

OHIO HEARTLAND CAC HEAD START

**COMMUNITY PROVIDER SURVEY RESULTS
2012**

	Increase	Decrease	No change	N/A
Number of low income families contacting your agency	19	2	3	
Number of individuals or families slightly over your income guideline	4	2	10	8
Number of teen pregnancies	7	2	8	6
Job availability in community	4	18	0	1
Drug abuse in community	21	0	3	
Low income housing availability	6	3	13	3
Homelessness	17	0	4	3
Transportation needs	17	0	4	3
Services you offer	11	5	8	

1. Are your services free?

19 Yes

6 No

If NO, are your fees based on income?

3 Yes

3 No

If YES, do you have a sliding scale based on income?

5 Yes

15 No

2. What do you believe are your agency/community's obstacles when working with low-income families?

- Getting the patient educated to their responsibility towards their health.
- Program goal is employment and many participants lack a HS Diploma or GED.
- Our biggest obstacle is always volunteer availability. Our low income families lack the forethought to be sure the child is ready and willing to participate in match activities.
- Failure of them to cooperate and be honest with us.
- Our main obstacles are having families keeping their appointments – we have many families that want to meet at our office, however are unable to secure transportation. We also have some families that are not home at our scheduled home visit times.
- No money to buy birth certificates – other agencies provide. Failure to provide Medicaid cards when needed.
- Lack of sufficient job, transportation, medical and affordable housing. Hard to help families get back on its feet when there isn't the income opportunities available. Many families have multiple barriers.
- Limited funding.
- Client follow through to receive services
- Lack of funding
- Participants being responsible – keeping appointments, bringing required material to appointments. Lack of participant communication – e.g. Calling when address or phone number changed.
- Lack of funds to serve all who need services. This causes a wait of up to 3 weeks for a first appointment. High rate of no shows for first time appointments. Increase in addiction and serious mental illnesses.
- Transportation needs
- Financial education and lack of case management availability are obstacles
- The rapidly growing numbers of community members who are in need and who are not aware of the services we have available to them.
- Many families have difficulty producing the required proof of income. We often award assistance without proof to help families, but would prefer better proof of income.
- Cost of tuition, need for child care services while taking classes, completing student loan applications.
- Transportation, Lack of follow through on families' part, families are frequently moving.
- Transportation is a huge obstacle for low income families. Many families are struggling just to meet their basic needs and have little emphasis on anything beyond getting food, clothing and shelter. Families are unable to focus on their children's health, wellness and education because they are trying to meet very basic needs.
- Getting them to their appointments; having all proper documentation given to us
- Transportation, financial education, responsibility awareness, employment opportunities, affordable housing
- Lack of resources – (people, \$, time) needed to deal w/ multiple needs of low-income families
- Getting them to their appointments – Having all the proper documentation given to us – getting the correct information from them such as address changes and phone numbers etc.
- Transportation, family resources
- Clients have basic need issues that we cannot always get addressed.

