



Adams County Community Needs Assessment

Colorado CSBG PY2020





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Submitted to:

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Executive Summary

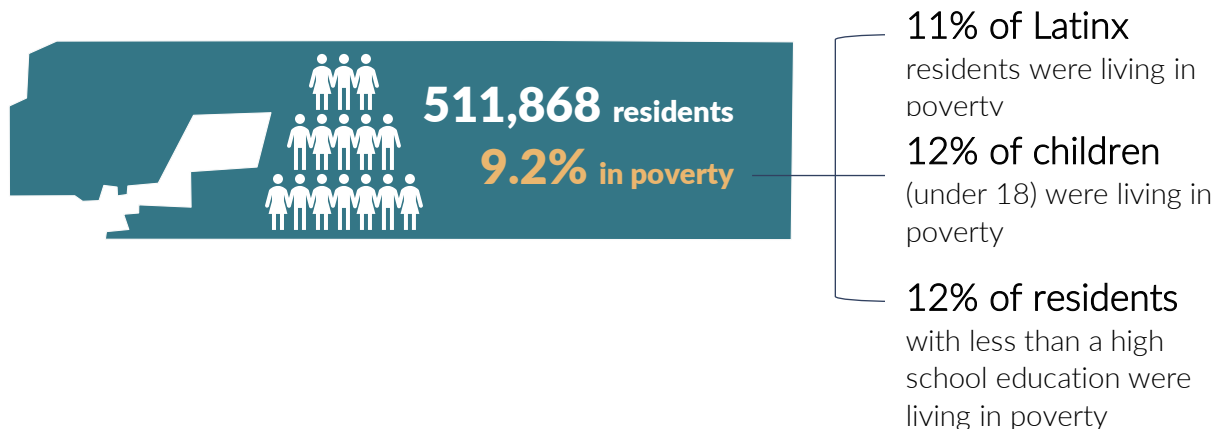
Adams County receives funding to implement a Community Services Block Grant (CSBG) program, and as part of this funding is required to conduct a Community Needs Assessment and develop a Community Action Plan every three years to address the needs of low-income residents, potential gaps in services, and opportunities for service improvements. Adams County Human Services contracted with the OMNI Institute (OMNI), a social sciences consultancy, to design and execute the Community Needs Assessment. More specifically, the goals of the assessment are to:

- › Identify the **causes and conditions of poverty** in Adams County
- › Determine the **needs of low-income persons**
- › Determine how well the **needs of low-income persons are being met**
- › Identify (organization-based and client-based) **barriers to serving residents**
- › Identify **community strengths and assets**
- › Solicit recommendations of **solutions to address barriers**

To address these goals, OMNI executed a secondary data review; administered an online survey to low-income residents and providers; conducted phone-based interviews with English- and Spanish-speaking residents; facilitated a virtual focus group with providers; and reviewed community resources. Primary data collection occurred in June through July of 2020, during COVID-19, but much of the secondary data was from prior to the outbreak.

Causes and Conditions of Poverty

Adams County is home to approximately 511,868 residents, with 9.2% of residents living in poverty in 2019. Looking more closely at residents who live below the poverty level for Adams County reveals the following characteristics:



Low minimum wage and inadequate income:

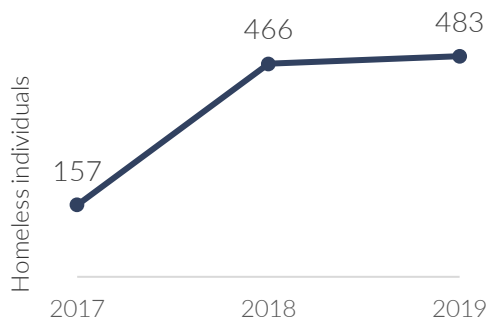
Minimum wage in Adams County is more than \$5 lower than the self-sufficiency standard for single individuals and about **half of Adams County residents' incomes do not meet the cost of living standard**. The COVID-19 pandemic has exacerbated income-related issues in Adams County. Pre-COVID-19, 46% of survey respondents were earning \$21,600 or less compared with 57% during COVID-19.

Survey Respondents' Incomes fell during COVID-19



Lack of affordable housing:

Homelessness Increasing since 2017



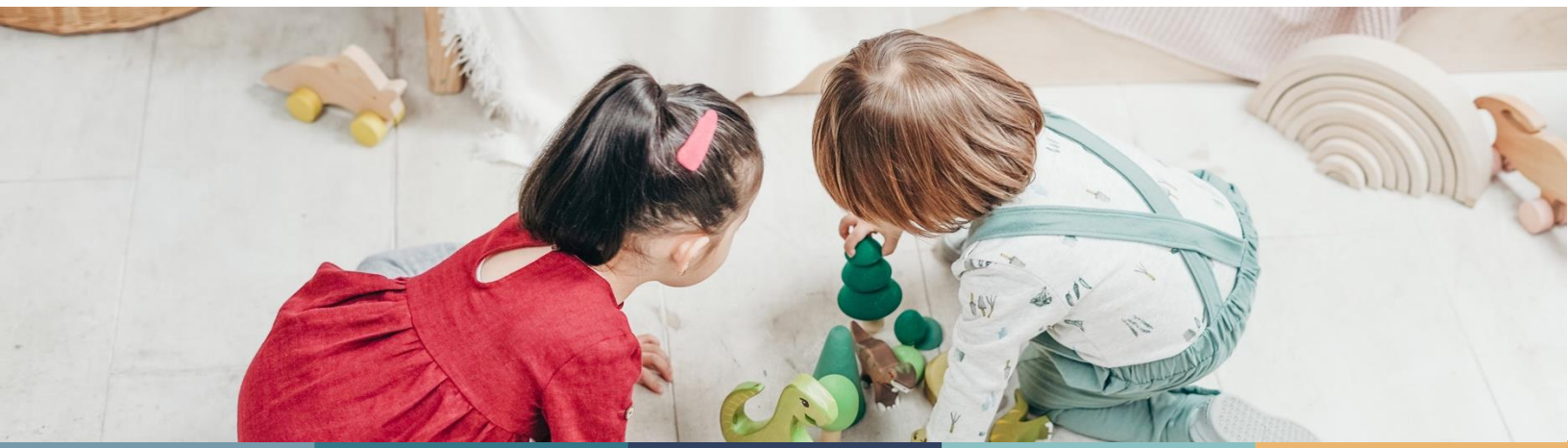
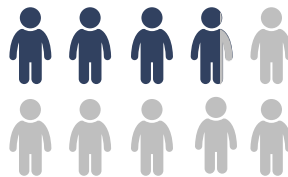
With an average rental price of **\$1,270 a month**, Adams County residents would need to earn a wage of \$29 per hour to afford a two-bedroom home. Someone working for minimum wage would have to work the equivalent of **2.6 jobs** or **104 hours/week** to afford housing.

The number of homeless individuals was much higher in 2018 than in 2017 and remained relatively stable in 2019. With COVID-19, there may be an increase in 2020.

Lack of child care:

Available child care is insufficient, with **less than 11,000 licensed child care slots for nearly 29,000 children of working parents**. Additionally, just over a third (37%) of child care slots are with providers who received high quality ratings, and less than half of eligible children are enrolled in preschool.

There are only enough licensed child care slots for **<40%** of children of working parents



Community Needs

Adams county residents and providers were asked about the importance of specific needs in education, employment, health, housing, money management, and civic engagement.

Across data sources, basic needs were most often sited around:



Housing



Employment



Education



Health



Housing

In particular, lack of affordable housing surfaced as a key theme across data collection sources. COVID-19 has exacerbated **displacement of Adams County residents** because of higher rents, and families are forced to move farther away from resources. Most residents and service providers reported that **housing, rent and mortgage affordability** will become more problematic in the next three years and identified the need to **increase access to affordable housing** and provide rent and mortgage assistance to low-income residents.

Residents identified most highly a need for the following:

- ↑ More supports to vulnerable populations, including more help for individuals and families experiencing homelessness
- ↑ More income-based rental housing for seniors
- ↑ More income-based rental housing for people with disabilities



Employment

Jobs with **higher pay and benefits** (i.e., a livable wage) was surfaced across residents and providers as a need, particularly because of the high housing costs. More specifically, residents identified most highly a need for the following:

- ↑ More jobs with higher pay and better benefits
- ↑ More affordable child care options during work hours
- ↑ More training opportunities for the types of jobs available in the area

"If there were jobs with better hours and pay, we wouldn't need to ask for help."

- Adams County Resident

Interviewees, who were primary caregivers, said they wanted to work, and some opted to work graveyard shifts in order to circumvent work-child care conflicts. Child care services are often not viable solutions because they do not operate past the 5 or 6 o'clock hour or have increased rates during those times. Also, the high cost of child care can keep primary caregivers out of the workforce, as wages earned are absorbed by paying for child care.



Education

Several components of adult education were indicated as an urgent need, namely around the need for **accessible English language classes**, opportunities to build **computer literacy skills**, and education to **prepare for the future workforce**. In the survey, residents raised a need for:

- ↑ More accessible education or career counseling to prepare students for technical school or college
- ↑ More affordable high-quality child care choices for parents who would like to go back to school
- ↑ More preschool activities to be available for children to develop school readiness skills



Health

Residents and providers raised various issues around health - for example, a need for **more mental health services** and **low-cost health care** for those without insurance, especially for medicine for chronic conditions and dental services. Further, food bank options, while appreciated, vary in terms of availability of fresh food, including fruits, vegetables, and meats and supplies (e.g., laundry detergent, soap, etc.).

Residents indicated a need for:

- › Help paying for adult dental, hearing, and/or vision services
- › Help with paying for prescriptions
- › Help accessing healthy food

Across domains, the majority of service providers indicated the need to **make services more easily accessible** to low-income residents, and undocumented and mixed families. Some service providers expressed the need to **hire more culturally competent staff**. Some also shared the need to provide more **funding for reducing identified barriers** to improve service quality through community service navigators.

"You suffer a lot without healthcare, especially a lack of dentists. It's very expensive, and there are a lot of limits. I was lucky because I was pregnant. My [low-cost community-based] clinic will help you with dental if you're pregnant or have diabetes. But, oftentimes, you're told to take an aspirin for dental pain."

- Adams County Resident

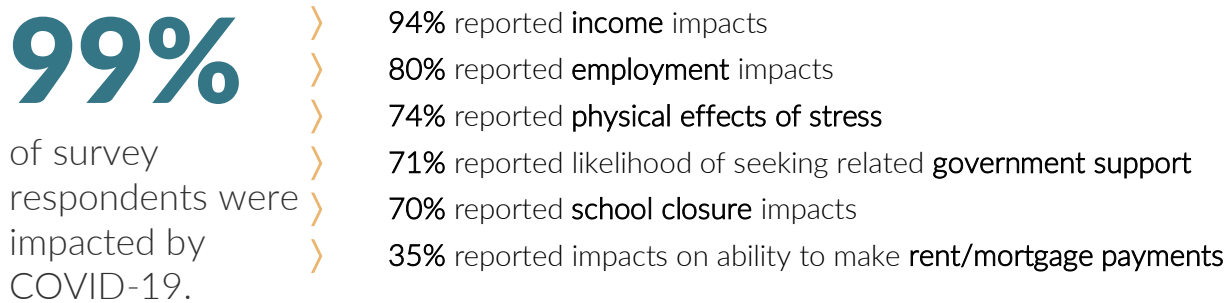
Residents who lack U.S. documentation

face additional stressors and barriers. It is estimated that 48,448 of Adams County residents are not U.S. citizens, which makes up legal permanent residents (green card holders), international students, temporary workers, humanitarian migrants, and undocumented immigrants. It is not known how many residents lack U.S. documentation, but several of the individuals interviewed during the assessment stressed that without these documents, they cannot get jobs or health insurance, secure housing in certain areas, or access services. **Interviewees have experienced discrimination**, and they are even wary of accessing services that do not require documentation or that are legal for their U.S. born children to access, **for fear of the threat of deportation.**

Residents draw on strengths, assets and less formal supports. The resiliency, ingenuity, compassion, resourcefulness, hard work, ability to adapt, and family and community connection among Adams County residents cannot be overlooked. Through key Informant interviews, residents relayed strong word-of-mouth communication and sharing of information among friends and neighbors supporting each other (e.g., sharing food, toilet paper during the COVID-19 supply shortages, etc.). Community events also facilitate engagement and community bond - for example, movies in the park, sharing of health information at events, and the local fire department delivering meals to elderly community members.

COVID-19

The COVID-19 pandemic has greatly impacted needs and barriers experienced by Adams County residents. The unemployment rate in Adams County has increased as a result of the pandemic. In April of 2019, the unemployment rate was 3.4%, which was consistent with the yearly rate of 3.2, compared to a peak of 12.6% in April 2020. Survey respondents also shared a range of COVID impacts on their households:



Residents are experiencing significant challenges and heightened stress related to COVID-19 school closures. In interviews, residents were overwhelmed and concerned about providing adequate support with schoolwork; challenges in this area were particularly pronounced for monolingual Spanish speakers. **Residents also noted that inadequate communication and/or lack of school supplies were significant challenges, as well as worries about COVID exposure when children return to school.**

Providers cited the move to online/virtual services as a significant challenge. With 96% of providers reporting client inability to attend in-person services as a barrier, many pointed to the prevalence of technological difficulty among some clients navigating services online.

"I think a lot of people are suffering [because of COVID-19]. I also think a lot of people are going to need to seek out homeless shelters. There is going to be a lot of poverty. It's sad to say, but I think it's going to happen. I think food access will be okay - there are a lot of resources in the community you can count on. But, housing - no. You can't count on it. It's not guaranteed."

- Adams County Resident

Recommendations

To support Adams County residents, and the service providers who support them, Adams County may wish to work towards:



Affordable and accessible housing solutions through immediate rent and mortgage assistance and other long-term strategies that can support individuals and families to access safe housing options, especially as the impacts of COVID-19 are felt across the County over the next several years. Further, there is a continued need for affordable housing units, including senior facilities, as long waitlists were noted.



Affordable and accessible high quality child care solutions, including assistance to families who may be at risk of losing child care slots due to lack of income/employment loss; support for safe options for families who need child care to work during the pandemic, including during non-traditional work hours; options for child care for individuals who want to attend English language classes; and long-term strategies to address the lack of affordable child care options in the County.



Adult dental, hearing, and vision services, as well as prescriptions support to help low-income individuals and families access these critical services in the context of potential loss of/lack of employment benefits, and in particular for families who may have challenges accessing insurance due to lack of documentation.



Bolstering healthy food access through supporting food banks to provide healthier options while maintaining safety precautions, offering transportation options or other methods (e.g., delivery) for families and seniors who may struggle to get to groceries/food banks, and providing other supports to help reduce barriers to qualifying for and accessing food assistance systems.



Enhancing the Adams County Resource Map by adding additional fields (e.g., for civic engagement, refugee services, etc.), making it more accessible (e.g., for low literacy and digital literacy, in different languages, etc.), and better advertising it for community use to ensure that all Adams County residents are able to find the services they need.



Bolster aid to families and schools so that youth receive the tools (e.g., computers, internet access) and supports (e.g., tutoring) they need to succeed academically, while remaining safe during COVID-19.



Enhancing employment support services such as affordable workforce training opportunities, and tailor opportunities to sectors that are likely to maintain stability or prosper in the context of COVID-19 and beyond.



Enhancing community services navigator positions and training to help residents access services, enhance interagency referral networks, and advance family-centered, culturally responsive, and trauma informed supports for residents.



Continue to provide flexible funding to providers in response to COVID-19 as providers continue to navigate a rapidly changing environment that has impact on their organizations and the residents they serve.



Encouraging further coordination and collaboration between providers who share clients to enhance the provision of coordinated care, so care can be provided in a whole person/holistic manner rather than in silos.

Introduction

Adams County receives funding to implement a Community Services Block Grant (CSBG) program, and as part of this funding is required to conduct a Community Needs Assessment and develop a Community Action Plan every three years to address the needs of low-income residents, potential gaps in services, and opportunities for service improvement.¹ More specifically, the goals of the assessment are to:

- Identify the causes and conditions of poverty in Adams County
- Determine the needs of low-income persons
- Determine how well the needs of low-income persons are being met
- Identify (organization-based and client-based) barriers to serving residents
- Identify community strengths and assets
- Solicit recommendations of solutions to address barriers

Adams County Human Services contracted with the OMNI Institute (OMNI), a social sciences consultancy, to design and execute the Community Needs Assessment. As part of this work, OMNI conducted a secondary data and literature review and primary data collection via online surveys with residents (in English and Spanish) and service providers, key informant interviews with residents (in English and Spanish), and a virtual focus group with community providers.

COVID-19: The project was initially awarded in January of 2020 with an end-date of May of 2020. All primary data collection with residents was designed to be in-person and in-depth coordination with various service providers had been carried out to support this design.² In-person focus groups were also intended for providers. However, when the COVID-19 pandemic began in mid-March, the project was put on hold until May of 2020. At that time, data collection was redesigned for virtual and phone participation to keep residents, providers, and OMNI staff safe during the pandemic. Data collection tools were also updated to ask about impacts of COVID-19.

Reading this report: The report provides information addressing the components that are included in the CSBG Community Needs Assessment Template and is organized around the following sections.

- **Causes and Conditions of Poverty:** A secondary data and literature review to present the larger context that individuals and families in poverty in Adams County are situated.
- **Adams County Resident Needs:** Community needs and barriers around CSBG domains from the perspectives of Adams County residents and community providers.
- **COVID-19:** Impacts of COVID-19 on community members and immediate needs from the perspectives of residents and community providers.

¹ In 2001, the U.S. Department of Health and Human Services (USHHS) issued Information Memorandum 49, requiring eligible entities to conduct needs assessments and use the results to design programs to meet community needs. In 2015, USHHS issued Information Memorandum No. 138 establishing Community Services Block Grant (CSBG) Organizational Standards requiring eligible public entities to conduct a Community Needs Assessment and develop a Community Action Plan to address the needs identified.

² The approach was for a team of OMNI researchers to invite Adams County residents to participate in surveys as they left service provider buildings.

- **Community Resources:** Identifies the existing resources in the community, satisfaction with Adams County Human Services, experiences with service providers, providers' capacity to carry out services, and community strengths.
- **Appendices:** Includes Appendix A with the Methods section of this report, as well as the CSBG-required fields from the template "Geographic Area Covered by the Assessment" and "Evaluation of Past Performance and Environmental Scan" (the latter completed by Adams County Human Services); Appendix B includes all data collection tools that were utilized; and Appendix C includes supplemental data (e.g., demographic information on providers not included in the body of the report).

Key Findings

Causes and Conditions of Poverty

OMNI conducted a thorough review of the literature and secondary data sources around the 10 CSBG federal domains that Adams County addresses through CSBG programming. Findings are presented below and broken out by domain. The goal of this review was to develop an understanding of the larger context that individuals and families in or near the poverty line in Adams County are situated. To understand how the conditions of poverty may have changed since the 2017 CSBG Needs Assessment, OMNI prioritized data collected and published between 2017 and 2020.

This secondary data review includes information on Employment, Education & Cognitive Development, Income, Infrastructure & Asset Development, Housing, Health & Social / Behavioral Development, and Civic Engagement & Community Involvement. Other sections of this report contain more detail around the following additional CSBG domains: Agency Capacity Building, Services Supporting Multiple Domains, Linkages, and Other (e.g., Emergency Management, disaster relief).

Where available, disparities in each domain by key demographics such as gender, age, race and ethnicity, citizenship status, felony record status, and disability were reported. However, recent Adams County data at this level of detail were not available for all domains. Instead, differences by key demographics are explored further in other sections of this Needs Assessment as possible. Further, data were reviewed from March to July 2020 and represent the most recent data available. Most of the data for this report were released prior to COVID-19 with the exception of employment data.

A Profile of Adams County Residents

Adams County is home to approximately 511,868 residents, with 9.2% of residents living in poverty in 2019ⁱ.

511,868 residents
9.2% in poverty

Gender

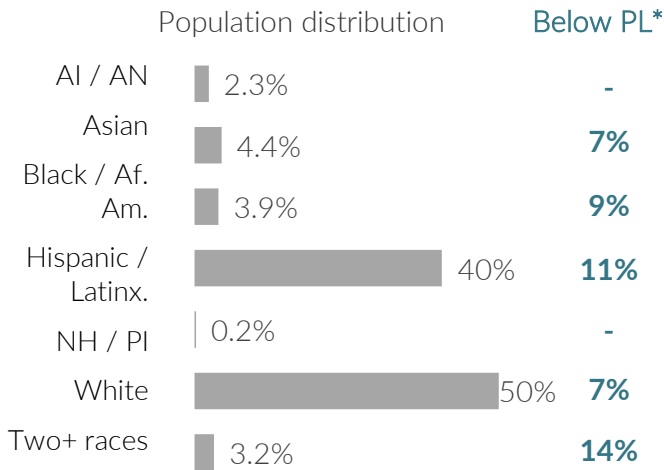
The gender breakdown of residents is even, with 50% identifying as male and 50% as female^{3.i}. Nine percent of both men and women in Adams County are living below the poverty level for Adams County in 2019ⁱⁱ.

9% of residents, regardless of gender identity, live below the poverty level for Adams County in 2019



³ Data were gathered from the US Census count, which only includes two options for gender.

Race and Ethnicity

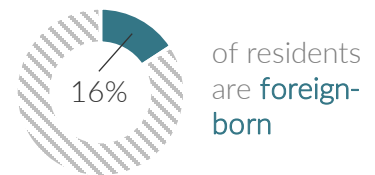


Note: *PL= Poverty level for Adams County

A higher percentage of Latinx residents and residents who identify as two or more races⁴ are **below the poverty level**,ⁱⁱ approximately 24,815 Latinx and multiracial residents in 2018.

Language and Citizenship Status

Nearly one third (29%) of Adams County residents speak a language other than English at home. Sixteen percent (16%) of residents are foreign-born, and as of 2018, 48,448 residents were not U.S. citizens (10.2%). 70.3% of foreign-born residents are Latinxⁱⁱⁱ, followed by 19% Asian, 5.3% European, 3.8% African, 1.5% Northern American, and 0.1% Oceanic.ⁱⁱ



Employment

3.1% of Adams County residents were unemployed in 2019 versus **2.8%** of Colorado residents are unemployed^x

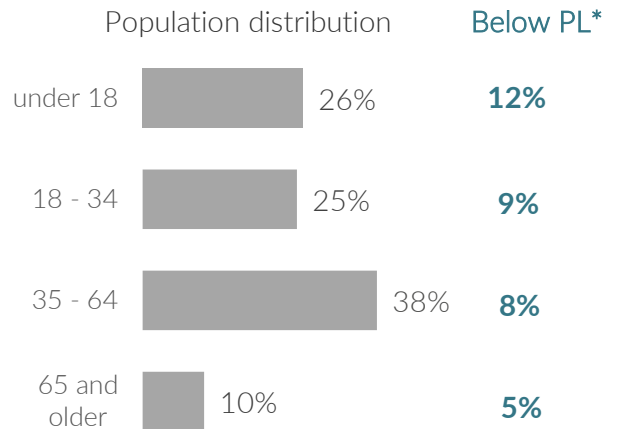
During COVID-19, the unemployment rate in Adams County peaked at **12.6%** in April 2020 compared to 12.2% for the rest of the state.^{iv} Prior to COVID-19, 71% of Adams County residents over 16 years of age were in the workforce.ⁱ

The **minimum wage** in Adams County is \$11.10, lower than the self-sufficiency standard⁵ for single individuals living in Adams County, which is \$16.17.^v A family of four in Adams County would need to have two wage earners each earning \$16.17 per hour in order to meet their basic needs.^{vi}

⁴ 'NH / PI' = Native Hawaiian or Other Pacific Islander, and 'AI / AN' = American Indian or Alaska Native.

⁵ The self-sufficiency standard determines the amount of income required for working families to meet basic needs at a minimally adequate level, without public subsidies or assistance.

Age



Note: *PL= Poverty level for Adams County

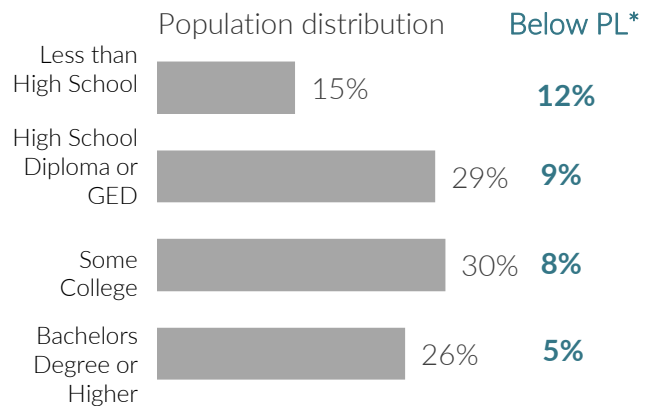
A higher percentage of residents under the age of 18 are **below the poverty level** than any other age group.ⁱⁱ This means an approximate 15,970 children were living in poverty in 2018.

Education and Cognitive Development

Resident Education Levels

The highest level of education attained by Adams County residents varies, with the majority of the population having a High School Diploma or GED or some college experience (59%). A greater proportion of residents with less than a high school education live below the poverty level for Adams County than residents at any other education level.ⁱⁱ

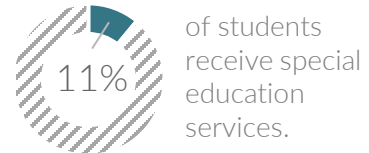
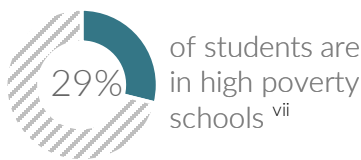
Education in Relation to the Poverty Line



School Aged Population

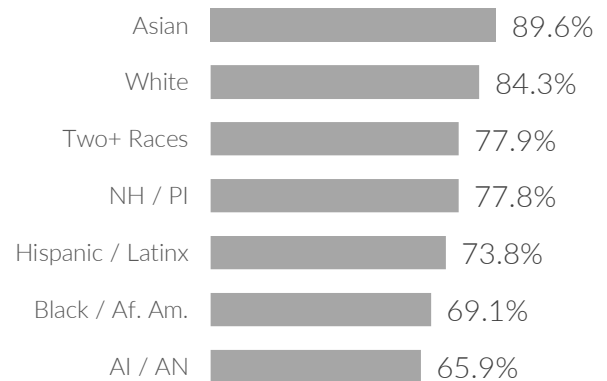
Adams County is home to **84,991** students.

Note: *PL= Poverty level for Adams County



Compared with the state, Adams County has a higher percentage of ELL students (state = 14%, Adams County = 23%) and the same percentage of students receiving special education services (11%).

High School Graduation Rate by Race/Ethnicity



The overall **high school graduation rate is 77%**. Trends in high school graduation rates vary by race and ethnicity, with Asian and white students graduating at the highest rates, and Black or African American students and American Indian or Alaska Native⁶ students graduating at the lowest rates.^{vii}

On average, students in Adams County **perform lower** on meeting or exceeding expectations in English Language Arts, CMAS Math, and CMAS Science than the rest of the state.^{vii}

When asked about **attendance and skipping school**, 76% of students reported missing no school from "skipping or cutting" in the last four weeks, while 21% skipped up to a week, and 4% skipped more than one week.^{viii}

15% of students in Adams County reported **not feeling safe at school**.

⁶ 'NH / PI' = Native Hawaiian or Other Pacific Islander, and 'AI / AN' = American Indian or Alaska Native

Early Childhood

- There are less than **11,000** licensed child care slots across 300 providers for nearly **29,000** young children with parents in the workforce.^{ix}
- **41%** of eligible children in Adams County are enrolled in preschool.^{vii}
- **37%** of child care slots are with providers that received high quality ratings.^{ix}
- Public funding is available for residents, but only covers **28%** of total child care costs in the county.^{ix}

Income, Infrastructure, and Asset Development

Income Distribution

\$67,575 Median household income in Adams Countyⁱ

\$68,285 Cost of living for 2 adults and 2 children in Adams County^{vi}

The median household income for the county is close to the cost of living for a family of two adults and two children. However, this suggests that about half of Adams County residents' incomes do not meet the cost of living standard. In addition, 13% of Adams County residents are below 125% of the federal poverty line.ⁱⁱ

■ Below 50% of FPL ■ Below 100% of FPL ■ Below 125% of FPL ■ Above 125% of FPL



Income disparities vary by gender in Adams County. In 2018, the median income for males was \$49,631 compared to \$40,852 for females.

