives in an effort to stem the violence.

Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**If Applicable: Additional Notable Focus Group Trends for County Prioritized Need Area**

Results showed 75% of Black/African-American respondents said that there were not enough community safety services (police, EMT, neighborhood watch, etc.) available, compared to 43% of White respondents.

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.	78	18.3 %	31.7 %	41.5 %	4.9 %	3.6 %	100 %
2. Anyone in the county is able to access services.	78	6.3 %	23.8 %	57.3 %	6.3 %	6.3 %	100 %
3. Services are widely advertised and known by the county.	78	13.8 %	40 %	31.3 %	3.8 %	11.1 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	78	10 %	16 %	49.4 %	8.6 %	16 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	78	3.7 %	11.1 %	54.3 %	6.2 %	24.7 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	78	6.3 %	12.5 %	52.5 %	7.5 %	21.2 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	64	11	17.2%
Services do not exist	64	25	39%
Transportation	64	23	36%
Cannot contact the service provider	64	17	26.6%
Too expensive	Not asked	NA	NA
Lack of awareness of service	64	33	51.6%
Cultural Barriers	64	21	32.8%
Services provided are one-size fits all, and don't meet individual needs	64	23	36%
Stigma Leads to Avoidance	64	22	34.4%
Eligibility Requirement (explain below)	64	5	7.8%
Other (explain below)	64	6	9.4%

Need Area: Employment and Career Services**Status: Prioritized 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.)

The unemployment rates in Salem County are always higher than state averages, but follow similar patterns. According to the US Department of Labor Bureau of Labor Statistics, Salem County had the second highest unemployment rate in the Philadelphia-Camden-Wilmington Metropolitan Statistical Region in 2018 at 5.1%. Wages are also approximately \$100 less a week than the state average. Given the rural location and absence of relevant public transportation, approximately 93% of county residents rely on private transportation to get to and from their place of employment which has a mean travel time of 26 minutes. While roughly 9% carpool, the majority (84%) drove alone. Only 1% of the population is able to utilize the public transit system.

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

The unemployment rates in Salem County are always higher than state averages, but follow similar patterns. According to the US Department of Labor Bureau of Labor Statistics, Salem County had the second highest unemployment rate in the Philadelphia-Camden-Wilmington Metropolitan Statistical Region in 2018 at 5.1%. Wages are also approximately \$100 less a week than the state average. Given the rural location and absence of relevant public transportation, approximately 93% of county residents rely on private transportation to get to and from their place of employment which has a mean travel time of 26 minutes. While roughly 9% carpool, the majority (84%) drove alone. Only 1% of the population is able to utilize the public transit system.

Summary: Nature of the Need

Educational attainment in Salem County is low with less than 22% of residents attaining a Bachelor's degree or higher, almost half the rate for the state of New Jersey. That number also drops drastically in lower income areas with only 7.4% of residents in Salem City and 8.7% of residents in Penns Grove holding a Bachelor's degree or higher. Key Informants working in the One-Stop Career Center indicated that low scores on adult basic education tests e.g. TABE, lack of adequate computer skills for the current workforce, poor broadband, and the inability to access all services available without

transportation if a resident lives in an extremely rural area of the county all contribute to the challenge. Particular to Salem County, is that the One-Stop Career Center often needs to have a minimum number of participants to hold a certain classes, e.g. Microsoft Office Certification, so classes are only offered when there are enough people who want the training to comprise the required group numbers. As such, despite wanting the training, unemployed residents will often forego a credential that would help in the long run, for a job in the short term.

Transportation is also a significant problem for those without personal vehicles. Most larger employers in the region such as Pureland Industrial Park, Inspira Health, or ChristianaCare in Delaware are not accessible by the single bus line in Salem that only loops around the county. Despite being only 30 minutes away, there is transportation across the Delaware Memorial Bridge to the city of Wilmington where buses and trains are available to other cities in Delaware, or to the City of Philadelphia.

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

Key Informants indicated that challenges with employment can be difficult to overcome as business are driven at the municipal level. The county provides a number of public assistance programs to assist residents in skills upgrades as does Salem Community College in collaboration with Workforce Development and independently. Residents can also use services at the Salem Community College Career Center such as computer labs and resume writing assistance, however Key Informants did recognize that the services at the college are not widely advertised.

