ADAMS COUNTY COMMUNITY NEEDS ASSESSMENT

PROVIDER SURVEY REPORT

PREPARED BY: **CORONA** RESEARCH

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In August 2003, Adams County engaged the services of Corona Research, Inc. to conduct a Community Needs Assessment. The purpose of the Community Needs Assessment was to gather information from Adams County residents about their needs and priorities in order to target resources more responsively to meet those needs. The Needs Assessment consisted of several research tools and other components that provide current information on community conditions, gaps in services, and priority needs.

This section of the Community Needs Assessment report summarizes findings from a survey of service providers. Research findings in this report supplement findings from other research tasks performed in this needs assessment and are intended to assist Adams County officials in understanding the priority needs of county residents, as well as resources available to serve county residents.

After consulting with Adams County staff members, it was determined that the survey would focus on those providers that primarily offer human services and social services to county residents, so as to learn more about private, non-governmental agencies that serve the county's low- to moderate-income households. As such, public entities were generally not included in the survey.

METHODOLOGY

This survey of service providers was conducted via mail survey to agencies identified as potentially providing human services to Adams County residents. The four major steps in the survey were as follows.

1) The Corona Research team utilized the Mile High United Way's on-line directory to begin the process of identifying agencies that play a direct or supportive role in the delivery of human services and programs in Adams County. The research team also checked this initial list of prospective organizations against an internal list of Adams County agencies being compiled as contacts were made with community organizations during the needs assessment project. Nonprofit agencies comprised the vast majority of agencies targeted.

2) Corona Research designed an initial draft survey and gathered feedback from Adams County officials, as well as several representatives from county non-profit agencies. Corona then developed the final survey. (A sample copy of the survey is provided in Appendix A).

3) After creating a listing of potential service providers, which was reviewed by Adams County officials, the Corona Research team worked with the Adams County Office of Community Development (OCD) to initiate the survey process through the following steps.

   ■ The survey instrument, and an introductory letter from OCD, was mailed to each organization during the final week in January, 2004.

   ■ A follow-up postcard was mailed to agencies that had not responded to the survey within approximately three weeks after receipt. This postcard served both as a reminder and as a means of gathering contact information if the organization representative had questions about completing the survey or wasn't the appropriate person in his/her agency to complete the survey. The reminder post card contributed significantly to the final response rate.

   ■ Organizations that contacted Corona Research in response to the survey or the reminder post card were given the opportunity to receive the survey electronically, as needed.

4) The final question of the survey served to identify all survey recipients, and asked respondents to list any other organizations that should be contacted. Through this step, any organization that was known to a survey recipient had a high probability of receiving a survey. As time allowed, Corona Research contacted organizations listed by their colleagues and offered them the opportunity to complete a survey.

The steps listed above were taken to ensure the highest possible rate of participation in the survey. Appendix B includes a complete listing of all agencies that were mailed a survey, along with a designation of each of the organizations that responded. Summary response statistics are provided below.

SURVEY POPULATION AND RESPONSE RATES

Corona Research conducted the mail survey of service delivery providers in Adams County in early 2004. The general population of survey respondents consisted of non-profit entities and government agencies. A complete list of organizations that received surveys, as well as an indication of those organizations that returned a survey, can be found in Appendix B. The findings detailed in this report are based on the collective responses of those organizations. The table below indicates the total number of eligible organizations that received a survey and their response rate.

	Calculation of Eligible Organizations Surveyed and Response Rate	Number
A	Complete mailing list of organizations	154
B	Non-existent, departed, or defunct organizations (surveys or post cards returned in mail, no forwarding information, phone listing, or other contact information to update records in a timely manner)	8
C	Organizations that were not relevant to the study (Organizations in A or B who responded in writing or via telephone that they do not provide relevant services.)	5
E	Eligible Organizations (A-B-C)	141
F	On-time Responses from Eligible Organizations	59
G	Minimum Response Rate* (F/E)	41.8%

*   It is likely that the response rate is higher, because some organizations that are defunct may have been on the mailing list, and some non-relevant organizations (C above) may not have reported themselves as such.