Male \$49,631

Female \$40,852

Poverty Distribution across the County

Poverty is distributed unequally throughout the county, with the highest-poverty neighborhoods residing in Commerce City, the southwest corner of the county near Denver, and the southern area of Brighton.^{ix}

Social Services

According to administrative data, Adams County residents receive the following government services:

9,871 residents receive cash assistance or Supplemental Nutrition Assistance Program (SNAP).ⁱⁱ **47%** of children receive Free or Reduced-Price Lunch.^{vii}

3.8% of children receive Temporary Assistance for Needy Families (TANF).^{vii} **39%** of children under 5 are enrolled in Women, Infants, and Children (WIC).^{vii}

Housing

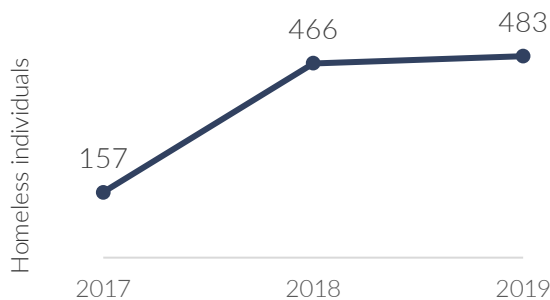
The majority of housing in Adams County is owner-occupied, with just over a third of residences being rental properties.



The median home price in Adams County is **\$273,000** and the median rental price is **\$1,270/mo.**^l To afford a two-bedroom home, residents need to earn a wage of \$29 per hour.^v In order to afford a two-bedroom home, residents need to work:

2.6 jobs or **104 hours/week** at minimum wage.^v

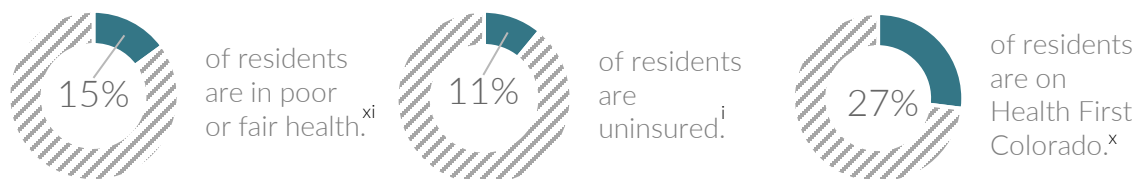
Recipients of supplementary security income (SSI) payments of \$821 per month in Colorado. Rent affordable to a SSI recipient would need to be \$243 per month.^v



- The homeless population in Adams County has more than tripled since 2017 (from 157 to 483).^x
- There are **420** shelter beds in Adams County.^x
- **139** individuals are unsheltered.^x
- **10%** of residents are worried that they may not have stable housing in the next 2 months.^x

Health and Social/Behavioral Development

The majority of Adams County residents are in better than poor or fair health (85%) and have health insurance (89%). That said, with an estimated population of 511,868 residents, 15% of residents in poor or fair health and 11% without health insurance, suggests that between 56,000-76,000 residents are affected by these health outcomes. Due to limited data at the county level, it was not possible to include further information on health disparities on these indicators.



Cost is a barrier to care for some Adams County residents. Seventeen percent (**17%**) of residents did not go to the doctor in the last year because of the cost, and **14%** of residents did not fill a prescription because of the cost.^x

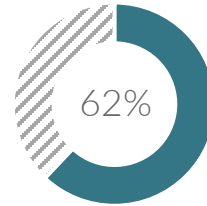
7.6% of residents under the age of 65 are living with a disability.^{xi}

Mental Health

- **10.3%** of adults in Adams County have frequent mental distress (14 or more mentally unhealthy days in the past 30 days).^{xii}
- **17%** of adults have been diagnosed with Depressive Disorder by a health professional.^{xiii}
- Adams County has **7** Mental Health Treatment Facilities.^{xiii}

Civic Engagement and Community Involvement

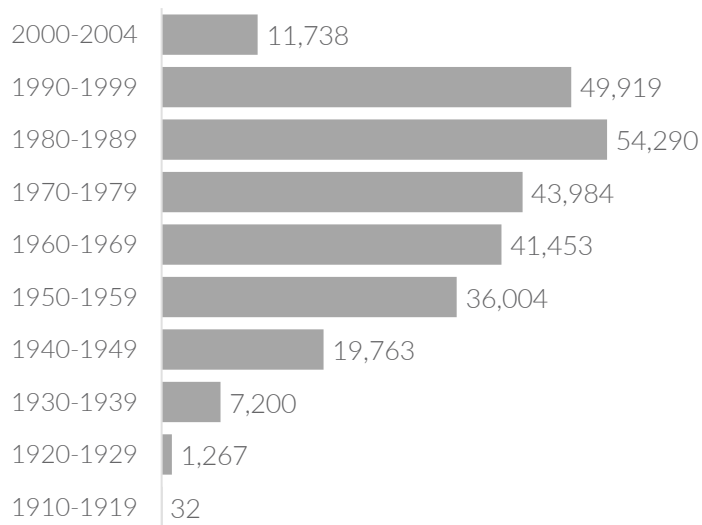
Although civic engagement and community involvement occurs in a variety of ways throughout the county, few indicators from county-level data sources are readily available. One measure of engagement is participation in elections. In the most recent national election, 62% of Adams County residents voted.^{xiv} Younger voters were a considerable percentage of the voter population, with the two largest voting groups being residents born between 1980 and 1999.^{xv}



of residents voted in the most recent national election.

Voter Registration by Birth Year in Adams County

Adams County Active Voters by Birth Year



There are many community-based organizations that provide informal and formal civic engagement supports and services in the county, such as the below⁷:

- A Precious Child
- Adelante Community Center
- Aging Services Emergency Response and Recovery Network
- Almost Home
- Anythink Libraries
- Cultivando
- Food and Basic Needs Emergency Response and Recovery Network
- Growing Home
- Rocky Mountain Cradle to Career
- Servicios de la Raza

⁷ This preliminary list was generated from feedback provided by two key informants from community-based organizations and is not intended to be an in-depth representation of available resources around civic engagement in the county. Instead, it can be used as a beginning point for an inventory of providers working in this area.

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- i U.S. Census Bureau QuickFacts: Adams County, Colorado. (n.d.). Retrieved May, 2020, from <https://www.census.gov/quickfacts/adamscountycolorado>
- ii Poverty Status in the Past 12 Months. (n.d.). Retrieved May, 2020, from <https://data.census.gov/cedsci/table?tid=ACSST1Y2018.S1701&y=2018&vintage=2018&t=Poverty&g=0500000US08001&layer=county&hidePreview=true>
- iii Place of Birth by Nativity and Citizenship Status. (2018). Retrieved August, 2020, from <https://data.census.gov/cedsci/table?g=0500000US08001>
- iv BLS Data Viewer. (n.d.). Retrieved May, 2020, from <https://beta.bls.gov/dataViewer/view/timeseries/LAUCN080010000000003>
- v Out of Reach 2019. (2019). Retrieved May, 2020, from <https://reports.nlihc.org/sites/default/files/oor/files/reports/state/CO.pdf>
- vi The Self-Sufficiency Standard for Colorado. (2020). Retrieved April, 2020, from <http://www.selfsufficiencystandard.org/Colorado>
- vii Selected Kids Count Indicators for County in Colorado. (n.d.). Retrieved June, 2020, from <https://datacenter.kidscount.org/data/customreports/1214/any>
- viii Student Survey Data. (2019, February 08). Retrieved August, 2020, from <https://rnc2c.org/data-center/student-survey-data/>
- ix Affordability and Accessibility of Quality ECE Programs in Adams County. (2019, January). Retrieved August, 2020, from <https://www.ecpac.org/wp-content/uploads/2019/07/ECPAC-Affordability-and-Accessibility-of-Quality-ECE-Programs-in-Adams-County-Final-Report-2019-.pdf>
- x 2019 Colorado Health Access Survey: Progress in Peril. (2020, January 27). Retrieved March, 2020, from <https://www.coloradohealthinstitute.org/research/CHAS>
- xi County Health Rankings and Roadmaps. (n.d.). Retrieved July, 2020, from <https://www.countyhealthrankings.org/app/colorado/2019/rankings/adams/county/factors/overall/snapshot>
- xii Tri-County Health Department | Health Outcome Indicators. (n.d.). Retrieved August, 2020, from <https://tchdgis.maps.arcgis.com/apps/MapSeries/index.html?appid=f5225be11217455ebee60274850efb66>
- xiii Mental Health Treatment Facilities | Metro Denver. (n.d.). Retrieved August, 2020, from <https://tchdgis.maps.arcgis.com/apps/MapSeries/index.html?appid=b1f1dceb66b946afb378b5e8300b4d0e>

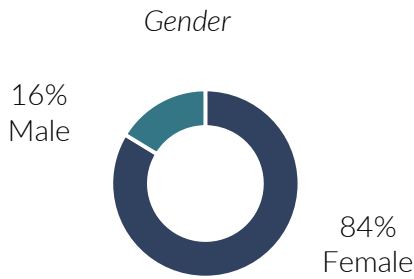
xiv Final Official Results General Election- November 6th, 2018 Adams County, Colorado. (2018, November 27). Retrieved May, 2020, from <https://assets01.aws.connect.clarityelections.com/Assets/Connect/RootPublish/adams-co.connect.clarityelections.com/Election%20Results/2018/General/Election%20Summary%20Report%20-%20Final%20and%20Cert.%20of%20Election.pdf>

xv Adams County Active Voters Stats. (2020, July). Retrieved July, 2020, from https://www.adamsvotes.com/wp-content/uploads/2020/07/Active_Voter_Stats_July2020.pdf

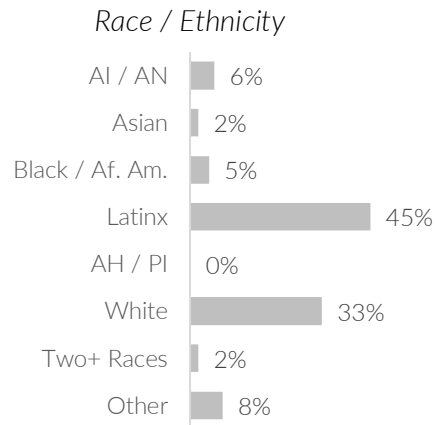
Adams County Resident Needs

To surface the needs of Adams County residents, in this section we present findings from the Resident Survey (n=157), Provider Survey (n=29), interviews that were conducted with Adams County residents (n=16), and a virtual focus group that was conducted with Adams County service providers (n=6). Data collection occurred mid-June through mid-July of 2020. Below, demographic information for respondents who took the Resident Survey are presented.

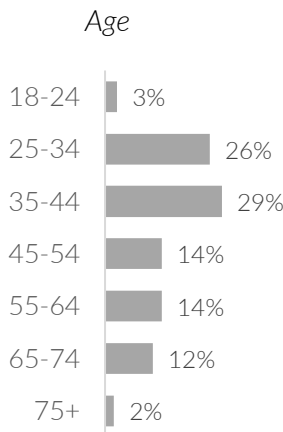
Figure 1. Resident Survey Respondents' Demographic Information



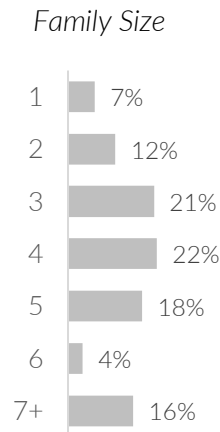
The majority of survey respondents identified as women.



The majority of survey respondents were Latinx and White.



Survey respondents varied in age.



Survey respondents varied in family size with 61% having 3-5 family members.

Note: Survey Respondents (n=157). No respondents identified with another gender category.

The COVID-19 pandemic has exacerbated income-related issues in Adams County. **Pre-COVID-19, 46% of survey respondents were earning \$21,600 or less compared with 57% during COVID-19.** As a reminder, the median income for Adams County is \$67,575.

Interviews

OMNI completed sixteen 60-minute interviews with low-income Adams County residents. Eleven interviews were conducted in English and five were conducted in Spanish. As Table 1 shows, interviewees were predominately women (69%), 44% were Latina, and on average had lived in Adams County for approximately 13.6 years.

Table 1. Resident Interviewees' Demographic Information

Language	Frequency (%)
English-speaking	11 (69%)
Spanish-speaking	5 (31%)
Gender	
Female	11 (69%)
Male	5 (31%)
Race/Ethnicity	
Caucasian/White	6 (38%)
Latina/Hispanic	7 (44%)
Two or more races/ethnicities	3 (19%)
Residency in Adams County	Years
Median number of years in Adams County	10
Range of months/years in Adams County	9 months – 50 years
Age	
Average age	46 years of age
Range of ages	26 – 66 years of age
Household Composition	# in Household
Average number of persons in household	3.5
Range of number of persons in households	2 - 7
Average number of dependent children	1.5
Range of number of dependent children	0 - 4

Community Needs According to Residents

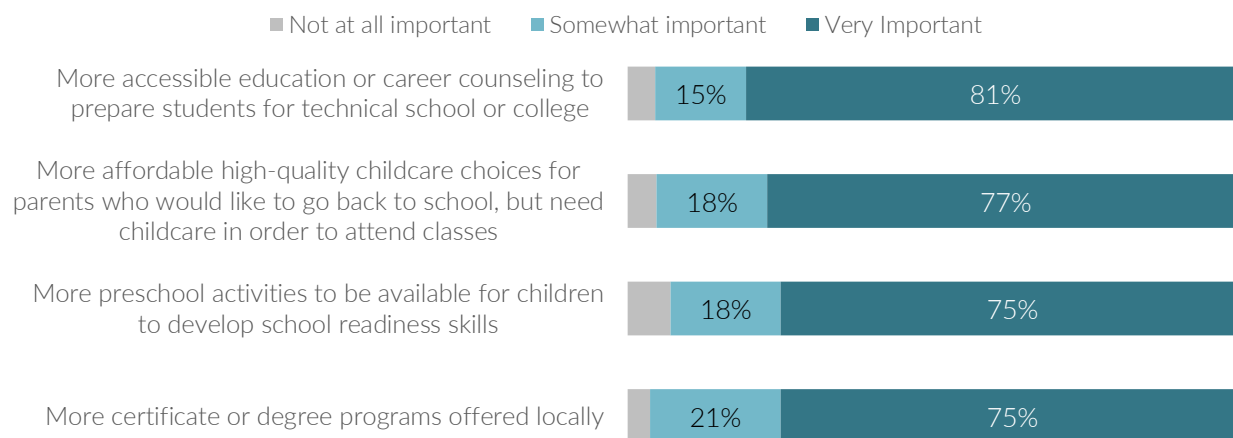
Adams county residents were asked about the importance of specific needs in each of the following domains: education, employment, health, housing, money management, and civic engagement. Survey responses are reported below. Differences in findings for subgroups are reported if a subgroup had a 10% difference in their ranking of an item as 'very important'.

For ease and clarity, theme analyses of qualitative data are synthesized between open-ended survey questions and interviews when appropriate. In other words, when themes were the same between these data sources (e.g., the need for affordable and accessible housing and child care solutions), findings were combined in order to reduce redundancy. Further, “residents” is used to describe respondents who took the survey and “interviewees” is used to distinguish residents who participated in phone interviews. The use of “residents” is not intended to generalize to the population of low-income residents in Adams County.

Education

Residents were asked about the importance of the several aspects of educational needs. Across all items the vast majority of residents rated the items as 'very important'. More accessible education or career counseling to prepare students for technical school or college was the most indicated need (81%), followed by more affordable high-quality child care choices for parents who would like to go back to school (77%). For all items, less than 10% of residents reported that the items were 'not at all important'.

Figure 2. Residents' Educational Needs



Note: Sample sizes for these items range from 128 to 137. Data labels are not displayed for responses of less than 10%.

Subgroup Analyses

A larger percentage of Latinx residents reported that it was 'very important' to have more school readiness skills for preschoolers (89%) compared to the rest of the sample (62%). Similarly, the majority of Latinx residents indicated that it was 'very important' to have more affordable childcare options for parents who want to return to school (89%) compared to the rest of the sample (67%). There were no substantial differences in education findings for residents whose income fell substantially during COVID-19 than the rest of the sample.

Qualitative Feedback

In interviews, several components of adult education were indicated as an urgent need—namely, around the need to learn English, gain computer skills, and to prepare for the future workforce. Although educational issues are family-level needs (concerns that individuals/families have identified as things in their own life that are lacking), they are shared here as community-level needs as accessible English language classes, gaining computer literacy, and education to prepare the workforce are needs that impact the whole community, not just clients or potential clients of Adams County Human Services.

- **Community**
 - **English language classes:** Spanish-speaking interviewees indicated needing adult English language classes that are accessible and available at times when they do not have childcare responsibilities and can dedicate themselves to an intensive learning environment. Mastering English was critical for these interviewees in order to access job opportunities and assist their children with homework. Although some interviewees indicated having participated in English language classes in the past, they also shared that existing English courses tend to be once a week, at inconvenient times, and too basic to facilitate an effective learning process.
 - **Computer literacy:** First, computer education is essential to navigate the employment application process and to be eligible for jobs that rely on technology. Second, computer skills are needed as children move towards remote schooling at home via computer technology and generally need more assistance from parents with their homework. Finally, seniors need to be able to keep up with modern technological changes in order to access health and nutrition information provided by the county online.
 - **Education to prepare for the workforce:** Interviewees who were parents were concerned that there are not enough resources to prepare their school-aged children for the workforce after they graduate high school. Interviewees also noted a general need around accessing graduate equivalency degrees or other work skills courses.

Needs around youth education were also brought up, almost exclusively in the context of the COVID-19 pandemic. With the move to schooling at home due to the pandemic, interviewees shared the following feedback at both family- and community-levels.

- **Impacts of COVID-19 on youth education**
 - **Family:** Interviewees were overwhelmed in some cases, as they did not feel equipped to support their children with schoolwork. For example, interviewees indicated difficulty trying to keep their children motivated to engage with schoolwork, and school subjects are taught differently than when these parents were in school, which meant interviewees struggled with the material when trying to teach their children. These issues were particularly pronounced for monolingual Spanish speakers.
 - **Community:** Interviewees did not have enough communication from schools or teachers on planning or what the new processes around school would entail. Some children were not being supplied with the tools needed from schools (e.g. computers, books), and interviewees often lacked the funds to buy them. Some interviewees also feared if/when their children re-attend school that they will not know how to properly protect themselves with facial coverings or they will be exposed to other students who are not wearing them.

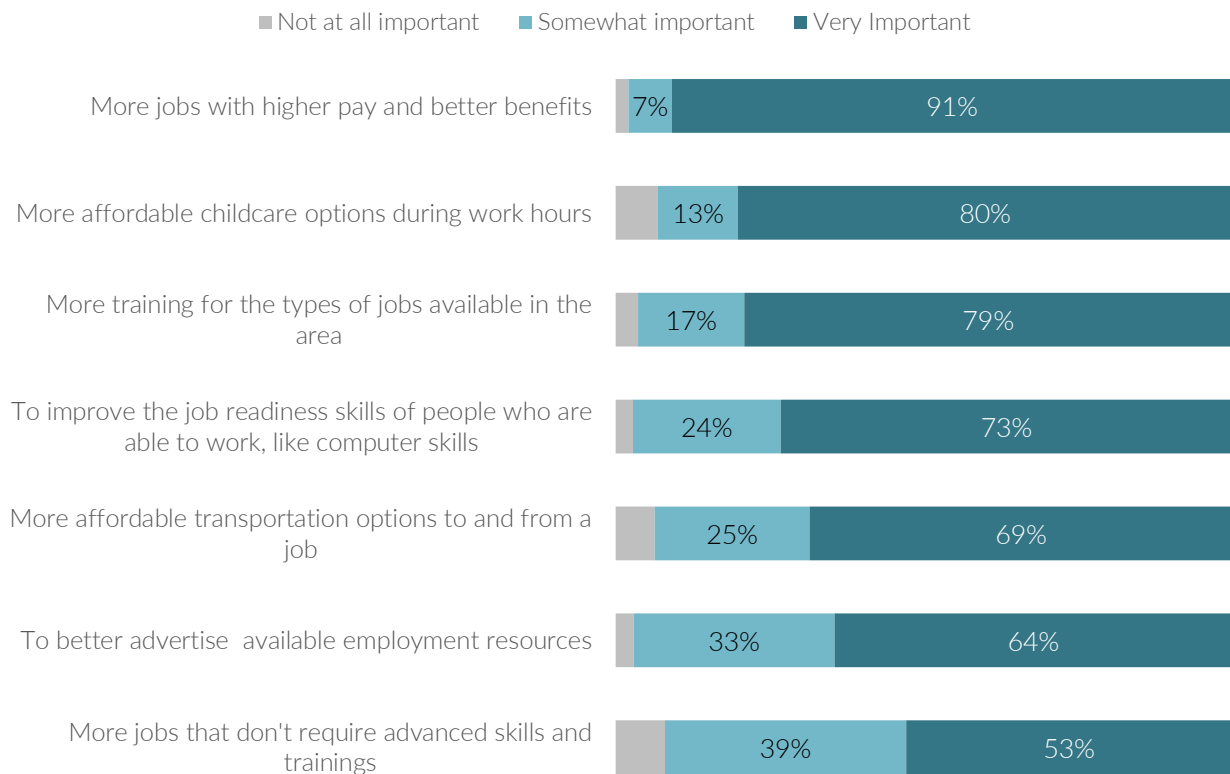
" It was hard for me to help my children with their school work because I don't speak English. When I went to school, I learned a different way. They teach the children differently here than how I learned. I feel like I'm teaching them wrong. The first computer was defective - it wasn't saving the homework assignments. I was taking a picture of the homework and texting it to the teacher."

- Adams County Resident

Employment

Residents were asked about the importance of the several aspects of employment. Across all items the vast majority of residents rated the items as 'very important'. A need for more jobs with higher pay and better benefits surfaced as the most important need (91%), followed by more affordable child care options during work hours (80%), and more training opportunities for the types of jobs available in the area (79%). For all items, less than 10% of residents reported that the items were 'not at all important'.

Figure 3. Residents' Employment Needs



Note: Sample sizes for these items range from 131 to 143. Data labels are not displayed for responses of less than 10%.

Subgroup Analyses

A larger percentage of Latinx residents reported that having more affordable childcare options during work hours was 'very important' (91%) compared to the rest of the sample that indicated this was a need (71%). A greater percentage of residents who saw a substantial drop in their income during COVID-19 reported that having training for the types of jobs that are available in the area was 'very important' (89%) compared with the rest of the sample (76%).

Qualitative Feedback

Interviewees raised employment issues around a need for child care during work hours (including outside of 9am-5pm times); a need for workforce training and placement opportunities that provided a livable wage and were accessible to all community members (regardless of felony conviction); and a need for supplemental income/funds as a result of income loss due to COVID-19. The needs that were surfaced can be seen as community needs, as they affect all Adams County residents.

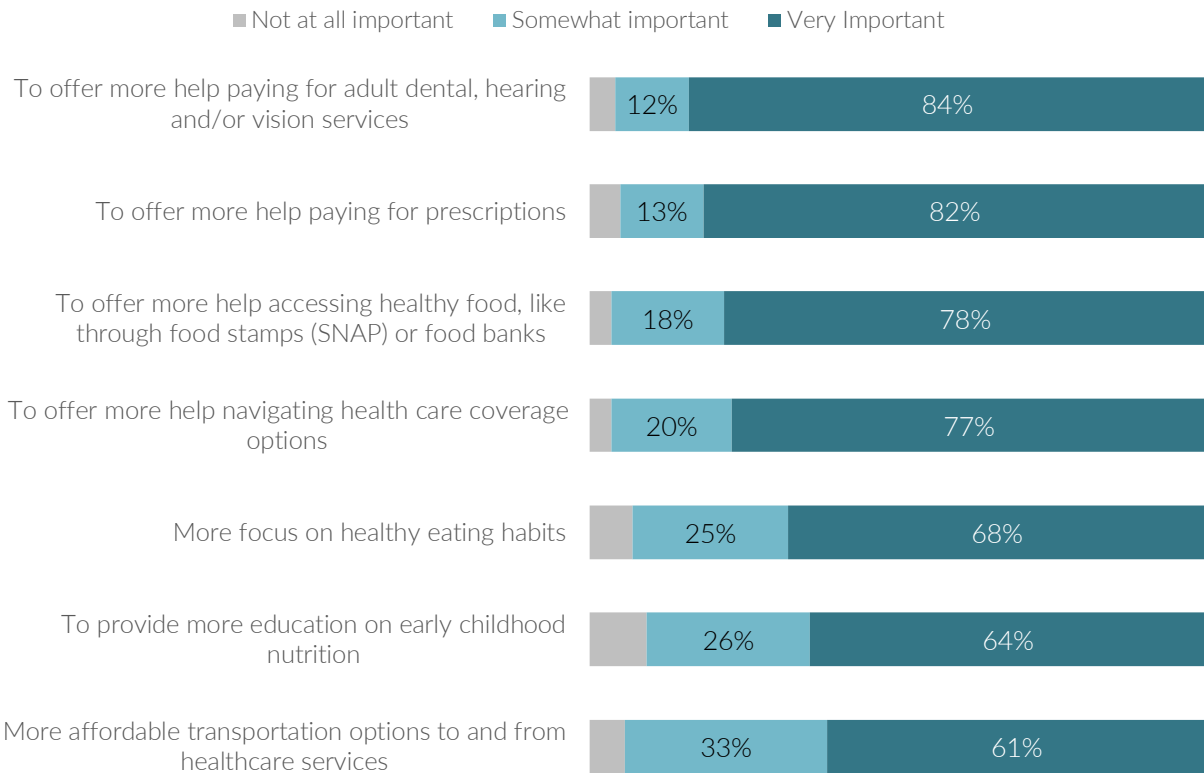
- **Community**
 - **Child care options during work hours:** Other than low wages, interviewees indicated their employment-related concerns were not being able to secure employment for themselves and not having adequate child care, which typically was more of a concern among single-worker families. Interviewees who were mothers said they want to work, and some opt to work graveyard shifts in order to circumvent work-child care conflicts. Child care services are often not viable solutions because they do not operate past the 5 or 6 o'clock hour or have increased rates during those times.
 - **Equitable workforce opportunities:** Interviewees raised the need to make livable wages. Further, those who did not have access to computers had difficulty finding and maintaining employment because everything, including applications and communications with employers, is internet-based. Those who have a history of criminal conviction experience additional difficulties, according to interviewees. Interviewees yearned for training programs to gain new job skills, jobs that complement their existing skills, or for job opportunities that do not have prohibitive experience requirements.

"If there were jobs with better hours and pay, we wouldn't need to ask for help."
- Adams County Resident
 - **COVID-19:** The pandemic has had significant impact on interviewees regarding matters of employment. Interviewees described being laid off or family members being laid off from their jobs due to virus-related cutbacks or as a result of being infected with the virus. Some had been infected with the virus through contact with others at their job and were unable to perform their job duties due being sick, or because their job restricted the attendance of those infected. Furthermore, opportunities for future employment have been significantly decreased due to businesses closing and/or halting any new hiring of employees. Resources to aid in job searching, such as assistance programs or the library have been closed due to COVID-19. Overwhelmingly, interviewees indicated a need for funds/income to supplement employment loss.

Health

Residents were asked about the importance of several aspects of health. Across all items the vast majority of residents rated the items as 'very important'. The needs most indicated as 'very important' were around help paying for adult dental, hearing, and/or vision services (84%), help with paying for prescriptions (82%), and help accessing healthy food (78%). For all items, less than 10% of residents reported that the items were 'not at all important'.

Figure 4. Residents' Health Needs



Note: Sample sizes for these items range from 140 to 143. Data labels are not displayed for responses of less than 10%.

Subgroup Analyses

Compared to the rest of the sample who reported that having more help navigating health care coverage options was 'very important' (68%), a larger percentage of Latinx residents reported that it was a 'very important' need (87%). Similarly, the majority of Latinx residents indicated that having more focus on healthy eating habits (78%) were 'very important' compared to the rest of the sample that indicated same (59%). Resident who saw a substantial decrease in their income during COVID-19 were less likely to report that more education on early childhood nutrition was 'very important' (54%) compared to the rest of the sample whose income did not fall (68%).

Qualitative Feedback

Resident interviews revealed important needs around various aspects of health.