Over the years many county officials have tried to overcome the transportation issues in the county in collaboration with nonprofit organizations, however the cost of shuttle services remains an issue that has not yet been overcome. Representatives of local government and nonprofit organizations in multiple counties have also attempted to secure funding from Pureland Industrial Park companies to develop a more stable workforce by offsetting transportation costs, however efforts to date remain unsuccessful.

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

Racial Disparities in career services

Results showed 75% of Hispanic/Latino respondents said they had difficulties accessing job training and unemployment services compared to 49% of non-Hispanic/Latino respondents.

50% of Black/African-American respondents said that career services were not advertised well enough (disagree/strongly disagree), compared to 73% of White respondents.

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.	76	19.7 %	38.2 %	27.6 %	4 %	10.5 %	100 %
2. Anyone in the county is able to access services.	76	18.4 %	33 %	31.6 %	6.5 %	10.5 %	100 %
3. Services are widely advertised and known by the county.	76	23.7 %	46.1 %	17.1 %	2.6 %	10.5 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	76	7.9 %	17.1 %	38.2 %	6.5 %	30.3 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	76	4 %	21.1 %	44.7 %	3.9 %	26.3 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	76	7.9 %	21.1 %	38.2 %	6.5 %	26.3 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	62	13	7.2%
Services do not exist	62	22	12.2%
Transportation	62	41	22.8%
Cannot contact the service provider	62	14	7.8%
Too expensive	62	7	3.9%
Lack of awareness of service	62	34	18.9%
Cultural Barriers	62	18	10%
Services provided are one-size fits all, and don't meet individual needs	62	22	12.2%
Stigma Leads to Avoidance	62	11	6.1%
Eligibility Requirement (explain below)	62	4	2.2%
Other (explain below)	62	3	1.7%

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 Salem 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 Salem County was less than the median monthly cost for NJ.

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

Sixty percent of respondents to the survey indicated that Salem County does not have enough youth care services available. Slightly over 60% of respondents felt that services are not well known or advertised in the county and 47.9% felt that not everyone could access those services with transportation being the number one Key Barrier. In this category, finances also played a role with over 52% of respondents stating that youth services/programs were too expensive.

Summary: Nature of the Need

Given its rural context and high levels of poverty in the most populated areas, Salem County has always struggled with youth services, particularly after school hours. While the county does have Family Success Centers and a variety of youth programs scattered throughout the county, most programs are small and disconnected which is why respondents felt that services are not well known. Despite many attempts over the last several years, nonprofits in the county are also under-resourced and unable to support a nationally known program such as a Boys and Girls in the county which charges branding fees. Likewise the United Way of Salem County which also ran afterschool programs also closed. The old YMCA, now rebranded as the Rivers Edge Community Alliance due to the inability to pay branding fees, is located in Carneys Point and has some youth programs, however transportation becomes an issue as do membership fees from lower income areas even on a sliding scale. Also, unlike most urban areas, Salem County has no actual youth centers who only serve young adults. Most nonprofit organizations that serve youth have multiple programs serving different population demographics with youth services making up only a small part of the organizations mission.

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

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

Disparities in childcare services

Results showed 80% of Black/African-American respondents said that there were not enough affordable daycares available, compared to 57% of White respondents . Twenty-five percent of Hispanic/Latino respondents expressed dissatisfaction in this area compared to 67% of non-Hispanic/Latino respondents.

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.	70	26 %	34.2 %	17.8 %	4.2 %	17.8 %	100 %
2. Anyone in the county is able to access services.	70	20.5 %	27.4 %	23.3 %	6.8 %	22 %	100 %
3. Services are widely advertised and known by the county.	70	19.2 %	41.1 %	12.3 %	4.1 %	23.3 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	70	4.2 %	18.3 %	32.4 %	14.1 %	31 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	70	5.6 %	22.2 %	27.8 %	5.6 %	38.8 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	70	5.6 %	13.9 %	30.6 %	8.3 %	41.6 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	61	25	41%
Services do not exist	61	21	34.4%
Transportation	61	36	59%
Cannot contact the service provider	61	5	8.2%
Too expensive	61	32	52.5%
Lack of awareness of service	61	27	44.3%
Cultural Barriers	61	11	18%
Services provided are one-size fits all, and don't meet individual needs	61	12	19.7%
Stigma Leads to Avoidance	61	2	3.3%
Eligibility Requirement (explain below)	61	6	9.8%
Other (explain below)	61	1	1.6%

