

**2019  
Needs  
Assessment**



Qualitative Data

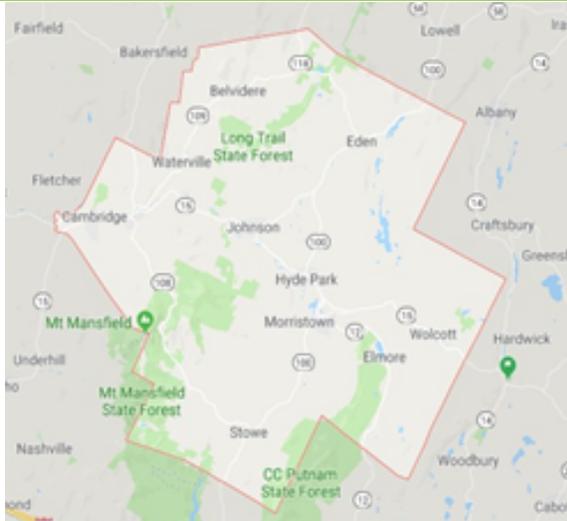




# CONTENTS

	<i>page</i>
Service Area & Community Profiles	
Lamoille County	3
Orange County	4
Washington County	5
Service Area Economic Overview	6
Respondent Overviews	
Customer	7
Community Member	10
Partner	11
Board Member	12
Staff	13
Overall Priority Areas	14
1 Housing	15
2 Transportation	17
3 Health and Mental Health Care	20
4 Food and Nutrition	23
5 Jobs and Economic Development	26
Other Survey Results	30

# SERVICE AREA & COMMUNITY PROFILE: LAMOILLE COUNTY



## Population

- 25,136 individuals
- 10,342 households

## Gender

- Female: 12,665
- Male: 12,471

## Age

- Under 18: 5,353 = 21.3%
- 18 and over: 19,783 = 78.7%
- 18 – 24: 2,454 = 9.76%
- 25 – 34: 3,071 = 12.22%
- 35 – 44: 3,260 = 12.97%
- 45 – 54: 3,599 = 14.32%
- 55 – 64: 3,593 = 14.29%
- 65 and over: 3,806 = 15.14%

## Labor Force

- Number in labor force: 14,101
- Number unemployed: 490
- Unemployment rate: 3.5%

Lamoille County's unemployment rate, 3.5%, is higher than the Vermont unemployment rate, 2.5%.

## Income

- Per capita income: \$31,390
- Median household income: \$54,899

Lamoille County's per capita income, \$31,390, is slightly lower than the Vermont per capita income, \$31,917. Lamoille County's median household income, \$53,316 is much lower than the Vermont median household income, \$56,104.

## Housing

- Number of occupied housing units: 10,342
- Owner-occupied: 7,432
- Renter-occupied: 2,910
- Vacancy rates: 0 vacant units (0%)

## Assets

- Homeownership rate: 55.3%
- Median value of owner-occupied housing: \$220,300
- Households w/computer: 88.7%
- Households w/broadband: 78.8%

## Household Characteristics

- Average household size: 2.45

## Race/Ethnic Origin

- White: 24,015
- African American: 204
- Asian: 145
- American Indian or Alaska Native: 202
- Native Hawaiian or Pacific Islander: 0
- Some other race: 165
- Two or more races: 405
- Hispanic or Latino: 395
- Not Hispanic or Latino: 24,741

## Education

- Less than high school diploma: 7.59%

# SERVICE AREA & COMMUNITY PROFILE: ORANGE COUNTY



## Population

- 28,897 individuals
- 12,306 households

## Gender

- Female: 14,516
- Male: 14,381

## Age

- Under 18: 5,636 = 19.51%
- 18 and over: 23,243 = 80.49%
- 18 – 24: 2,375 = 8.22%
- 25 – 34: 3,016 = 10.44%
- 35 – 44: 3,272 = 11.32%
- 45 – 54: 4,451 = 15.4%
- 55 – 64: 4,971 = 17.2%
- 65 and over: 5,176 = 17.91%

## Labor Force

- Number in labor force: 15,879
- Number unemployed: 444
- Unemployment rate: 2.8%

Orange County's unemployment rate, 2.8%, is higher than the Vermont unemployment rate, 2.5%.

## Income

- Per capita income: \$29,651
- Median household income: \$54,584

Orange County's per capita income, \$29,651, is lower than the Vermont per capita income, \$31,917. Orange County's median household income, \$54,584 is much lower than the Vermont median household income, \$57,808.

## Housing

- Number of occupied housing units: 10,342
- Owner-occupied: 7,432
- Renter-occupied: 2,910
- Vacancy rates: 0 vacant units (0%)

## Assets

- Homeownership rate: 65.02%
- Median value of owner-occupied housing: \$191,700
- Households w/computer: 84.9%
- Households w/broadband: 73.5%

## Household Characteristics

- Average household size: 2.52

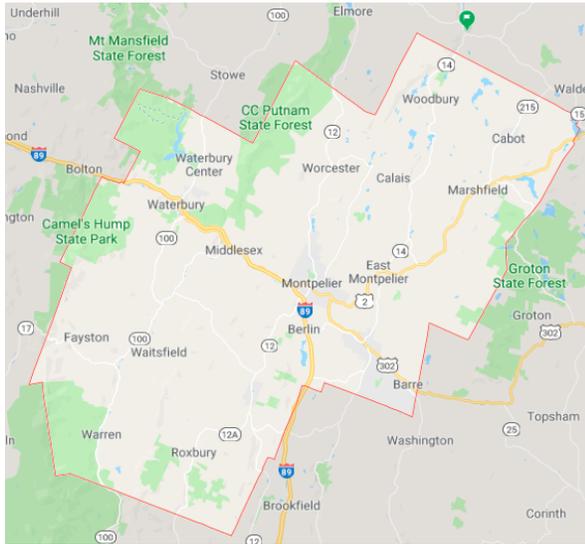
## Race/Ethnic Origin

- White: 27,912
- African American: 154
- Asian: 143
- American Indian or Alaska Native: 141
- Native Hawaiian or Pacific Islander: 0
- Some other race: 108
- Two or more races: 439
- Hispanic or Latino: 360
- Not Hispanic or Latino: 28,537

## Education

- Less than high school diploma: 7.95%

# SERVICE AREA & COMMUNITY PROFILE: WASHINGTON COUNTY



## Population

- 58,963 individuals
- 24,581 households

## Gender

- Female: 29,832
- Male: 29,131

## Age

- Under 18: 11,589 = 19.65%
- 18 and over: 47,374 = 80.35%
- 18 – 24: 5,442 = 9.23%
- 25 – 34: 6,396 = 10.85%
- 35 – 44: 7,343 = 12.45%
- 45 – 54: 8,924 = 15.13%
- 55 – 64: 9,243 = 15.68%
- 65 and over: 10,026 = 17%

## Labor Force

- Number in labor force: 34,629
- Number unemployed: 893
- Unemployment rate: 2.6%

Washington County's unemployment rate, 2.6%, is slightly higher than the Vermont unemployment rate, 2.5%.