- **Family**
 - **Access to healthy food:** Interviewees generally reported having access to food through food banks, though seniors (those over the age of 65 years) have trouble keeping perishable items without reliable transportation to the store. Further, food bank options, while appreciated, varied in terms of availability of fresh food, including fruits, vegetables, and meats. The quality of the water in the county was also noted as poor, according to interviewees, requiring that they purchase bottled water.
 - **Health care needs:** Interviewees noted that health care was expensive without insurance, especially medicine for chronic conditions and dental services. Further, family members who do not have U.S. citizenship documentation experience significant barriers to obtaining health insurance and accessing services (See Other Needs starting on p. 34 for further information on immigration status).
- **Agency**
 - **Mental Health needs:** Seniors, as well as other interviewees, mentioned that mental health issues were a concern and that services were inadequate. Also, when their mental health is affected, they noted that their children's normal development is hindered. In addition, some children have experienced mental health issues as a result of bullying victimization. Parents are also preparing for their children's mental health needs to increase as their children grow older.
- **Community**
 - **Crime and safety concerns:** Interviewees talked about the safety of the spaces where they live. Some lauded the police in their area and reported little-to-no crime; however, others described levels of crime and violence which called for a forum (e.g. town hall) where community voices can be heard about the matter. In addition, seniors criticized the high-speed traffic close to where they live as being dangerous, and that speedbumps, signals or other traffic enforcement is needed.
 - **COVID-19:** Stay-at-home orders and quarantine has generally limited interviewees' movements in the community. Those who are infected cannot go out to buy food, children are forced to stay inside and subsequently are exposed to too much "screen time." Interviewees indicated they are not able to make it to their regular doctor appointments, and telehealth options, while available, are highly limited services. For interviewees, the most significant issue surrounding the pandemic and health is loss of health insurance due to pandemic-related lay-offs.

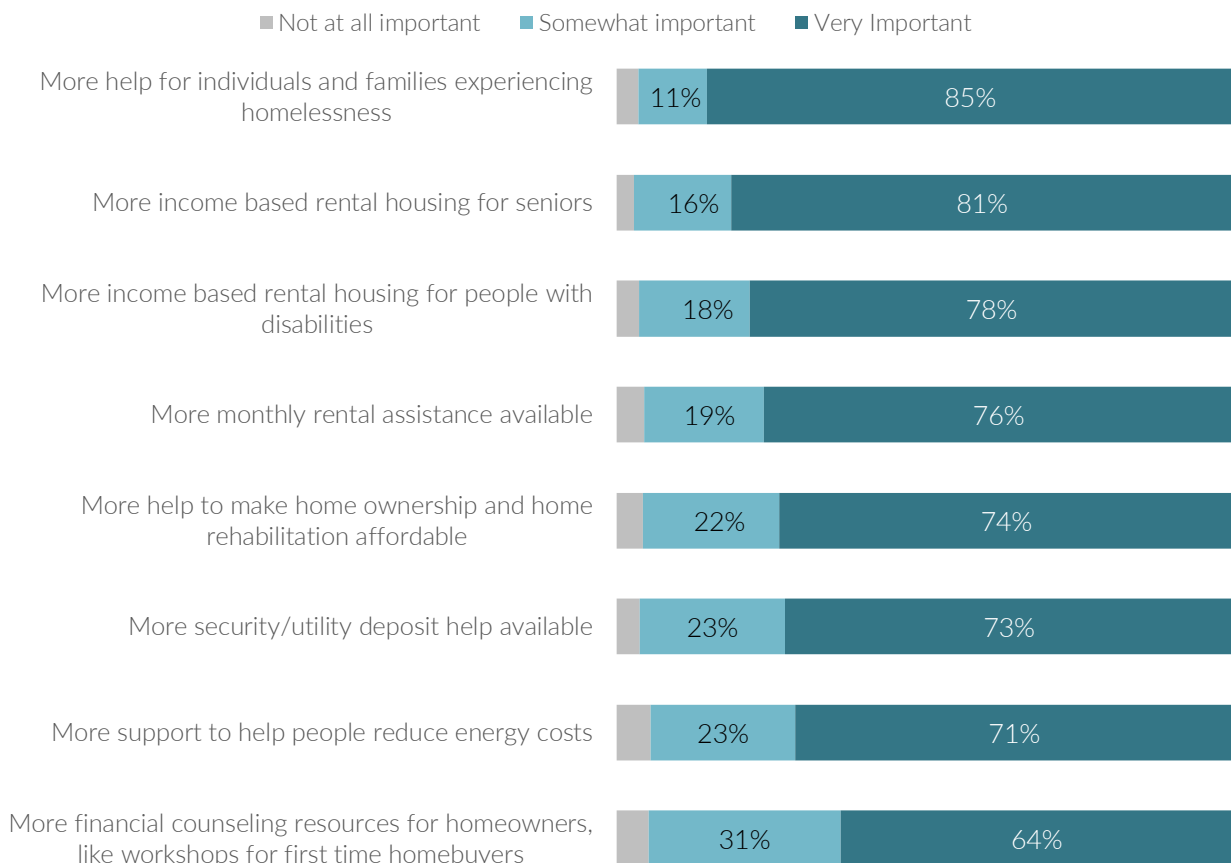
"You suffer a lot without healthcare, especially a lack of dentists. It's very expensive, and there are a lot of limits. I was lucky because I was pregnant. My [low-cost community-based] clinic will help you with dental if you're pregnant or have diabetes. But, oftentimes, you're told to take an aspirin for dental pain."

- Adams County Resident

Housing

Residents were asked about the importance of several aspects of housing. Across all items the vast majority of residents rated the items as 'very important'. The needs most indicated as 'very important' were around supports to vulnerable populations, including more help for individuals and families experiencing homelessness (85%), more income-based rental housing for seniors (81%), and more income-based rental housing for people with disabilities (78%). For all items, less than 10% of residents reported that the items were 'not at all important'.

Figure 5. Residents' Housing Needs



Note: Sample sizes for these items range from 132 to 145. Data labels are not displayed for responses of less than 10%.

Subgroup Analyses

There were no substantial differences in how subgroups responded to housing items, except for residents whose income fell due to COVID-19 who indicated the need for more help to make home ownership and home rehabilitation affordable (82%) compared to the rest of residents (71%). Another area nearing a 10% difference (9%) was on the need for income-based rental housing assistance for people with disabilities, with 85% of residents whose income fell reporting this as a need compared to 76% of the rest of the sample.

Qualitative Feedback

Housing was most frequently mentioned in interviews as an urgent, if not the most urgent, need.

- **Family**
 - **Renters' rights violations:** A couple of interviewees reported that landlords are unresponsive to maintenance and other requests for people who live in low-income or reduced rent housing.
- **Agency**
 - **Lack of affordable housing:** The population boom in Colorado has strained the availability of housing, including low-income housing options, resulting in long waitlists. Some interviewees were even told to consider living in other counties. Senior facilities are lacking as well, and seniors are subsequently housed in apartments without American Disability Act compliant amenities (e.g. room for walkers, walk-in showers).
- **Community**
 - **High rents and mortgages:** Most concern was around high rent and property tax costs for apartments, homes, and trailers. As the Causes and Conditions of Poverty section of this report highlights, \$1,270 is the median rental price in Adams County, and this price for rent was echoed in many interviews. Interviewees mentioned feeling forced to rely on others for help, moved in with their immediate families, rented basements/rooms, lived in substandard housing, and/or lived in low-income areas and felt like they did not have options to move out of these areas.
 - **COVID-19:** Pandemic-related income losses have affected interviewees' ability to pay apartment rents, and property owners often do not offer rent deferment options.

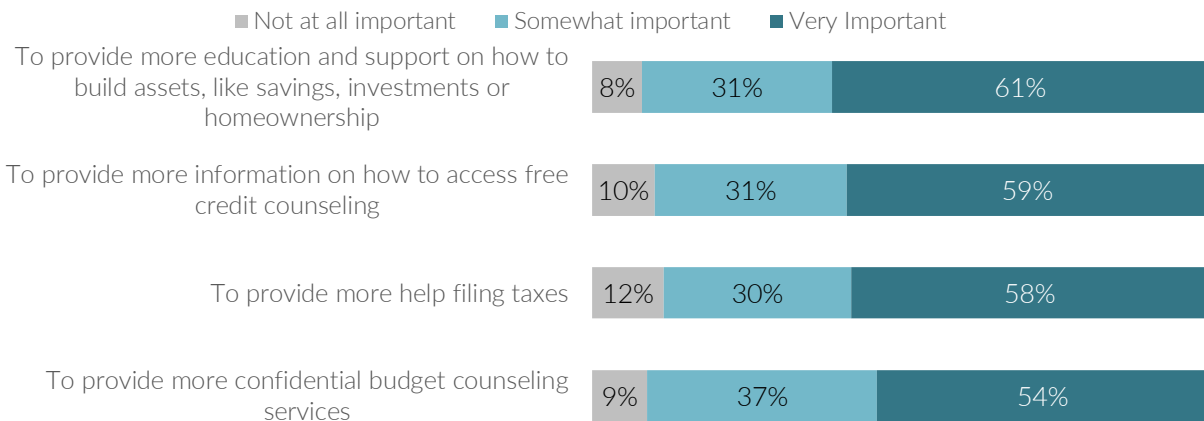
"I think a lot of people are suffering [because of COVID-19]. I also think a lot of people are going to need to seek out homeless shelters. There is going to be a lot of poverty. It's sad to say, but I think it's going to happen. I think food access will be okay - there are a lot of resources in the community you can count on. But, housing - no. You can't count on it. It's not guaranteed."

- Adams County Resident

Money Management Related Needs

Residents were asked about the importance of several aspects of money management. Across all items the majority of residents rated the items as 'very important'. However, compared to other domains, items under money management were not rated as highly. Although it is not known why, it is reasonable to imagine that education and support around money management is not as high of a priority when residents are more preoccupied with covering basic needs such as having enough food to eat and affordable housing. Of the items under money management, education and support around building assets (e.g., savings, investments, homeownership) had the highest percentage of residents rating it as 'very important' (61%). Relative to other domains, these items had more residents reporting they were 'not at all important'.

Figure 6. Residents' Importance of Education Needs of Residents



Note: Sample sizes for these items range from 134 to 138.

Subgroup Analyses

Residents whose income substantially fell during COVID-19 were less likely to report that education and support on how to build assets was 'very important' (51%) compared to residents whose income did not fall (64%). A larger percentage of Latinx residents indicated that the need for more education and support on how to build assets, like savings, investments or homeownership was 'very important' (69%) compared to the rest of the sample (54%).

Qualitative Feedback

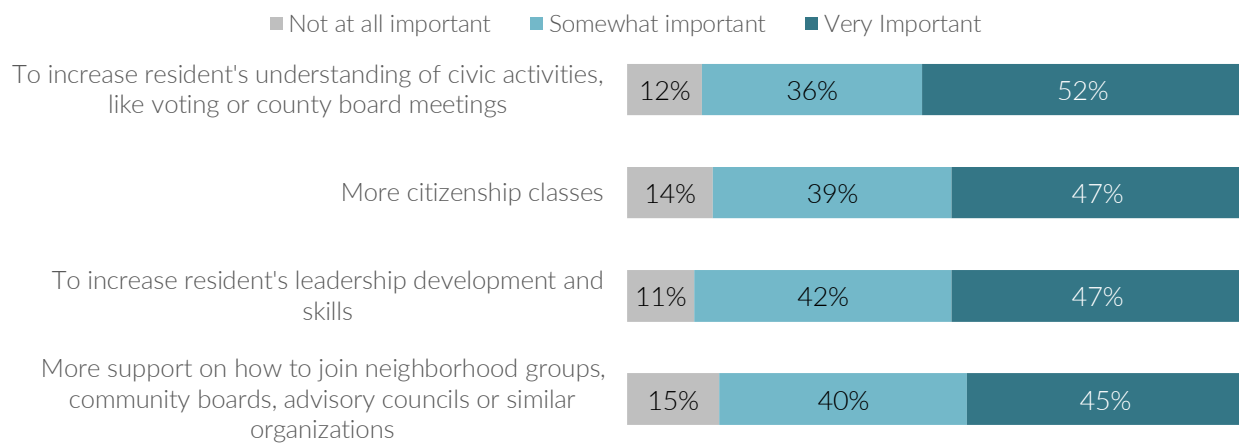
Resident interviews suggest that, financially, those who are single, disabled, or have chronic illness are suffering the most. The price of food, rent, and services has increased, though incomes have not. Residents are forced to work more than one job to make ends meet, which increases stress, exacerbates mental health issues, strains relationships, and destabilizes child development.

- **Family**
 - **Financial literacy education:** A few interviewees mentioned they would benefit from financial literacy education to facilitate better saving behaviors.
- **Agency**
 - **Inability to qualify for assistance programs:** A recurring theme around income, shared by both middle-aged adults and seniors, was that residents fell into a sort of "limbo" where either they did not make enough to get their needs met or made slightly too much in order to qualify for assistance programs and services.
- **Community**
 - **COVID-19:** Due to pandemic-induced income reduction (e.g. job losses, wage cuts) interviewees have had to reluctantly defer their rent, mortgage, and/or car payments, and many fear that payments may resume all at one time, which will overwhelm them.

Civic Engagement

Residents were asked about the importance of the following aspects of civic engagement. Across all items the majority of residents rated the items as 'very important'. Similar to money management, items under civic engagement were not rated as highly as items under other domains. And, similar to the commentary above, it is reasonable to imagine that residents may find that it is 'very important' to meet their needs under areas of health, employment, and education before civic engagement. Of the items under civic engagement, 52% rated that it was 'very important' to increase residents' understanding of civic activities (e.g., voting, county board meetings). Relative to other domains, these items had more residents reporting they were 'not at all important'.

Figure 7. Needs in Civic Engagement Identified by Residents



Note: Sample sizes for these items range from 129 to 140.

Subgroup Analyses

Residents who saw a substantial drop in their income during COVID-19 were less likely to report that having more citizenship classes (32%) was 'very important' compared to residents whose income did not drop (53%). Similarly, residents with a drop in income indicated that increasing resident's understanding of civic activities (41%) was 'very important' compared to residents whose income did not drop (56%). Latinx residents had similar responses to non-Latinx residents on how 'very important' having more citizenship classes was. However, a larger percentage of Latinx residents indicated that increasing resident's understanding of civic activities was 'very important' (59%) compared to the rest of residents (46%).

Qualitative Feedback

- **Community**
 - **Local gatherings:** For the most part, interviewees described Adams County as having diverse communities and infrastructure for community/civic engagement such as planned events or community spaces, though they wished more were available. For example, local gatherings where constituents can participate in city politics where members of city government are visible was raised. One interviewee was concerned that though organizations, events, and spaces exist for engagement,

they are less accessible to racial/ethnic minorities. More services are needed that everyone can engage in regardless of income level. Related to this, community centers exist but are not highly advertised, so unless residents are “in-the-know” with some tight knit groups in the community, they are not likely to engage with them.

- **COVID-19:** The pandemic has had a significant impact on residents’ ability to connect with other people, face-to-face or otherwise, and it’s been more difficult for residents rely on each other for support. Some have seen separations between immediate family members, like children from parents. Church fellowship interaction has been greatly reduced. Multiple residents are disappointed that a lot of their fellow community members are not following community guidelines around wearing a mask in public to prevent the spread of the pandemic. Neighborhood organizations for community engagement have been closed due to the virus.

Most Highly Ranked Needs

Survey

After reviewing needs across all domains, residents were asked to rank which three domains they felt the county should focus on the most.



Housing 68%



Health 68%



Education 66%



Employment 63%

Health, Housing, Education, and Employment were ranked the highest, all receiving 60-70% of residents' votes. Thirteen percent (13%) of residents ranked Money Management as one of the top 3, and only 4% ranked Civic Engagement in the top 3.

Interviews

Similarly, in interviews, residents were asked to rank the top three needs for themselves, their family, and/or their community in priority of importance from a list that was read to them. Overall, across rankings, housing was the area of need most frequently identified as significant by interviewees. Looking at what domains were ranked as 1st, 2nd, or 3rd, employment ranked 1st.

Table 2. Prioritization of Community Need Areas Identified by Interviewees

Key Community Need Areas	# of Vote	Priority Ranking
Housing	10	3
Employment	8	1
Education	8	2
Health and Nutrition	8	2
Transportation	6	2
Financial well-being/Income management	5	*
Community involvement/Civic engagement	3	*

Note: * Denotes the need area received 1 vote.

Other Needs

Qualitative Feedback

In an open-ended question on the survey, residents were asked about any other needs or issues that they think are important for Adams County to focus on. Across the spectrum of needs, Adams County residents indicated that in the next 3-5 years they, and others like them, would be rebounding from the impact of COVID-19, and that things “are going to get a whole lot worse before they get better.”

- Family

- **Education:** At the family level, some residents cited a need for help with English language skills and assistance with school supplies as education needs. Others expressed a need for increasing parent engagement with educational activities.

"Our schools need to improve tremendously. A lot of people take their kids outside of Adams14 because of the poor test scores and all the bullying and drugs in schools."

- Agency

- **Health** Some residents indicated the need to increase health coverage through insurance and increase access to mental health services.
- **Housing:** The majority of residents indicated a need to increase access to affordable housing and protection from homelessness - specifically reducing property taxes and increasing monetary assistance for rents and mortgages.
- **Social services:** Some residents shared the need to improve equitable access to social services by increasing assistance to immigrant, undocumented and mixed families, as well as the elderly. Some residents also indicated more focus on improving law enforcement practices.

"Housing costs are outrageous here. Lower housing costs for middle - lower middle-class families, not just for seniors and disabled. They already have a lot of help."

- Adams County Residents

- **Community**
 - **Education:** Improving the quality of schools was raised as a community-level issue, as well as creating more afterschool programs for children.
 - **Other:** One resident pointed to the need for mutual love and respect in the community, and the possibility of creating entertainment options for the community post-COVID-19.

Additionally, two other needs areas were identified in resident interviews: transportation and issues related to immigration status.

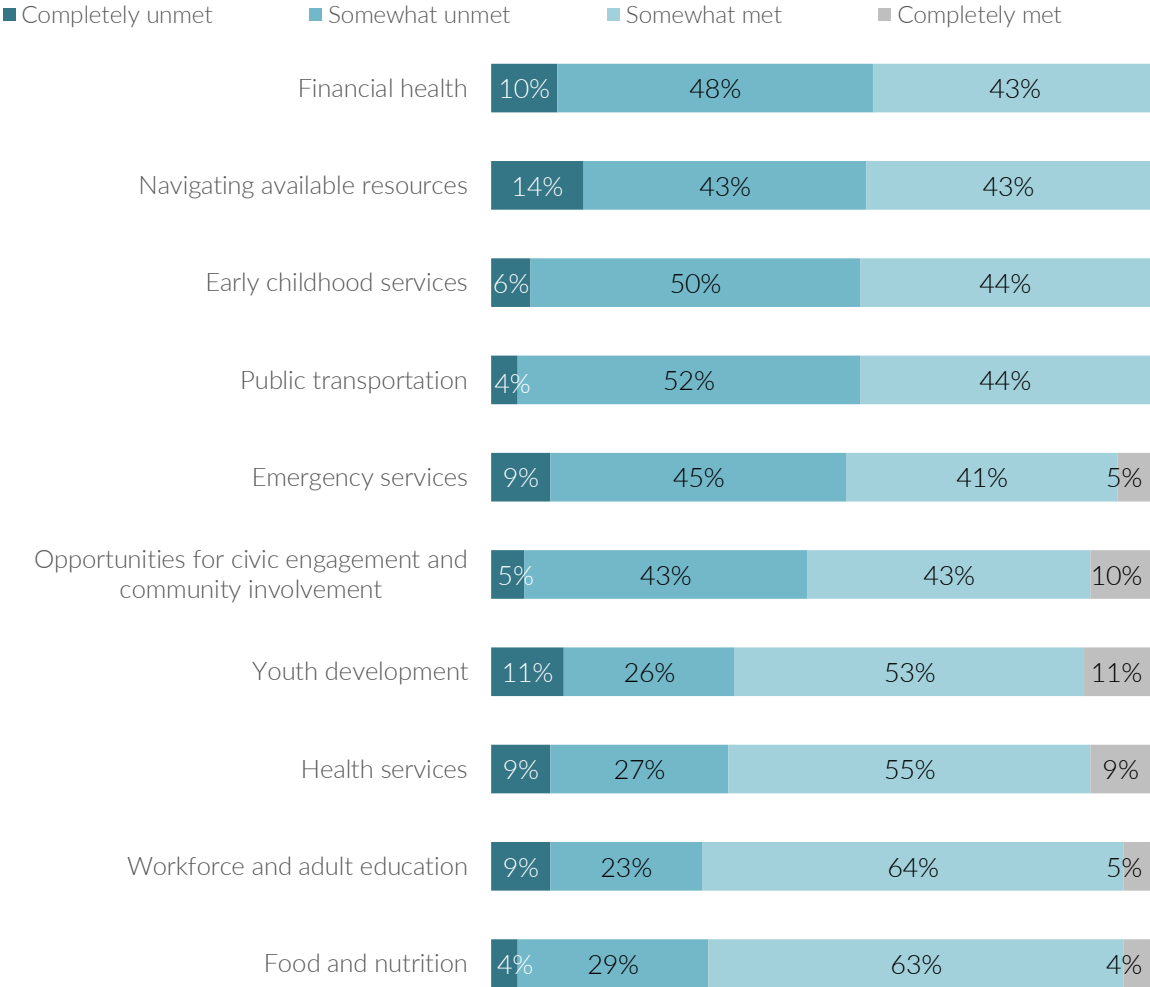
- **Family**
 - **Immigration status:** The majority of Spanish-speaking, Hispanic, or Latinx identified interviewees detailed issues they or people like them have with being of immigrant status in Adams County. The most salient issues are that without U.S. citizenship documentation, residents cannot get jobs or health insurance, secure housing in certain areas, or access services. Interviewees have experienced discrimination, and they are even wary of accessing services that do not require documentation or that are legal for their U.S. born children to access, for fear of the threat of deportation. One resident suggested the creation of an office that could help undocumented people find work.
- **Community**
 - **Transportation:** Transportation was often mentioned in discussion in the context of other needs, particularly regarding traveling to places of employment, accessing services, and buying food. Access to public transportation is difficult. Instead, interviewees are often in a situation where they must depend on a vehicle to get to work, go to the grocery store, drop children off at childcare, etc. Public transportation routes do not reach many areas of the county, and several interviewees noted the costs of use are too high. Some senior facilities that do not offer transportation services themselves also are not within convenient range of public transportation. The light rail line additions to the county are welcomed and appreciated, but access to the light rail lines is difficult. More than a few interviewees mentioned more local public transportation options (e.g. shuttles, bus lines, etc.) could increase access significantly to the larger transportation hubs and services. Additionally, though public transportation services have continued during the COVID-19 pandemic, residents are wary to use them due to fear of infection.

Community Needs According to Providers

Client Needs

In the Provider Survey, community service providers were asked to what extent they thought the needs of Adams County residents were being met. More than half of providers reported that residents' needs were 'Completely unmet' or 'Somewhat unmet' in the areas of financial health (58%), navigating available resources (57%), early childhood services (56%), public transportation (56%), and emergency services (54%).

Figure 8. Client Met and Unmet Needs Identified by Providers



Note: Sample sizes for these items range from 18 to 24.

Qualitative Feedback

Other service areas not mentioned already that providers believe Adams County should prioritize over the next three years to help low-income residents included:

- **Family**
 - Support for parents (not specified further) and additional support around truancy.

Agency

- Improving access to health services, and support for small business development, protection from homelessness especially among the elderly, and transportation help.
- **Community**
 - Neighborhood safety.

"Housing for individuals with a fixed income, such as SSI, is almost an impossibility."

- Adams County Provider

Providers were also asked what changes are needed to improve the current programs and services available to low-income residents in Adams County. Of note, of the providers who answered this question, many indicated needs around affordable housing, early child care and education, and funding for reducing client barriers to accessing programs/services.

- **Family**
 - Family-level services (each identified by 1-2 service providers) included: adult education and support, childcare support, as well as expanding affordable transportation options.

Agency

- The need to increase access to affordable housing and provide rent and mortgage assistance to low-income residents was raised by many.
- The need to make services more easily accessible to low-income residents and undocumented and mixed families was also raised by many.
- Some service providers expressed the need to hire more culturally competent staff.
- Some service providers shared the need to provide more funding for reducing identified barriers to improve service quality.
- Some service providers indicated the need for more mental health services.

"Changes in rent cost and access to affordable housing"

"Hiring of bilingual and bicultural staff that can act as the liaison between the community and Adams County government agencies."

"More accessible and better ways to understand and seek all the services that are available in the county."

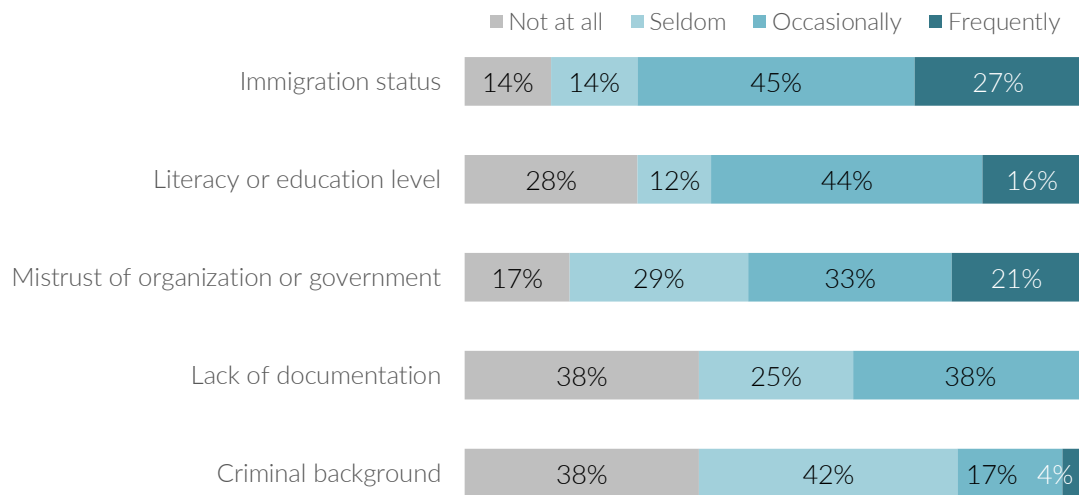
- Adams County Providers

Client Barriers to Accessing Services Identified by Providers

Providers were asked about how common different barriers were to their clients when accessing services from their organizations.

Client backgrounds: Over half of providers reported that immigration status (72%), literacy or education level (60%), and mistrust of organizations or government (54%) was an occasional or frequent barrier to accessing services. No providers reported that lack of documentation was a frequent barrier, but the majority reported it was seldom or occasionally a barrier (63%). Similarly, criminal background was not reported as a frequent barrier with only 4% of providers indicating this as a frequent barrier for clients, but it was reported as a seldom or occasional barrier (59%).

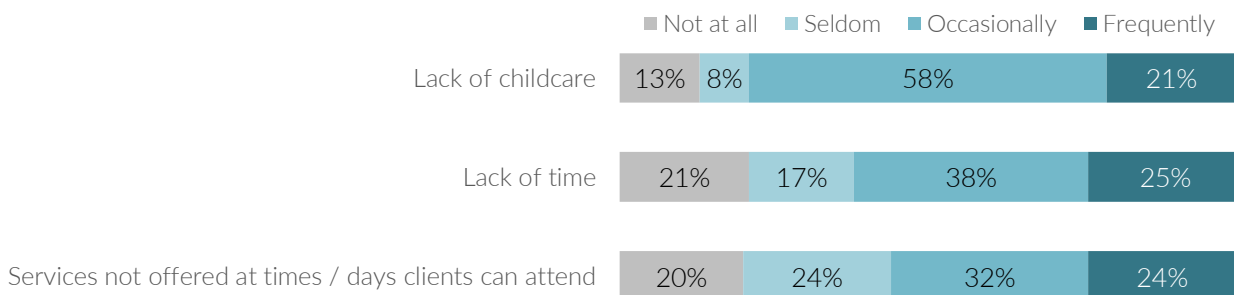
Figure 9. Client Backgrounds as a Barrier to Accessing Services



Note: Sample sizes for these items range from 22 to 25.

Client availability: Occasional or frequent barriers around client availability according to providers included clients' lack of child care (79%), lack of time (63%), and services not being offered when clients can attend (56%).

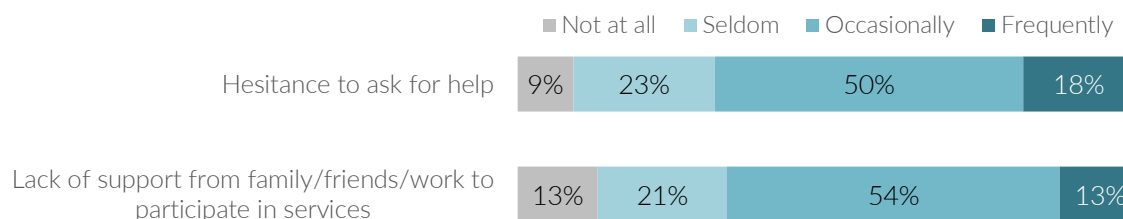
Figure 10. Client Availability as a Barrier to Accessing Services



Note: Sample sizes for these items range from 24 to 25.

Client Support Networks: Providers reported how client lack of support networks acted as potential barriers to accessing services. Over half of providers reported that hesitation to ask for help (68%) and lack of support from an individual's personal network (67%) were 'occasionally' or 'frequently' barriers.