PART 3

Results: Specialized Service Needs



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

Over 50% of survey respondents indicated that there are not enough services for families caring for the child of a relative or it is perceived as such given that almost 60% of respondents agree that services are not widely advertised or known in the county. Racial disparities also played a role as results showed 75% of Hispanic/Latino respondents said they had difficulties accessing these services, compared to 45% of non-Hispanic/Latino respondents, and 75% of Hispanic/Latino respondents felt that services were not advertised well enough. It was also mentioned in the focus group of young adults that language barriers can be a problem which correlates to the data on racial disparities.

Summary: Nature of the Need

While the county does have resource providers of that work to address the need, often these providers are not located in or specific to, the county of Salem. Rather they are tri-county agencies such as CASA of Cumberland, Gloucester and Salem or Center for Family Services with Kinship offices Egg Harbor Township making it difficult for those with no transportation, limited computer skills or access or low literacy levels to access services.

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

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.	65	17.6 %	33.8 %	14.7 %	2.9 %	31 %	100 %
2. Anyone in the county is able to access services.	65	11.8 %	32.4 %	20.6 %	2.8 %	32.4 %	100 %
3. Services are widely advertised and known by the county.	65	25.4 %	34.3 %	9 %	3 %	28.3 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	65	4.5 %	19.4 %	25.4 %	4.5 %	46.2 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	65	4.6 %	15.4 %	30.8 %	3.1 %	46.2 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	65	3 %	16.7 %	27.3 %	4.5 %	48.5 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	57	15	26.3%
Services do not exist	57	20	35.1%
Transportation	57	24	42.1%
Cannot contact the service provider	57	7	12.3%
Too expensive	57	0	0
Lack of awareness of service	57	35	61.4%
Cultural Barriers	57	12	21%
Services provided are one-size fits all, and don't meet individual needs	57	11	19.2%
Stigma Leads to Avoidance	57	5	8.8%
Eligibility Requirement (explain below)	57	12	21%
Other (explain below)	57	3	5.3%

Need Area: Behavioral/Mental Health Services for Children

Status: General 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

Community residents did not identify child behavioral/mental health as a significant need though notably, 65% of survey respondents indicated that there were not enough behavioral/mental health services for youth. Sixty-seven percent of respondents felt that services are not widely advertised enough in the county, on a community level. Once again, transportation is a Key Barrier as most services for youth are not located in the county.

Summary: Nature of the Need

Salem County does provide behavioral/mental health services for youth, however like many of these types of services are generally provided by organizations outside of the county and not easily accessible directly by residents or well known. While several organizations provide services for youth in Salem County, they do not have a visible office, or visible programs at local nonprofit facilities as access is generally through official channels. As such, 52% of respondents indicated that there was a lack of awareness of the service in the community. Wait lists were also an issue at 52%, and because of the absence of offices in the county, 64% of respondents listed transportation as an issue.

Results also showed 80% of Black/African-American respondents said that there were not enough mental health services for children available, compared to 61% of White respondents and 75% of Hispanic/Latino respondents expressed dissatisfaction in this area compared to 62% of non-Hispanic/Latino respondents. All (100%) Black/African-American respondents said that these services were not advertised well enough (disagree/strongly disagree), compared to 61% of White respondents.

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

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.	66	41.8 %	23.9 %	17.9 %	0 %	16.4 %	100 %
2. Anyone in the county is able to access services.	66	27 %	28.4 %	23.9 %	1.5 %	19.4 %	100 %
3. Services are widely advertised and known by the county.	66	30 %	37.3 %	10.4 %	1.5 %	20.9 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	66	7.5 %	17.9 %	35.8 %	9 %	30 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	66	6.1 %	24.2 %	30.3 %	4.5 %	34.8 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	66	6.1 %	19.7 %	34.8 %	4.5 %	34.8 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	59	31	52%
Services do not exist	59	19	32%
Transportation	59	38	64%
Cannot contact the service provider	59	14	24%
Too expensive	59	16	27%
Lack of awareness of service	59	31	52%
Cultural Barriers	59	18	31%
Services provided are one-size fits all, and don't meet individual needs	59	19	32%
Stigma Leads to Avoidance	59	18	31%
Eligibility Requirement (explain below)	59	9	15%
Other (explain below)	59	2	3%

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

Behavioral/Mental Health Services for Adults was the number one service need chosen by survey respondents in line with the data from the New Jersey Behavioral Risk Factor Survey that indicates that Salem County has a Mental Health Distress Rate of 14% which is over the New Jersey average of 12% making it the seventh most distressed county out of twenty-one. According the data women in Salem County report a higher rate of distress than men by roughly 2% including depression.