## Income

- Per capita income: \$32,137
- Median household income: \$60,602

Washington County's per capita income, \$32,137, is slightly higher than the Vermont per capita income, \$31,917. Washington County's median household income, \$60,602, is higher than the Vermont median household income, \$57,808.

## Housing

- Number of occupied housing units: 24,581
- Owner-occupied: 17,930
- Renter-occupied: 6,651
- Vacancy rates: 357 vacant units (1.3%)

## Assets

- Homeownership rate: 58.04%
- Median value of owner-occupied housing: \$213,200
- Households w/computer: 86.9%
- Households w/broadband: 79.7%

## Household Characteristics

- Average household size: 2.36

## Race/Ethnic Origin

- White: 56,607
- African American: 482
- Asian: 450
- American Indian or Alaska Native: 132
- Native Hawaiian or Pacific Islander: 18
- Some other race: 83
- Two or more races: 1,191
- Hispanic or Latino: 1,080
- Not Hispanic or Latino: 57,883

## Education

- Less than high school diploma: 6.35%

# SERVICE AREA ECONOMIC OVERVIEW

## Lamoille County

The unemployment rate in Lamoille County is higher than the other two counties at 3.2%. According to the data atlas, the economy of Lamoille County employs 13,424 people and is specialized in

- arts, entertainment, and recreation;
- agriculture, forestry, fishing, and hunting; and
- construction

Respectively, these businesses employ 2.19, 1.98, and 1.68 times more people than what would be expected in a location of this size. The largest industries in Lamoille County are healthcare and social assistance (1,718), retail trade (1,458), and construction (1,413). The highest paying industries are transportation and warehousing (\$59,375), utilities (\$55,167), and professional, scientific, and technical services (\$49,688).

## Washington County

The economy of Washington County employs 31,765 people and is specialized in

- public administration;
- educational services; and
- finance and insurance

Respectively, these businesses employ 1.79, 1.4, and 1.32 times more people than what would be expected in a location of this size. The largest industries in Washington County are healthcare and social assistance (4,572), educational services (4,146), and retail trade (3,302). The highest paying industries are utilities (\$63,295), professional, scientific, and technical services (\$55,424), and finance and insurance (\$47,043).

## Orange County

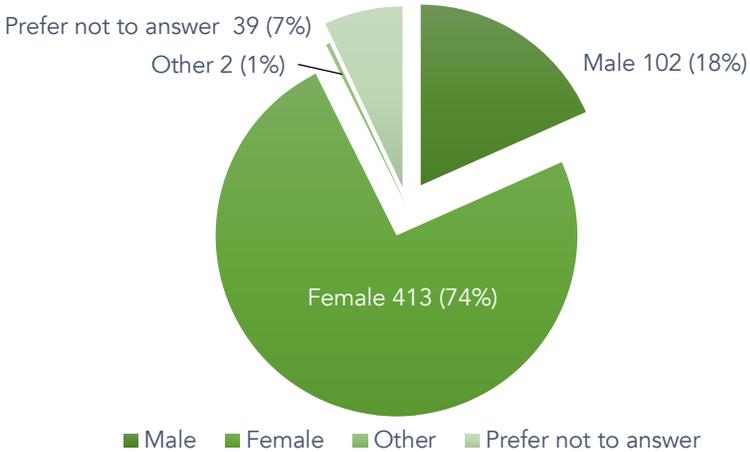
The economy of Orange County employs 15,240 people and is specialized in

- agriculture, forestry, fishing, and hunting;
- construction; and
- educational services

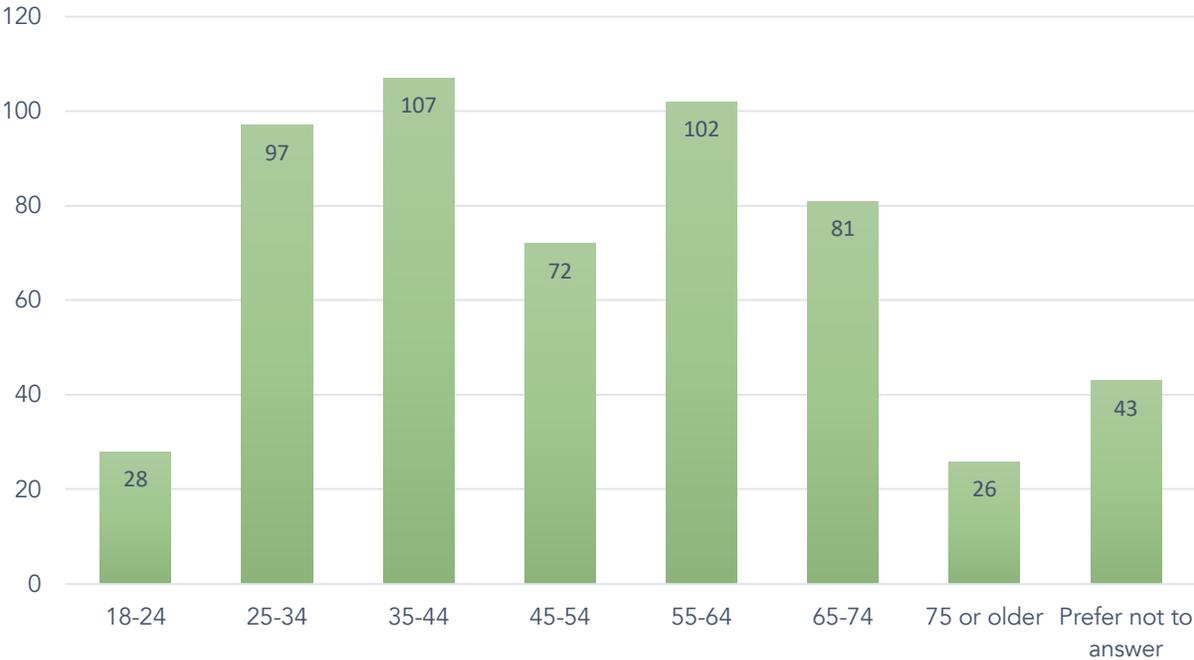
Respectively, these businesses employ 3.1, 1.39, and 1.31 times more people than what would be expected in a location of this size. The largest industries in Orange County are healthcare and social assistance (2,643), educational services (1,862), and retail trade (1,831). The highest paying industries are utilities (\$64,545), professional, scientific, and technical services (\$46,648), and transportation and warehousing (\$44,760).