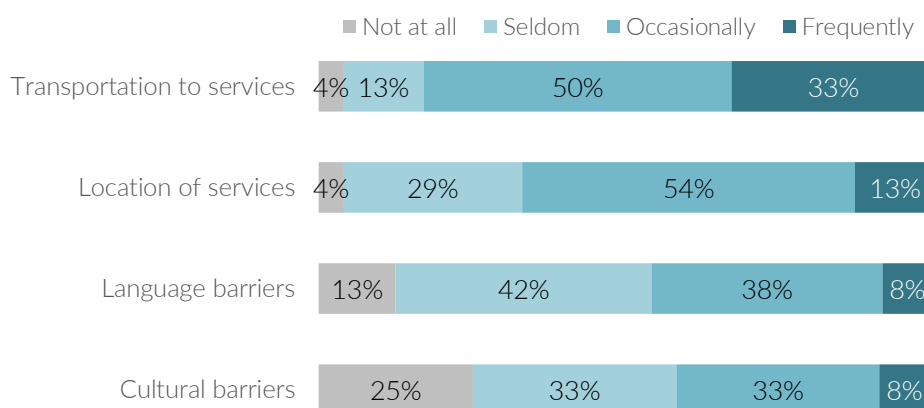
Figure 11. Client Support Networks as a Barrier to Accessing Services



Note: Sample sizes for these items range from 22 to 24.

Organization Structure and Capacity: In addition to client barriers, providers were asked how their organizations and programs might present barriers to clients' ability to access services. Transportation to and location of services were indicated as the top barriers by providers, with 83% of providers reporting that transportation and 67% reporting that location of services was an occasional or frequent barrier to accessing their offerings. Language barriers were a seldom or occasional barrier (80%) according to providers, and two-thirds of providers reported that clients seldom or occasionally experience cultural barriers.

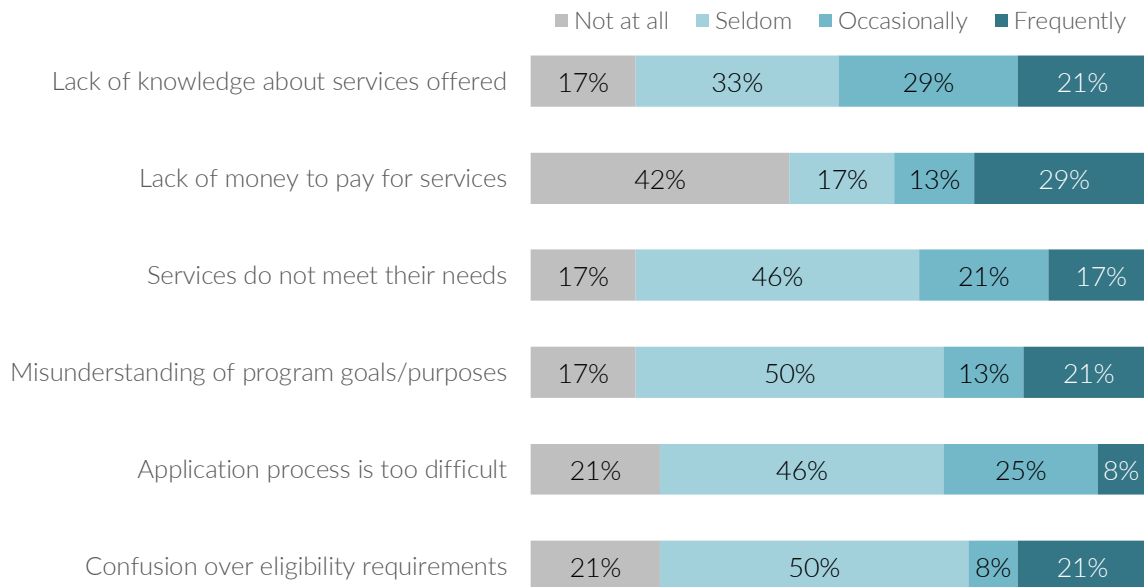
Figure 12. Program Structure and Capacity as a Barrier to Accessing Services



Note: Sample size for these items is 24.

Barriers to accessing specific programs: Compared to other barriers, generally, barriers to accessing specific programs were not rated as highly as presenting occasional or frequent barriers to clients. Lack of knowledge about services offered (50%) was noted as an occasional or frequent barrier. A high percentage of providers reported that lack of money was not a barrier at all (42%). Although not known why, it is likely due to differences in whether or not organizations have sliding scales for fees or charge for their services.

Figure 13. Client Barriers to Accessing Specific Programs



Note: Sample size for these items is 24.

Qualitative Feedback

Providers were asked what barriers they anticipated would become more problematic or more prevalent in the next three years.

- **Family**
 - Most service providers reported that housing, rent and mortgage affordability will become more problematic in the next three years.
 - Other family-level barriers (each identified by 1 service provider) included: food insecurity, job loss or furloughs, a wider technology gap and increased difficulty with finding and navigating online services among less tech-savvy residents, and transportation challenges.
- **Agency**
 - The most mentioned barrier was service limitation and disruptions due to funding shortages or lost revenue.
 - Other agency-level barriers (each identified by 1 provider) included: a wider education gap due to schools being closed, and limited access to healthcare.

"Economic insecurity is going to be a pervasive issue for many years to come, which will impact food insecurity, housing insecurity, access to healthcare, etc."

"Growing divide between those that have access to the internet vs those that do not have access to the internet."

"Refugee and immigrant kids falling behind in school even more so with less time in-person with teachers."

- Adams County Providers

Provider Focus Group

In addition to the provider survey, in June of 2020, a virtual focus group was conducted with six community service providers in Adams County to better understand the needs of low-income community members and barriers and gaps accessing services. Providers worked in areas such as early childhood care; rent/mortgage assistance, utility assistance, and emergency shelter; dual-generation programs, wrap-around services to help families support parents in their child's development and school readiness; and community outreach

Community Needs in Key Areas

The virtual focus group began with the facilitator leading the group in a process to identify and discuss the top three most important community needs in key areas. The key areas that were selected aligned with the CSBG-specific federal domains that are funded for Adams County to address.

Table 3. Prioritization of Community Need Areas Identified by Providers

Key Community Need Areas	# of Vote	Priority Ranking
Employment	3	2
Education	1	*
Income, Infrastructure, and Asset Development	1	*
Housing	4	1
Health and nutrition	2	3
Transportation		
Civic engagement and community involvement	1	*

Note: * Denotes the need area received 1 vote.

Top 3 Community Needs



Housing



Employment



Health & Nutrition

Housing, employment, and health and nutrition were raised as most important, and providers relayed that, overall, all three of these top community needs were basic needs that people need to function and critical to family stability and children's development. When asked about the impact from the current **COVID-19 pandemic**, providers indicated that the pandemic has exacerbated the needs of the community; resources are diminishing; and there is a high percentage of people in Adams County who are not getting their needs met. Some specific themes from provider feedback are provided below.

Housing: Adams County residents cannot move forward on health, education, employment, or other areas without housing first.

- **Family**
 - Before COVID-19, the displacement and pushing out of Adams County residents because of higher rents was already a problem. The pandemic has exacerbated this problem, and Adams County residents are forced to move farther away from resources.
 - Before COVID-19, Adams County already had a lack of affordable housing and families were forced to double- and triple-up in residences. Post COVID-19, this problem is increasing, which does not fare well for keep residents safe.
- **Agency**
 - Affordable and available housing is the most requested area of support that community service providers see every month at the time of the virtual focus group. Calls to providers for rent and utilities assistance had increased 3-4 times since before COVID-19.

Housing:
“Regarding housing, you can’t get anyone to move forward on health, education and employment if they really don’t have that stability first.”

Employment:
“Families want to be self-sustaining first and foremost.”

Health:
“Food access and demand for food has increased by seven times of what it was before COVID-19.”

- Adams County Providers

Employment: Employment is a pathway to ensuring basic needs are met. Once residents have employment, they are able to meet their needs, and according to providers they are then more able to be engaged in other areas like civic engagement and community involvement.

- **Community**
 - There have been losses of jobs for many in the community due to COVID-19. According to providers, Adams County took longer to recover from the last recession than the rest of the front range. Because of this, providers want to know how to help their communities recover faster from COVID-19 job loss.

Health, Nutrition, and Social/Behavioral Health and Development: There is a need to decrease barriers for communities to access health services.

- **Family**
 - Some undocumented and mixed-status immigrant families have been fearful of seeking out health services. A positive impact from COVID-19 has been the increase in telehealth options, which makes some families more comfortable and removes some barriers to accessing health services. Telehealth should be an option that remains after COVID-19.

- **Agency**
 - Mental health and substance use treatment options were already lacking and not very culturally responsive (e.g., lack of Spanish-language access), and these needs have risen since COVID-19.
 - One participant reported there has been a 70% increase in domestic violence and child abuse reports and a need for resources. This increase has resulted in additional requests for domestic violence-related services.

Other Areas

- Education and Cognitive Development - Adams County needs more early childhood education and childcare. With COVID-19 parents suddenly had to deal with remote learning with no support for parents to help their children access remote learning. Many students were not logging in to take advantage of remote learning because they did not know how to, and their parents could not help them, especially Spanish-speaking families.
- Civic Engagement and Community Involvement - It is important for communities to take on more leadership roles and get more involved at a grassroots level so they can drive service provision improvements.
- Income, Infrastructure and Asset Development - This area requires more of a holistic approach than simply finding employment, as the needs and issues are complex to build assets. Further, undocumented and mixed-status immigrant families and business developments/co-ops opportunities can be bolstered.
- Safety and Fear of Law Enforcement - Providers surfaced safety and fear of law enforcement as a missing area. In particular, fear of immigration officials and police as well as safety issues regarding the police as a whole are found in Adams County communities that need to be addressed. Low-income communities are especially fearful, and there is a need to figure out how to address this.

“Historically, childcare has been lacking in the area and is a big need during the COVID-19 pandemic. The level of childcare needed to help parents who are working in and out of home is not accessible or affordable and may need to look different in the future.”

- Adams County Providers

Service Gaps and Effectiveness

Providers relayed that there were many service gaps and they identified strategies that could increase the effectiveness of the services they provide. Some specific themes from the participant comments are presented below.

Community Services Navigators: There is a need for more community navigators in government, schools, child welfare, and other agencies to make what exists already more accessible and help get Adams County residents connected to the right resources.

- Very rarely do residents meet someone who needs only one resource/service; Adams County residents usually need help in multiple areas, so community navigators need to be able to help people in multiple areas and have relationships with a variety of service providers to facilitate referrals. It is not simply handing someone a phone number.
- The need for access to resources, reliable information, and navigation has increased during COVID-19. Access to resources increasingly requires technology, so there is a high need to help those without good technology and/or digital literacy to access services.
- Community navigators need to be culturally responsive, trauma-informed, and the process must be family-centered by including families in the development of goals and having them learn the skills to access resources in the future.
- Community navigators play similar roles as patient navigators in the health care system. The job is relational, time intensive, and requires strong relationships with families so that community navigators can help families learn how to help themselves. This role is very different from case management, which is a small piece of what a community navigator does.

"How can we think of services needed for long-term impact versus not just be a band-aid? This is really about staff having time to provide resource navigation and help families address a variety of needs that they may have."

- Adams County Provider

Flexible Funding & Capacity Building for Organizations

Providing Services: An unintended effect and the greatest help of COVID-19, according to providers, has been flexibility of funding. Funders are indicating to use money as needed so that community providers can be responsive to needs. This has been a tremendous help, and providers discussed that funding should remain this flexible, especially since it is not known what will happen in a year with COVID-19. Providers hoped that funders will continue to recognize the need to be flexible, while asking for accountability and outcomes.

"Funding for services doesn't come with enough admin dollars to spend more time with clients to provide follow-up to actually address the needs. We need more admin time to help provide services they really need."

"Many in nonprofits lead by our heart and have tried to be responsive. In the end, when you don't have enough staff capacity, current staff burn out and aren't paid well, so funding and recognition need to be put forward."

- Adams County Providers

- Crucial in providing good services are relationships, and relationship-building leads to outcomes. Still, there are not always enough resources and time for relationship-building, so more flexible and appropriate funding for this work is important.
- Professional development of staff is essential for the delivery of quality services. Funding for areas like strategic planning, leadership development, and evaluation can make organizations stronger, and the stronger the organizations, the higher quality of services and positive impacts on the community.
- Currently, staff are over-worked and end up burning out and leaving, and then nonprofits have to start all over. Adequate funding is needed for staff capacity, self-care and professional development, as this helps decrease staff turnover. However, self-care for

staff comes up as a need and is seldom paid for/funded. More funding in this area would help go toward staff as an investment.

Community or Systemic Barriers

- Housing - Adams County needs more units of affordable housing. It may be 2-3 years to get back to where Adams County was before the pandemic, but goals should be better than where they were before COVID-19.
- Additional services and resources - Not enough resources are located in and throughout Adams County. There is an opportunity to strengthen organizations that are in Adams County and add additional services, such as satellite offices based in the county.
- Coordination and collaboration - It will be important to bring service organizations together so they can offer their services in a coordinated way, either through shared space or collaborative systems.
- Decreasing barriers to accessing services - There is a need to keep working on decreasing the barriers Adams County communities face to qualifying for services, such as Medicaid, Food Assistance, etc. It seems like the system is set up to prevent people from qualifying for services, and this needs to change. Further, many families have barriers accessing services because of their U.S. documentation status, even when children are U.S. born (i.e., mixed-status families).

"CSBG has a strong service component provision, but how do we address the systemic barriers that will keep these issues [of poverty] in place even with services? How can we address the systemic issues?"

- Adams County Provider

COVID-19

Further, to better understand the changing barriers and needs of low-income Adams County residents due to the COVID-19 pandemic, survey items were included in the Resident and Provider Surveys to address COVID-19. In this section, we describe findings of the impact of COVID-19 from the perspectives of residents and community providers.

COVID-19 Impact - Adams County Resident Survey



of residents were impacted by COVID-19.

Residents were asked several questions about experiences they had since the onset of the COVID-19 pandemic, and the impact of the pandemic on them or their households. Across all items 99% (n = 156) of residents reported that they had been impacted by the pandemic in at least one way. The various ways COVID-19 has impacted families are reported below and organized by domain.⁸

For all domains, a composite was calculated to see the overall percent of residents that were impacted in each domain. In addition, disparities in findings for two subgroups were analyzed and are reported when there was at least a 10% difference in how the subgroup responded compared

⁸ Domains are presented in the same order as the previous Adams County Resident Needs section with the exception of Income and Money Management, which was moved up in this section to highlight the critical monetary issues for low-income Adams County residents as a result of COVID-19.

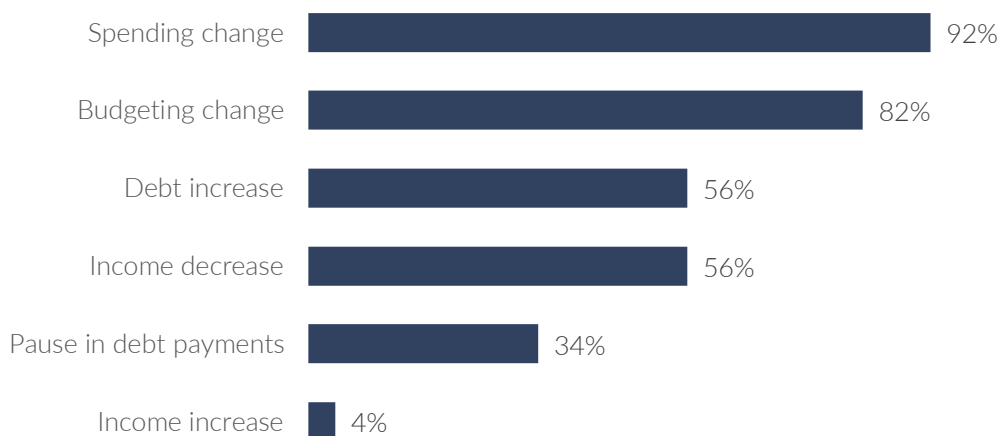
with the overall sample. As described in the Methods section, these two subgroups were 1) Latinx residents compared to the rest of the sample and 2) residents who indicated that their incomes fell substantially as a result of the pandemic compared to the rest of the sample.

Income and Money Management

Overall, 94% of residents reported some impact on income and money management. In response to the pandemic, the majority of residents reported changes in their spending (92%) and budgeting (82%) processes. Over half of residents reported an increase in debt (56%) and decrease in income (56%) during COVID-19. A small percentage (4%) of residents reported an increase in income during COVID-19.

Figure 14. Impacts of COVID-19 on Residents' Income and Money Management

94% of residents had their **income** impacted by COVID-19. The most common impact for income was a change in spending habits (92%).



Note: Sample sizes for these items range from 151 to 156.

Subgroup Analyses

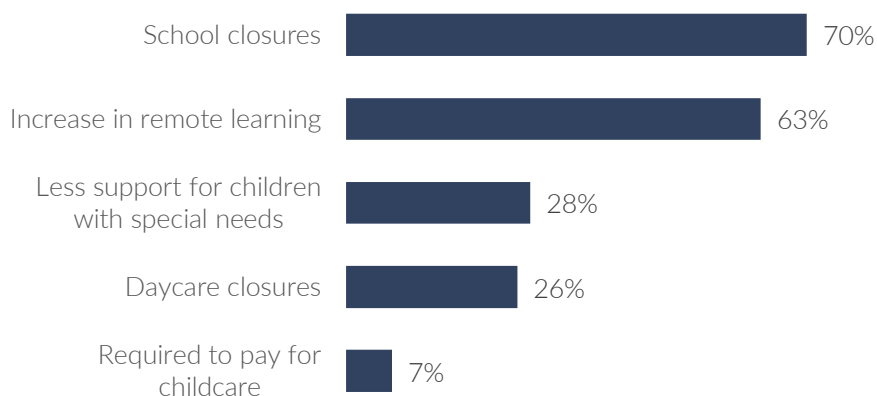
Residents who saw a substantial drop in their income during COVID-19 reported a higher rate of budgeting changes (92%), debt increases (69%), and pauses in monthly debt payments (53%), than the rest of the sample who indicated budgeting changes (79%), debt increases (52%), and pauses in monthly debt payments (29%). There were no substantial differences in debt increases and pauses in monthly debt payments among residents, except for budgeting changes where fewer Latinx residents indicated changes (75%) compared to non-Latinx residents (87%).

Education

The majority of residents experienced school closures (70%) and an increase in remote learning (63%). More than one-quarter of residents reported having less support for their children with special needs (28%) and experienced daycare or child care closures (26%). A minority of residents reported being required to pay full or partial child care fees in order to maintain their child's placement (7%). Overall, 73% of residents indicated an impact of COVID-19 on their children's education. Note, these rates include residents who do not have children.

Figure 15. COVID-19 impacts on Residents' Education

73% of residents felt **education** impacts of COVID-19. The most common impact for education was school closures (70%).



Note: Sample sizes for these items range from 152 to 153.

Subgroup Analyses

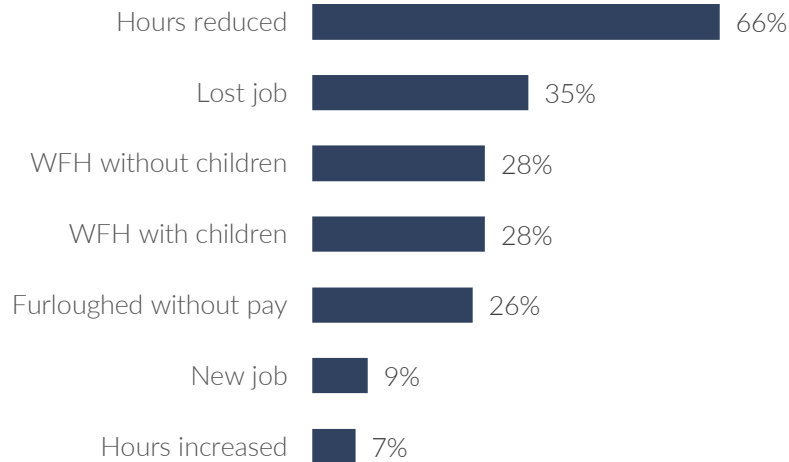
Residents who saw a substantial drop in their income during COVID-19 had a higher rate of daycare closures (39%) and the requirement to pay to maintain their child's spot in child care (19%), compared to the rest of the sample who indicated daycare closures (22%) and requirements to pay to maintain their child's spot (3%). There were no substantial differences in education impacts for Latinx residents compared to non-Latinx residents.

Employment

A reduction in hours was the biggest employment impact among residents, with 66% reporting this change. This was followed by 35% of residents indicating they lost their job, 28% were working from home with children present, 28% were working from home without children present, and 26% were furloughed or placed on leave without pay. A minority of residents reported getting a new job (9%) and having their hours increased (7%). Overall, 80% of residents reported some impact of COVID-19 on their employment.

Figure 16. Impacts of COVID-19 on Residents' Employment

80% of residents had their **employment** impacted by COVID-19. The most common impact for employment was having hours reduced (66%).



Note: Sample sizes for these items range from 151 to 156. 'WFH'=Work from Home

Subgroup Analyses

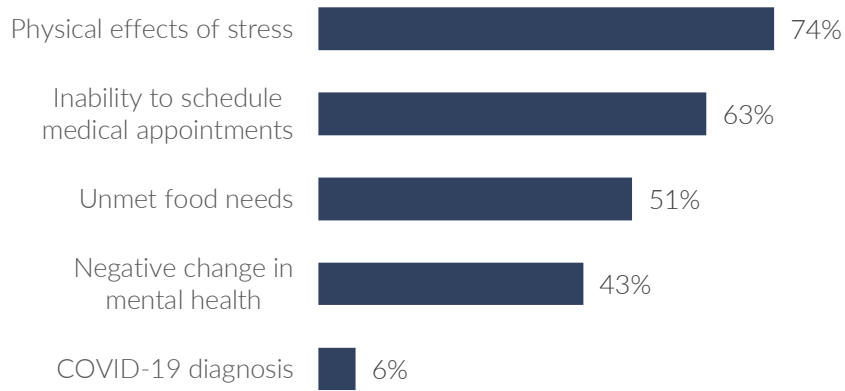
Analyses reveal that employment impacts as a result of the pandemic were experienced more severely by subgroups. Latinx residents reported a higher rate of reduced hours (79%) and job loss (45%), compared to the rest of the sample who also indicated reduced hours (56%) and job loss (28%). There was no difference between Latinx and non-Latinx residents who indicated working from home without children. Residents who saw a substantial drop in income during COVID-19 reported a higher rate of overall employment impact (92%), reduction in hours (89%), and being furloughed or placed on leave without pay (39%), compared to the rest of residents who indicated overall employment impact (76%), reduction in hours (59%), and furlough without pay (21%).

Health

Physical effects from stress (i.e., trouble sleeping, headaches, muscle aches) were the most commonly reported health impact as a result of the pandemic, with three-quarters of residents reporting this change. The majority of residents also reported problems with scheduling medical and health appointments (63%) and unmet food and nutritional needs (51%). Almost half of residents reported a negative change in their mental health (43%). Only a small percentage (6%) of residents had a diagnosis or presumed diagnosis of COVID-19. Overall, 89% of residents reported some impact of COVID-19 on their health.

Figure 17. Impacts of COVID-19 on Residents' Health

89% of residents had their **health** impacted by COVID-19. The most common impact for health was an increase in physical stress (74%).



Note: Sample sizes for these items range from 150 to 154.

Subgroup Analyses

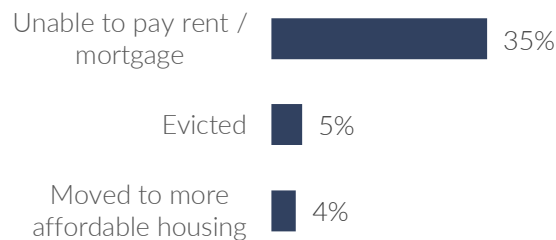
Subgroup analyses revealed differences between Latinx (63%) and non-Latinx residents (52%) whose income fell as a result of COVID-19. Latinx residents were also less likely to report having trouble scheduling medical and/or healthcare related appointments (52%) than non-Latinx residents (71%).

Housing

Over one-third of residents were unable to make rent or mortgage payments as a result of COVID-19 (35%). Some residents were evicted (5%) or moved to less expensive housing as a result of COVID-19 (4%). Overall, 36% of residents indicated some impact of COVID-19 on their housing situation.

Figure 18. COVID-19 Impacts on Residents' Housing

36% of residents had their **housing** impacted by COVID-19. The most common impact for housing was an inability to pay rent or mortgage (34%).



Note: Sample sizes for these items range from 152 to 153.

Subgroup Analyses

Residents whose income fell substantially during COVID-19 had a greater inability to make rent and mortgage payments (50%) compared to the rest of the sample (31%). There were no substantial differences in housing impacts for Latinx residents when compared to non-Latinx residents.

Engagement of Government Services

Almost three-quarters of residents reported an increase in awareness of public health advisories (71%) and an increased likeliness to reach out to local government services (71%).

Figure 19. Resident Engagement of Government Services During COVID-19

Residents also showed an increase in awareness of public health advisories and likeliness to reach out to local government services.



Note: Sample size for these items is 152.

Subgroup Analyses

Analyses did not reveal substantial differences for Latinx residents or for residents who saw a substantial decrease in income during COVID-19 than the rest of the sample.

Analyses did not reveal substantial differences between Latinx and non-Latinx residents with regards to increased awareness of local public health advisories or increased likeliness to reach out to local government services.

Qualitative Feedback on Impacts of COVID-19

On the survey, residents were asked about any additional impacts they were experiencing as a result of COVID-19. Responses included the areas outlined below.

- Family
 - **Financial stress:** The majority of residents shared their experience with 'money problems' related to their inability to afford rent or bills, and increased cost of food due to family members being at home longer than typical.

"I had no spouse maintenance or child support coming in during April and May. I basically went 2 months on just enough to make my rent payment. I cannot become homeless again. I still owe on tons of other bills including my electric bill."

"My ex-husband lost his second job and was unable to help with mortgage payments."

"I have avoided all stores except grocery, but I have to now travel to Boulder to find a store actually social distancing and wearing masks."

- Adams County Residents

- **Isolation:** Some residents indicated that the pandemic forced them to change their lifestyle, which increased their feelings of isolation.
- **Fear:** Some expressed a heightened fear about getting sick with COVID-19.
- **Community**
 - **Income impacts:** Some residents shared that the pandemic impacted their employment opportunities resulting in job loss, furloughs, cut hours, or reduced income, an issue that many in the community have also experienced.

Finally, residents, were asked what their greatest needs were as a result of the COVID-19 pandemic.

- **Family**
 - **Lack of food:** The majority of residents who answered the question shared that their greatest need as a result of COVID-19 was having adequate food at home.
 - **Physical help:** Another family-related need identified by one resident was physical help for disability.
- **Agency**
 - **Financial assistance needed:** Some expressed the need for financial assistance, including with mortgages and rents to protect against homelessness, as well as a need for financial support with bills. The need for mortgage and rent support was mentioned as often as the need for support with other bills combined, including property taxes, utility, medical, and transportation bills.
 - **Accessing health services:** Some residents expressed the need for more mental health services, as well as the need to restore normal access to health providers and health resources.
- **Community**
 - **A need for stable employment:** Most residents who answered this open-ended question identified the need for stable employment, new opportunities to replace lost jobs, and jobs that provide higher incomes. Some clients expressed the need for business loans to support small businesses, and increased hours in jobs experiencing cut hours.
 - **Health safety concerns:** Some residents expressed the need to address health safety concerns related to COVID-19 to protect families and the community. Other residents suggested instructing schools and businesses to follow safety protocols, and mandating masks for everyone.
 - **Child care needs:** Other community-related needs identified (each by 1-2 residents) included help with child care such as affordable child care options and reopening schools.

"Cash and Food. We are now eating one meal a day and skipping medications to try to buy food."

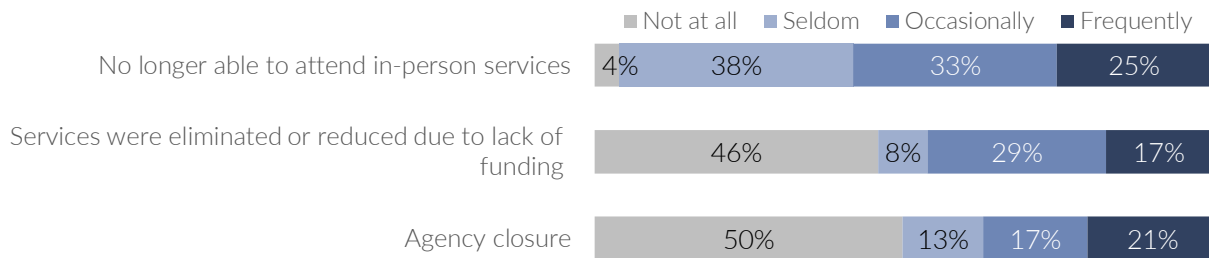
"Business grant or low-interest loan to support small businesses, not restricted to retail/storefronts only. I work from home, but my income comes from businesses affected by COVID. if I had a grant, I could better support local businesses while charging lower rates so they can better afford the support they need. As a very small/newer business, I do not have the history/financials to qualify for a small business loan."

