



United Way
of Richland County

NAPAC IV EXECUTIVE SUMMARY

DEANNA WEST-TORRENCE, CO-CHAIR
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Needs and Priorities Assessment Committee (NAPAC IV) Report

June, 2007

Executive Summary

The United Way of Richland County has had a long-standing interest in assessing the health and human service needs of the community. Because needs and priorities may change over time, it is desirable to survey the community periodically to ensure that funding is provided for necessary services and that the services that are funded reflect the priorities of the community. Such an assessment is now mandated by United Way of America and occurs in Richland County approximately once every four years. The Needs and Priorities Assessment Committee (NAPAC) is a community-wide human services needs assessment that has occurred in our community three times previously.

In 1994, the United Way of Richland County convened its first NAPAC study. This venture, based on a process developed by the Lake Area (Indiana) United Way, was highly successful, with widespread acceptance of the validity of the process by our community. United Way utilized the results to fund programs that met the priority needs of Richland County. The new allocation process was phased in over a three-year period.

In 1998, NAPAC II, like its predecessor, started with a group of people chosen to represent all segments of our community. This group then participated in an intensive educational process. The objective was to develop a group of community members who were broadly informed about community needs and whose combined judgment could provide insight into health and human service priorities. It is important to note that NAPAC II did not determine the actual programs that should be funded but rather prioritized the needs of the community that should be addressed through United Way funding. It was left to the United Way of Richland County to translate these results into the support of the specific programs that petitioned the United Way Allocations Committee for funding.

The third NAPAC project, completed in 2003, further advanced the process and involved a partnership between three organizations sharing a common interest in improving our community by enhancing the quality of life of our residents: United Way of Richland County, the Richland County Youth and Family Council, and the Richland County Vision Board of Citizens. The scope of NAPAC III was broadened to include the entire Taxonomy of Human Services that was then divided into nine areas. Workgroups consisting of over 125 knowledgeable and involved people were formed to collect data and information in the areas of education, criminal justice and legal services, basic needs, individual and family life, health care, mental health care and counseling, organizational and community services, income security, and environmental quality. Each work group gave a presentation to over 150 community members who were then asked to select from 61 targeted impacts the 20 targeted impacts that they believed were most important. At the last session, participants were given a list of the top 21 targeted impacts (derived from the previous sessions) and asked to rank order them. The final ranking of the top 21 targeted impacts yielded six top-rated targeted impacts for the community.

The planning for NAPAC IV began in 2006 with the appointment of a steering committee of 13 individuals responsible for guiding the entire process, co-chaired by Jim Kulig and Deanna Torrence. Because there has been very little change in identified county-wide needs, it was determined that NAPAC IV should focus more on prioritizing and less on identifying needs. What did change, however, was the manner in which information was gathered and measured. In addition, the work groups were asked to identify "benchmarks" to provide evidence of the effectiveness of programs and the work group presentations were standardized.

Procedure

The process of planning this needs assessment began in March of 2006. The steering committee decided to convene small gatherings of community members who were asked to identify the needs of a particular area of Richland County. There were 23 such community forums, 16 for adults with a total of 168 attendees and 7 for youths with 147 participants, involving a total of 315 individuals. These community forums took place in various locations and settings across Richland County during January and February of 2007 (see Supplemental Report for locations). Each forum was facilitated by two members of the steering committee. The participants were asked to brainstorm about the needs of their immediate community and they completed a survey that listed 33 unduplicated targeted impacts that had been identified in previous NAPAC assessments. Participants were asked to identify the degree to which each identified impact was an issue in their community and were given the opportunity to identify additional challenges faced by their community.

Five NAPAC work groups were formed, focusing on the areas of health, youth, family support, emergency services, and workforce development. Feedback from the community forums was provided to the NAPAC work groups that consisted of over 50 people who were highly knowledgeable and involved in these particular areas. The membership of the workgroups is provided in Attachment #2.

These workgroups were asked to:

1. Update past (NAPAC III) data
2. Evaluate any newly identified needs
3. Identify clear, specific targeted impacts and measurable indicators that can be regularly monitored
4. Select up to ten targeted impacts for presentation to the NAPAC community forum

The NAPAC Community Forum members were individuals who heard presentations on community needs and who ultimately prioritized those needs. These individuals provided representation from many segments of the community and were diverse in terms of gender and race. We wanted a good sampling of people already familiar with human needs, but we also wanted people with fresh perspectives as well. A large number of people were contacted to participate in the process. The final audience consisted of over 125 people from various backgrounds, including concerned citizens of Richland County, individuals who had participated in previous NAPAC assessments, attendees of the community meetings, elected officials, agency directors, board members of United Way, and community youth. There were three NAPAC sessions held on Wednesdays (morning and evening sessions) in Founders Auditorium on the campus of The Ohio State University at Mansfield on April 11, 18, and 25.