**   Five surveys were received after analysis was completed and are not included

As illustrated in the table above, 141 organizations were identified as potentially eligible for the study. Of these organizations, the final response rate of 41.8 percent was somewhat higher than would normally be expected for a survey of this nature. Corona received five surveys (not included in the total response rate) after all analysis was complete.

The survey findings are provided below, beginning with key findings. The reader should note that the findings are comprised of only data submitted by respondents. As such, it may not exactly reflect the total Adams County community service delivery system. Nonetheless, the survey response was high enough to provide a good representation of service delivery in Adams County today.

This survey revealed several key findings related to Adams County service providers and the community they serve. Most of these findings were related to the availability of services in Adams County. Several other findings were related to current needs for services in the county from the service providers' perspective.

1. **More than 50 percent of Service Providers in Adams County Provide Services in Public/Social Services, Education and Housing.** Public/social services, education and housing provided by more than one-half of responding agencies. Almost one-half of respondents also indicated that they provide health services, and 37 percent provide economic development services. Thus, many agencies provide services in multiple areas.

2. **When Comparing Among Six Major Categories of Need, Service Providers Allocate Most of Their Resources to Education and Public/Social Services.** Agencies are most likely to use a significant portion of their resources to provide education and public (social) services. While a large proportion of agencies provide some housing services, a small proportion allocates substantial resources in this area.

3. **When Comparing Among 17 Specific Services, Mental Health Services and Senior Services are Provided Most Often and to the Largest Number of Unduplicated Residents.** When compared with other services, providers of mental health services and senior services tend to serve larger numbers of unduplicated clients and provide more services to those clients.

4. **The Majority of Agencies Provide Services to Residents of All Major Municipal and Unincorporated Areas in Adams County (Except Arvada, Bennett and Watkins).** More than 60 percent of agencies provide services in all major municipal areas in Adams County. Greater than 70 percent of agencies provide services in the Thornton and Northglenn areas. Arvada, Bennett and Watkins residents are served by less than one-half of services.

5. **Referral and Word-of-Mouth are the Most Common Means by Which Residents Become Aware of Services.** Far and away, referral and word-of-mouth communication are the most common means by which clients hear about services. Agencies gain relatively few clients through direct marketing or communication efforts.

6. **Most Service Providers in Adams County Tend to Serve Either Very Large or Very Small Numbers of Clients.** More than sixty percent of Adams County service providers either serve a relatively large number of clients (more than 1,500) or a relatively small numbers of clients (less than 200) annually. The small providers likely have few resources to conduct direct marketing efforts as noted in #5 above.

7. **An Overwhelming Majority of Service Providers are Interested in Expanding Their Operations.** Forty two percent of service providers are either currently expanding their operations, or have plans to expand their operations. Another 50 percent of providers are interested in expanding, but do not currently have plans to do so.

8. **When Asked to Identify the Greatest Current and Future Needs from Six Major Categories, Service Providers Selected Public/Social Services and Housing as the "Greatest" Need. However, Economic Development was the Most Likely to be Chosen as a "Top Three" Need Both Today and in the Future.** Public (social) services and housing were identified as the greatest needs in Adams County, both today (at 35 percent each) and in five years (at 27 and 31 percent respectively). Interestingly, while those services were selected as the greatest need, economic development was selected by the largest percentage of respondents in their Top 3 rankings, at 84 percent. Although ranked fourth as a need today, the need for education increased the most, with 17 percent of respondents ranking it as the greatest need in the next five years, compared to 10 percent today, for an increase of 7 percent.

9. **When Choosing From Among 17 Specific Services, Child Care, including Subsidized Child Care, and Utility Assistance Were Indicated as the Highest Priority Current Needs.** Seventy four percent of service providers indicated a greater need for "child care that extends beyond the working day" and 68 percent indicated a greater need for subsidized child care. Seventy percent of service providers believed that more utility assistance is needed currently. In contrast, only 36 percent of service providers chose small business support and only 46 percent identified victim assistance as current needs.

10. **When Choosing From Among 17 Specific Services, Child Care and Subsidized Child Care, Along With Mental Health Services, Were Indicated as the Highest Priority Future Needs Five Years from Now.** In addition to the child care needs discussed in 9 above, mental health services were indicated to be the greatest need five years from now. Sixty eight percent of service providers indicated that more mental health services will be required in five years. This compares with 66 percent indicating "child care beyond the working day" and 64 percent predicting that subsidized child care would be priority needs in five years. Small business support and youth programs were the least commonly select, at 45 and 47 percent respectively. Forty seven percent also believed that more disabled services would likely be needed in five years.