- Adams County Residents

COVID-19 Impact - Community Service Provider Survey

Providers serving low-income residents of Adams County were also asked what barriers or impacts they or their clients had experienced as a result of the COVID-19 pandemic, and how frequently these barriers affected their service delivery. The most common barrier was clients' inability to attend in-person services with 96% of providers reporting this barrier. Just over half of providers experienced elimination or reduction in services due to a lack of funding (54%), and half of providers experienced agency closures (50%).

Figure 20. Impacts of COVID-19 on Service Provision



Note: Sample size for these items is 24.

Qualitative Feedback

Providers were also asked a series of open-ended questions to learn more about general impacts of COVID-19 on services and the clients that providers serve.

First, providers were asked about any trends they were seeing **prior to COVID-19** in relation to clients served.

- **Family**
 - **Decline in services:** Some providers reported an increase in the number of Spanish-speaking, undocumented, and/or mixed-status families seeking services. Others reported an overall decline in the number of minority clients accessing services. One service provider pointed to the fear of the public charge rule⁹ as the reason for the decline in service access and utilization.
 - **Substance use increase:** One service provider noted an increased trend in substance abuse.

"Fewer minorities are applying for WIC due to public charge concerns."

"Increasing inability to secure affordable housing, toxic overcrowded living scenarios, severe dearth of resources for undocumented student/families."

- Adams County Providers

⁹ <https://www.uscis.gov/news/public-charge-fact-sheet#:~:text=Definition%20of%20Public%20Charge,month%20counts%20as%20two%20months>).

- Agency
 - **Affordable housing needs:** The majority of providers indicated an increased need for affordable housing, as well as rent and mortgage assistance.
 - **Access to social services:** Some service providers stated that there is an increased demand for help accessing social services.
 - **Service disruption:** One service provider noted that there is an increased likelihood of service disruption due to cut or lost revenue.
- Community
 - **Child care needs:** Two service providers pointed to an increased need for more child care options.

Providers were then asked about any general trends they were seeing **since the COVID-19 pandemic** and any barriers that have become more problematic or more prevalent in relation to COVID-19, if any.

- Family
 - **Needs unmet:** Most service providers who answered the question expressed that clients were having a harder time finding services that appropriately met their needs.
 - **Technology issues:** Given that most services have moved fully online, service providers pointed to technological difficulty for some clients navigating services online.
 - **Food assistance:** Some service providers indicated an increased need for food assistance.
 - **Fear and isolation:** Other family-level trends that were raised (each noted by 1-2 service providers) included: an increased number of clients who were either infected by COVID-19 or were fearful of being infected; and an increase in the number of people experiencing social isolation.
- Agency
 - **Service disruption:** Some service providers pointed to an increased likelihood of service disruption due to cut or lost revenue.
 - **Mental health needs:** Some service providers shared that limited mental health services have become problematic given an increased demand among clients.
 - **Other agency-level trends:** Each noted by 1-2 service providers included a general need for workforce stability and recovery, and increased demand for affordable housing options, a need for assistance with transportation costs, and the need for more help for undocumented and mixed families during the pandemic.

"So many don't have access to computers or if they do, they don't know how to use them, and everything is going to that digital format."

"More people are asking about enrolling in SNAP."

"Income changes for housing voucher recipients and higher need for rental assistance to remain housed for all of Adams County Residents."

"Lack of social connection and mental health have been exacerbated by COVID-19"

- Adams County Providers

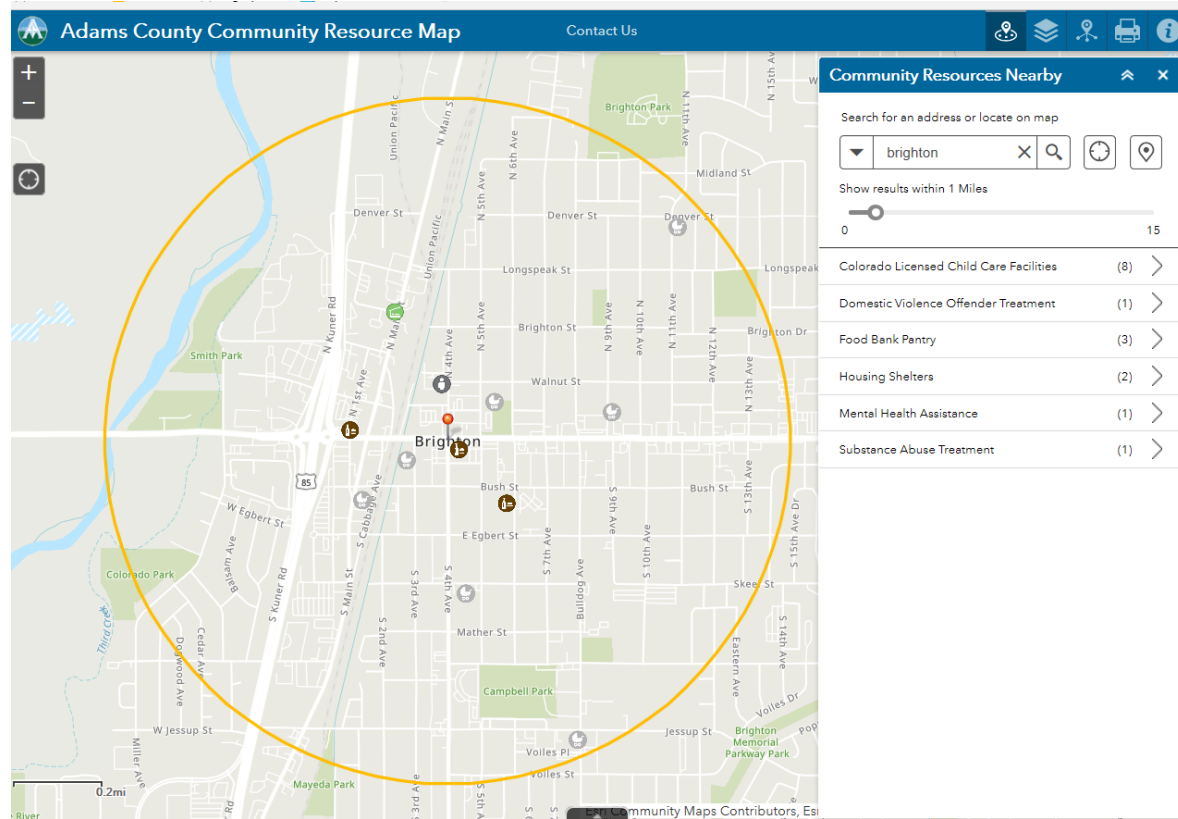
- **Community**
 - **Income impacts:** Some service providers pointed to an increased number of clients who had either lost their jobs or had been furloughed, and this could become problematic by worsening socioeconomic inequities. This issue is raised at the community-level due to the fact that many Coloradans have experienced job loss due to COVID-19, regardless of socioeconomic status.
 - **Child care and education needs:** Current child care options are inadequate for meeting some family work needs given stay-at-home requirements.

Community Resources

Community Resource Map

Adams County Human Services has developed an online, interactive map of community resources and services for all of Adams County. The map allows users to enter a specific address or intersection and to search for services within a 1-15 mile radius of that location (see Figure 21 below for an example search within the city of Brighton). Users can explore available services within the specified area and filter by a range of key categories from education to medical services. Clicking on icons that represent various service categories then provides the address and contact information for the service selected. Adams County Human Services maintains and updates this map regularly, and also maintains a written Community Resource Guide on their website, which includes a list of organizations with additional information about the services provided.

Figure 21. Adams County Community Resources Map Screenshot – Brighton Center Search



The current Adams County Community Resource Map includes 363 service providers in 22 categories. Table 4 displays the numbers of providers available by location within each category.

Table 4. Adams County Services by City and Service Category

SERVICE CATEGORY	LOCATION														
	Arvada	Aurora	Bennett	Brighton	Broomfield	Commerce City	Denver	Eastlake	Federal Heights	Henderson	Northglenn	Strasburg	Thornton	Westminster	TOTAL
Colorado Licensed Child Care Facilities	3	20	3	51	1	35	31	1	5	10	31	6	117	49	363
Out-of-School Time Programs				5	4	12	7			2	10		23	7	70
Clothing				0							2		1		3
Dental Care		2		0		1							1		4
Domestic Violence Assistance							1								1
Domestic Violence Offender Treatment		1		1		2	1						2	1	8
Early Childhood Programs		1		3		2							3	5	14
Employment Job Training		1		1		1								2	5
Family Counseling Planning	2			1		2	1				1				7
Food Assistance		1		1		2	1							1	6
Food Bank Pantry		5	1	4	1	4	5		1		3		4	4	32
General		1				1									2
Home Repair Utility Assistance				1									1	1	3

SERVICE CATEGORY	LOCATION														
	Arvada	Aurora	Bennett	Brighton	Broomfield	Commerce City	Denver	Eastlake	Federal Heights	Henderson	Northglenn	Strasburg	Thornton	Westminster	TOTAL
Housing Shelters		2		3		2								2	9
Legal Services				1											1
Medical Care Assistance		1		4		5	3				1		9	3	26
Mental Health Assistance		3		3		2					2		2	5	17
Senior Services		1	1	1		1			1		1		1	1	9
Substance Abuse Treatment		2		3		1	2				2		1	5	16
Transportation				1		1									2
Veterans Services		1		1		1							1	1	5
Youth Services				1							2				3

Areas of High and Low Service Density

Not surprisingly, the most densely populated city areas have the most available services while the areas with the lowest populations have the fewest services listed.

- The online map indicates that areas with the highest number of available services include Thornton (166), Brighton (86), Westminster (85), and Commerce City (75). Neighboring Denver, Aurora and Northglenn also have between 42-55 services shown on the map.
- It is important to note that some areas such as Aurora, Arvada, and Denver, only show the available services in the portion of those cities that fall within Adams County boundaries.
- The areas with the fewest available services include Eastlake (1), Bennet (5), Strasburg (6) and Federal Heights (7).

Types of Services

- Licensed child care facilities and out-of-school time programs are the most widely available services with 357 and 70 providers listed respectively.
- Food Banks/Pantries were the next most widely available resource (32 county-wide), and they were fairly evenly distributed across areas.

- Services including domestic violence, legal services, clothing, home repair, and transportation were minimally available throughout the county.

Potential Gaps

Review of available services revealed several clear service gaps along with a few potential ways that Adams County could expand their mapping resource over time. Key findings include the following:

- While some service categories seemed to have a substantial number of providers available, some areas with higher populations showed relatively few available services in this area. For example, there are fewer listed licensed child care facilities in Commerce City than in Brighton, even though Commerce city has a significantly larger population.
- Some service areas were missing entirely and/or not included on the map. Potential service areas for future map updates include the following:
 - Civic engagement
 - Immigration and refugee services
- Additionally, more informal assets could be explored for future resource guides, including neighborhood groups, local coalitions, parent support groups, local social media groups, etc.

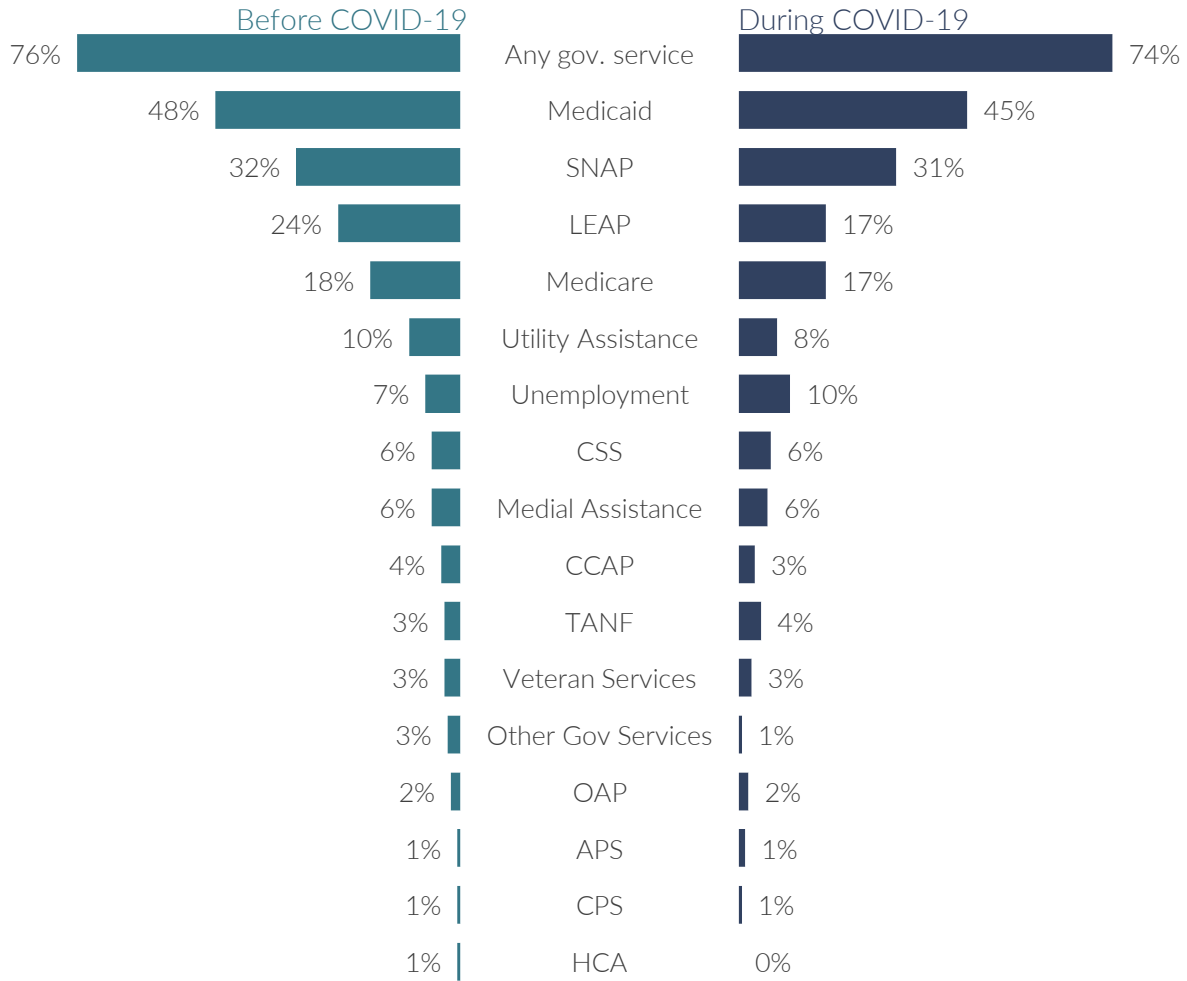
Adams County Residents' Utilization of Services

Government Services

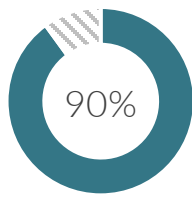
In the Resident Survey, residents were asked to report if they received any of the following government services either before or during COVID, as well as their satisfaction with Adams County Human Services. The majority of residents received at least one service from the Adams County government before (76%) and during (74%) COVID-19. As the figure shows, there was a slight decrease in service utilization across government services, which may have resulted from service disruptions or technology issues/barriers with services moving online during the pandemic.

Figure 22. Resident Use of Adams County Government Services

There was a slight decrease in percentage of residents receiving government services during COVID-19, with the biggest decrease in LEAP services.



Note: No residents reported receiving Transit Program (A-LIFT), Aid to the Needy Disabled, Burial Assistance, or Other Cash Assistance services either before or during COVID-19.



of residents are **Satisfied** or **Very Satisfied** with Adams County Human Services

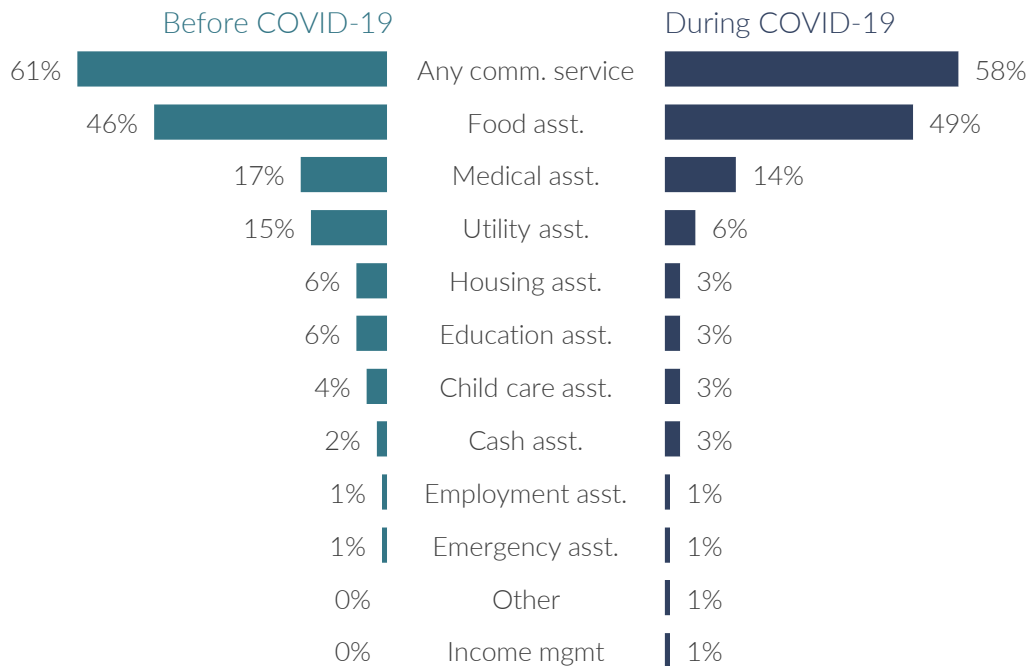
Three-quarters of residents reported accessing some type of services from Adams County Human Services (n=119 pre; n=116 post-COVID-19). Of those residents, 90% reported being satisfied or very satisfied with their experience. There were no meaningful subgroup differences in satisfaction between Latinx residents and non-Latinx residents or for residents who saw a substantial decrease in income compared to residents who did not.

Community Services

Residents were also asked if they received services from any community service providers in Adams County that were non-governmental. A smaller percentage, but still the majority, of residents reported receiving services from non-government community providers (n=96 pre; n=91 post-COVID-19). The most common service that residents sought from community service providers is food assistance (46% before and 49% after COVID-19). Similar to above around government services, there was a slight decrease in the percentage of residents utilizing community services during COVID-19.

Figure 23. Resident Use of Non-Government Community Services

There was a slight decrease in percentage of residents receiving community services during COVID-19, with the biggest decrease in utility assistance.



Qualitative Feedback

In resident interviews, interviewees also identified many well-regarded service providers, agencies, or organizations in Adams County that provide beneficial services (see Table 5 below).

Table 5. Community Providers Utilized by Adams County Interviewees

Names of Community Providers
A Precious Child
Adams County Human Services
Colorado Access
Colorado Workforce Centers
Eagle View Adult Center
Family Health, formerly Clinica Campesina
Foodbank of the Rockies, including Padres Como Maestros program
Growing Home
Habitat for Humanity
Home visitation program (unspecified)
Housing Authority (unspecified)
Meals on Wheels
Medicaid
Motherwise Colorado, including Incredible Years program
Rocky Mountain Human Services
Social Services
Supplemental Nutrition Assistance Program (SNAP)
Project Angel Heart
Special Supplemental Nutrition Program for Women, Infant and Children (WIC)

Benefits of services: Generally, services are beneficial to interviewees and well-organized. Interviewees can acquire food and prepared meals, child rearing education and supplies (e.g. diapers, cribs, books, toys), employment leads, emergency services (e.g. domestic violence support), and financial assistance, including assisting seniors with selling of property. Services for children are primarily geared for infants and young children. Though many services have ceased operations due to the COVID-19 pandemic, some have either remained open or altered their service delivery method to continue services. Some agencies continue to aid customers even after the programming they initially qualified for has concluded.

Challenges with services: Across all services, interviewees reported high costs, long waitlists due to a rapidly growing population, and that even though interviewees need free or low-cost services, they sometimes made too much income to qualify for certain services. A common drawback of services is limited or inconvenient hours of operation and/or residents cannot break away from work or child care to access services. Some, but not all these access restrictions were attributed to

the pandemic. Also, interviewees reported that there are gaps in services for young adults (e.g. 18-24-year-olds).

Regarding social service-type agencies, interviewees indicated that there can be an appearance that nobody knows what they're doing, customers are given the "run around," do not receive enough resources, and consistently it is not a positive experience. Interviewees who fall into high-need, high-vulnerability categories (e.g. disability status, seniors, undocumented immigrants) reported being more affected by such organizational failures.

Food banks: Interviewees provided a lot of feedback regarding food banks across the county. On the whole, food banks are accessible and the food, diapers, and additional health and household items they provide are described by interviewees as "amazing." The volunteers were also described as "compassionate". Unfortunately for interviewees and other Adams County residents, due to the COVID-19 pandemic, some food banks have changed their operation from residents being able to choose items to prepackaged boxes of items, which is not ideal. The variety of items received is good; however, some items like eggs, detergent and other hygiene products run out quickly due to demand. Sometimes vegetables provided by the food bank are dirty and/or close to expiring. Some residents described the foodbank wait lines as too long at times in the hot summer, and that more volunteers were needed. A focus on making the experience more comfortable for people as they wait such as installing restrooms was also raised as a need.

Provider Backgrounds, Populations Served, and Capacity

Additionally, those who took the Provider Survey answered a series of questions about their organizations to better understand organizational backgrounds, populations served, waitlists, and other key information about providers in Adams County.

Providers who responded to the question (27 out of 29) worked for:

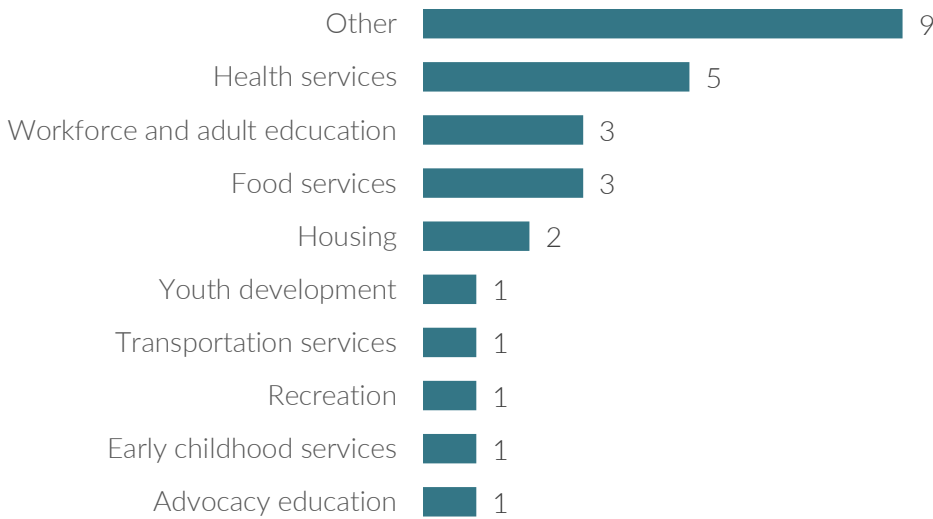
- Non-profit organizations (70%, n=19)
- Government agencies outside of the public health department (15%, n=4)
- City/County/Regional Health Department (7%, n=2)
- School Districts (7%, n=2)

1,001-2,000 was the median number of individuals served by providers, but providers varied greatly in the number of individuals they served annually.¹⁰

Providers had a wide variety of missions, with the highest concentration of providers working in health services. Nine providers reported their mission did not align with one of the options provided in the survey. The missions of these organizations can roughly be defined as care navigation and parent development, goal setting, municipality, refugee support, and victim advocacy.

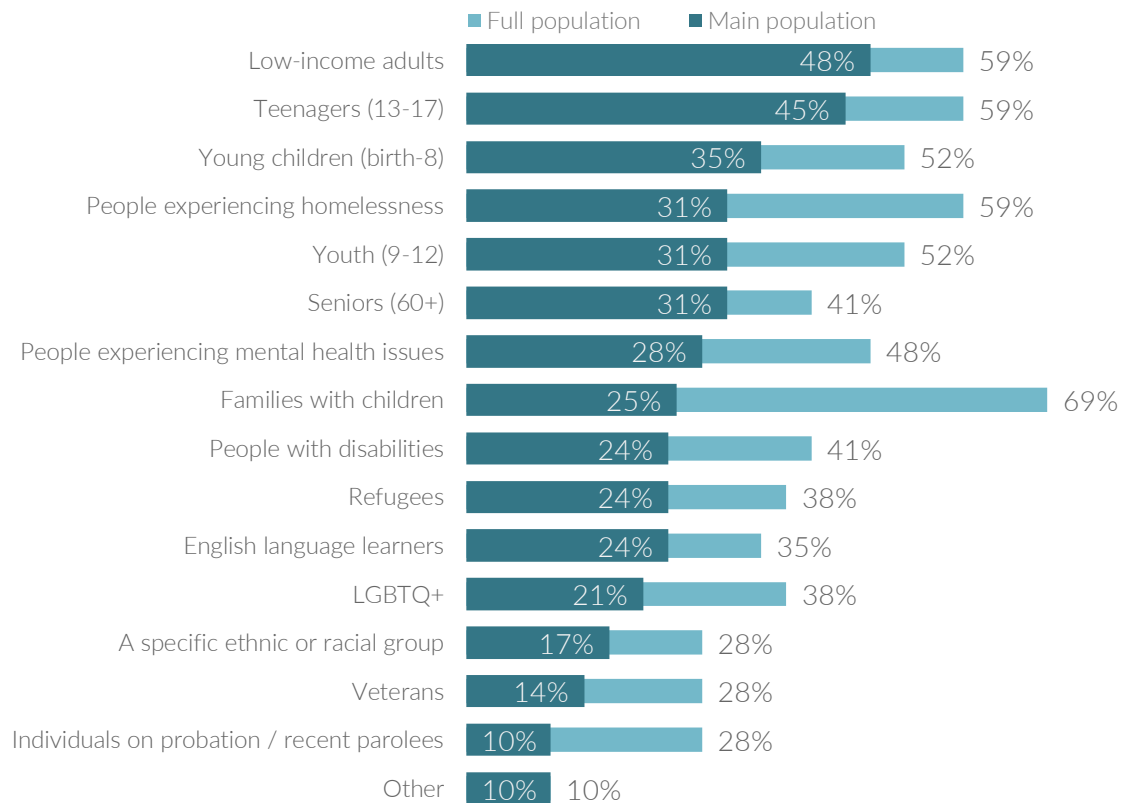
¹⁰ See Appendix C for full breakdown of individuals served annually by providers.

Figure 24. Distribution of Providers' Service Areas



Populations served: Providers were also asked who their **main** client population was based off their mission and who else they served from the **overall** population. The largest percentage of providers serve a main population of low-income adults (48%), while families with children was indicated most by providers as the overall client population that they serve (69%).

Figure 25. Characteristics of Provider's Full Population versus their Main Population



Note: Sample size for these items is 29.

Organizational Capacity and Changing Trends

Providers were asked about what services they offered in Spanish. Over half of provider organizations have Spanish-speaking staff available, and only 10% of provider organizations have no Spanish language services available. Providers were also asked about what other languages they provide services and many other languages were noted (see Appendix C).