Summary: Nature of the Need

Primary among respondents, both community based respondents and Key Informants is the lack of a sufficient number of mental health service providers in the county. The absence of both mental health and in-patient substance abuse programs for those with either issue or dual diagnoses is severe. Sixty-two percent of survey respondents identified "Wait Lists" as one of the Key Barriers to services in keeping with the Need Area results indicating that an overall total of 73% of respondents found that there were not enough services in the county to help those in need. In keeping with the absence of providers in county, Transportation was the highest rated barrier to service with 67% of respondents indicating that it was a problem. Respondents at focus groups indicated that the primary transportation provider for mental health and/or addiction appointments, LogistiCare was problematic, often arriving late causing patients to miss appointments.

Consumers interviewed in the focus groups also indicated that they felt a lack of privacy and confidentiality occurred with service providers as case management could be handled by more than one person; and that at times it felt more invasive than helpful.

Key Informants who work with Senior Citizens indicated that they felt there was a lack of care specific to their population, especially during the COVID pandemic when people have become even more isolated than usual; and other Key Informants were concerned about the undocumented population

in the county who have no insurance and are less likely to ask for help because of the fear of deportation. Those working with younger adults found that there is a gap between where the ages of 18-24 that makes services a struggle as this age group, though legally adult, may still have adolescent needs.

Survey results showed 72% of respondents involved with CP&P and 44% of Black/African-American respondents said they had difficulties accessing mental health services, compared to 67% of White respondents . Slightly under half (44%) of Black/African-American respondents said that these services were not advertised well enough, compared to 73% of White respondents.

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

Respondents at focus groups indicated that the primary transportation provider for mental health and/or addiction appointments, LogistiCare was problematic, often arriving late causing patients to miss appointments and transportation options need to be expanded

Consumers interviewed also indicated that they felt a lack of privacy and confidentiality occurred with service providers as case management could be handled by more than one person; and that at times it felt more invasive than helpful and would prefer that multiple case workers not be assigned. While providers believe that it is best to have more than one case manager so that a client is never left without assistance, respondents consider it traumatic.

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.	61	34.4 %	39.1 %	12.5 %	0 %	14.1 %	100 %
2. Anyone in the county is able to access services.	61	27 %	36.5 %	12.7 %	0 %	23.8 %	100 %
3. Services are widely advertised and known by the county.	61	28.6 %	41.3 %	11.1 %	1.6 %	17.5 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	61	8.1 %	27.4 %	27.4 %	4.8 %	32.3 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	61	6.3 %	23.8 %	34.9 %	0 %	34.9 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	61	8.1 %	25.8 %	29 %	0 %	37.1 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	58	36	62%
Services do not exist	58	28	48%
Transportation	58	39	67%
Cannot contact the service provider	58	14	24%
Too expensive	58	18	31%
Lack of awareness of service	58	27	47%
Cultural Barriers	58	17	29%
Services provided are one-size fits all, and don't meet individual needs	58	19	33%
Stigma Leads to Avoidance	58	21	36%
Eligibility Requirement (explain below)	58	4	7%
Other (explain below)	58	2	3%

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

Substance use disorder was not chosen by survey respondents as a priority area despite indicators of a severe opioid issue for adults in the county. Data indicates that Salem County had the largest increase in suspected opioid deaths increasing 63% between 2017-2018. The number of suspected opioid deaths in Salem county has also increased over time quadrupling over the last 5 years. Youth however, have minimal rates of opioid use, and high rates of vaping and marijuana use.

Summary: Nature of the Need

Substance abuse services, particularly in-patient are minimal in the county. Fifty-six percent of respondents indicated that the lack of availability of substance abuse disorder services is a problem as is the availability of prevention programs for adults; and if they do exist 60% of respondents are unaware of them. Pre-COVID, a new in-patient adult substance abuse program was slated to open in the fall of 2020 in the newly managed Salem Medical Center Hospital in Mannington and a second outpatient and youth serving organization is also working on finding a location in Salem County for a new facility both of which will alleviate the transportation issues which 54% of respondents indicated was an additional barrier.