# CUSTOMER RESPONDENT OVERVIEW

## GENDER (556 respondents)



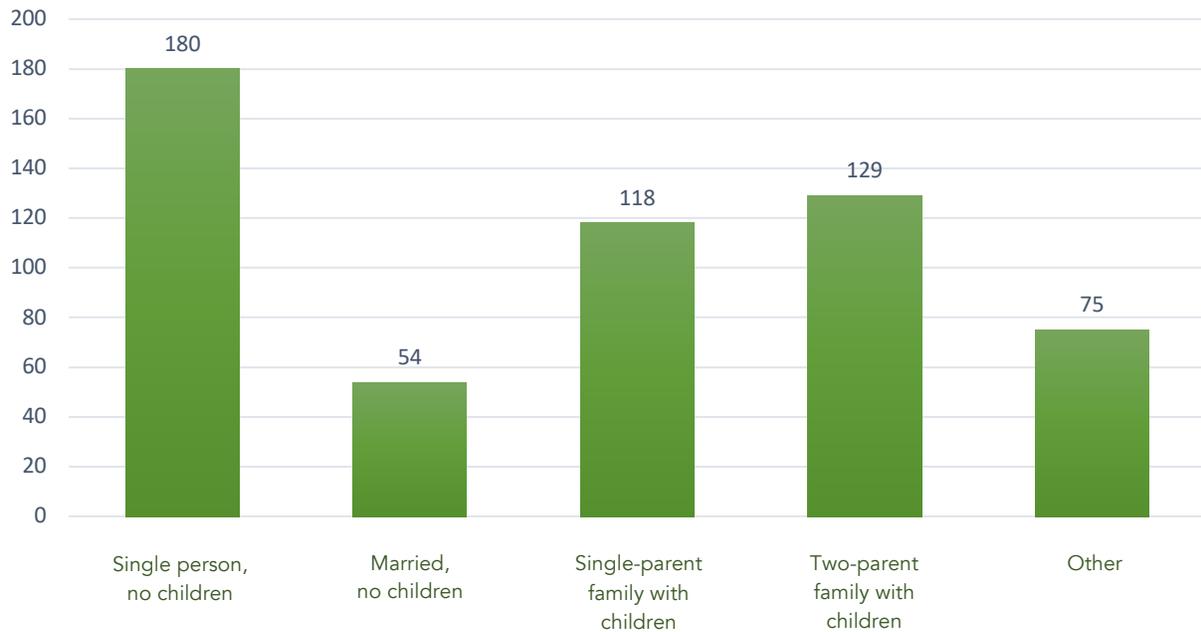
## AGE (556 respondents)



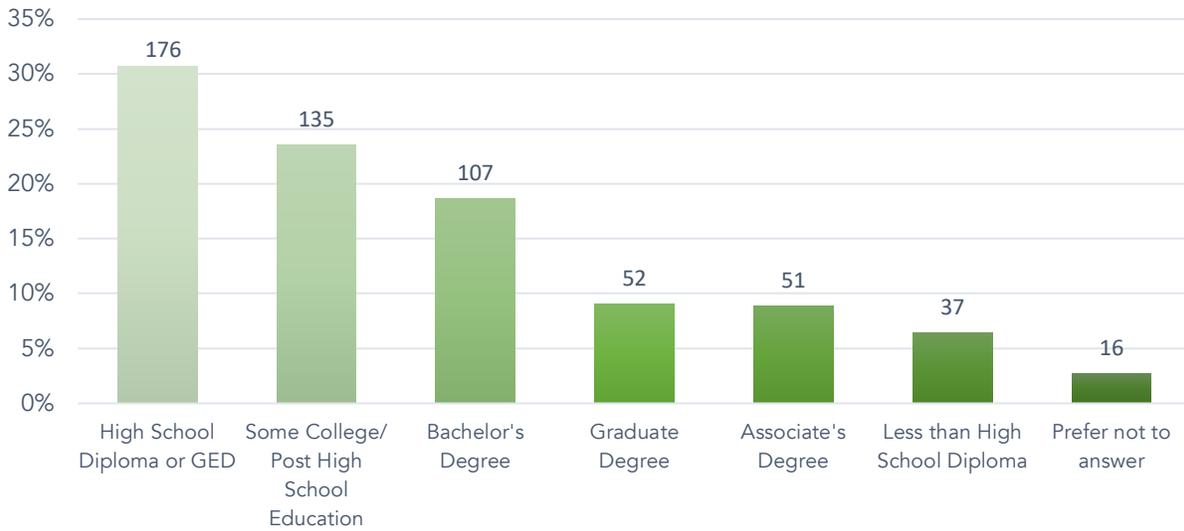
### ESTIMATED HOUSEHOLD INCOME (556 respondents)



