



Executive Summary

This community needs assessment reviews the indicators of need for Orleans and Genesee Counties and its low-income residents, as well as the strengths and resources in place to support these residents. It includes both quantitative data collected through surveys and meetings with CAOG staff and board members and qualitative data using data from a variety of sources including both national Census data and state and local sources. This assessment provides an overview of the CAOG and its programs and an overview of the areas served, incorporating detailed demographics, an economic profile, and the most up-to-date data available regarding poverty, employment, education, housing, homelessness, early childhood, health, nutrition, food insecurity, and other community and social services need indicators. This report also includes information regarding the effects of the COVID-19 pandemic and the community's response efforts. The data presented, combined with CAOG's community engagement and ongoing partnerships as well as information regarding community resources, provides the basis for continued analysis of community needs and key findings.

Needs

The community assessment found the greatest needs and concerns in the following areas:

- There is a lack of affordable and accessible childcare that meets the need of households in Orleans and Genesee Counties, especially for employed essential workers during the COVID-19 pandemic.
- There is a lack of health care providers in both Orleans and Genesee counties (i.e. hospitals).
- Additionally there is a lack of health care providers in Orleans and Genesee counties that accept Medicaid.
- There is an increased need to coordinate efforts among providers to address food insecurities in Orleans and Genesee counties as a result of the COVID-19 pandemic.
- There is an increased need to assist households with the delivery of food and household items or transportation to resources with food and household items, who have limited or no other means to assist in obtaining resources to address food insecurities.
- Orleans County is considered to be a “food desert” where there are little to no nutritional food options available (i.e. fast food restaurants available with limited healthy, nutritional options to choose from).
- Low-income residents of Orleans and Genesee Counties lack financial literacy skills to manage their resources.
- The CAOG services in Genesee County are limited to specific geographic areas within the county, subsequently, some Genesee County residents lack access to services from CAOG.
- Low-income residents lack funds outside of their monthly income to pay for some items such as vehicle maintenance, house repairs, utilities, household (including pet food), and hygiene items.
- CAOG staff need to enhance their skills in specific areas such as the use of technology and fund development.



Recommendations

As a result of the community needs assessment, the following have been identified as recommendations:

- Explore opportunities to build and expand relationships for further collaborate with community partners to increase communication about available services.
- Explore opportunities to build collaborative partnerships with healthcare organizations.
- Explore fund development methods to enhance current programming or develop new programs/projects.
- Conduct outreach to develop/augment partnerships to increase accessibility of food and other household/hygiene products.
- Explore opportunities to assist customers with transportation needs.
- Explore opportunities to increase housing capacity by developing a homeless shelter program to assist those in need in Orleans County.
- Generate a centralized intake process to assist with streamlining services throughout CAOG.
- Explore centralized client and case management systems (i.e. CAP60, CAPTAIN, etc.) to assist with the collection of data.
- Enhance training opportunities for staff to increase their technology skills.

Approved by Board of Directors December 21, 2020