Nearly Three-Quarters of Responding Organizations Were Non-Profit Agencies

Nearly three-quarters of Adams County agencies surveyed were non-profit agencies and another 16 percent were governmental or quasi-governmental agencies.

The remaining 10 percent of respondents were split between private sector firms, grassroots organizations, and "other" organizations, most of which included school districts or divisions of school districts.

Exhibit 1-1
Type of Organization
("Is your organization?")

- A grassroots organization 2%
- Other 5%
- A private sector company 3%
- A governmental or quasi-governmental agency 16%
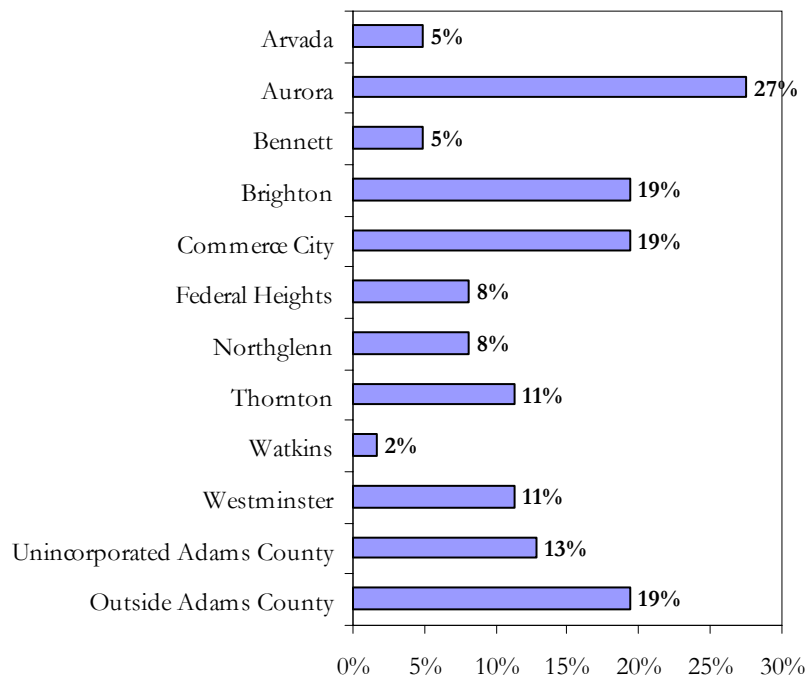- A non-profit agency 74%
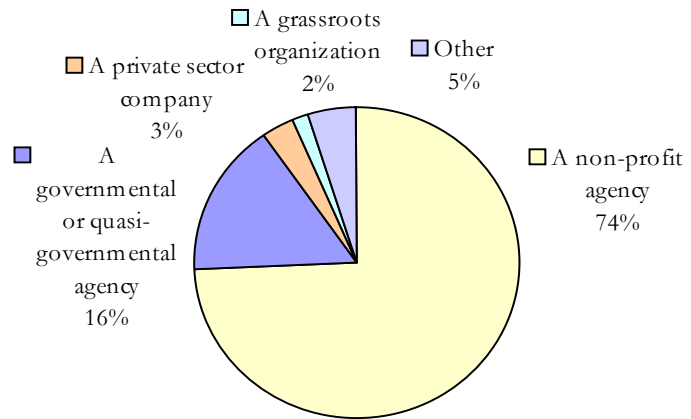
Responding Organizations Were Likely to Have a Physical Location in Aurora, Brighton, Commerce City or Outside of Adams County

Respondents were asked to identify the physical location(s) of their organizations. Of agencies responding, 27 percent had at least one location in Aurora. The other most common location(s) of responding agencies were Brighton, Commerce City, and "Outside Adams County."

Responding organizations were least likely to have locations in Arvada, Bennett or Watkins.

Exhibit 1-2
Location of Organization
("Where is the physical location of your organization?")