The information and data gathered by the five workgroups was presented to the NAPAC audience in the form of Powerpoint lectures that had been standardized so that the format and background was the same for each presentation. After each workgroup presentation, participants were given a rating form which provided all possible pairs of targeted impacts for that workgroup and were asked to indicate for each pairing which goal they believed was most important to our community. This yielded a prioritized list of impacts for each work group area. At the end of all the workgroup presentations, the NAPAC participants were asked to prioritize a list of 15 targeted impacts derived from the top 3 targeted impacts from each workgroup.

Results

I. Ranking of Targeted Impact within Work Group Areas

Below are listed the targeted impacts for each Work Group listed in priority order as assigned by the NAPAC community forums on April 11 & 18, 2007:

Emergency Services

1. Reduce domestic violence
2. Reduce incidence of repeated homelessness

3. Increase the availability of basic needs services in Richland County (food, clothing, household goods)
4. Increase coordination of and access to the public assistance delivery system ensuring that those who need public assistance and are eligible for it receive it
5. Decrease the dependence on rent and utility assistance
6. Increase coordination of and access to assistance for ex-inmates who have established residency in Richland County
7. Increase coordinated response to requests for emergency travel needs

Family Support

1. Improve the ability of families to adequately provide for their own needs
2. Increase the availability and quality of early care and education options for all children in the county
3. Increase parental involvement in children's education
4. Increase the availability and affordability of door to door transportation options
5. Increase educational opportunities for caretakers about services for older adults
6. Create cross-training opportunities for community professionals: medical, father-based agencies, etc.

Health

1. Increase access to health care for all Richland County residents
2. Assure availability of mental health services for children and adolescents
3. Reduce high risk behaviors for all age groups
4. Improve the health of school children
5. Assure the availability of mental health service for adults
6. Reduce substance abuse
7. Provide adequate resources to meet older adult population's need for mental health services

Workforce Development

1. Improve education attainment
2. Increase per capita personal income and per capital personal income growth
3. Improve enrollment retention, graduation, and transfer for NC State and OSU-M
4. Increase occupations with high education requirements
5. Increase productivity

Youth

1. Decrease child abuse and neglect
2. Increase youth social development opportunities
3. Eliminate the gap-racial disparity
4. Reduce delinquency

II. Community Priorities of Targeted Impacts

The ranking of the top 15 targeted impacts (the top 3 from each work group) yielded the following priority order for the top-rated targeted impacts for the community:

1. Improve the ability of families to adequately provide for their own needs
2. Decrease child abuse and neglect
3. Increase access to health care for all Richland County residents
4. Assure availability of mental health services for children and adolescents
5. Increase the availability of basic needs service in Richland County (food, clothing, household goods)
6. Reduce domestic violence
7. Improve education attainment
8. Increase the availability and quality of early care and education options for all children in the county
9. Increase per capita personal income and per capita personal income growth

10. Increase parental involvement in children's education
11. Reduce high-risk behaviors for all age groups
12. Increase youth social development opportunities
13. Reduce incidences of repeated homelessness
14. Improve enrollment retention, graduation, and transfer for NC State and OSU-M
15. Eliminate the gap-racial disparity

III. Indicators for Top-Rated Targeted Impacts

According to the work groups, the indicators for the top rated targeted impacts will be as follows:

1. *Improve the ability of families to adequately provide for their own needs*
 - A. Percentage of people in poverty
 - B. Percentage of related children under 18 below the poverty level
 - C. Percentage of people, 65 years old and over, below the poverty rate
 - D. Percentage of all families below the poverty level
 - E. Percentage of families with a female householder, and no husband present, below the poverty level
2. *Decrease child abuse and neglect*
 - A. Number of cases of physical abuse
 - B. Number of cases of neglect
 - C. Number of cases of sexual abuse
 - D. Number of cases of emotional maltreatment
 - E. Number of cases of dependency
 - F. Number of registered sex offenders in Richland County
3. *Increase access to health care for all Richland County residents*
 - A. Number of Richland County residents with no health insurance
 - B. Number of patients on waiting list at Third Street Family Health Services
 - C. Number of Physicians in Richland County
4. *Assure availability of mental health services for children and adolescents*
 - A. Number of children/adolescents served by community mental health services
 - B. Total dollars utilized for out-of-county services to meet the needs of this population
 - C. Waiting period for accessing services
5. *Increase the availability of basic needs service in Richland County (food, clothing, household goods)*
 - A. Number of requests for basic need assistance through the Richland County Information Line
 - B. Number of requests for service that were fulfilled
 - C. Number of agencies/organizations that provide basic needs services actively participating in the ACT program
 - D. Number of food pantries operation in Richland County
 - E. Number and geographic location of free meal sites available in Richland County
 - F. The largest gap of time between available meals (measured in hours)
 - G. Number of free clothing distribution sites
 - H. Number of free household goods, furniture or appliance distribution centers
 - I. Number of distribution sites for school supplies
6. *Reduce domestic violence*
 - A. Number of individuals who access services through the Domestic Violence Shelter (victims)
 - B. Number of individuals who access the DOVE program at the Center (offenders)
 - C. Number of juvenile arrests for domestic violence
 - D. Number of adult arrests for domestic violence
 - E. Number of reports filed with Richland County Sheriff Department

F. Number of arrests made by Richland County Sheriff Department

IV. Comparison with 2002 NAPAC results

The top rated impact this year was the same as for the 2002 results, as was the third rated impact. The second rated impact, *decrease child abuse and neglect*, was new this year. The fourth, fifth, and sixth impacts for this year were previously rated 10th, 7th, and 14th.

V. Recommendations for the future

In order to ensure that the priorities of the community are implemented effectively, the NAPAC Steering Committee recommends the formation of an Implementation Task Force to be appointed by the United Way Board of Directors (see page 6). This task force could consist of a “champion” in each of the five work group areas (health, youth, family support, emergency services, and workforce development) who would be charged with developing an action plan for implementing each targeted impact. Data could be collected on a yearly basis to track progress in each area.

Conclusion

NAPAC IV involved a less cumbersome process than in the 2002 study. The methodology was streamlined, yet remained remarkably effective at capturing the needs and desires of the community. Close to 600 people (Attachment #3) were involved in the procedure in various capacities. It is clear that the top priorities have not changed dramatically since the 2002 study. The shift in priorities from 2002 to the present may reflect the excellent job currently being done by the agencies that provide some of the services that were previously given high priority. It might also be a function of the emphasis given to various problem areas during the presentations, although this is less likely due to the standardization of the presentations.