### HOUSEHOLD TYPES (556 respondents)

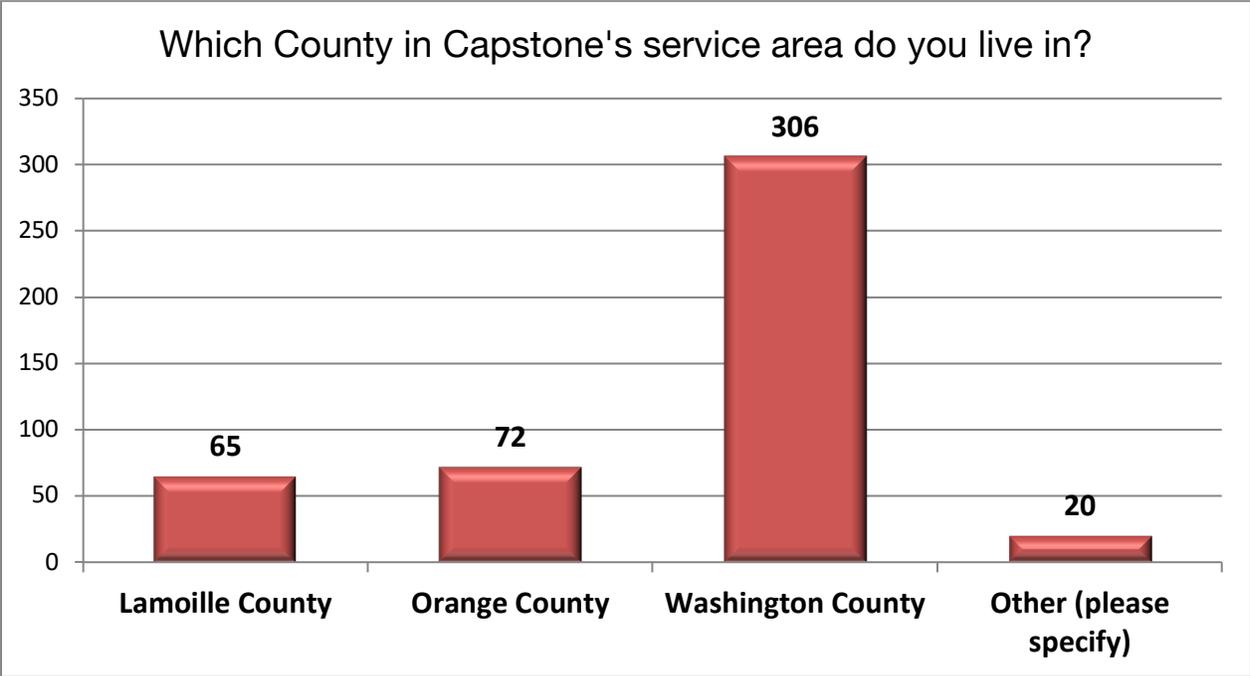


## HIGHEST LEVEL OF EDUCATION ACHIEVED (574 respondents)

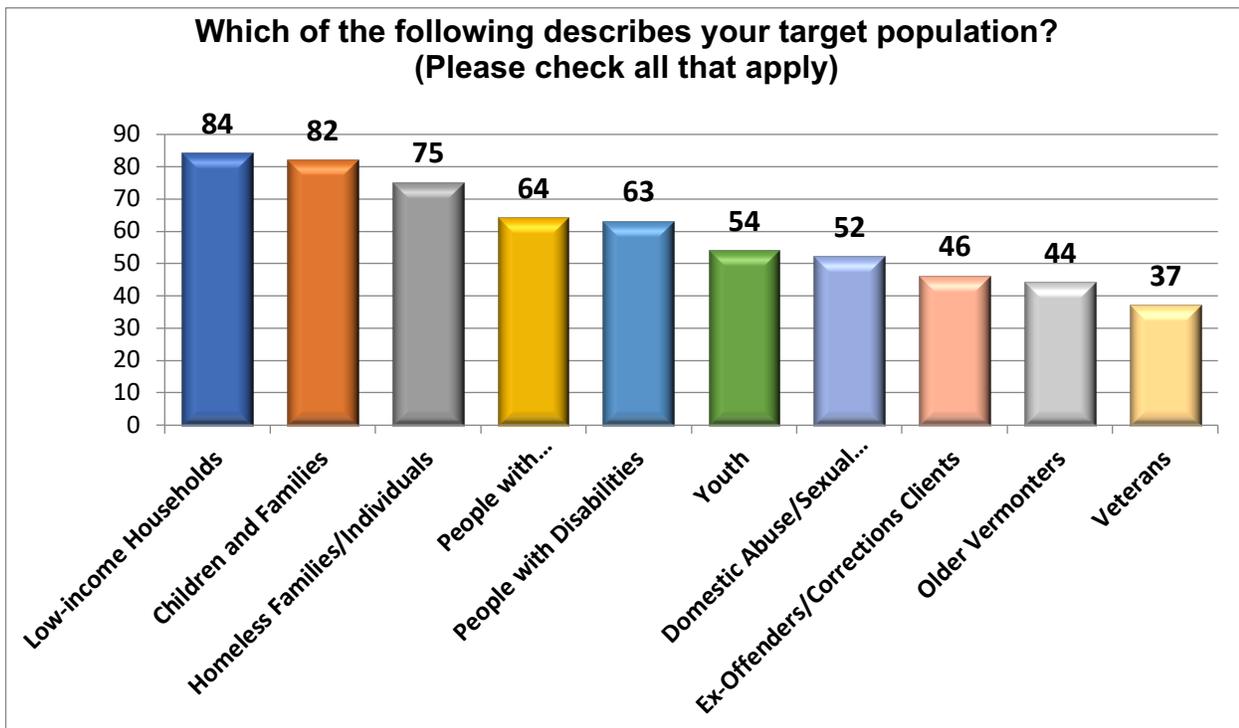
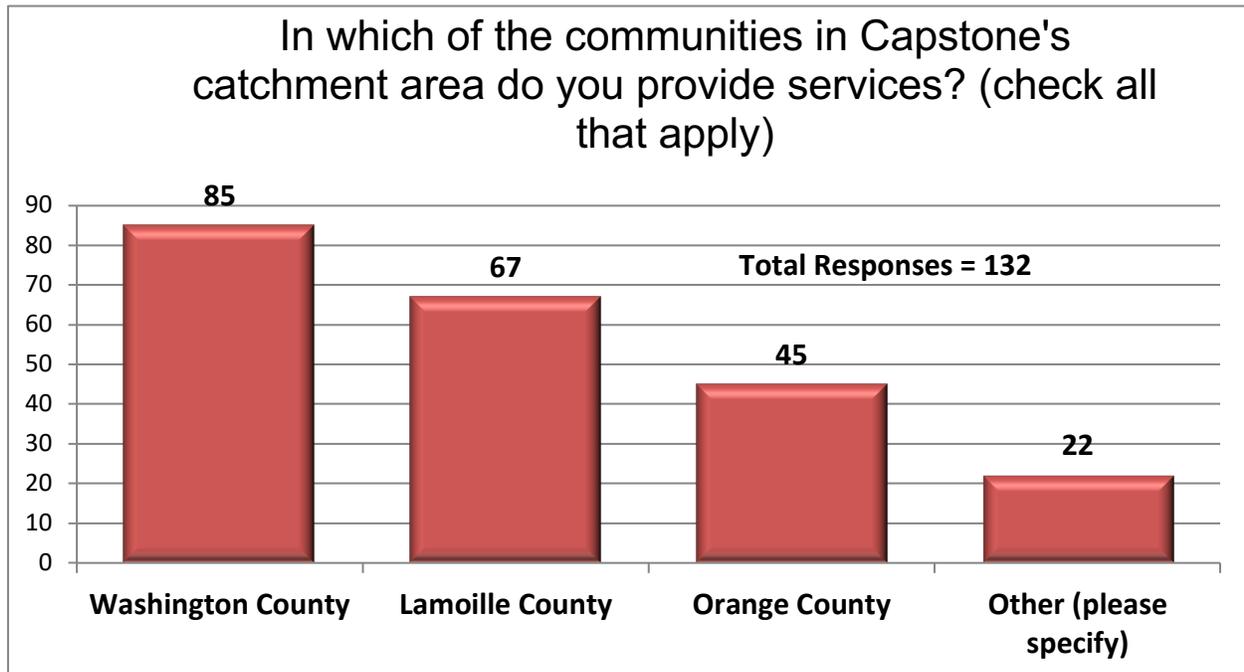


61% of the customers who responded to the Capstone Customer Survey have less than a bachelor's degree.