3. What do you believe are your agency/community's strengths when working with low-income families?

- We offer complete overall health care.
- Variety of resources to overcome barriers to employment. Access to curriculum and testing.
- We help expose the children to experiences that they may not otherwise be exposed to or aware of without the involvement of a Big Brother or Big Sister.
- Ability to help with come immediate needs while long-term solutions are investigated.
- Our agency has implemented a "baby bucks" reward program for families that keep their appointment with us, where they can redeem the "baby bucks" for items such as diapers, wipes, high chairs, stroller, etc. All the home visitors also are aware of many of the struggles of our families and are knowledgeable of community programs that are in place to assist our families.
- Provide low to no cost vaccines
- We do know what resources there are out there. Our computerized database of 1000 resources. Or if there isn't a resource we can spend time talking and problem solving with them on our 24/7 support/crisis line.
- Obtaining student loans or scholarships for college tuition for low income families.
- Variety of services available under one roof for easier access.
- Spiritual, mental and emotional encouragement in dealing with their difficult circumstances.
- The facility is open to the public
- Participants being responsible- keeping appointments, bringing required material to appointments. Lack of participant communication – e.g. Calling when address or phone number changed.
- Lack of funds to serve all who need services. This causes a wait of up to 3 weeks for a first appointment. High rate of no shows for first time appointments. Increase in addiction and serious mental illnesses.
- Strength-based approach. Desire to partner with families to identify strengths to reduce risk to children.
- Having the knowledge of what services are available and the information at our finger tips for referrals.
- We are a healthcare home for low-income patients. In a single facility, we can provide medical, dental and behavioral health services for all ages.
- Welcoming and friendly to all. Provide a stress-free environment that nurtures potential of youth, helps people improve their health and provides a social connection to others.
- Individualization of services
- We do a good job of bringing everyone to the table at once so that families do not have to attend multiple appointments with multiple service providers. We assist with transportation for families we work with. We provide food and transportation assistance to families who attend our parent group (Strengthening Families). We have collaborated with United Way to share office space & staff which provides our families with additional information & referral resources through FIRST line.
- Financial training, community connections, case managers work with clients to track income, expenses and help them work through their own program to maximize their funds.
- Caring staff who do their best to assist families; Excellent collaboration with other agencies
- Knowledge & connections with our customers & knowing their needs and who to refer them to as well.
- Experience of staff, 24 hour call line (CONTACT), expanding food pantries and church outreach.
- We have always been there for people in need. We do our jobs well – needs exceed resources.

4. What are the three major areas of concerns/needs in your community?

- Health Education, Parenting classes, Knowledge of benefits
- Employment Opportunities, Unemployment rate, Drugs
- Volunteers to help mentor children
- Clearing house of providers of assistance, Ability to meet the cost of housing/ utilities, Ability of people to use resources wisely.
- Drug abuse, Employment for those with felonies, Access to reliable daycare
- Employment, Drug Abuse, Poor Housing conditions.
- Housing, Transportation, Employment
- Drug/ alcohol abuse, Rent/Mortgage/ Utility Financial Assistance, Transportation assistance
- Jobs, Drugs, Dental Healthcare
- Jobs, Education, Doctors
- Drug Abuse, Mental Illnesses, and Reduction in state funds.
- Transportation needs, Affordable housing, Drug/ Alcohol treatment
- Emergency assistance, Rental assistance, Employment and Financial budgeting programs
- Preventative care for medical, dental and pediatric patients.
- Transportation – We need a “fixed route” system with regular bus stops at key locations at designated times that runs from early morning well into the evening.
- Job loss, drug use, teenage pregnancies
- Drug use of parents, Parent not providing for emotional need of children, Lack of adequate housing
- Transportation, Drug use, Lack of parenting skills
- Rent, medical, transportation
- Jobs, Public transportation, Low cost housing
- Jobs, Rental Assistance, Transportation
- Transportation, homelessness & Drugs
- Housing, jobs, treatment for AOD issues

5. What other programs/services do you believe that our Head Start could offer to better serve our community?

- National education
- Parenting classes
- Proper nutrition information
- Pregnancy Prevention
- Money Management
- Parent Mentoring
- Coordination w/ other preschool programs to help those that are on a waiting list.
- Motivation & Self-esteem classes for parents
- Broaden income guidelines
- Public schools now offer weekend food packs
- Parental involvement in classrooms
- Head Start does a great job with this already.
- Help get basic needs.
- Programs geared towards younger ages (infancy-6mos)
- Provide preschool classes for all eligible children if funding if available
- Medical/ Dental Education for parents
- Parent education classes for parents with children in your program.
- Teaching good stewardship of environment, use of money, how to be responsible
- Additional transportation, especially for Elgin & Ridgedale students
- Lice management and education, home-based services, eliminate waiting list.

6. Do you have suggestions about how Head Start could collaborate or partner with your agency in order to better meet the needs of low-income children and families?