Results also showed 72% of Black/African-American respondents said that there were not enough substance abuse services available, compared to 58% of White respondents; and 100% of Hispanic/Latino respondents expressed dissatisfaction in this area compared to 58% of non-Hispanic/Latino respondents.

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

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.	60	32.8 %	27.9 %	14.8 %	1.6 %	23%	100%
2. Anyone in the county is able to access services.	60	24.6 %	31.1 %	14.8 %	0 %	29.5%	100%
3. Services are widely advertised and known by the county.	60	24.6 %	37.7 %	9.8 %	1.6 %	26.2%	100%
4. Services take race, age, gender, ethnicity and more into account.	60	6.7 %	20 %	28.3 %	5 %	40%	100%
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	60	6.6 %	14.8 %	27.9 %	0 %	50.8%	100%
6. Staff are well-trained, knowledgeable and provide good customer service.	60	6.6 %	18 %	24.6 %	0 %	50.8%	100%

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	50	20	40%
Services do not exist	50	25	50%
Transportation	50	27	54%
Cannot contact the service provider	50	3	6%
Too expensive	50	13	26%
Lack of awareness of service	50	30	60%
Cultural Barriers	50	14	28%
Services provided are one-size fits all, and don't meet individual needs	50	12	24%
Stigma Leads to Avoidance	50	17	34%
Eligibility Requirement (explain below)	50	4	8%
Availability of Substance Use Disorder Services	50	28	56%
Availability of Substance Abuse Prevention Programs	50	25	50%
Other (explain below)	50	0	0



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

With minimal population, Salem county has the 2nd lowest number of reported domestic violence incidents in New Jersey which has decreased approximately 12% since 2012. Salem County Women's Services is the primary responder to issues of domestic violence and is the only shelter provider in the county for residents who have become homeless due to domestic violence.

Survey results showed 83% of Black/African-American respondents said that there were not enough domestic violence services available, compared to 35% of White respondents and 67% of Hispanic/Latino respondents expressed dissatisfaction in this area compared to 42% of non-Hispanic/Latino respondents).

Two-thirds (66%) of Black/African-American respondents said that these services were not advertised well enough, compared to 45% of White respondents and 67% of Hispanic/Latino respondents expressed dissatisfaction in this area compared to 47% of non-Hispanic/Latino respondents.

Half (50%) of Black/African-American respondents said they experienced these services taking race/gender/age or more into account, compared to 26% of white respondents.

Summary: Nature of the Need

Over 48% of survey respondents indicated that domestic violence services are not widely advertised in the county in correlation with the 66% of respondents who choose a "lack of awareness of services" as the primary Key Barrier. In this category, the second highest barrier at 51% was that stigma often leads to avoidance, followed by transportation.

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

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.	57	24.1 %	17.2 %	31 %	3.4 %	24.1 %	100 %
2. Anyone in the county is able to access services.	57	20.7 %	15.5 %	29.3 %	5.2 %	29.3 %	100 %
3. Services are widely advertised and known by the county.	57	20.7 %	27.6 %	25.9 %	1.7 %	24.1 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	57	10.5 %	17.5 %	31.6 %	5.3 %	35.1 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	57	10.3 %	10.3 %	36.2 %	5.2 %	37.9 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	57	8.6 %	10.3 %	34.5 %	6.9 %	39.7 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	53	9	17%
Services do not exist	53	9	17%
Transportation	53	26	49%
Cannot contact the service provider	53	8	15%
Too expensive	Not asked	NA	NA
Lack of awareness of service	53	35	66%
Cultural Barriers	53	15	28%
Services provided are one-size fits all, and don't meet individual needs	53	8	15%
Stigma Leads to Avoidance	53	27	51%
Eligibility Requirement (explain below)	53	6	11%
Other (explain below)	53	2	4%



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

Salem County has a few programs for parents needing parenting skills services. Parents Anonymous programs are run out of the Family Success Centers which are localized to the county. Other service providers that are regionally based or work in the Tri-County are of Salem, Cumberland, and Gloucester such as the Family Service Organizations, however the primary office is in Vineland, New Jersey located in Cumberland County.