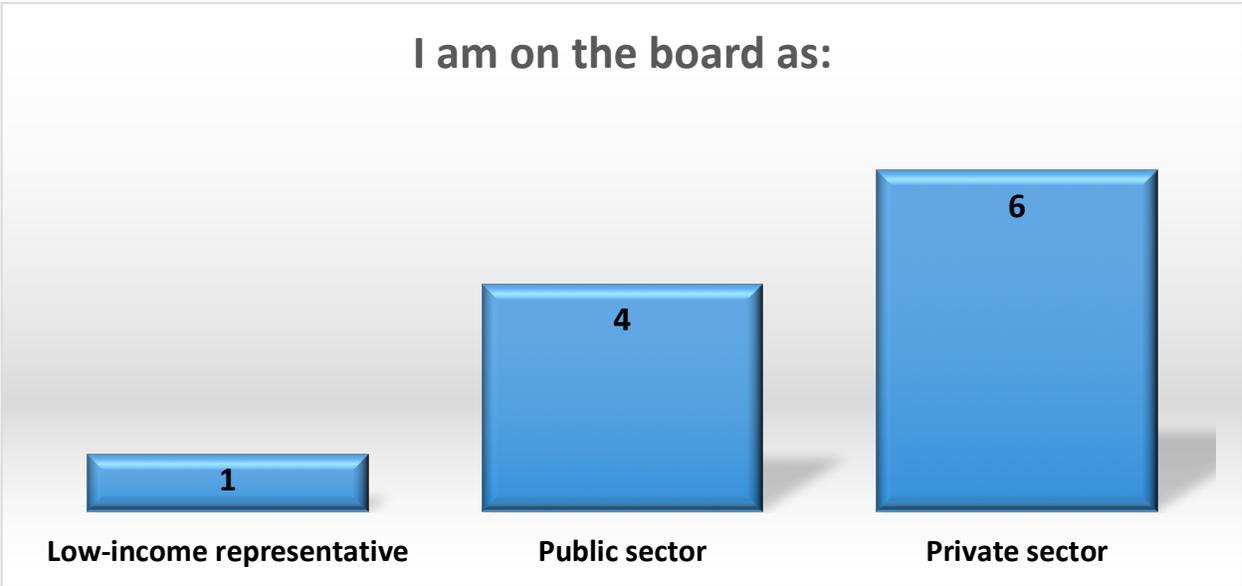
# COMMUNITY RESPONDENT OVERVIEW



# PARTNER RESPONDENT OVERVIEW

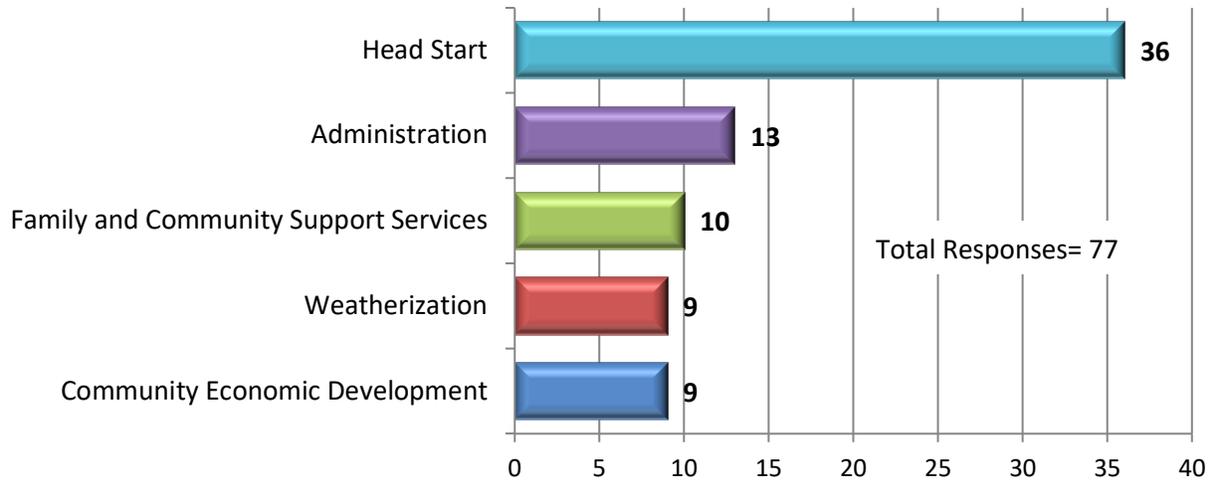


# BOARD MEMBER RESPONDENT OVERVIEW

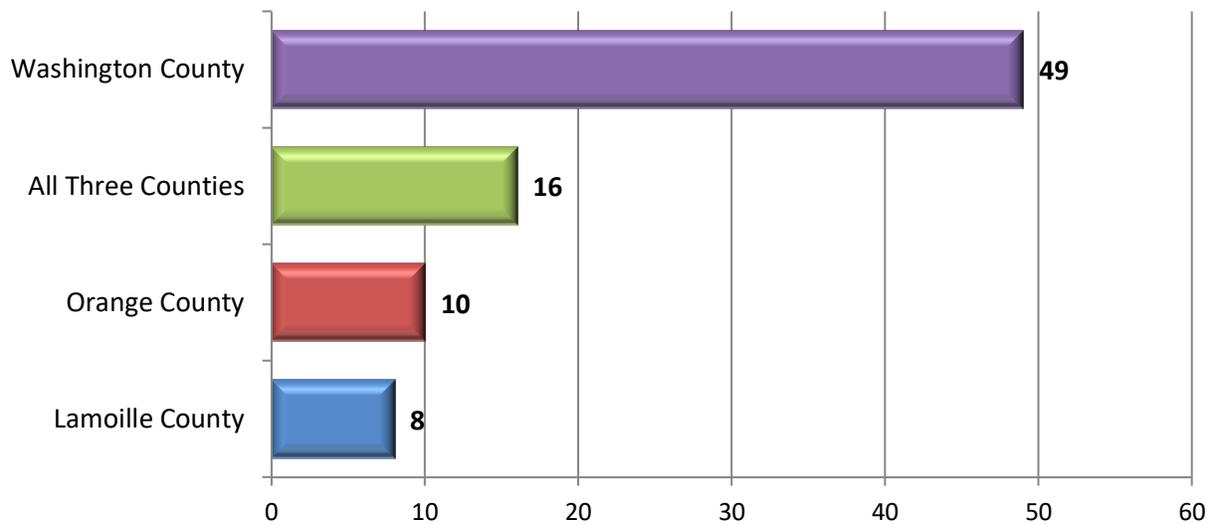


# STAFF RESPONDENT OVERVIEW

## I work in the following Capstone Department:



## In which of the communities in Capstone's catchment area do you primarily work?



## OVERALL PRIORITY AREAS

The top 5 issues facing the Central Vermont community were identified and ranked by survey respondents as follows:

1. Housing & Utilities
2. Transportation
3. Health/Mental Health
4. Food & Nutrition/Hunger
5. Jobs/Workforce/Economic Development

Detail and specific comments about each area appear on the following pages.

## PRIORITY 1: HOUSING

The housing stock in the area is aging and homeownership is becoming increasingly cost-prohibitive. This is placing a greater demand on the rental properties. There is an extremely low vacancy rate throughout the 3-county area, and particularly so in Lamoille county where the vacancy rate is gauged to be 0%. The quality of the housing stock diminished in Washington county where the rate of homes without plumbing went from .63% in 2000 to .88% in 2017. In Lamoille and Orange counties, the number of homes without plumbing has decreased.

The Vermont State Data Center's 2018 Vermont Housing Brief showed that that between 2012 – 2016, 30.7% of people who live in Lamoille County, 27.6% in Orange County, and 25.9% of people in Washington County pay 35% of their household income on monthly owner costs/rent. The lack of affordable housing in the area was cited as another factor in the housing crisis.