- Center St. Comm Ctr- Dental & Physical Costs
- OHCAC Fatherhood Program- Advocating for self-sufficiency. Parents going to work.
- Big Bros/Big Sisters- Teacher and staff referrals for “at-risk” or “in-need” families.
- Helpline of Del, Morrow Co.- Provide families with resource guide and 24/7 hotline
- Shelby Help Line Ministries- Short-term Life Skills Classes
- Marion Co. Children Svcs- Coordinate for the Child Abuse & Neglect training. Provide county specific information and explain the role& function of child welfare.
- United Way of Marion Co- FIRST Line would be interested in meeting with the families to let them know about our program and what we have to offer in way of family support and referrals.
- Center St. Hlth Ctr- Student dental screenings, physical exams and follow-up care so that the children are able to be seen locally and stay in your program.
- YMCA- Marion- Coordination with HS to help serve those children waiting to get into Head Start
- OSUM- Provide child care for low-income parents/ caretakers who are taking classes at the university if funding is available.
- NCOESC- Assist families with getting bus tokens or transportation for IEP mtgs/ parent conferences.
- Marion Co. Family & Children First Council- Cross-training so we are aware of what each other offer.
- Catholic Charities- Teaching the benefits of volunteering, make sure families are fed nutritious meals
- OHCAC – We already do a good job with this.
- Help Me Grow - Share your vans – assist with transportation
- The Center for Individual Family Services- nothing listed

7. What are the outstanding nutritional needs of this community?

- How to cook healthier
- Education/ awareness of a balanced diet
- Obesity is a concern.
- Grocery stores in the right local with healthy food alternatives
- Improve access (location & affordability) of fresh fruits, vegetables & other healthy food in Marion’s west & north side neighborhoods & for those people without their own transportation.
- Not being able to provide a well-balance diet
- Schools are beginning to provide backpack programs we need to be distributing more quality foods; developing community gardens & provide recipes and instruction on how to make meals with 2nd harvest.
- Types of healthy food
- Ability of people to plan nutritious meals using their resources
- Addressing high obesity rate & low breastfeeding rate
- Learning to choose nutritional items on a very limited budget
- Nutritional snacks at home and school
- Families need to learn how to cook and prepare healthy foods.
- Food pantries
- Less Fast Food better low fat diets and Healthy Snacks.
- At least three healthy needs per day.
- Nutrition education
- Learning how to cook

8. What kind of parent education/training is needed in this community?

- Nutritional
- Overall Health
- Parental Guidance
- Sleeping schedules and homework foundation
- Parenting classes
- Drug Use
- Accessing Medical Care
- Job Interviewing/ Resume Building
- Parent Mentors
- Basic Job Skills
- Kindergarten readiness
- Training on morals, values, self-sacrifice, discipline
- Strengthening families' parent education for all ages; childcare needs to be offered for parent trainings.
- Budgeting Classes – how to use their food stamps more wisely.
- Teaching & Discipline for Children Classes
- Education for parents of Young Children
- Child Development- preventative health & wellness
- Parenting education for parents with children between ages of 0-5 who do not qualify for HMG services
- Children need to be loved & watched
- Basic Parenting skills

9. What are the prevalent health problems in this community?

- Diabetes
- Dental
- Mental Illnesses
- Vitamin Deficiencies
- Asthma
- Drug Addiction
- Adequate medical care for all children
- Dental Health
- Drug & Alcohol Addiction
- Obesity
- Sedentary Lifestyle
- Lice
- Drug related issues
- Chronic Disease
- Poor Nutrition
- Lack of children immunizations
- Blood pressure, diabetes, heart problems

10. What additional services could be used to meet the needs of this community?

- Preventative Care Campaigns
- Case Management & Financial Budgeting Programs
- Transportation
- Mandatory Gym Class in School
- AA degree program in Early Childhood Education
- Education & Case Management Services
- Dental Care for Young Children
- Drug Rehab Center
- Transportation, mental health services and job coaches.
- More training – better education & budgeting classes.
- Focusing on Temporary Assistance
- Advocacy Center to Educate what types of help & where
- More housing options – rehabilitate foreclosures for low-income housing.
- AOD Treatment
- More frequent bus service to the east side
- Increase in circle of services which is greatly needed to provide more intense assistance to very needy families