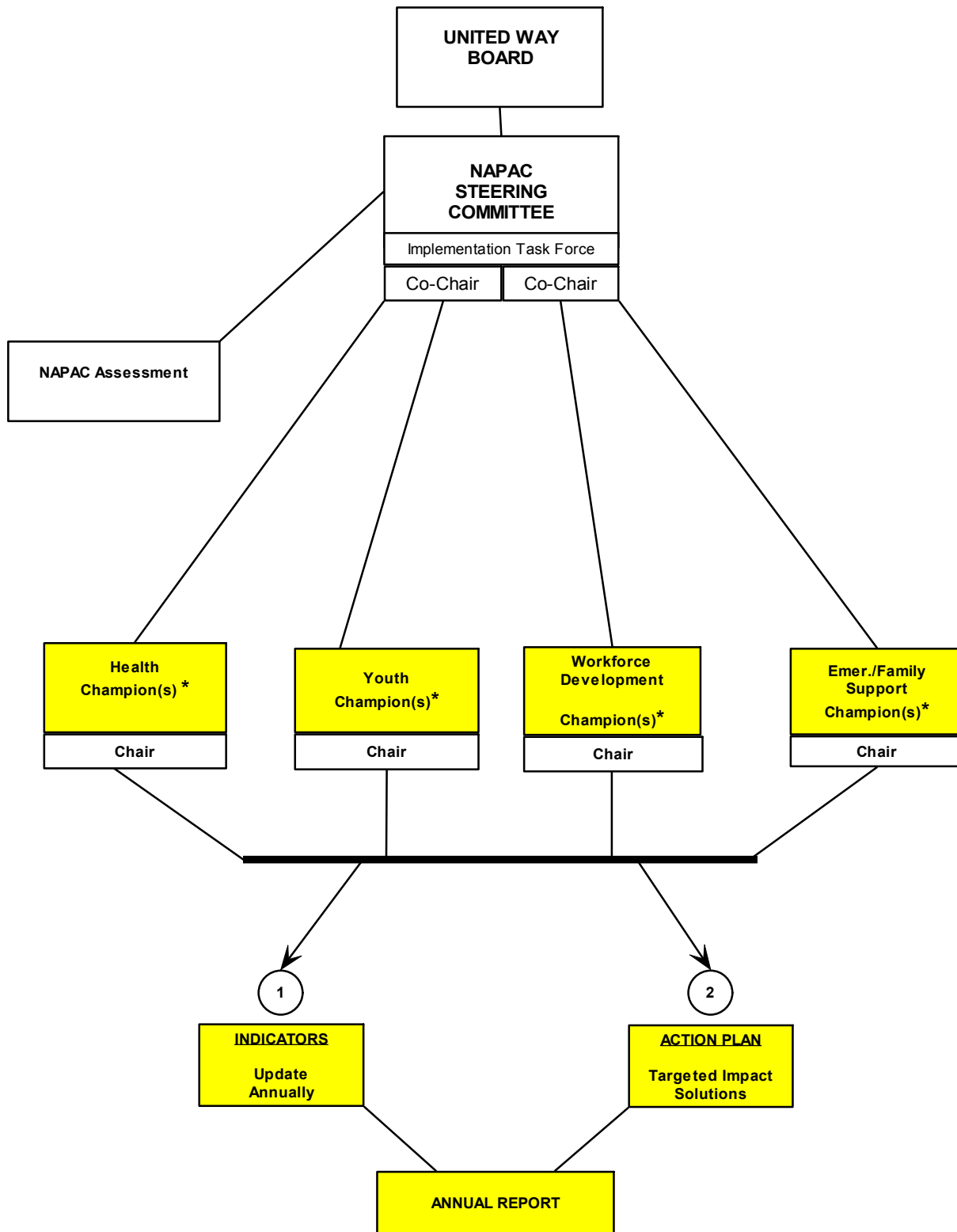
It is our belief that this process is the beginning of a long-term, positive movement toward community improvement. Of equal importance, we can now begin to document the effectiveness of various programs through the indicators that have been identified. If the Implementation Task Force is formed, that will go a long way toward ensuring that the wishes of the community are carried out with regard to the most highly rated target impacts.

This NAPAC IV process yielded valuable information for our community regarding the perceived importance of local needs and the means of measuring improvements in this area. Individuals and groups focused on community improvement should find these NAPAC results useful regardless of whether the issues they are interested in addressing are among the highest priority goals. It is now up to those involved in this process to determine how best to meet these needs, how funding should be allocated, and how the effectiveness of programs should be measured. In partnership with the community, United Way of Richland County will continue to provide leadership in strengthening and enhancing the quality of life for our most needy.

Prepared on behalf of NAPAC by
Terri D. Fisher and Ron Adams

"CHAMPION" MODEL IMPLEMENTATION

RECOMMENDATION



7/26/07 * Champions should be representative of a public, private, and governmental partnership.

NAPAC IV STEERING COMMITTEE

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JIM KULIG, CO-CHAIR**

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ERIC BENKHE
TOM BRENNAN
GENEVA CUMMINS
SUZIE DAVIS
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JOE MUDRA
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JOE TROLIAN

YOUTH

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BRENDA K. PHILLIPS
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NAPAC IV PARTICIPANTS