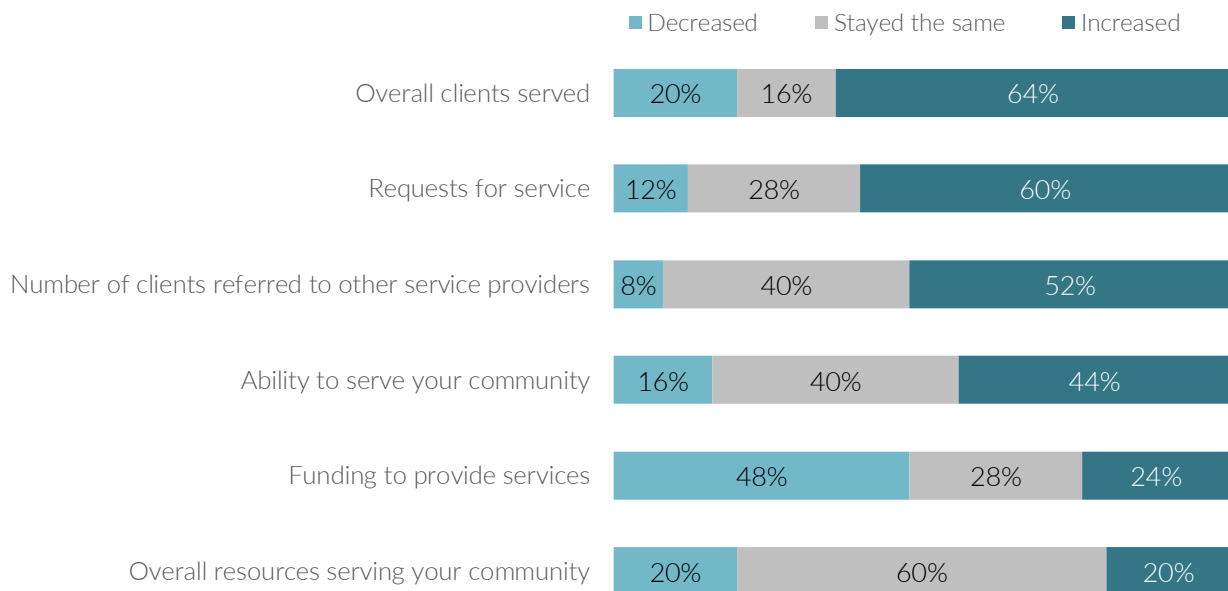
Figure 26. Spanish Language Services Offered



Note: Sample size for these items is 29.

Providers also reported on how demand for services had changed over the past 12 months, including the time period before and during COVID-19. Almost two-thirds of providers reported seeing an increase in overall clients served (64%) and requests for services (60%). Almost half of providers reporting a decrease in funding to provide services (48%).

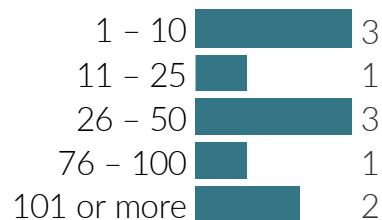
Figure 27. Impacts of COVID-19 on Provider Services



Note: Sample size for these items is 25.

Some organizations have waitlists for services that are in high demand. Of the organizations who responded to this survey, 34% (n=10) indicated they had a waitlist of some kind. The waitlists were for the following service types: adult education (3), behavioral health clinic (1), child advocacy (1), CHORES (1), home delivered meals (1), housing choice voucher program (1), in home care (1), parents as teachers (1), small children first (1), and transportation (1)¹¹. The number of people on waitlists varied by service organization (see right).

Number of clients on waitlist



Resident Assets and Strengths as Community Resources

Finally, both residents and providers were asked about community assets, strengths, and less formal supports. Residents identified relying on their own ability to sacrifice, get ahead, and push through adversity, which stems from personal attributes, such as being open to meeting people, as well as cultural norms of family perseverance. The strengths and assets identified by providers similarly included:

- Resilience
- Ingenuity
- Compassion
- Resourcefulness
- Hardworking
- Community connection
- Family connection and the desire to better the lives of family members
- Willingness to learn and adapt

"Our clients are resilient and good problem solvers that may be out-of-the box solutions."

"Willingness to do hard work, with close-knit family values."

- Adams County Providers

Community strengths include strong word-of-mouth communication and sharing of information among friends. Neighbors support others by sharing food or supplies (e.g. cooked meals, extra toilet paper), and checking on individuals who they haven't seen out and about for a while. Community events facilitate engagement and community bond - for example, movies in the park, sharing of health information at events, and the local fire department has delivered meals to elderly community members.

Residents also described personal, family, and community strengths/support that could be expanded. These less-formal supports included:

- **Family**
 - Expanding parent classes and workshops, vocational life skills programs, and parent support groups.

¹¹ Because some organizations have multiple waitlists, n's exceed the number of providers answering the question.

- **Agency**
 - Including more minority people in leadership positions.
 - Creating more affordable afterschool programs.
 - Supporting churches.
 - Creating family justice centers.
- **Community**
 - Supporting community art and murals, and community gardens.
 - Making townhalls more culturally sensitive.
 - Employing culturally competent community navigators.
 - Expanding safe neighborhood spaces.

"Community navigators who speak the client's language and know their culture."

"Supporting members of the impacted community to be involved in decision making groups and having access opportunities to engage with elected officials in their native language - for example, town halls in Spanish as dominant language."

- Adams County Providers

Conclusion

Causes and Conditions of Poverty

Adams County is home to approximately 511,868 residents, with 9.2% of residents living below the federal poverty line (FPL) prior to COVID-19. A review of literature and secondary data provided an understanding of context and conditions that influence poverty in Adams County.

Low minimum wage and inadequate income: The minimum wage in Adams County is more than \$5 lower than the self-sufficiency standard for single individuals and about half of Adams County residents' incomes do not meet the cost of living standard. The COVID-19 pandemic has exacerbated income-related issues in Adams County; for residents who responded to the survey, over half reported a decrease in income and/or increase in debt.

Lack of affordable housing: With an average rental price of \$1,270 a month, Adams County residents would need to earn a wage of \$29 per hour to afford a two-bedroom home. For residents earning minimum wage, this would mean working 2.6 jobs or 104 hours a week.

Lack of child care: Available child care is insufficient, with less than 11,000 licensed child care slots for nearly 29,000 children of working parents. Additionally, just over a third (37%) of child care slots are with providers that received high quality ratings, and less than half of eligible children are enrolled in preschool.

Community Needs

Adams county residents and providers were asked about the importance of specific needs in each of the following domains: education, employment, health, housing, money management, and civic engagement.

Across data sources, basic needs such as housing, employment, education, and health were most often cited. In particular, lack of affordable housing surfaced as a key theme across data collection sources. COVID-19 has exacerbated displacement of Adams County residents because of higher rents, and families are forced to move farther away from resources. Most residents and service providers reported that housing, rent and mortgage affordability will become more problematic in the next three years and identified the need to increase access to affordable housing and provide rent and mortgage assistance to low-income residents.

A need for affordable and accessible child care also often surfaced as a basic need within education and employment domains in particular. Access to affordable high-quality child care is a need for all Coloradans,¹² and especially for low-income residents so that caregivers can be part of the workforce and/or seek out further education and workforce training, which are needed to earn livable wages.

¹² See: <https://www.coloradokids.org/early-childhood/ensuring-access/>

It is estimated that 48,448 of Adams County residents are not U.S. citizens, which makes up legal permanent residents (green card holders), international students, temporary workers, humanitarian migrants, and undocumented immigrants. It is not known how many residents lack U.S. documentation, but several of the individuals interviewed during the assessment stressed that without these documents, they cannot get jobs or health insurance, secure housing in certain areas, or access services. Interviewees have experienced discrimination, and they are even wary of accessing services that do not require documentation or that are legal for their U.S. born children to access, for fear of the threat of deportation.

Survey respondents surfaced a variety of needs around the following domains¹³:

- **Education:** More accessible education or career counseling to prepare students for technical school or college (81%); more affordable high-quality child care choices for parents who would like to go back to school (77%)
- **Employment:** A need for more jobs with higher pay and better benefits (91%), more affordable child care options during work hours (80%), and more training opportunities for the types of jobs available in the area (79%).
- **Health:** Help paying for adult dental, hearing, and/or vision services (84%), help with paying for prescriptions (82%), and help accessing healthy food (78%).
- **Housing:** Supports to vulnerable populations, including more help for individuals and families experiencing homelessness (85%), more income-based rental housing for seniors (81%), and more income-based rental housing for people with disabilities (78%).
- **Money Management Related Needs:** Education and support around building assets such as savings, investments, and homeownership (61%)
- **Civic Engagement:** Increasing residents' understanding of civic activities such as voting and county board meetings (52%)

The majority of service providers indicated the need to make services more easily accessible to low-income residents, and undocumented and mixed families. Some service providers expressed the need to hire more culturally competent staff. Some also shared the need to provide more funding for reducing identified barriers to improve service quality through community service navigators (see Recommendations below). And, a need for more mental health services was surfaced by both providers and residents via qualitative data.

COVID-19

The COVID-19 pandemic has greatly impacted needs and barriers experienced by Adams County residents.

The unemployment rate in Adams County has increased as a result of the pandemic. In April of 2019, the unemployment rate was 3.4%, which was consistent with the yearly rate of 3.2, compared to a peak of 12.6% in April 2020. Survey respondents also shared a range of COVID impacts on their households:

- Income impacts: 94%
- Employment impacts: 80%
- Physical effects of stress: 74%

¹³ Percentages mean what proportion of survey respondents indicated this was a need.

- Likelihood of seeking related government support: 71%
- School closure impacts: 70%
- Impacts on ability to make rent/mortgage payments: 35%

Residents are experiencing significant challenges and heightened stress related to COVID-19 school closures. In interviews, residents were overwhelmed and concerned about providing adequate support with schoolwork; challenges in this area were particularly pronounced for monolingual Spanish speakers. **Residents also noted that inadequate communication and/or school supplies as a significant challenge, as well as worries about COVID exposure when children return to school.**

Providers cited the move to online/virtual services as a significant challenge. With 96% of providers reporting client inability to attend in-person services as a barrier, many pointed to the prevalence of technological difficulty among some clients navigating services online.

Recommendations

To support Adams County residents, and the service providers who support them, Adams County may wish to work towards:



Affordable and accessible housing solutions through immediate rent and mortgage assistance and other long-term strategies that can support individuals and families to access safe housing options, especially as the impacts of COVID-19 are felt across the County over the next several years. Further, there is a continued need for affordable housing units, including senior facilities, as long waitlists were noted.



Affordable and accessible high quality child care solutions, including assistance to families who may be at risk of losing child care slots due to lack of income/employment loss; support for safe options for families who need child care to work during the pandemic, including during non-traditional work hours; options for child care for individuals who want to attend English language classes; and long-term strategies to address the lack of affordable child care options in the County.



Adult dental, hearing, and vision services, as well as prescriptions support to help low-income individuals and families access these critical services in the context of potential loss of/lack of employment benefits, and in particular for families who may have challenges accessing insurance due to lack of documentation.



Bolstering healthy food access through supporting food banks to provide healthier options while maintaining safety precautions, offering transportation options or other methods (e.g., delivery) for families and seniors who may struggle to get to groceries/food banks, and providing other supports to help reduce barriers to qualifying for and accessing food assistance systems.



Enhancing the Adams County Resource Map by adding additional fields (e.g., for civic engagement, refugee services, etc.), making it more accessible (e.g., for low literacy and

digital literacy, in different languages, etc.), and better advertising it for community use to ensure that all Adams County residents are able to find the services they need.



Bolster aid to families and schools so that youth receive the tools (e.g., computers, internet access) and supports (e.g., tutoring) they need to succeed academically, while remaining safe during COVID-19.



Enhancing employment support services such as affordable workforce training opportunities, and tailor opportunities to sectors that are likely to maintain stability or prosper in the context of COVID-19 and beyond.



Enhancing community services navigator positions and training to help residents access services, enhance interagency referral networks, and advance family-centered, culturally responsive, and trauma informed supports for residents.



Continue to provide flexible funding to providers in response to COVID-19 as providers continue to navigate a rapidly changing environment that has impact on their organizations and the residents they serve.



Encouraging further coordination and collaboration between providers who share clients to enhance the provision of coordinated care, so care can be provided in a whole person/holistic manner rather than in silos.

Appendix A: Methods

Data Collection & Analysis

The Needs Assessment was designed to collect quantitative and qualitative data from a variety of secondary and primary data sources in order to present information about the causes and conditions of poverty in Adams County, how conditions of poverty may have changed since the 2017 CSBG Needs Assessment, as well as the needs and barriers of low-income residents from multiple perspectives.

Impact of COVID-19 on data collection: The COVID-19 pandemic began to take national and statewide significance in mid-March right when primary data collection was to begin, and Adams County Human Services was required to close its offices, thus halting the project until May of 2020. When the project resumed, data collection tools were adapted to capture key information about the impacts of the pandemic, and protocols were revised for online/virtual collection to keep residents, providers, and the research team safe (described in more detail below by data collection method).

Secondary Data Collection

To situate findings within the larger context that individuals and families in or near poverty in Adams County find themselves, a secondary data and literature review was conducted. OMNI reviewed data for the 10 CSBG federal domains, and we located information on the following 7 domains: Employment, Education & Cognitive Development, Income, Infrastructure & Asset Development, Housing, Health & Social / Behavioral Development, and Civic Engagement & Community Involvement (see Data Limitations below). Various data sources were reviewed for each domain (e.g., data from the U.S. Census, U.S. Bureau of Labor Statistics [pre/post COVID-19], Tri-County Health Department, etc.). Current data on poverty were also examined for prevalence related to key demographics such as gender, age, race/ethnicity, felony criminal record, refugee status, etc., although indicators by these demographics were not always available at the county-level.

Primary Data Collection

Primary data collection consisted of quantitative and qualitative data via online surveys to both Adams County residents and community providers, as well as key informant interviews with Adams County residents, and a virtual focus group with community providers. Each of these data collection methods are described in further detail below (see Appendix B for all data collection tools).

Quantitative Data

Resident Survey: A brief 15-minute survey was developed to capture the needs of low-income Adams County residents. The survey drew on the CSBG-provided template as a starting point and was further adapted for relevancy to the county. Through a collaborative process, the decision was made to include only items that were fundable and actionable for the county and for the survey to be as brief as possible to minimize burden on residents. Survey items were also added

for COVID-19, which meant additional consideration around what to ask, so that the survey remained a no-longer-than 15-minute undertaking.

Impact of COVID-19 on data collection: For recruitment, OMNI collaborated with various community providers in Adams County. Initially, data collection was designed to be in-person, with the idea that a small team of OMNI staff (no fewer than two staff per outing) would stage themselves at key partner locations to invite potential participants to take the survey. A \$10 gift card would be offered to thank individuals for their time. In total seven community partners agreed to host OMNI at their locations, and 10 outings were scheduled, with the first outing to take place on March 18th.

Due to the pandemic, the Resident Survey was moved to online data collection once the project resumed in May of 2020. OMNI connected with the partner organizations that were going to host OMNI at their locations initially, developed flyers, and asked partner organizations to invite their clients to participate in the online survey, still including a thank you offer of a \$10 gift card. In total, 157 individuals took the Resident Survey from mid-June to mid-July (for demographic information on the sample, please see the Adams County Resident Needs section of the report). Adams County Human Services deemed this an acceptable response size ("n") considering the likely stressors that low-income residents were experiencing due to the pandemic, as well as the challenges to collecting data during that time. Closing the survey by mid-July also ensured OMNI had sufficient time to run analyses and write up findings by mid-August when the initial draft of the report was due to Adams County Human Services.

Data analysis: Descriptive statistics were calculated (e.g., frequencies, percentages) to summarize closed-ended survey questions. Further, to better understand any disparities between groups, subgroup analyses were carried out for two groups: 1) Latinx residents versus the rest of the sample and 2) those who had been substantially affected by the COVID-19 pandemic economically versus the rest of the sample.

The subgroup analysis of Latinx residents (n=67) compared to the rest of the sample (n=90) was carried out to better understand potential disparities in outcomes for the Latinx community in Adams County. The number of individuals from other racial/ethnic groups completing the survey was too small for comparative analyses.

A second subgroup was created to better understand outcomes for those who had been affected economically by the COVID-19 pandemic. Residents reported their income bracket (e.g., \$15,612-21,600 annual income) both before and during COVID-19. Residents who reported a lower income bracket during the pandemic were considered to have experienced a substantial loss to their income and were included in this subgroup (n=36) compared to the rest of the sample (n=121). It should be noted that because income brackets were reported rather than actual income amounts, it is possible that there were additional residents who saw a decrease in their income during COVID-19 but did not fall into a lower income bracket.

In the report, subgroup outcomes were highlighted when there was a minimum of a 10% difference between the subgroup and the rest of the sample.

In addition, we calculated composite scores on a subset of questions. First, residents were asked about experiences/impacts as a result of COVID-19. Experiences/impacts were categorized under

Income, Health, Employment, Education, Housing, and Engagement of Government Services. Responses to items were used to calculate a dichotomous summary score that assessed the total number of residents who had any impact in each domain (i.e., a "yes" to any domain item was coded as the resident having an impact). Second, dichotomous summary scores were also calculated for services to assess the total number of residents who received any government service and any service from a community organization.

Provider survey: A second survey was developed for community providers to answer. The survey was designed to capture the needs of Adams County residents from the perspective of providers; barriers to services; and organizational capacity (e.g., number of clients served, on wait lists, etc.). The survey drew on a previously administered provider survey provided by the county, and OMNI added additional questions to the tool, including ones to better understand the impact of COVID-19 on providers and residents. Because data collection for the Provider Survey was always intended to be carried out online, there were no administrative effects as a result of the pandemic.

For recruitment, OMNI collaborated with Adams County Human Services to compile a list of potential residents from key sectors of the community (e.g., community-based organizations, faith-based organizations, governmental agencies, etc.). OMNI shared the survey via email with providers, and 29 providers answered the survey. Similar to the Resident Survey, Adams County Human Services deemed the response size ("n") sufficient to move forward with analyses, considering the stressors and limited time providers likely had as a result of handling the impacts of the pandemic for their clients, as well as the short window of time for analyses. Descriptive statistics were employed to analyze quantitative survey items.

Qualitative Data

Qualitative data collection was gathered via key informant interviews with Adams County residents, a virtual focus group with community providers, and open-ended survey questions. Further, qualitative data collection had to be revised due to COVID-19 as in-person data collection was no longer feasible, which is further described below.

Key Informant Interviews: To gather Adams County resident feedback on needs, barriers, and community strengths, initially four in-person focus groups (2 in English and 2 in Spanish) were planned. However, this approach had to be revised, and a decision was made to conduct phone interviews with Adams County residents. A total of 16 Adams County residents participated in key informant interviews, 11 in English and five in Spanish (for demographic information on the sample, please see the Adams County Resident Needs section of the report). Residents were recruited via a flyer (in English and Spanish), which was distributed at four partnering county social services providers and community-based organizations. Residents were assured their responses would be kept confidential and they received a \$30 gift card for their participation. During a 45-to-60-minute phone interview, residents were asked to speak to the following areas:

- The top three most significant needs to them, their families, and the community from a presented list of CSBG areas/domains, and how needs may change in 3-5 years.
- The efficacy and accessibility of formal service providers, agencies, or organizations in Adams County that they currently use (including organizational linkages and services supporting multiple domains), services they would like to see more of, and concerns they had about services for the future.

- Any informal support systems available to help them with their needs (e.g. family, friends, or neighborhood support).
- Any informal community strengths that could be expanded.
- How the COVID-19 pandemic is affecting their needs and the services in the community.

Virtual Focus Group: To gather community provider feedback, OMNI had planned to conduct 1-3 in-person focus groups with organizational representatives from key sectors of the community (e.g., community-based organizations, faith-based organizations, governmental agencies, etc.). However, because of the pandemic, data collection was modified to conduct one virtual focus group in June of 2020. In total, six providers took part in the virtual focus group. Although the sample size was smaller than desired, rich and meaningful feedback was nonetheless shared. Providers were asked to speak around the following areas:

- The top three most significant community needs from a presented list of CSBG areas/domains and how needs may change in 3-5 years.
- The effectiveness of available services in addressing the needs within each area/domain shared and service gaps to address needs and/or under-resourced areas.
- The degree of current needs in training, technical assistance and/or capacity building for organizations providing services in the community.
- How the COVID-19 pandemic has affected community and service provider needs.

Open-ended survey data: Both the Resident Survey and Provider Survey included open-ended questions to gather additional qualitative feedback from respondents around community needs, barriers, and impacts of COVID-19 (see Appendix B for questions).

Data analysis: The approach to qualitative analysis included both deductive and inductive strategies. The team developed preliminary codes based on initial review of data, key research priorities, and questions. Coding structures were then refined to capture emerging themes. Further, themes were organized around the three categories outlined in the CSBG template as relevant:

- **Family** - needs that directly concern individuals and families,
- **Agency** - areas where the agency does not have resources or capacity to respond to an identified need, and
- **Community** - issues that impact the community as a whole, not just customers or potential customers of the agency.

When grouping qualitative feedback into the three categories, some needs expressed by residents and community providers in some contexts reflected one distinct category, and in other contexts reflected another category. The context of issues shared by residents and providers were prioritized in categorizing the needs into family, agency, and community categories.

For key informant interviews with residents (n=16), cities represented included:

- Aurora (1)
- Bennett (1)
- Brighton (2)
- Commerce City (6)
- Denver (2)
- Thornton (4)

As the Community Resources section of this report described, the most densely populated city areas have the most available services while the areas with the lowest populations have the fewest services listed. Review of available services revealed several clear service gaps along with a few potential ways that Adams County could expand their mapping resource over time (see the section for further detail).

Evaluation of Past Performance and Environmental Scan

The following summary was provided by Adams County Human Services and is intended to address the CSBG Community Needs Assessment Template.

- *Evaluate previous performance, what has worked well, whether actual results have reached projections.*

During the 2018-2020 grant cycle, Adams County CSBG has funded agencies that provide services from the young to the elder population. It has supported residents with housing assistance, case management, food boxes, early childhood education and coaching to child care centers, meal delivery and refugee support. In 2018, Adams County assisted 14,945 residents in one or more services mentioned above. In 2019, that number increased to 17,229 residents who received services with CSBG funds. One resident reports, "I'm eating more regularly and getting better quality, well-balanced meals. It's been very beneficial to my health." Adams County continues to partner with service providers throughout the area to provide services that are not being provided by the County. In the Fall of 2017, Adams County Human Services opened its doors to the new Human Services Center, to include a Community Partners space where 18 partner agencies are present to provide those non-county services. This has been a great success for the community to be a one-stop site and go beyond what is normally offered. Overall, Adams County has reached many of the annual projections and in some areas have surpassed them.

- *Include customer satisfaction data – (Org Standard 6.4 - Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process, or comparable planning process.)*

2020 has been challenging to all since the world-wide pandemic. Adams County has worked with OMNI to complete Community Needs Assessment, facing the challenges of gathering data and input. However, we are pleased to see that 90% of residents surveyed are satisfied or very satisfied with Adams County Human Services. Adams County understand that it is customer input that guides the needs assessment, which in turn guides the planning and implementation as per the ROMA cycle. The data and input gathered from the Community Needs Assessment will be used to what federal objectives and services will be prioritized and funded.

Appendix B: Data Collection Tools



Adams County Resident Community Needs Survey

OMNI Institute is partnering with Adams County Human Services to collect surveys to learn about needs in your community. The feedback you provide will be used to help improve services to Adams County residents over the next three years. Adams County will be sharing results of the survey on their website at the end of the project.

Please read the following statements below regarding the survey and your rights as a participant:

- Your participation in this survey is completely voluntary. You can skip any questions you do not want to answer, and you may stop participating at any time. The survey should take approximately 15 minutes to complete, depending on your responses.
- The survey is confidential. We will only ask you to provide personally identifiable information so that we can mail you your gift card after you submit the survey responses. OMNI staff will not share individual responses with anyone outside of the OMNI research team. The information you provide during the survey will be combined with answers from other people and will be compiled in a summary report.
- Your responses will not impact the services you may or may not currently receive. Your access to services will remain the same whether or not you choose to complete the survey.
- Upon completion of the survey, you will be mailed a \$10 King Soopers gift card as a thank you for your time and feedback. It will be necessary for you to provide your contact information for OMNI staff to mail you the gift card. **Any contact information provided will not be connected to your survey.**

If you have any questions or concerns about the survey, please contact OMNI Institute at adamscountysurvey@omni.org or (303) 839-9422.

The following group of questions will ask about your experiences as a result of the COVID-19 pandemic to determine how much life has changed for residents of Adams County.

1. As a result of the COVID-19 pandemic, either I and/or someone in my household have experienced the following:

	Yes	No	Doesn't apply to me/household
Hours at work were reduced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours at work were increased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lost a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furloughed or placed on leave without pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working from home with children present	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working from home without children present	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Started a new job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decrease in income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diagnosis or presumed diagnosis of COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unmet or limited food and nutritional needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inability to pay rent or mortgage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lost housing through eviction or foreclosure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moved to less expensive housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. As a result of the COVID-19 pandemic, either I and/or someone in my household have been impacted by the following:

	Yes	No	Doesn't apply to me/household
School closures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare or Daycare Closures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased remote or virtual learning opportunities for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less support for child's special needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requirement to pay full or partial childcare fees to maintain child's placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical effects of stress (i.e., trouble sleeping, headaches, muscle aches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inability to schedule medical and/or healthcare related appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negative changes in mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Budgeting differently (i.e., following a stricter budget)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes in spending habits or priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in debt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pause in monthly debt payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased awareness of local public health advisories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased likeliness to reach out to local government departments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. If you or your household were impacted by the COVID-19 pandemic in other ways, please describe.

4. What are your greatest needs right now as a result of the COVID-19 pandemic? Please describe.

The following group of questions will ask about several different topics related to your community, and how important you think the needs or issues are under each topic area. As you answer, think about the community in general as well as your individual experiences. We ask that you think about needs/issues in your community over the next 3 years. There are no right or wrong answers – we only want to learn what you think about these issues.

5. How important is it for Adams County to focus on the following **Education** or **School** needs/issues in the next three years?

Adams County needs...	Very important	Somewhat important	Not at all important	Not Sure or Don't Know
More preschool activities to be available for children to develop school readiness skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More accessible education or career counseling to prepare students for technical school or college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More certificate or degree programs offered locally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More affordable high-quality childcare choices for parents who would like	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

to go back to school, but need childcare in order to attend classes				
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6. How important is it for Adams County to focus on the following **Employment** needs/issues in the next three years?

Adams County needs...	Very important	Somewhat important	Not at all important	Not Sure or Don't Know
More jobs with higher pay and better benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More training for the types of jobs available in the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More affordable transportation options to and from a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More affordable childcare options during work hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More jobs that don't require advanced skills and trainings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To better advertise available employment resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To improve the job readiness skills of people who are able to work, like computer skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How important is it for Adams County to focus on the following **Health** needs/issues in the next three years?

Adams County needs...	Very important	Somewhat important	Not at all important	Not Sure or Don't Know
To offer more help navigating health care coverage options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More affordable transportation options to and from healthcare services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To offer more help paying for prescriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To offer more help paying for adult dental, hearing and/or vision services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To offer more help accessing healthy food,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

like through food stamps (SNAP) or food banks				
To provide more education on early childhood nutrition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More focus on healthy eating habits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How important is it for Adams County to focus on the following **Housing** related needs/issues in the next three years?

Adams County needs...	Very important	Somewhat important	Not at all important	Not Sure or Don't Know
More monthly rental assistance available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More security/utility deposit help available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More financial counseling resources for homeowners, like workshops for first time homebuyers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More help to make home ownership and home rehabilitation affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More support to help people reduce energy costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More help for individuals and families experiencing homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More income based rental housing for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More income based rental housing for seniors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How important is it for Adams County to focus on the following **Money Management Related** needs/issues of individuals' in the next three years?

Adams County needs...	Very important	Somewhat important	Not at all important	Not Sure or Don't Know
To provide more confidential budget counseling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To provide more education and support on how to build assets, like savings, investments or homeownership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To provide more information on how to access free credit counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To provide more help filing taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. How important is it for Adams County to focus on the following **Civic Engagement and Participation** needs/issues in the next three years?

Adams County needs...	Very important	Somewhat important	Not at all important	Not Sure or Don't Know
To increase resident's leadership development and skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More citizenship classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More support on how to join neighborhood groups, community boards, advisory councils or similar organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To increase resident's understanding of civic activities, like voting or county board meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. If there are other needs or issues that you think are important for Adams County to focus on, please describe. These can be related to education/school, employment, health, housing, money management, civic engagement or anything else.

12. Thinking about the topics and questions you already answered, what are the top three overall service topics you feel the community and/or county should focus on the most? Please select up to 3 topic areas.

	Important to Address
Education	<input type="radio"/>
Employment	<input type="radio"/>
Health	<input type="radio"/>
Housing	<input type="radio"/>
Money Management Related	<input type="radio"/>
Civic Engagement and Participation	<input type="radio"/>

13. Please list any specific agencies or organizations that you would feel comfortable going to in order to receive any of the services mentioned so far. This could include help with housing, employment or health services.

Thank you for sharing your feedback.

The next few questions will ask about what services you have accessed in Adams County, either from the county directly or from other organizations, like non-profits or churches. Again, your answers are confidential and won't be connected to you personally.