The data shown above reinforces the Capstone customer, community, partner, staff, and board survey results in which housing was considered to be the number one priority need for families and communities. The needs assessment of the Central Vermont Medical Center also identified housing as a major issue.

According to the Capstone surveys, the top three strategies identified to address the housing shortage issue are:

- Homelessness prevention/housing stabilization
- Fuel/utility assistance
- Maintain/increase safe, affordable apartments.

Two of the areas prioritized by the Lamoille Housing Study and Needs Assessment are market rate rental housing and subsidized housing.

As part of the Capstone Customer survey, customers were asked the main reason for problems with housing and utilities. There were 162 narrative responses. Of those, 34% were related to lack of money, 15% indicated they cannot make necessary home repairs, 12% identified the lack of affordable housing, and 11% need weatherization done to their homes.

## HOUSING COMMENTS

### CUSTOMER

“I have to keep the heat at 60, I cannot afford fuel, I cannot afford repairs.”

“Can't afford housing in this area on one income.”

“Can't afford rent on fixed income.”

### COMMUNITY MEMBER

[None]

### PARTNER

“It is critical that ‘we’ take time to understand how we are sustained by our own model of inequity. One we promulgate in our organizations, with our personnel policies, with our operating principles, through our compensation models. To ask the questions presented in this survey encourages a broad and courageous rethinking of our own mechanisms of sustainability - indeed our own personal lives. It is difficult, and perhaps is not possible.”

### BOARD MEMBER

“Need low income housing which is cheaper than affordable housing as ‘affordable housing’ is too expensive for low income individuals, need to somehow determine how to keep landlords from asking so much it drives out low income people (how to work with LL to be open to rent to low income, disabled, etc.) also Electric costs are getting too expensive.”

### STAFF

“Landlords requiring too much upfront money for someone to get into an apartment, even though the renter can afford the rent.”

## PRIORITY 2: TRANSPORTATION

The three biggest issues regarding transportation were:

- Lack of public transportation to get to work
- Obtaining an affordable car
- Vehicle maintenance and repairs

## TRANSPORTATION COMMENTS

### CUSTOMER

There were 135 customer comments regarding the main reason that they had difficulty with transportation. 33% of the comments were related to public transportation:

“Public transportation is not reliable early or late continuously.”

“I can't go anywhere but doctors or groceries.”

“Services are not available. Buses do not run when I need them.”

“I work a lot and they don't really take me to work and back because of my hours.”

Another area that garnered many comments was related to the expense of car repairs with 24% of the comments:

“There are some issues with my car not covered under warranty that I can't afford to repair at this time.”

“Can't keep my car 'road worthy.’”

“I can't afford to fix it and now it's not inspected.”

“Just hard to afford the up keep on beaters and can't afford anything nice and sometimes it's hard to work a schedule around public transportation.”

“I have had to spend \$8,000 in car repair bills over the last 18 months. It's been financially crippling.”

Other areas that garnered comments were related to the cost of maintaining a car—insurance, repair, etc. (15%)—and purchase of a car (11%).

### COMMUNITY MEMBER

“Public transportation period—not just to work. And available when people need it—not just daytime, weekdays.”

“We need to expand the reach of GMT buses. While they run in the downtown areas, those just outside of the service area have no options.”

“Driving programs that include wheelchair accessible vehicle choices.”

## TRANSPORTATION COMMENTS *(continued)*

### PARTNER

“Collaborative community effort to address and solve this pervasive long-term problem. It is no longer acceptable to use ‘transportation’ as an excuse.”

“Not sure what the answer might be here in VT—but a lot of people struggle to get anywhere after 3:00 pm and on the weekends.”

“\*\*\*\*\*Public transportation accessibility to remote areas in VT.”

### BOARD MEMBER

“More ‘bus routes’ that can cover longer distance and with extended routes (hours), reliable cars for those who can't afford the newer ones, places that can repair cars at a reasonable price.”

### STAFF

[None]

## PRIORITY 3: HEALTH AND MENTAL HEALTH

Health/Mental Health was identified as the overall number three priority by respondents to all 5 Capstone needs assessment surveys. The top health/mental health issues identified include:

- Accessible and affordable health care for all  
In Lamoille County, there is a Community Health Team that can help patients navigate the health care system, utilize community services, find affordable prescriptions, and assist in managing chronic medical conditions.
- Mental health counseling/treatment
- Accessible and affordable dental care for all
- Opiate/substance abuse counseling/treatment

Customer respondents (129) identified the following difficulties accessing health or mental health care:

- Mental health diagnoses make it difficult to access care (29%)
- Accessing mental health treatment in a timely manner is a challenge (15%)
- Access to dental care and lack of dental insurance is an issue (10%)
- Paying for care is a challenge (9%)
- Stress is a challenge for them (9%)
- Lack of medical insurance was a barrier to access (8%)

Customers noted that finding dentists that take their insurance is a particular challenge for them.

Community members rated dental health as their highest priority in this area.

The data below potentially supports their perception; many adults who have Medicaid are not accessing dental care.

Is there a role for Capstone to play in addressing this issue?

## HEALTH AND MENTAL HEALTH COMMENTS

### CUSTOMER

“Stress over lack of financial resources despite my education and experience.”

“Can't afford the doctors/dentists.”

“I am a woman, and I grew up in US American culture. Plus, I have bipolar II, PTSD, C-PTSD, eating disorder, problems with attention and executive function. I am a rape survivor. I'm intelligent and compassionate and awake. The world is a mean place.”

“Standard MD remedies for mental health are worse than the illness. Other health services, I too often just go without because I can't afford them.”

“Our healthcare system is broken and health insurance and copays are expensive.”

“The addiction crisis is a very real thing and we need even more to combat it, including more mental health providers. Especially psychiatrists, there are very few accepting patients in central VT.”

### COMMUNITY MEMBER

“Affordable healthcare for all something has to be done when a family of 4 who does not qualify for assistance and has no employer offered insurance has to take \$25,000 out of their savings every year”

“Mental health treatment needs to be done in a way that they are not thrown drugs at and when they are denied they cry foul.”

“We have mental health counselling available in the area, however, the amount of time it takes to get in for an initial appointment is much too long. My son wanted to speak with someone about some stressful situations and he was put on a 3-month waiting list for an appointment! I called around to many different places and was told the same thing each time. In that amount of time, it can become a non-issue or a HUGE issue!”

### PARTNER

“It is time to eliminate the continued separation described in this title, and the bifurcation that stems from it. Health/Mental Health (and, of course, the absurd separation between health and dental health). That is a problematic and inaccurate framing that is a disservice to those who need health support to all of us. In reality, you and I understand that the social determinants of health are peppered through this survey. Science shows definitively that addressing the social determinants result in broad improvements in public health. It is through the science embedded in the social determinants framework that we must pursue the equity issues it so starkly animates.”

## HEALTH AND MENTAL HEALTH COMMENTS *(continued)*

### **PARTNER *(cont.)***

“Early Childhood and school age mental health.”