STEERING COMMITTEE 15

WORKGROUP TEAMS51

COMMUNITY FORUMS315

- **Additional youth groups89**

NAPAC FORUM125

TOTAL 595

ATTACHMENT #4

NAPAC IV WORKGROUP PRIORITY RANKING OF IMPACTS VOTING

Rank	Targeted Impact	Percent Voting
Emergency Services		
1	Reduce domestic violence	19.00%
2	Reduce incidences of repeated homelessness	17.30%
3	Increase the availability of basic needs service in Richland County (food, clothing/ household goods)	17.20%
4	Increase coordination of and access to the public assistance delivery system ensuring that those who need public assistance and are eligible for it receive it	17.00%
5	Decrease the dependence on rent and utility assistance	15.90%
6	Increase coordination of and access to assistance for ex-inmates who have established residency in Richland County	8.50%
7	Increase coordinated response to requests for emergency travel needs	5.10%
Family Support		
1	Improve the ability of families to adequately provide for their own needs	25.70%
2	Increase the availability and quality of early care and education options for all children in the county	19.80%
3	Increase parental involvement in children's education	18.40%
4	Increase the availability and affordability of door to door transportation options	13.80%
5	Increase educational opportunities for caretakers about services for older individuals	12.80%
6	Create cross-training opportunities for community professionals: medical, faith-based, agencies, etc.	9.50%
Health		
1	Increase access to health care for all Richland County residents	21.80%
2	Assure availability of mental health services for children and adolescents	16.50%
3	Reduce high risk behaviors for all age groups	15.30%
4	Improve the health of school children	14.20%
5	Assure availability of mental health services for adults	11.50%
6	Reduce substance abuse	11.20%
7	Provide adequate resources to meet older adult population's need for mental health services	9.50%
Workforce Development		
1	Improve education attainment	27.50%
2	Increase per capita personal income and per capita personal income growth	25.30%
3	Improve enrollment retention, graduation and transfer for NC STATE and OSU-M	20.90%
4	Increase occupations with high education requirements	15.90%
5	Increase productivity	10.40%
Youth		
1	Decrease child abuse and neglect	31.90%
2	Increase youth social development opportunities	29.10%
3	Eliminate the gap-racial disparity	21.90%
4	Reduce delinquency	17.10%

Note: 'Percent voting' is the percent voting for a particular impact within each workgroup.

WORKGROUP'S TOP IMPACTS WITH INDICATORS AND BASE LINE DATA

Rank	Impact	Indicator	Base
Emergency Services			
1	Reduce domestic violence		
	A	Number of individuals who access services through the Domestic Violence Shelter (2006 victims)	2298
	B	Number of individuals who access the DOVE program at the Center (2006 offenders)	63
	C	Number of juvenile arrests for domestic violence Mansfield (2006)	48
	D	Number of adult arrests for domestic violence Mansfield (2006)	292
	E	Number of reports filed with Richland County Sheriff Department (2006)	307
	F	Number of arrests made by Sheriff Department (2006)	100
2	Reduce incidences of repeated homelessness		
	A	Number of evictions in Richland County (2006)	997
	B	Number of foreclosures filed in Richland County (2005)	580
	C	Number of nights at the homeless shelter, and number of repeat users (Harmony House 2006)	17,198
3	Increase the availability of basic needs service in Richland County		
	A	2006 requests RC Info Line - food 146, clothing 126, household goods 101	373
	B	Number of requests for service that were fulfilled (being developed)	
	C	Number of agencies/organizations that provide basic need services actively participating in the Agency Client Tracking program (1/1/07)	4
	D	Number of food pantries operating in Richland County (2006)	28
	E	Number of free meal sites available in Richland county (3/19/2007)	12
	F	The largest gap of time between available meals (measured in hours)	95
	G	Number of free clothing distribution sites	9
	H	Number of free household goods, furniture or appliance distribution centers	1
	I	Number of distribution sites for school supplies (UMADOP 328 in 2006)	1
Family Support			
1	Improve the ability of families to adequately provide for their own needs		
	A	Percentage of people in poverty (2005)	11%
	B	Percentage of related children under 18 below the poverty level (2005)	16%
	C	Percentage of people, 65 years old and over, below the poverty rate (2005)	6%
	D	Percentage of all families below the poverty level (2005)	8%
	E	Percentage of families with a female householder, and no husband present, below the poverty level (2005)	24%
2	Increase the availability and quality of early care and education options for all children in the county		
	A	Number of star rated centers participating in Step Up To Quality	0
	B	Number of accredited centers in Richland County	1
	C	Education level of home child care providers	Varied
	D	Number of child care centers in County (2023 slots, 228 vacant)	24
	E	Number of home child care providers in Richland County (792 slots, 271 vacant)	77
	F	Number of Head Start centers in Richland County (231 slots, no vacancies)	5
	G	Number of preschool only programs in Richland County (265 slots, 21 vacant)	12
	H	Number of school age only programs in Richland County (92 slots, 7 vacant)	3
	I	Number of children accessing subsidy child care through Richland County Job and Family Services (12.5% of children living in poverty)	850
	J	Location of underserved population areas (Rural Areas)	Varied
3	Increase parental involvement in children's education		
	A	Percentage of 7th grade students reporting parental involvement in their schooling	48%
	B	Percentage of 9th grade students reporting parental involvement in their schooling	28%
	C	Number of parents who know about Child Care Development Education	NA