14. What **government** services were you or members in your household receiving **before COVID-19**? This includes services from the State, County or City. Select all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Adult Protection Services | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Aid to the Needy Disabled (AND) | <input type="checkbox"/> Medical Assistance |
| <input type="checkbox"/> Burial Assistance | <input type="checkbox"/> Medicare |
| <input type="checkbox"/> Child Care Assistance Program (CCAP) | <input type="checkbox"/> Old Age Pension (OAP) |
| <input type="checkbox"/> Child Protection Services | <input type="checkbox"/> Transit Program (A-LIFT) |
| <input type="checkbox"/> Child Support Services | <input type="checkbox"/> Unemployment |
| <input type="checkbox"/> Colorado Works (TANF) | <input type="checkbox"/> Utility Assistance |
| <input type="checkbox"/> Food Assistance (SNAP or Food Stamps) | <input type="checkbox"/> Veteran's Services |
| <input type="checkbox"/> Home Care Allowance (HCA) | <input type="checkbox"/> Other cash service program |
| <input type="checkbox"/> Housing/Emergency Rental Assistance | <input type="checkbox"/> Other |
| <input type="checkbox"/> Low Income Energy Assistance Program (LEAP) | |

14a. If you selected Other, please describe:

15. What **government** services are you or members in your household **currently** receiving?
This includes services from the State, County or City. Select all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Adult Protection Services | <input type="checkbox"/> Low Income Energy Assistance Program (LEAP) |
| <input type="checkbox"/> Aid to the Needy Disabled (AND) | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Burial Assistance | <input type="checkbox"/> Medical Assistance |
| <input type="checkbox"/> Child Care Assistance Program (CCAP) | <input type="checkbox"/> Medicare |
| <input type="checkbox"/> Child Protection Services | <input type="checkbox"/> Old Age Pension (OAP) |
| <input type="checkbox"/> Child Support Services | <input type="checkbox"/> Transit Program (A-LIFT) |
| <input type="checkbox"/> Colorado Works (TANF) | <input type="checkbox"/> Unemployment |
| <input type="checkbox"/> Food Assistance (SNAP or Food Stamps) | <input type="checkbox"/> Utility Assistance |
| <input type="checkbox"/> Home Care Allowance (HCA) | <input type="checkbox"/> Veteran's Services |
| <input type="checkbox"/> Housing/Emergency Rental Assistance | <input type="checkbox"/> Other cash service program |
| | <input type="checkbox"/> Other |

15a. If you selected Other, please describe:

16. Regarding any services you have accessed through **Adams County Human Services**, how satisfied were you with your experience?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

17. What services were you or your household accessing from organizations in the community **before COVID-19**? These could be non-profit organizations, churches, or private organizations. Select all that apply.

- Cash Assistance** (household bill support, phone bill support, disability support, etc.)
- Childcare Assistance** (free or reduced childcare services and/or summer camps, etc.)
- Emergency Assistance** (domestic violence, burial, etc.)
- Employment Assistance** (resume lab, job training, work clothes, transportation, etc.)
- Education Assistance** (ESL classes, GED classes, scholarships, computer skills, parenting classes, financial literacy classes, etc.)
- Food Assistance Services** (food banks, free or reduced summer/school lunch program, meals-on-wheels, etc.)
- Household Heating/Cooling Assistance** (utility bills assistance, appliance repair, etc.)
- Housing Assistance** (eviction assistance, first month rent/deposit, shelter, transitional housing, senior housing assistance, etc.)
- Medical/Health Assistance/Services** (mental health counseling, substance abuse treatment, public health clinics, school-based clinics, etc.)
- Income Management** (budget assistance, tax assistance programs, etc.)
- Other**

17a. If you selected Other, please describe:

18. What services are you or your household **currently** accessing from organizations in the community? These could be non-profit organizations, churches, or private organizations. Select all that apply.

- Cash Assistance** (household bill support, phone bill support, disability support, etc.)
- Childcare Assistance** (free or reduced childcare services and/or summer camps, etc.)
- Emergency Assistance** (domestic violence, burial, etc.)
- Employment Assistance** (resume lab, job training, work clothes, transportation, etc.)
- Education Assistance** (ESL classes, GED classes, scholarships, computer skills, parenting classes, financial literacy classes, etc.)
- Food Assistance Services** (food banks, free or reduced summer/school lunch program, meals-on-wheels, etc.)
- Household Heating/Cooling Assistance** (utility bills assistance, appliance repair, etc.)
- Housing Assistance** (eviction assistance, first month rent/deposit, shelter, transitional housing, senior housing assistance, etc.)
- Medical/Health Assistance/Services** (mental health counseling, substance abuse treatment, public health clinics, school-based clinics, etc.)
- Income Management** (budget assistance, tax assistance programs, etc.)
- Other**

18a. If you selected Other, please describe:

These last questions are meant to help us have a better understanding of who answered the survey. OMNI will not share any of your personal information with anyone outside of the OMNI research team.

19. What is your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or older
- Prefer not to answer

20. What race or ethnicity best describes you? Select all that apply.

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic, Latino or Spanish Origin
- Native Hawaiian or Other Pacific Islander
- White
- Multiracial
- Other race or ethnicity
- Prefer not to answer

20a. If you selected Other, and you are comfortable sharing, please describe:

21. What gender do you identify with?

- Man
- Woman
- Transgender
- Non-binary/Genderqueer
- Prefer not to answer
- Prefer to self-describe:

22. What was the gross monthly income of your household (your total monthly income before taxes are taken out) before COVID-19? Again, this information is just to help OMNI understand who took the survey and will not be shared outside of the OMNI research team.

- Less than \$1,300** (\$15,600 annually)
- Between \$1,301 and \$1,800** (\$15,612 - \$21,600 annually)
- Between \$1,801 and \$2,200** (\$21,612 - \$26,400 annually)
- Between \$2,201 and \$2,700** (\$26,412 - \$32,400 annually)
- Between \$2,701 and \$3,200** (\$32,412 - \$38,400 annually)
- Between \$3,201 and \$3,700** (\$38,412 - \$44,400 annually)
- Between \$3,701 and \$4,100** (\$44,412 - \$49,200 annually)
- Between \$4,101 and \$4,600** (\$49,212 - \$55,200 annually)
- Over \$4,601** (Over \$55,212 annually)
- Prefer not to answer

23. What is the gross monthly income of your household (your total monthly income before taxes are taken out) now? Again, this information is just to help OMNI understand who took the survey and will not be shared outside of the OMNI research team.

- Less than \$1,300** (\$15,600 annually)
- Between \$1,301 and \$1,800** (\$15,612 - \$21,600 annually)
- Between \$1,801 and \$2,200** (\$21,612 - \$26,400 annually)
- Between \$2,201 and \$2,700** (\$26,412 - \$32,400 annually)
- Between \$2,701 and \$3,200** (\$32,412 - \$38,400 annually)
- Between \$3,201 and \$3,700** (\$38,412 - \$44,400 annually)
- Between \$3,701 and \$4,100** (\$44,412 - \$49,200 annually)
- Between \$4,101 and \$4,600** (\$49,212 - \$55,200 annually)
- Over \$4,601** (Over \$55,212 annually)
- Prefer not to answer

24. How many people live in your household, including yourself?

- 1
- 2
- 3
- 4
- 5
- 6
- 7 or more
- Prefer not to answer

25. How many children age 17 or under live in your household?

1

2

3

4 or more

Prefer not to answer

26. What zip code are you currently living in? If you don't know your current zip code, please leave blank. _____

This is the end of the Adams County Community Needs Survey. We thank you for your time, and appreciate you sharing your opinions and feedback with us.

When you are finished, you will be taken to a separate form to collect your address when you click "Done" below. Your mailing address will not be connected to your survey responses, and will only be used to send you the \$10 King Soopers gift card.



Adams County Resident Community Needs Survey [Spanish]

Encuesta Sobre Necesidades de los Residentes de la Comunidad del Condado de Adams

El Instituto de OMNI está colaborando con el Condado de Adams a coleccionar encuestas para aprender las necesidades de su comunidad. La información que usted nos dará será utilizada para ayudar a mejorar los servicios para los residentes del Condado de Adams durante los próximos tres años. El Condado de Adams va a compartir los resultados de la encuesta al final del proyecto, a través de su página de internet.

Por favor lea las siguientes afirmaciones relacionadas con la encuesta y sus derechos como participante:

- Su participación en esta encuesta es completamente voluntaria. Usted puede dejar de contestar cualquier pregunta que no desee responder, y puede también dejar de contestarla en cualquier momento. El tiempo para contestar la encuesta debe tomar aproximadamente 15 minutos, dependiendo de sus respuestas.
- La encuesta es confidencial. Solamente le pediremos información personal que lo(a) pueda identificar para enviarle por correo su tarjeta de regalo después de completar la encuesta. El personal de OMNI no compartirá respuestas individuales con otros que estén por fuera del equipo de investigadores de OMNI. La información que usted nos da durante la encuesta será combinada con las respuestas de otras personas y las respuestas se compilarán en un informe resumido.
- Sus respuestas no tendrán ningún impacto en los servicios que usted recibe o no recibe actualmente. Su acceso a los servicios permanecerá igual si completa o no completa la encuesta.
- Cuando termina la encuesta, se le enviará por correo una tarjeta de regalo de King Soopers de \$10 en agradecimiento por su tiempo e información. Será necesario dar información de contacto para que el personal de OMNI le envíe por correo la tarjeta. **La información de contacto que da no tendrá ninguna conexión con su encuesta.**

Si tiene preguntas o preocupación sobre la encuesta, por favor comuníquese con Paola Molina a pmolina@omni.org o al tel.: (303) 839-9422 ext.113.

El siguiente grupo de preguntas son acerca de sus experiencias como resultado de la pandemia COVID-19 para entender cómo ha cambiado la vida para los residentes del condado de Adams.

1. Como resultado de la pandemia COVID-19, yo y/o alguien en mi hogar he experimentado lo siguiente:

	Sí	No	no se aplica a mí/mi hogar
Las horas del trabajo se redujeron	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Las horas del trabajo se incrementaron	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pérdida de trabajo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
En licencia del trabajo sin sueldo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trabajando desde casa con niños presentes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trabajando desde casa sin niños presentes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comencé un nuevo trabajo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento de ingresos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disminución de ingresos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diagnóstico o presunto diagnóstico de COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Necesidades alimentarias y nutricionales no satisfechas o limitadas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No se puede pagar el alquiler o la hipoteca	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vivienda perdida por desalojo o ejecución hipotecaria	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Se trasladó a una vivienda menos costosa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Como resultado de la pandemia COVID-19, yo y/o alguien en mi hogar he experimentado lo siguiente:

	Yes	No	Doesn't apply to me/household
Clausura de la escuela			
Cierre de la guardería de los niños			
Aumento de las oportunidades de aprendizaje remoto o virtual para los niños	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menos apoyo para las necesidades especiales de los niños	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requisito de pagar cuotas de cuidado infantil total o parcial para mantener el lugar de los niños	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efectos físicos del estrés (como problemas para dormir, dolores de cabeza, dolores musculares)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No se pueden hacer citas médicas y/o médicas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cambios negativos en la salud mental	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presupuestar el dinero de manera diferente (como seguir un presupuesto más estricto)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cambios en los hábitos o prioridades de gasto	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento de la deuda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pausa en los pagos mensuales de la deuda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más conocimiento de los avisos locales de salud pública	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más probable de buscar servicios del gobierno	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Si usted o alguien de su hogar se vio afectado por la pandemia COVID-19 de otra manera, por favor describa.
- ¿Cuáles son sus mayores necesidades en este momento como resultado de la pandemia COVID-19? Por favor describa.

El siguiente grupo de preguntas pide información sobre diferentes temas relacionados con su comunidad, y sobre qué tan importante cree usted que son las necesidades o problemas en cada tema. Mientras contesta, piense tanto en la comunidad general como en sus propias experiencias individuales. Le pedimos que piense en las necesidades/ problemas en su comunidad durante los próximos 3 años. No existen preguntas correctas o incorrectas: solo queremos saber qué piensa acerca de estas situaciones.

- ¿Qué tan importante es que el Condado de Adams se enfoque en las siguientes necesidades/problemas **Educativos** o **Escolares** en los próximos tres años?

El Condado de Adams necesita....	Muy importante	Algo importante	No es importante	No estoy seguro(a) o No sé
Opciones de cuidado de niños más accesibles económicamente para padres de familia que desean estudiar, pero que necesitan cuidado de niños para poder atender a las clases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Que haya más actividades de preescolar para que los niños desarrollen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

habilidades de preparación escolar.				
Más accesibilidad a consejería sobre educación o carrera para prepararlos estudiantes para la escuela técnica o para la universidad.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más programas locales para obtener certificado o diploma	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. ¿Qué tan importante es que el Condado de Adams se enfoque en las siguientes necesidades/problemas de **Empleo** en los próximos tres años?

El Condado de Adams necesita....	Muy importante	Algo importante	No es importante	No estoy seguro(a) o No sé
Más trabajos con mejor salario y mejores beneficios	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más entrenamiento para los tipos de trabajos disponibles en el área	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más opciones de transporte económicamente accesibles para ir y volver al trabajo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más opciones de cuidado de niños económicamente accesibles durante horas de trabajo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más trabajos que no requieran habilidades o entrenamiento avanzados	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publicar mejor los recursos fuentes de empleo disponibles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mejorar las habilidades de preparación para la gente que puede trabajar, como por ejemplo habilidades para la computadora	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. ¿Qué tan importante es que el Condado de Adams se enfoque en las siguientes necesidades/problemas de **salud** en los próximos tres años?

El Condado de Adams necesita....	Muy importante	Algo importante	No es importante	No estoy seguro(a) o No sé
Ofrecer más ayuda para explorar opciones de cobertura de servicios de salud	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más opciones de transporte económicamente accesibles para ir y volver a los centros de salud	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ofrecer más ayuda en el pago de medicamentos formulados	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ofrecer más ayuda pagando servicios de cuidado dental, audición o visión para adultos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ofrecer más ayuda para obtener alimentos saludables, como cupones para alimentos (food stamps-SNAP) o bancos de alimentos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proveer más educación sobre la nutrición para niños pequeños	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enfocarse más en los hábitos saludables en la alimentación	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. ¿Qué tan importante es que el Condado de Adams se enfoque en las siguientes necesidades/problemas relacionados con la **vivienda** en los próximos tres años?

El Condado de Adams necesita...	Muy importante	Algo importante	No es importante	No estoy seguro(a) o No sé
Más ayuda disponible mensualmente para pagar el arriendo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más ayuda disponible para el pago de depósitos de seguridad o de servicios	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Más recursos de asesoría financiera para propietarios, por ejemplo, talleres para compradores de casa por primera vez.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más ayuda para que la compra y rehabilitación de la vivienda sea más accesible económicamente	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más apoyo para ayudar a la gente a reducir el costo de la energía	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más ayuda para individuos y familias que no tienen vivienda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más arrendamientos de vivienda basadas en ingresos para personas con discapacidad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más arrendamiento de vivienda basadas en ingresos para adultos mayores	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. ¿Qué tan importante es que el Condado de Adams se enfoque en las siguientes necesidades/problemas de los individuos relacionados con **el manejo del dinero** en los próximos tres años?

Adams County necesita....	Muy importante	Algo de importancia	No es importante	No estoy seguro(a) o No sé
Proveer más servicios confidenciales de asesoría de presupuesto	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proveer más educación y apoyo en cómo generar bienes, como ahorros, inversiones o compra de vivienda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proveer más información sobre cómo acceder a consejería para préstamos gratis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proveer más ayuda tramitando impuestos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. ¿Qué tan importante es que el Condado de Adams se enfoque en las siguientes necesidades/problemas **de compromiso y participación cívicos** en los próximos tres años?

El Condado de Adams necesita...	Muy importante	Algo importante	No es importante	No estoy seguro(a) o No sé
Aumentar el desarrollo y habilidades de liderazgo de los residentes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más clases de ciudadanía	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más apoyo en cómo unirse a los grupos del vecindario, a juntas directivas de las comunidades, consejos de asesoría u organizaciones similares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumentar la comprensión de los residentes de actividades cívicas, como votar o de las reuniones de la junta del condado	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Si considera que hay otras necesidades o problemas que usted cree que son importantes para que el Condado de Adams se enfoque en, por favor descríbalos. Estos pueden estar relacionados con la educación / escuela, empleo, salud, vivienda, manejo del dinero, compromiso cívico o cualquier otra cosa.

12. Si piensa en los temas y preguntas que acaba de contestar, cuáles son los tres temas generales principales que usted cree que la comunidad y/o el condado deberían enfocarse más? Por favor seleccione hasta tres temas o áreas.

	Importantes de abordar
Educación	<input type="radio"/>
Empleo	<input type="radio"/>
Salud	<input type="radio"/>
Vivienda	<input type="radio"/>
Relacionado con el manejo del dinero	<input type="radio"/>
Compromiso y participación cívicos	<input type="radio"/>

13. Por favor indique cualquier agencias u organizaciones a la que se sienta cómodo yendo para recibir cualquiera de los servicios mencionados hasta ahora. Esto podría incluir ayuda con la vivienda, empleo o servicios de salud.

Gracias por darnos su opinión.

Las siguientes preguntas se refieren a qué servicios ha accedido usted en el Condado de Adams, directamente del condado o de otras organizaciones, como organizaciones sin ánimo de lucro o iglesias. Le repetimos, sus preguntas son confidenciales y no serán conectadas con usted personalmente.

14. ¿Qué servicios del **gobierno** recibía usted o algún miembro de su hogar **antes de COVID-19**? Esto incluye servicios del estado, el condado o la ciudad. Seleccione todos los que correspondan

- | | |
|--|--|
| <input type="checkbox"/> Servicios para la protección de adultos | <input type="checkbox"/> Programa de ayuda con la energía para ingresos bajos (LEAP) |
| <input type="checkbox"/> Ayuda al discapacitado en necesidad (AND) | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Ayuda funeraria | <input type="checkbox"/> Ayuda médica |
| <input type="checkbox"/> Programa de ayuda para el cuidado de niños (CCAP) | <input type="checkbox"/> Medicare |
| <input type="checkbox"/> Servicios de protección de menores | <input type="checkbox"/> Pensión para adultos mayores (OAP) |
| <input type="checkbox"/> Servicios de apoyo a menores | <input type="checkbox"/> Programa de transporte (A-LIFT) |
| <input type="checkbox"/> Colorado Works (TANF) | <input type="checkbox"/> El desempleo |
| <input type="checkbox"/> Ayuda de alimentos (SNAP o Food Stamps) | <input type="checkbox"/> Servicios para Veteranos |
| <input type="checkbox"/> Ayuda financiera para el cuidado en el hogar (Home Care Allowance -HCA) | <input type="checkbox"/> Otros programas de servicio en efectivo |
| | <input type="checkbox"/> Otro |

14a. Si seleccionó Otro, por favor describa:

15. ¿Qué servicios del **gobierno** está recibiendo usted o algún miembro de su hogar **actualmente**? Esto incluye servicios del estado, el condado o la ciudad. Seleccione todos los que correspondan

- | | |
|--|--|
| <input type="checkbox"/> Servicios para la protección de adultos | <input type="checkbox"/> Servicios de protección de menores |
| <input type="checkbox"/> Ayuda al discapacitado en necesidad (AND) | <input type="checkbox"/> Servicios de apoyo a menores |
| <input type="checkbox"/> Ayuda funeraria | <input type="checkbox"/> Colorado Works (TANF) |
| <input type="checkbox"/> Programa de ayuda para el cuidado de niños (CCAP) | <input type="checkbox"/> Ayuda de alimentos (SNAP o Food Stamps) |

- Ayuda financiera para el cuidado en el hogar (Home Care Allowance -HCA)
- Programa de ayuda con la energía para ingresos bajos (LEAP)
- Medicaid
- Ayuda médica
- Medicare

- Pensión para adultos mayores (OAP)
- Programa de transporte (A-LIFT)
- El desempleo
- Servicios para Veteranos
- Otros programas de servicio en efectivo
- Otro

15a. Si seleccionó Otro, por favor describa:

16. De cualquier servicio al que haya accedido a través de los **Servicios Humanos del Condado de Adams**, ¿qué tan satisfecho estaba con su experiencia?

- Muy satisfecho
- Satisfecho
- Insatisfecho
- Muy insatisfecho
- No corresponde

17. ¿Cuáles servicios recibió usted o algún miembro de su hogar de organizaciones de la comunidad **antes de COVID-19**? Estas podrían ser organizaciones sin fines de lucro, iglesias u organizaciones privadas. Seleccione todas las que correspondan.

- Ayuda con dinero en efectivo** (apoyo con las cuentas del hogar, apoyo con la cuenta del teléfono, apoyo por discapacidad, etc.)
- Ayuda con el cuidado de niños** (guardería gratis o a costo reducido y/o campamentos de verano, etc.)
- Ayuda por emergencia** (violencia doméstica, funeral, etc.)
- Ayuda en la búsqueda de empleo** (presentación de la hoja de vida, entrenamiento para el trabajo, ropa de trabajo, transporte, etc.)
- Ayuda Educativa** (clases de ESL, clases para el GED, becas, habilidades con la computadora, clases sobre crianza, clases de conocimiento financiero, etc.)
- Servicios de ayuda en alimentos** (banco de alimentos, programa de comidas gratis o reducidas para el campamento de verano, meals-on-wheels, etc.)
- Ayuda con la calefacción/aire acondicionado del hogar** (ayuda para pagar las cuentas de servicios, reparación de electrodomésticos, etc.)
- Ayuda de vivienda** (ayuda en caso de desalojo, arriendo/depósito del primer mes, refugio, vivienda de transición, ayuda de vivienda para adultos mayores, etc.)
- Ayuda/Servicios Médicos/de Salud** (consejería en salud mental, tratamiento por abuso de sustancias, clínicas de salud pública, clínicas escolares, etc.)
- Manejo de ingresos** (ayuda con el presupuesto, programas de ayuda con impuestos, etc.)
- Otro**

17a. Si seleccionó Otro, por favor describa:

18. ¿Cuáles servicios **actualmente** reciben usted o algún miembro de su hogar, de organizaciones de la comunidad? Pueden ser organizaciones sin fines de lucro, iglesias u organizaciones privadas. Seleccione todos las que correspondan.

- Ayuda con dinero en efectivo** (apoyo con las cuentas del hogar, apoyo con la cuenta del teléfono, apoyo por discapacidad, etc.)
- Ayuda con el cuidado de niños** (guardería gratis o a costo reducido y/o campamentos de verano, etc.)
- Ayuda por emergencia** (violencia doméstica, funeral, etc.)
- Ayuda en la búsqueda de empleo** (presentación de la hoja de vida, entrenamiento para el trabajo, ropa de trabajo, transporte, etc.)
- Ayuda Educativa** (clases de ESL, clases para el GED, becas, habilidades con la computadora, clases sobre crianza, clases de conocimiento financiero, etc.)
- Servicios de ayuda en alimentos** (banco de alimentos, programa de comidas gratis o reducidas para el campamento de verano, meals-on-wheels, etc.)
- Ayuda con la calefacción/aire acondicionado del hogar** (ayuda para pagar las cuentas de servicios, reparación de electrodomésticos, etc.)
- Ayuda de vivienda** (ayuda en caso de desalojo, arriendo/depósito del primer mes, refugio, vivienda de transición, ayuda de vivienda para adultos mayores, etc.)
- Ayuda/Servicios Médicos/de Salud** (consejería en salud mental, tratamiento por abuso de sustancias, clínicas de salud pública, clínicas escolares, etc.)
- Manejo de ingresos** (ayuda con el presupuesto, programas de ayuda con impuestos, etc.)
- Otro**

18a. Si seleccionó Otro, por favor describa:

Estas últimas preguntas nos ayuda a entender mejor quién contestó la encuesta. OMNI no compartirá su información personal con nadie por fuera del equipo de investigación de OMNI.

19. ¿Cuál es su edad?

- | | |
|-----------------------------|---|
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65-74 |
| <input type="radio"/> 35-44 | <input type="radio"/> 75 o mayor |
| <input type="radio"/> 45-54 | <input type="radio"/> Prefiero no contestar |

20. ¿Cuál raza o etnicidad le describe mejor a usted? Seleccione todos los que correspondan

- | | |
|--|--|
| <input type="checkbox"/> Indio americano o nativo de Alaska | <input type="checkbox"/> Blanco |
| <input type="checkbox"/> Asiático | <input type="checkbox"/> Multirracial |
| <input type="checkbox"/> Negro o Afroamericano | <input type="checkbox"/> Otra raza o etnia |
| <input type="checkbox"/> Hispano/Latino/de origen Español | <input type="checkbox"/> Prefiero no contestar |
| <input type="checkbox"/> Nativo de Hawái o de otras islas del Pacífico | |

20a. Si seleccionó Otra raza, y se siente cómodo(a) compartiendo, por favor describa:

21. ¿Con cuál género se identifica usted?

- | | |
|--|---|
| <input type="radio"/> Hombre | <input type="radio"/> Prefiero no contestar |
| <input type="radio"/> Mujer | <input type="radio"/> Prefiero describirlo: |
| <input type="radio"/> Transgénero | <hr/> |
| <input type="radio"/> No binario/Género variante
(<i>Genderqueer</i>) | |

22. ¿Cuál era el ingreso bruto mensual de su hogar (su ingreso total mensual antes de deducciones de impuestos) antes de COVID-19? Le repetimos, esta información es solamente para ayudar a OMNI a entender quién respondió la encuesta y no será compartida por fuera del equipo de investigación de OMNI.

- Menos de \$1,300** (\$15,600 anual)
- Entre \$1,301 y \$1,800** (\$15,612 - \$21,600 anual)
- Entre \$1,801 y \$2,200** (\$21,612 - \$26,400 anual)
- Entre \$2,201 y \$2,700** (\$26,412 - \$32,400 anual)
- Entre \$2,701 y \$3,200** (\$32,412 - \$38,400 anual)
- Entre \$3,201 y \$3,700** (\$38,412 - \$44,400 anual)
- Entre \$3,701 y \$4,100** (\$44,412 - \$49,200 anual)
- Entre \$4,101 y \$4,600** (\$49,212 - \$55,200 anual)
- Más de \$4,601** (Más de \$55,212 anual)
- Prefiero no contestar

23. ¿Cuál es el ingreso bruto mensual de su hogar (el ingreso total mensual antes de deducciones de impuestos) ahora? Le repetimos, esta información es solamente para ayudar a OMNI a entender quién respondió la encuesta y no será compartida por fuera del equipo de investigación de OMNI.

- Menos de \$1,300** (\$15,600 anual)
- Entre \$1,301 y \$1,800** (\$15,612 - \$21,600 anual)
- Entre \$1,801 y \$2,200** (\$21,612 - \$26,400 anual)
- Entre \$2,201 y \$2,700** (\$26,412 - \$32,400 anual)
- Entre \$2,701 y \$3,200** (\$32,412 - \$38,400 anual)
- Entre \$3,201 y \$3,700** (\$38,412 - \$44,400 anual)
- Entre \$3,701 y \$4,100** (\$44,412 - \$49,200 anual)
- Entre \$4,101 y \$4,600** (\$49,212 - \$55,200 anual)
- Más de \$4,601** (Más de \$55,212 anual)
- Prefiero no contestar

24. ¿Cuánta gente vive en su hogar, incluyéndose usted?

- 1
- 2
- 3
- 4
- 5
- 6
- 7 o más
- Prefiero no contestar

25. ¿Cuántos niños de 17 años o menores viven en su hogar?

- 1
- 2
- 3
- 4 o más
- Prefiero no contestar

26. ¿Cuál es el número del código postal (zip code) de donde vive actualmente? Si no conoce su código postal, por favor no conteste esta pregunta. _____

Este es el final de la Encuesta de Necesidades de la Comunidad de Adams County. Le agradecemos su tiempo, y apreciamos que haya compartido sus opiniones e información con nosotros.



Adams County Provider Community Needs Survey

Adams County has partnered with OMNI Institute to conduct an assessment on the needs and services available to low-income residents.

You received this survey because you were identified by Adams County Human Services as someone associated with an organization that provides services to low-income residents of Adams County. As such, OMNI is asking you to provide your insight into the existing issues and gaps facing service providers and the low-income populations they serve. Your responses will be combined with those of other Adams County service providers. We are also administering a survey to low-income Adams County residents. Results from both surveys will be shared in a report to provide a clear picture of the current needs in the community.

We recognize these are unprecedented times. Organizations and programs have had to shift priorities and services in recent months to respond to the COVID-19 pandemic. In order to better understand the holistic needs of Adams County, some questions in this survey will ask for responses before the COVID-19 pandemic and after the pandemic began.

We anticipate the survey will take approximately 15 minutes to complete. Your responses will remain confidential and will only be shared within the OMNI research team. Although a list of organizations that participated in this survey will be made available in the final report, no individual responses will be tied to the organization name.

We appreciate your participation and your willingness to share your perspective! Your feedback will contribute to enhancing the well-being of communities throughout Adams County.

If you have questions about this survey, please contact OMNI Institute at adamscountysurvey@omni.org or (303) 839-9422.

The following questions will ask about your specific organization, your role, and the services provided by the organization.