“Teen depression & anxiety day facility.”

### **BOARD MEMBER**

“Accessible and affordable vision care for all and transportation for all to get to appointments.”

### **STAFF**

“Willingness to communicate more between agencies and within our agency about how best to support individual families in the context of community and extended family.”

## PRIORITY 4: FOOD AND NUTRITION

Food, nutrition, and hunger were the fourth overall priority need, according to Capstone customer, community, partner, staff and board survey respondents. There are 5,673 people in the three county area who are currently receiving SNAP benefits but 3,021 people who are below the poverty level and eligible to receive SNAP but are not receiving them.

The top three strategies identified by the Capstone survey respondents to address food/nutrition issues were:

- Affordable, nutritious food
- Basic food security for all
- Food shelves and distribution systems

Also highlighted as a specific need was addressing food deserts, such as Barre City, with sustainable solutions (beyond food shelves).

When customers were asked to identify the programs or services that they could not get, 11% of the 79 respondents who wrote in an answer to the question indicated that access to food was an issue.

## FOOD AND NUTRITION COMMENTS

### CUSTOMER

"I could benefit if I used the food shelf. My grocery money would stretch further but there are people that need it more than myself."

"Food shelf can not assist me because I can not eat gluten or dairy."

"I have section 8 and get minimal fuel assistance. Even after the state aid, my husband is the only one working, so affording all our bills and food (we barely get food stamps either) makes it hard to budget things that aren't everyday needs like the diapers and toilet paper."

"I use the foodshelf to help cut back on the monthly cost of food bill. It saves me so much money."

"I don't know where the food shelves are or how to go about accessing them. There isn't enough money to save for new clothing if something wears out."

"I should apply for Food Stamps but I don't because I do not want to take what others need and the rules are continuously changing to receive.... Change is a hard thing for me to deal with and problems tend to stress me and place me deeper in depression."

"Apply for fuel assistance, food stamps, turned down, just over by \$28.00 Do receive extra help on meds."

### COMMUNITY

"Addressing food deserts, such as Barre City, with sustainable solutions (beyond food shelves)."

"I would add 'affordable' accessibility to locally grown food...."

"Teaching how to shop healthy foods on a budget."

"How to cook for your family on a budget."

"I am a hard working woman; with that said, food pantry hours, if I ever need them, don't work. Just another way the middle class get the shaft!!"

"Our community is very secure here. I think the biggest challenge is trying to distribute food to shut-ins."

"Stopping abuse of food service programs."

"Educating those on food service programs on how and where to shop and getting them access. Kinney Drugs in Barre is not the best choice for an EBT card purchase yet for many that is all available."

## FOOD AND NUTRITION COMMENTS *(continued)*

### PARTNER

“Expansion of WIC services/access to formula and supplies to care for an infant.”

“Some people make ‘just too much’ so aren't eligible for boxed commodities. And the boxed commodities are not very nutritious.”

“Access to food for youth/young adults.”

“Access to free lunch/breakfast programs for all school aged children. This was my third choice but the survey required that I select a third, so I checked Basic Food Security for All.”

### BOARD

[None]

### STAFF

“Education for people to help them eat better and cook better.”

“It would be helpful if the food shelves could offer food that you can cook/store in a hotel for families experiencing homelessness.”

## PRIORITY 5: JOBS AND ECONOMIC DEVELOPMENT

The top employment-related issues cited by Capstone survey respondents are:

- Livable wages/good benefit jobs
- Job readiness/life and workplace skills
- Job retention: Work supports and interventions

## JOBS AND ECONOMIC DEVELOPMENT COMMENTS

### CUSTOMER

Customers responding to Capstone’s Customer Survey included comments regarding the variety of topics they were questioned about. 152 Customer comments were received relating to Jobs/Employment. Those comments may be summarized as:

#### Age discrimination (18%)

“Ageism - I'm over 50.”

“Elderly do not get hired but we pay the same bills, we need good jobs.”

“Ageism, have applied and interviewed for full time work over past several years was well suited but never have an offer. It can't be proven though!”

“There aren't enough well-paying jobs and there's a lot of competition. I feel a quiet discrimination given my age, weight and gender.”

#### Disability (18%)

“Physical disability restricts me.”

“I believe I have not been offered positions once I have disclosed that I am on disability.”

“Discrimination against persons with disabilities, age discrimination, gender discrimination.”

#### Transportation (10%)

“No car - no transportation.”

“I would love to work but I gave up my car when my husband became hospitalized and lost his job.”

#### Child care (10%)

“Left work force to save on child care.”

“I have two children when they were both in daycare we were spending 1,000\$ a month for childcare, 24k a year, my spouse ended up staying home with them as he was only making something like 20\$ a day once childcare was paid off and I carried the insurance. we both have degrees and we were still caught in this pinch.”

“I don't have issues keeping a job, but I HAVE a heck of a time finding affordable or even available child care...all my money goes towards it.”

## **JOBS AND ECONOMIC DEVELOPMENT COMMENTS** *(continued)*

### **Personal history (8%)**

“Employers judge personal life mistakes. Professional skills should give way.”

“My criminal background and time in between jobs I have had.”

“Past mistakes.”

### **Mental health diagnosis (7%)**

“When I am honest about a mental illness, I see people become troubled and distant, and often do not get call backs or second interviews during such interviews.”

“Problem keeping my job because I have some mental health problems I’m dealing with. But I just started to get the help I needed.”

### **COMMUNITY MEMBER**

“Access to GOOD JOBS for SENIORS—people over the age of 50.”

“This list reads like a bunch of throw-away phrases from political campaigns.”

“Employers used to train employees. What happened to that? It's not in the list. These days, it's a rare thing for an employer to hire a person who has the skills to learn a job -- instead they complain there are no "qualified" people to fill open jobs. What a catch 22!”

### **PARTNER**

“Employers supportive of workers who rely on transit to get to jobs, whether by locating on transit routes or providing financial support to draw down transportation grants or offering flexibility to workers who are limited by transit schedules.”

“Our mission requires are imagining of jobs, work, and compensation. At this juncture, Vermont has full employment. There is no shortage of jobs. What there is in spades is poverty - which is scarcity. If you can't have someone take care of your child or repair your car, or sleep well, you are unemployable.”

## JOBS AND ECONOMIC DEVELOPMENT COMMENTS *(continued)*

### BOARD MEMBER

“More jobs that have full time or almost full-time wages in order that people can have one job vs trying to balance 2-3 in order to meet basic needs.”  
“Also more volunteer opps for people to get them out and not be isolated in their shoes.”

### STAFF

[None]

## OTHER SURVEY RESULTS

In addition to questions designed to identify customers' chief priorities, the survey also included questions about the following issues:

1. Basic needs
2. Education
3. Youth and child care
4. Seniors and older Vermonters
5. Budgeting and finances
6. Advocacy
7. Collaboration/coordination of services

The three top priorities respondents identified within each of these topics, as well as their comments, are detailed in the following pages.