Health

1	Increase access to health care for all Richland County residents	
	A	Number of Richland County Residents with no health insurance (2002) 13.2%
	B	Number of patients on waiting list at Third Street Family Health Services (1/2007) 495
	C	Number of Physicians in Richland County (2006) 236
	D	Limited number of health care professionals in the areas of nursing, physical therapy, speech therapy, and occupational therapy (Percent shortage of nurses) 6%
2	Assure availability of mental health services for children and adolescents	
	A	Number of units of Services provided for each service category in total 211,689
	B	Waiting period for accessing services (days at The Center) 40
	C	Number of psychiatrists practicing in Richland County (2006) 9
	D	Number of individuals receiving services who are fully or partially funded by the Richland County Board of Mental Health (non-medicaid) (2006) 1146
3	Reduce high risk behaviors for all age groups	
	A	HIV/AIDS Incidents (2004) 74
	B	Teen Pregnancy Incidents (2003 per 1000 teens) 65.6
	C	STD Incidents - gonorrhea (2006 new cases) 104
	D	STD Incidents - chlamydia (2006 new cases) 251

Workforce Development

1	Improve education attainment	
	A	Number and percentage of Richland County adults with < 9th grade 4.0%
	B	Number and percentage of Richland County adults with 11th grade 11.0%
	C	Number and percentage of Richland County adults with HS diploma/GED 45.0%
	D	Number and percentage of Richland County adults with some college 20.0%
	E	Number and percentage of Richland County adults with associate degree 7.0%
	F	Number and percentage of Richland County adults with bachelor degree 9.0%
	G	Number and percentage of Richland County adults with graduate or professional degree 4.0%
2	Increase per capita personal income and per capita personal income growth	
	A	Average income (2005) 27,139
3	Improve enrollment retention, graduation and transfer for NC STATE and OSU-M	
		2006 data available for the following at: http://regents.ohio.gov/perfrpt/2006/
	A	Enrollment and student characteristics
	B	Preparation for college-level work
	C	Transfer outcomes
	D	Student Academic Progress

Youth

1	Decrease child abuse and neglect	
	A	Number of cases of physical abuse 22
	B	Number of cases of neglect 708
	C	Number of cases of sexual abuse 333
	D	Number of cases of emotional maltreatment 266
	E	Number of cases of dependency 409
	F	Number of registered sex offenders in Richland County 339
2	Increase youth social development opportunities	
	A	Percentage of youth reporting program involvement (2005) 58%
	B	Percentage of youth reporting service to others (2005) 51%
	C	Youth reporting adult role models (2005) 28%
3	Eliminate the gap-racial disparity	
	A	Percentage of Black children in poverty (13.6% other races) (2003) 38.7%
	B	Percentage of Black teen births (13.2% other races) (2006) 24.3%
	C	Black youth committed to DYS 55%
	D	Mansfield City School AYP reading proficiency rate Black (White 67.5%) 50.9%
	E	Mansfield City School AYP math proficiency rate Black (White 61.2%) 37%

NAPAC IV TOP FIFTEEN TARGETED IMPACTS PRIORITY RANKING / COMPARISONS

Note: The community survey ranking is within workgroup not overall and the percentage is the percentage of people that picked it as either a moderate or major issue.

Rank	Targeted Impact	2003 NAPAC III Ranking	Community Survey Ranking
1	Improve the ability of families to adequately provide for their own needs (9.7% of vote)	1	3 (72%)
2	Decrease child abuse and neglect (9.0% of vote)	New	New
3	Increase access to health care for all Richland County residents (7.9% of vote)	3	3 (74%)
4	Assure availability of mental health services for children and adolescents (7.6% of vote)	10	5 (71%)
5	Increase the availability of basic needs service in Richland County (food, clothing/ household goods) (7.6% of vote)	7	3 (78%)
6	Reduce domestic violence (7.1% of vote)	14	2(79%)
7	Improve education attainment (6.9% of vote)	8,16,18	3,4 (73%,68%)
8	Increase the availability and quality of early care and education options for all children in the county (6.7% of vote)	17	3 (72%)
9	Increase per capita personal income and per capita personal income growth (6.6% of vote)	New	New
10	Increase parental involvement in children's education (6.4%of vote)	13	1 (79%)
11	Reduce high risk behaviors for all age groups (6.1% of vote)	New	New
12	Increase youth social development opportunities (5.7% of vote)	21	1 (78%)
13	Reduce incidences of repeated homelessness (5.3% of vote)	6	1 (81%)
14	Improve enrollment retention, graduation and transfer for NC STATE and OSU-M (3.9% of vote)	New	New
15	Eliminate the gap-racial disparity (3.6% of vote)	New	New