1. Does your organization provide services to Adams County residents?

Yes

No [Skip to end to exit out]

2. What is the name of the organization you are primarily affiliated with? Responses to this survey will be on behalf of this organization. Your responses will **not** be tied to your organization in our reporting.

3. What is your primary role in the organization?

Board member

Volunteer

CEO/Executive Director

Program staff

Program Director/Manager

Other (Please describe):

Program Assistant/Administrative Staff

4. What type of organization do you represent? Select the most appropriate option.

City/County/Regional Health Department

Non-profit organization

Academic Institution

School district

Faith-based organization

Government agency (not public health department)

Healthcare

Other (Please describe):

5. In 2019, approximately how many **individuals** did your organization serve?

Under 100

2,001 – 3,500

101 – 250

3,501 – 5,000

251 – 500

5,001 – 7,500

501 – 1,000

7,501 – 10,000

1,001 – 2,000

10,001 or more

6. Which of the following types of services are MOST consistent with your organization's core mission? Please select all that apply.

- Advocacy education (raising awareness or educating about a specific issue or topic, serving as a voice for a specific population)
- Civic engagement (leadership development, citizenship classes, voting rights, etc.)
- Early childhood services (Head Start, early childhood education, child development, childcare, parenting assistance, etc.)
- Financial services (credit counseling, budgeting,
- Food services (food assistance, healthy eating education, food pantry, etc.)
- Health services (mental health services, substance abuse services, counseling, health care, health insurance services or assistance, health issue awareness, etc.)
- Housing (emergency and non-emergency, household utility payment assistance, weatherization, energy conservation, homeless assistance, housing locator services, housing counseling, rent or mortgage payment assistance, etc.)
- Recreation (parks and recreation facilities or activities for youth, seniors and families, etc.)
- Transportation services (rides for the elderly or mobility limited, grocery delivery for the mobility limited, rides to medical appointments, etc.)
- Workforce and adult education (GED, adult continuing education, workforce training, skill training, job retraining, computer literacy, English as a second language, literacy, etc.)
- Youth development (primary and secondary education, higher education, GED, afterschool programs, summer camps, etc.)
- Other (Please describe): _____

The next couple of questions will ask about who your agency serves.

7. In accordance with your mission, which of the following population groups does your organization primarily serve? For example, Head Start would primarily serve young children. Please select all that apply.

- Young children (birth – age 8)
- Youth (ages 9 – 12)
- Teenagers (ages 13 – 17)
- Low-income adults
- Seniors or older adults (60 or older)
- A specific ethnic or racial group
- English language learners
- Refugees
- Families with children
- Individuals on probation or recent parolees
- Individuals or families experiencing homelessness
- People with disabilities
- People experiencing mental illness or mental health issues
- Veterans
- LGBTQ+ community
- Other (Please describe): _____

8. Now, when thinking about **all** the population groups your organization serves, select all that apply. For example, Head Start's mission focuses on serving young children, but may have a parent support group so they also serve low-income adults.

- Young children (birth – age 8)
- Youth (ages 9 – 12)
- Teenagers (ages 13 – 17)
- Low-income adults
- Seniors or older adults (60 or older)
- A specific ethnic or racial group
- English language learners
- Refugees

- Families with children
- Individuals on probation or recent parolees
- Individuals or families experiencing homelessness
- People with disabilities
- People experiencing mental illness or mental health issues
- Veterans
- LGBTQ community
- Other (Please describe): _____

9. To what extent does your organization offer services in Spanish? Select all that apply.

- No Spanish language services available
- Some written Spanish language materials available
- Spanish-speaking staff available
- All services and materials available in Spanish

10. If services are available in languages other than English or Spanish, please share which language(s) services are available at your organization.

The following two questions will ask about general trends you are seeing with regards to your clientele and organization.

11. In the past 12 months, has your organization seen an increase or decrease in the following:

	Decreased	Stayed the Same	Increased
Overall clients served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requests for service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of clients referred to other service providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funding to provide services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to serve your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall resources serving your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Please share any other general trends you are seeing in relation to those you serve prior to the COVID-19 pandemic. For example, if the demographics or needs of those requesting services have changed.

13. Please share any general trends you are seeing since the COVID-19 pandemic.

Next, we hope to learn a little bit about the barriers you see as impacting access to your services.

14. To what extent do you perceive the following as barriers preventing clients from accessing your services?

Client Background

	Not at all a barrier	Seldom a barrier	Occasionally a barrier	Frequently a barrier
Literacy or education level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigration status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal background	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of documentation, like birth certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mistrust of organization, program or government agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Client Availability

	Not at all a barrier	Seldom a barrier	Occasionally a barrier	Frequently a barrier
Lack of childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services not offered at times/days clients can attend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Client Support Network

	Not at all a barrier	Seldom a barrier	Occasionally a barrier	Frequently a barrier
Hesitance to ask for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of support from family/friends/work to participate in services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Organization Structure or Capacity

	Not at all a barrier	Seldom a barrier	Occasionally a barrier	Frequently a barrier
Location of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation to services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language barriers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural barriers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Program Specific Barriers

	Not at all a barrier	Seldom a barrier	Occasionally a barrier	Frequently a barrier
Application process is too difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confusion over eligibility requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of knowledge about services offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Misunderstanding of program goals/purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of money to pay for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services do not meet their needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COVID-Related Barriers

	Not at all a barrier	Seldom a barrier	Occasionally a barrier	Frequently a barrier
No longer able to attend in-person services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services were eliminated/reduced due to lack of funding or funding changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agency closure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Please list any additional barriers your clients face, if any.

16. Please describe which barriers have become more problematic or more prevalent in relation to COVID-19, if any.

17. What barriers do you anticipate becoming more problematic or more prevalent in the next three years?

The following questions will ask about your organization's wait list policy.

18. Does your organization currently maintain a waitlist of clients?

- Yes - for all programs/services
 No
- Yes - but only for some programs/services

18a. If you do operate a waitlist, please list which service(s) have a waitlist.

18b. If you do operate a waitlist, approximately how many clients are currently on the waitlist?

- 1 – 10
- 11 – 25
- 26 – 50
- 51 – 75
- 76 – 100
- 101 or more

This last section will ask your opinion on the current needs in the community, as well as the biggest assets in the county.

19. Where do you think Adams County should prioritize its resources to help low-income residents over the next three years?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Financial health (financial literacy, savings, budgeting, income tax assistance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early childhood services (Head Start, early childhood education, child development, childcare, parenting assistance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth development (primary and secondary education, higher education, afterschool programs, summer camps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce and adult education (GED, adult continuing education, workforce training, skill training, job retraining, computer literacy, ESL, literacy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency services (shelter, rent/mortgage/utility payment assistance, eviction assistance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transportation (bus tokens or passes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food and nutrition (access to healthy food, food assistance, nutritional education, food pantries)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health services (mental health services, substance abuse services, victim assistance,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

counseling, health care, health insurance services or assistance, health issue awareness)					
Navigating available resources (case management, connection to available assistance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities for civic engagement and community involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. If there are other service areas not mentioned above that you believe Adams County should prioritize over the next three years to help low-income residents, please describe.

21. In your opinion, what changes are needed to improve the current programs and services available to low-income residents in Adams County?

22. In your opinion and based on your experience, what are some of the strengths and/or assets of the clients you serve?

23. What are some less formal supports in the community that can be expanded upon in Adams County (e.g., Informal leaders, informal networks [parents, neighborhoods, churches], physical places, community culture)?

24. Is there anything else you would like to share about the communities you serve, their current needs and/or their unmet needs?

This is the end of the survey. Thank you for taking the time to share your feedback and insights. Your perspective is appreciated. Your responses will be combined with other service providers in Adams County to paint a better picture of the current situation of services and needs of low-income residents.

Adams County Resident Interview Guide

Date of Interview:

Time of interview (start and end time):

Participant Name:

For interviewer: Please rate your confidence level about the thoroughness of the information collected during this interview.

Very Thorough

Reasonably Thorough

Missing Information

Introduction (3-5 minutes)

Introduction: Hello and thank you for participating in today's interview. My name is _____ and I am a researcher from OMNI Institute, a Denver-based research company. I will be facilitating our discussion. My colleague _____ is also on the call taking notes of our interview.

Purpose: My company, OMNI, has been hired by Adams County Human Services to help the county understand how they can better serve their community residents who have low income. For the next 60 minutes, we are going to have a conversation around the general and specific needs you have in your community. Your input will help us understand the needs that you or people like you have in your community. Your opinions and experiences are very important to us. Our goal is to gather information that accurately reflects your experience so that we can help provide meaningful recommendations to Adams County. That means there are no right or wrong answers and we appreciate your honest input. You are the expert here today, and I am here to learn from you.

Participation: Participation in today's interview is completely voluntary. You are free to end this conversation at any time. You do not have to answer any questions you feel uncomfortable answering. For participating today you will receive a \$30 gift card to King Soopers grocery store.

Privacy: The information you provide today will be compiled and grouped with information we collect from other interviews. Names and identities, including your name or any names you mention, will not be used in any published reports. Only combined information will be provided in reports, so no one will know it was you specifically who provided information. Only OMNI researchers like me will have access to the information you provide today. Your responses will be kept confidential.

- At this point do you have any questions about what I have explained?

Although my colleague _____ is also on this call and is taking notes, we would also like to record the interview to help verify our notes. Recordings will be kept confidential in a password protected computer, and will only be viewed by an OMNI researcher like me. No one affiliated with Adams County will view the recording.

- Do we have your permission to record this interview?

NOTE TO INTERVIEWER: Turn on recorder and verify that it is recording.

Confirm Rights and Agreement to Participate (Verbal Consent)

Now, that the recorder is on, I'd like to confirm the points we just covered:

- You know your rights as a participant - meaning, your participation is volunteer, you can answer or not answer any question; you can ask me any question; and you can stop participating at any time.
- The information you provide today will be compiled and grouped with information we collect from other interviews. Names and identities, including your name or any names you mention, will not be used in any published reports.
- You consent to be audiorecorded and this recording is now on.

Do you consent to participate in this interview? And, if so please state your full name. Again, your name will not be used in our reporting.

Needs in Key Service Areas (25-30 minutes)

Thank you very much- lets get started! As we go through the interview, I'd like you to answer the questions based on your experience or what you have heard/know of from friends, family, neighbors, etc.

Let's start by discussing what you or your community needs the most to help people thrive. I want to discuss needs in the areas most important to you, and I'm going to give you a list of areas to choose from. Then I'd like you to pick the most important need. I'll do this three times, so you can tell me about the three most important needs for you/your community. Make sense?

- **NOTE TO INTERVIEWER:** *read the 7 domains and asks 'Which is the most important need?' and then asks the follow up questions below; reads the list again and asks 'Which is the 2nd most important need?' and asks the follow-up questions; finally the facilitator reads the list a third time and asks 'Which is the 3rd' most important need?' and asks the follow-up questions.*

Each time, interviewer marks ranking next to the need area in the table below.

<u>Key Community Need Areas</u>	<u>Ranking</u>
Employment	
Education (can include childcare)	
Financial well-being/Income management	
Housing	
Health and nutrition	
Transportation	
Civic engagement and community involvement	

1. Let's discuss why you picked this need as [first, second, third].
 - a. What around [insert domain] is needed and why?
 - b. Have these needs changed in the last 3-5 years? If so, how?
 - c. How has COVID-19 changed needs in this area, if at all?
 - i. How have changes in personal and community support systems because of COVID-19 (informal supports, not services) affected any of the needs in this area?

INTERVIEWER PROBE: You could talk about things like family support systems, or support systems that involve friends or neighborhood that assist you regarding [Insert need].
 - ii. Are there any needs that people are "putting off" right now, due to COVID-19, that you think will be a bigger need once things are more like they were pre-COVID-19?
 - d. How might these needs change in the next 3-5 years?
2. Did I miss any urgent/important needs? If so, what is missing?
 - a. Why is this need important?

Service Provider Experiences (20-25 minutes)

Facilitator guides discussion about experiences with the service providers and assistance programs available in Adams County.

Facilitator asks the following questions for each domain.

Now, I'd like to ask you about experiences with the service providers and assistance programs available in Adams County. These are support systems that are more formal than family, friends, or neighborhood supports.

3. Where can you or people you know turn for help around [insert with domain]?
4. Thinking of the organizations/places/agencies that you, or people you know, visit most often, what is most liked about the organizations or what is helpful about the organization?

INTERVIEWER PROBE: What helpful services does this organization provide in addition to the immediate help they provide?

- a. How have these organizations changed the way they provide services to continue to support you because of COVID-19, if at all?
- b. Do you think any of those changes will be permanent, and if so, how?

5. What don't you like about available services/supports/assistance programs?
 - a. Is there something current providers can do more of or improve to better meet your needs? If so, what?
 - b. In what way, if any, has COVID-19 had a negative impact on the services you receive from these providers?
 - c. What stops you, if anything, from looking for more help from assistance programs?

INTERVIEWER PROBE: You could talk about things like limited hours of operation, costs of services, being put on waitlists, inconvenient location of services, etc.

- i. Are there any types of help/assistance that are easier to get than others? If so, what are they and why?
6. What services are missing? What are the gaps?
7. **[If time allows: services supporting multiple domains]** Do any of these organizations or other organizations you know in Adams County support community members across different/multiple areas (e.g., case management)?
 - a. [If affirmed] What was that service experience like - what did you like? What could be improved?
8. **[If time allows: Linkages]** Have you or someone you know had experience with two or more organizations working together to offer support?
 - a. [If affirmed] What was that service experience like - what did you like? What could be improved?
9. What else, if anything, do I need to know about the services that you currently use, the services that you would like to see more of, and the services you are concerned about for the future?

Community Strengths, Supports and Assets (10 minutes)

Facilitator guides discussion about community assets.

10. I've spent a lot of time on needs and gaps, but that is only a part of the story, of course. Let's discuss some community strengths. Are there any less formal supports in this community that could be expanded on to strengthen the community? [Examples: informal leaders, informal networks (parents, neighborhoods, church), physical places, community culture]
 - a. What are some informal and/or creative ways that people and families get their needs met? In general, and especially now during the COVID-19 pandemic?

11. What are some strengths of this community that you would want others (including those who provide services) to know about?

Summary (2-3 minutes)

12. Of the various topics that I discussed today, is there something you think is particularly important that you want to make sure goes in our report? If so, what?
13. Is there anything else you would like to share? Something you thought would come up in conversation but didn't?

Finally, I'd like to collect your mailing address, so we can mail your \$30 gift card to King Soopers. The information you provide will only be used to deliver you the gift card for participating today. (Notetaker collects name, mailing address, and phone number in case we need to reach them and reads it back to make sure we wrote it down correctly).

Full name:

Mailing address:

Phone number:

Thank you very much for participating in this interview today! We value your time and feedback.

Adams County Resident Interview Guide [Spanish]

Guía de Entrevista para Residentes del Condado de Adams

Date of Interview:

Time of interview (start and end time):

Participant Name:

For interviewer: Please rate your confidence level about the thoroughness of the information collected during this interview.

Very Thorough

Reasonably Thorough

Missing Information

Introducción (3-5 minutos)

Introducción: Hola y gracias por participar en la entrevista de hoy. Mi nombre es Paola y soy una investigadora de OMNI Institute, una empresa de investigación sin fines de lucro en Denver. Voy a facilitar nuestra discusión.

Propósito: OMNI ha sido contratada por Adams County Human Services para ayudar al condado a entender cómo pueden servir mejor a sus residentes de la comunidad que tienen bajos ingresos. Durante los próximos 60 minutos, vamos a tener una conversación en torno a las necesidades generales y específicas que tiene en su comunidad. Su opinión nos ayudará a entender las necesidades que usted o personas como usted tienen en su comunidad. Sus opiniones y experiencias son muy importantes para nosotros. Nuestro objetivo es recopilar información que refleje su experiencia para que podamos ayudar a proporcionar recomendaciones al Condado de Adams. Eso significa que no hay respuestas correctas o incorrectas y apreciamos sus opiniones honestas. Usted es la experta aquí hoy, y yo estoy aquí para aprender de usted.

Participación: La participación en la entrevista de hoy es completamente voluntaria. Usted es libre de parar la entrevista en cualquier momento. Usted no tiene que responder a ninguna pregunta que se sienta incómoda respondiendo. Para participar hoy recibirá una tarjeta de regalo de \$30 a la tienda de comestibles King Soopers.

Privacidad: La información que proporcione hoy será compilada y agrupada con la información que recopilamos de otras entrevistas. Los nombres e identidades, incluido su nombre o cualquier nombre que mencione, no se utilizarán en ningún informe publicado. Solo se proporcionará información combinada en el reporte, por lo que nadie sabrá que fue usted específicamente quien proporcionó información. Sólo los investigadores de OMNI como yo tendrán acceso a la información que usted proporciona hoy. Sus respuestas se mantendrán confidenciales.

- En este punto, ¿tiene alguna pregunta sobre lo que he explicado?

Además, me gustaría grabar la entrevista para ayudar con mis notas. Las grabaciones se mantendrán confidenciales en un computadora con contraseña, y solo serán psts los investigadores de OMNI como yo. Nadie afiliado al condado de Adams verá la grabación.

- ¿Tengo su permiso para grabar esta entrevista?

NOTE TO INTERVIEWER: Turn on recorder and verify that it is recording.

Confirmar Derechos y Acuerdo de Participación (Consentimiento verbal)

Ahora, que la grabadora está prendida, me gustaría confirmar los puntos que acabamos de cubrir:

- Usted sabe sus derechos como participante - que su participación es voluntaria, puede responder o no responder a cualquier pregunta; puede hacerme cualquier pregunta; y puede dejar de participar en cualquier momento.
- La información que proporcione hoy será compilada y agrupada con la información que recopilamos de otras entrevistas. Los nombres e identidades, incluido su nombre o cualquier nombre que mencione, no se utilizarán en ningún reporte publicado
- Usted acepta ser grabado en audio y esta grabación está ahora en.

¿Consiente participar en esta entrevista? Y, si es así, por favor diga su nombre completo. Una vez más, su nombre no será utilizado en nuestros informes.

Necesidades en Áreas de Servicios (25-30 minutos)

Muchas gracias- vamos a empezar! A medida que pasamos por la entrevista, me gustaría que respondiera a las preguntas basadas en su experiencia o lo que ha escuchado / sabe de amigos, familia, vecinos, etc.

Para comenzar, vamos discutir lo que usted o la gente de su comunidad necesita más para prosperar. Quiero discutir las necesidades en las áreas más importantes para usted, y voy a darle una lista de áreas para elegir. Entonces me gustaría que eligieras la necesidad más importante. Haré esto tres veces, para que me hables de las tres necesidades más importantes para ti/tu comunidad. ¿Tiene sentido?

- **NOTE TO INTERVIEWER:** read the 7 domains and asks 'Which is the most important need?' and then asks the follow up questions below; reads the list again and asks 'Which is the 2nd most important need?' and asks the follow-up questions; finally the facilitator reads the list a third time and asks 'Which is the 3rd' most important need?' and asks the follow-up questions.

Each time, interviewer marks ranking next to the need area in the table below.

<u>Key Community Need Areas</u>	<u>Ranking</u>
El empleo	
La educación	
Bienestar financiero/Gestión de ingresos	
La vivienda	
Salud y nutrición	
El transporte or la transportación	
Participación cívica y participación comunitaria	

2. Vamos a discutir por qué eligió esta necesidad como [primero, segundo, tercero].
 - a. ¿Qué es lo que es importante sobre [insert domain] y por qué?

- b. ¿Han cambiado estas necesidades en los últimos 3-5 años? Si es así, ¿cómo?
- c. ¿Cómo ha cambiado COVID-19 las necesidades en esta área, si ha cambiado las necesidades?
 - i. ¿Cómo han afectado los cambios en los sistemas de apoyo personal y comunitario debido a COVID-19 (apoyos informales, no servicios) a cualquiera de las necesidades en este ámbito?

INTERVIEWER PROBE: Podrías hablar sobre cosas como sistemas de apoyo familiar o sistemas de apoyo que involucren a amigos o vecindarios que te ayuden con respecto a [Insertar necesidad].

- ii. ¿Hay alguna necesidad de que la gente esté "retrasando" en este momento, debido a COVID-19, que usted piensa que será una necesidad más grande una vez que las cosas son más como eran antes de COVID-19?
 - d. ¿Cómo podrían cambiar estas necesidades en los próximos 3-5 años?
3. ¿Me perdí alguna necesidad urgente/importante? Si es así, ¿qué falta?
- a. ¿Por qué es importante esta necesidad?

Experiencias de Proveedores de Servicios (20-25 minutos)

Facilitator guides discussion about experiences with the service providers and assistance programs available in Adams County.

Facilitator asks the following questions for each domain.

Ahora, me gustaría preguntarle acerca de las experiencias con los proveedores de servicios y programas de asistencia disponibles en el Condado de Adams. Estos son sistemas de apoyo que son más formales que los apoyos familiares, amigos o vecindarios.

- 4. ¿Dónde puedes usted o las personas que conoces pedir ayuda [insertar con dominio]?
- 5. Pensando en las organizaciones/lugares/agencias que usted, o las personas que conoce, visitan más, ¿qué es lo que más le gusta de las organizaciones o lo que es útil acerca de la organización?

INTERVIEWER PROBE: ¿Qué servicios útiles ofrece esta organización además de la ayuda inmediata que proporcionan?

- a. ¿Cómo han cambiado estas organizaciones la forma en que prestan servicios para seguir apoyándole debido a COVID-19, si es que lo hacen?
- b. ¿Crees que alguno de esos cambios será permanente, y si es así, cómo?

6. ¿Qué no le gusta de los servicios/soportes/programas de asistencia disponibles?
 - a. ¿Hay algo que los proveedores actuales pueden hacer más o mejorar para satisfacer mejor sus necesidades? Si es así, ¿qué?
 - b. ¿De qué manera, si la hubiera, COVID-19 ha tenido un impacto negativo en los servicios que recibe de estos proveedores?
 - c. ¿Qué le impide, si acaso, buscar más ayuda de los programas de asistencia?

INTERVIEWER PROBE: Se podría hablar de cosas como horas limitadas de operación, costos de servicios, ser puesto en listas de espera, ubicación inconveniente de servicios, etc.

- i. ¿Hay algún tipo de ayuda/asistencia que sea más fácil de obtener que otros? Si es así, ¿qué son y por qué?
7. ¿Qué servicios faltan? ¿Cuáles son los huecos en los servicios?
8. **[If time allows: Services supporting multiple domains]** ¿Alguna de estas organizaciones u otras organizaciones que conoce en el condado de Adams apoyan a los miembros de la comunidad en diferentes/múltiples áreas (por ejemplo, administración de casos)?
 - a. [If affirmed] ¿Cómo fue esa experiencia de servicio, ¿qué te gustó? ¿Qué se podría mejorar?
9. **[If time allows: Linkages]** ¿Usted o alguien que conoce ha tenido experiencia con dos o más organizaciones que trabajan juntas para ofrecer apoyo?
 - a. [If affirmed] ¿Cómo fue esa experiencia de servicio, ¿qué te gustó? ¿Qué se podría mejorar?
10. ¿Qué más, si acaso, necesito saber acerca de los servicios que utiliza actualmente, los servicios que le gustaría ver más y los servicios que le preocupan para el futuro?

Fortalezas, Apoyos y Activos de la Comunidad (10 minutos)

Facilitator guides discussion about community assets.

11. He pasado mucho tiempo en necesidades y huecos en servicios, pero eso es sólo una parte de la historia, por supuesto. Hablemos de algunas fortalezas de la comunidad. ¿Hay apoyos menos formales en esta comunidad que podrían ampliarse para fortalecer a la comunidad? [Examples: líderes informales, cadenas informales (parents, neighborhoods, church), espacios físicos, cultura de la comunidad]
 - a. ¿Cuáles son algunas formas informales y/o creativas de que las personas y las familias satisfagan sus necesidades? En general, ¿y especialmente ahora durante la pandemia COVID-19?
12. ¿Cuáles son algunas de las fortalezas de esta comunidad que desearía que otras (incluidas las que prestan servicios) supieran?

Resumen (2-3 minutos)

13. De los diversos temas que hemos hablado hoy, ¿hay algo que usted cree que es particularmente importante que usted quiera asegurarse de que va en nuestro informe? Si es así, ¿qué?
14. ¿Hay algo más que le gustaría compartir? ¿Algo que pensaste que saldría en conversación pero no paso?

Finalmente, me gustaría recoger su dirección postal, para que podamos enviar su tarjeta de regalo de \$30 a King Soopers. La información que proporcione solo se utilizará para entregarle la tarjeta de regalo para participar hoy. (Notetaker collects name, mailing address, and phone number in case we need to reach them and reads it back to make sure we wrote it down correctly).

Full name:

Mailing address:

Phone number:

¡Muchas gracias por participar en esta entrevista hoy! Valoramos su tiempo y comentarios.

Community Provider Focus Group

[Facilitator adapts interview script to cover background, participant rights, use of information, as well as ground rules for group discussion.]

Community Needs in Key Areas (~50 minutes)

Facilitator leads the group in a process of identifying and discussing community needs in key areas through a virtual meeting.

- Participants see Facilitator's screen with all domains
- Facilitator reads the 7 domains through a polling exercise to identify the top 3 needs.
- Participants make their selections.

Key Community Need Areas

- Employment
- Education and Cognitive Development
- Income, Infrastructure and Asset Development
- Housing
- Transportation
- Health, Nutrition and Social/Behavioral Development
- Civic Engagement and Community Involvement

Facilitator reviews the poll/tallies for each domain and guides the group in a discussion about 3 domains with the most votes.

1. Why did participants choose this as the [first, second, third] issue? What are the main issues and needs within [insert domain]? What contributes to these needs (e.g., lack of services, local economy/business, etc.)?

2. How, if at all, have these needs changed or evolved in the last 3-5 years?/Which needs have increased or decreased in this timeframe?

- a. How has COVID-19 impacted needs in this area? Which, if any, of these impacts do you expect will persist past COVID-19 and for how long?
- b. How have changes in informal community supports and networks (due to COVID-19) impacted needs in this area?
- c. What else has contributed to changes in needs over the last 3-5 years?

3. How might these top needs change in the next 3-5 years and why?

Facilitator reads off the issues participants wrote down for each remaining domain.

4. Are there any other key issues or areas of need that are missing (e.g., emergency management/disaster relief)? If so, how critical are they related to those just discussed?

Service Gaps and Effectiveness (~50 minutes)

Facilitator briefly reviews top needs again and guides the group in a discussion about service availability.

5. What are the current services available to address the needs within [each domain]? How effective are these services at addressing the needs within [each domain]?
6. What are the gaps in services needed to address key needs? What services are under-resourced or missing entirely?
 - a. How has COVID-19 impacted ability to get needed services in this area? Which, if any, of these impacts do you expect will persist past COVID-19 and for how long?
 - b. How are providers innovating to deliver services differently and do you expect any of these changes to be long-term?
 - c. Are there any specific services that will be in particularly high demand once systems begin to operate more like pre-COVID-19 (i.e., things people are postponing or aren't able to get at all right now)
 - d. Are there any other key reasons for these gaps (e.g., funding, infrastructure, qualified staff, etc.)?
7. How big of a current need is training, technical assistance and/or capacity building for organizations providing services in the community? How big of an impact would addressing these capacity building gaps have on community needs?
8. What services/organizations support community members across multiple areas of need/domains? How effective are those services at addressing needs?
9. What are some examples of multiple organizations or programs working together to provide services? How effective have these efforts been?

Summary (~10 minutes)

10. Is there anything else related to key community needs that is important to share? Something you thought would surface but didn't?

Appendix C: Provider Survey

Additional Data

Table B1. Provider Roles at their Organizations

Role	Frequency
CEO/Executive Director	6
Other (please describe):	5
Program Assistant/Administrative Staff	3
Program Director/Manager	8
Program Staff	5
Missing	2
Total	29

Table B2. Languages Offered by Service Providers

Open-Ended Responses
We use language line for other languages
All languages
Arabic, Amharic, Burmese, Dari, Farsi, Nepali, Oromo, Somali, Swahili, Tigrinya, and some others
We also offer written/verbal in a number of languages in our school district
French, Vietnamese, Chinese (Mandarin/Cantonese), Burmese, Nepali, Laotian, Arabic
Karen, Thai, Chinese, Japanese, Filipino, with another 176 other languages translated
Bhutanese, Burmese, Nepali, Karen, Korean, Japanese, Mandarin

Table B3. Number of Clients Served by Providers

Range	Frequency
Under 100	4
101 – 250	0
251 – 500	6
501 – 1,000	1
1,001 – 2,000	4
2,001 – 3,500	4
3,501 – 5,000	2
5,001 – 7,500	0
7,501 – 10,000	2
10,001 or more	4
Missing	2
Total	29