Summary: Nature of the Need

The largest barrier to parenting skills services for respondents was the lack of awareness of the service. Overwhelmingly 73% of respondents do not know where to access services; and 67.8% indicated that services are not advertised in the county. The second largest barrier chosen was transportation with 45% of respondents indicating an issue getting to and from programs; and over 50% indicated that not everyone in the county is able to access those services which correlates with transportation issues. While most residents in the county are familiar with the Family Success Centers which provide a wide variety of services, programs that come from out of the county are not run in Salem on a regular basis so are less likely to be well advertised given communication challenges in the area.

Survey results also showed 67% of Black/African-American respondents said they had difficulties accessing these services, compared to 52% of White respondents, and 83% of Black/African-American respondents said that these services were not advertised well enough, compared to 65% of White respondents. Two-thirds (67%) of Black/African-American respondents said they experienced these services taking race/gender/age or more into account, compared to 23% of White respondents; however half (50%) of Black/African-American respondents said that parenting skills service facilities were of poor quality, compared to 15% of White respondents .

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

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.	53	30.4 %	28.6 %	10.7 %	0 %	30.4 %	100 %
2. Anyone in the county is able to access services.	53	30.4 %	21.4 %	16.1 %	0 %	32.1 %	100 %
3. Services are widely advertised and known by the county.	53	32.1 %	35.7 %	5.4 %	0 %	26.8 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	53	9.3 %	18.5 %	29.6 %	1.9 %	40.7 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	53	7.3 %	10.9 %	25.5 %	0 %	56.4 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	53	7.4 %	9.3 %	29.6 %	0 %	53.7 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	51	8	16%
Services do not exist	51	17	33%
Transportation	51	23	45%
Cannot contact the service provider	51	5	10%
Too expensive	Not asked	NA	NA
Lack of awareness of service	51	37	73%
Cultural Barriers	51	12	24%
Services provided are one-size fits all, and don't meet individual needs	51	7	14%
Stigma Leads to Avoidance	51	14	27%
Eligibility Requirement (explain below)	51	5	10%
Other (explain below)	51	3	6%



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**

Over 66% of survey respondents indicated that legal services are not widely advertised in the county, leading the highest ranked Key Barrier chosen as "services do not exist". It was also indicated that there are not enough services available in the county to help those who have the need and transportation is another barrier faced by 54% of residents when needing to access services.

Summary: Nature of the Need

Legal services do not exist in the county itself. Rather residents can contact organizations such as South Jersey Legal Services for assistance, however the primary office is in Vineland, located in Cumberland County. Legal Services of New Jersey also serves low income residents, but only remotely. Periodically, nonprofit organizations in the area work with these providers to hold special clinics for issue like expungement of criminal records, but they are not offered on an ongoing basis. Results also showed that only 29% of Black/African-American respondents said they had difficulties accessing these services, compared to 52% of White respondents.

Summary: Local Considerations for Addressing the Need for County Prioritized Need Area**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.	50	28.8 %	32.7 %	11.5%	0 %	26.9 %	100 %
2. Anyone in the county is able to access services.	50	26.9 %	21.2 %	15.4%	0 %	36.5 %	100 %
3. Services are widely advertised and known by the county.	50	25.5 %	41.2 %	5.9%	0 %	27.5 %	100 %
4. Services take race, age, gender, ethnicity and more into account.	50	9.8 %	9.8 %	25.5%	5.9 %	49 %	100 %
5. Facilities that provide service to meet this need are of good quality (e.g., clean, well supplied).	50	7.8 %	5.9 %	19.6%	0 %	66.7 %	100 %
6. Staff are well-trained, knowledgeable and provide good customer service.	50	7.8 %	9.8 %	19.6%	0 %	62.7 %	100 %

Key Barriers

Barrier	Total Number of Respondents	Number of Times Identified	Percentage of Responses
Wait Lists	48	7	15%
Services do not exist	48	29	60%
Transportation	48	26	54%
Cannot contact the service provider	48	6	13%
Too expensive	48	11	23%
Lack of awareness of service	48	18	38%
Cultural Barriers	48	12	25%
Services provided are one-size fits all, and don't meet individual needs	48	11	23%
Stigma Leads to Avoidance	48	5	10%
Eligibility Requirement (explain below)	48	3	6%
Other (explain below)	48	3	6%