## OTHER SURVEY RESULTS

### 1: Basic Needs

---

The three most important basic needs cited by survey respondents are:

- Legal
- Affordable clothing for children and adults
- Affordable household appliances and housewares

When asked about meeting basic needs in the three-county area, survey respondents added the following comments:

#### PARTNER

“Transportation to work; transportation to healthcare”

“Affordable household repair”

“Shelter”

“Transportation”

“Do our jobs depend on poverty? Can we become irrelevant? Are we willing?”

“Transportation is, I feel, a basic necessity.”

#### BOARD MEMBER

“Affordable clothing of any kind to everyone, affordable furniture and household items and personal needs (affordable but not cheaply made).”

#### STAFF

“Access to sporting goods and scholarships. Kids need to be able to participate if they are going to grow up knowing that they matter and that they can succeed.”

“Diapers available at food shelf.” (2)

“Car seat education and vouchers.”

“Apt. home clean-out services. Proactive...addressing ‘hoarding’ issues.”

## OTHER SURVEY RESULTS

### 2: Education

---

Survey respondents identified the three priority concerns related to education are:

- Job readiness/life and workplace skills education
- Alternative education opportunities for youth and adults with different learning styles
- Vocational education opportunities

### PARTNER

“Post-secondary ed opportunities with short-term credentialing opportunities (in manufacturing, bookkeeping, childcare, medical assisting, etc.) that can be embedded into degree programs or stand alone.”

“Access to a full array of certification and workforce training courses at our local technical center is needed. funding for full-time adult education coordinators is decades overdue.”

### BOARD MEMBER

“Something like the ‘old days’ when a person learned a trade/skill by being an apprentice then continuing with the work. This would be better for those who do not do well learning via books nor fit into the school system.”

## OTHER SURVEY RESULTS

### 3: Youth/Child Care

---

The three top issues surrounding Youth/Child Care needs, according to Capstone survey respondents, are:

- Childcare affordability
- Childcare availability (including infant and evening care & evenings/weekends)
- Parenting ed./Family support and intervention
- Recreational opportunities for low-income children
- After school programs for elementary school students

#### COMMUNITY MEMBER

“Affordable quality child care and recreational opportunities for middle-class families who don't qualify for state assistance.”

“What about middle-income people who might benefit with affordable childcare while they bust their butts? Everything is focused in low-income. Gheez.”

“Why is everything aimed at ‘low income’ people? Let’s try the moderate-income people, too. We suffer as well.”

“Incentives for reg daycares to stay open 5am-12am.”

#### PARTNER

“Incorporating food access into childcare/school and other services”

“Mentoring for youth/young adults”

“Increasing diversity of service delivery. If you provide services for ‘low income’ individuals, they lose agency.”

#### STAFF

“Highest priority is meeting the needs of children with trauma, behavior interventions, and counseling.”

“After school programs for ALL students.....teenagers need something to do after school.”

“Intergenerational programming benefiting all parties involved—a place for elders and youth to be of service to one another in a meaningful way.”

## OTHER SURVEY RESULTS

### 4: Seniors/Older Vermonters

---

Survey respondents were asked to rank a series of issues facing Seniors/Older Vermonters. Respondents ranked the top three issues to be:

- Isolation
- Access to Transportation
- Access to home-based care/services

#### PARTNER

“Access to affordable housing.”

#### BOARD MEMBER

“Low Income/affordable housing, Access to affordable meds and health care.”

#### STAFF

“Many don't know about programs they are eligible for”

“Understanding fraud and how not to be taken advantage of.”

“Raising their grandchildren”

## OTHER SURVEY RESULTS

### 5: Budgeting/Finances

---

Overall Ranking of Budgeting/Finance Needs: Survey respondents were asked to rank a series of issues surrounding Finances and Budgeting Needs. The top three issues cited by respondents are:

- Budget/financial management counseling
- Financial Literacy education/training
- Credit building and repair

### PARTNER

“Victims of scams; Access to food; Reliable Housing; Transportation. This list of needs belies the reality of our current culture. While all of these are ‘needed’ they are all approaches to temporarily repair symptoms. We understand that and need to voice it. What the highest priority need is an approach to hand over agency and equity to the whole community. A culture change is required. It requires courage and outrage. And it requires risk, as we are wedded to the ineffective and insufficient strategies in this list.”

“Encouraging education/work experience to support working for a livable wage.”

### BOARD MEMBER

“How to determine Needs v Wants and learning to make financial spending based on that.”

### STAFF

“Transportation”

“Housing and transportation are the biggest financial drains for my clients. The agency needs to support affordable housing within the area at every opportunity.”

## OTHER SURVEY RESULTS

### 6: Advocacy

---

According to Capstone survey respondents, the three most important needs for strengthening advocacy efforts are:

- Self-advocacy skills training
- Fighting state budget/service cuts
- Advocacy for increased services

#### PARTNER

“Work based learning / developing job skills including soft skills as well as technical.”

“Mental health & wellness support (guidance/assistance from living with ACEs).”

#### BOARD MEMBER

“People are in need of basic needs being met and it's difficult to focus on things such as advocacy especially if they don't have a place to live or don't make enough money with a job whose hours change weekly. For those who have mid class status or more they may be interested in advocacy however I only see mostly the individual who work in human service type work will advocate but mostly at a table.”

#### STAFF

“Willingness to communicate more between agencies and within our agency about how best to support individual families in the context of community and extended family.”

“Understanding of programs and benefits available. We need a general information department or a number to find out what is available.”

“FPL at 150 and 200 are too low- many working people need assistance but aren't eligible.”

“DCF needs more help—we talk about ACES and we talk about opioid addiction—we are not providing solutions for the children of the addicted who are currently acquiring ACES.”

“Cut the red tape. Don't make people jump through hoops to access services. If agencies are here to help people, HELP them. Take action. don't send people around and around to different agencies.”

## OTHER SURVEY RESULTS

### 7: Collaboration/Coordination of Services

---

Survey respondents were asked to rank a series of strategies to improve collaboration and coordination of services in the three-county area. The three top-ranked strategies are:

- Coordination of services (reducing “silos”)
- Sharing resources cost-effectively
- Co-location of facilities (“one-stop shopping”)

#### PARTNER

“Letting individual and family needs drive services and service coordination—more flexible funding, guidelines, service provision.”

“Better integration of services and application process for services to reduce the burden on clients who may be overwhelmed by working with too many providers and case managers.”

#### BOARD MEMBER

“There's a lot of collaboration that occurs that people may not see. Though it may sound good to have no silos and a one common application for all services this is going to be difficult to happen as each place has its own data and questions to ask and the money goes for different programs. Meaning, the Family Center does their programs, mental health theirs and with SIGNED consent of families they can meet/talk about things with the families.”

#### STAFF

“Willingness to communicate more between agencies and within our agency about how best to support individual families in the context of community and extended family.”