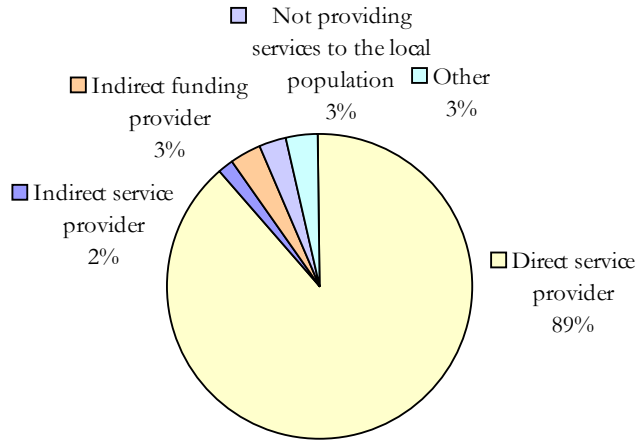| Location	%
Arvada	5%
Aurora	27%
Bennett	5%
Brighton	19%
Commerce City	19%
Federal Heights	8%
Northglenn	8%
Thornton	11%
Watkins	2%
Westminster	11%
Unincorporated Adams County	13%
Outside Adams County	19%

Responding Organizations Were Likely to be Direct Service Providers

Eighty-nine percent of responding organizations were likely to directly serve the public with their services.

The other 10 percent of responding organizations were divided somewhat evenly between indirect funding providers, indirect service providers, and those agencies not providing services to the local population. The latter of these did not complete the rest of the survey. "Other" organizations included discount grocery providers and a referral agency.

Exhibit 1-3
Organization's Role
("What best describes your organization's role in the services that you provide to Adams County residents?")

- Not providing services to the local population 3%
- Indirect funding provider 3%
- Other 3%
- Indirect service provider 2%
- Direct service provider 89%

Responding Organizations Were Most Likely to Provide Public Services or Education Services

Sixty-five percent of respondents indicated they provide some kind of public service(s), such as services for seniors or the disabled, and 63 percent provide education-related service(s).

About one-half of respondents indicated providing housing or health services. Meanwhile, agencies were least likely to provide cultural or transportation services. "Other" included utility assistance, food assistance, mentoring, and prescription and documentation assistance.

Exhibit 2-1
Category(s) of Services
("Please review all of the services in the following categories and indicate those services that your organization provides.")
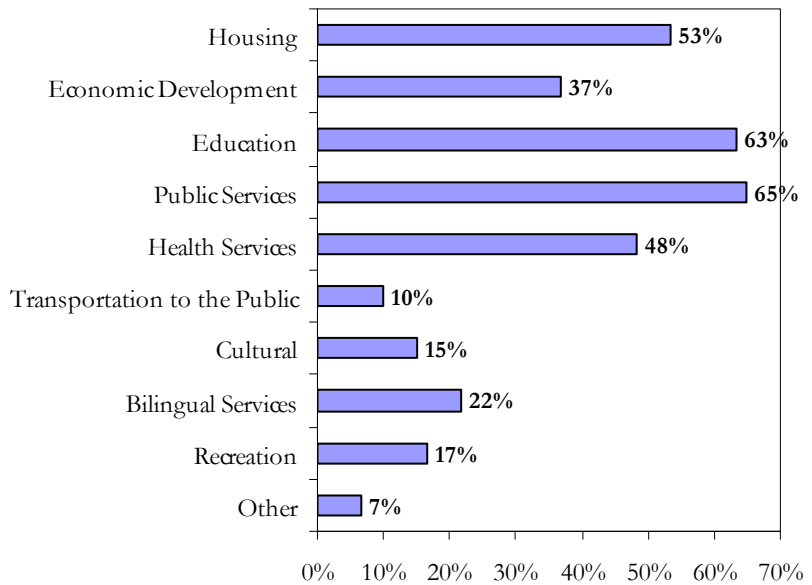
Housing Services Providers Were Most Likely to Provide Referral Services

Of those agencies providing housing services, 81 percent indicated providing referral assistance to their clients. Otherwise, the most commonly provided housing-related services were rent or mortgage payment assistance, housing assistance (emergency and non-emergency), and counseling services.

"Other" services in this category included housing rehabilitation, in-home services, assistance with fair housing and discrimination, and homebuyer education among others.

Exhibit 2-2
Category of Services: Housing
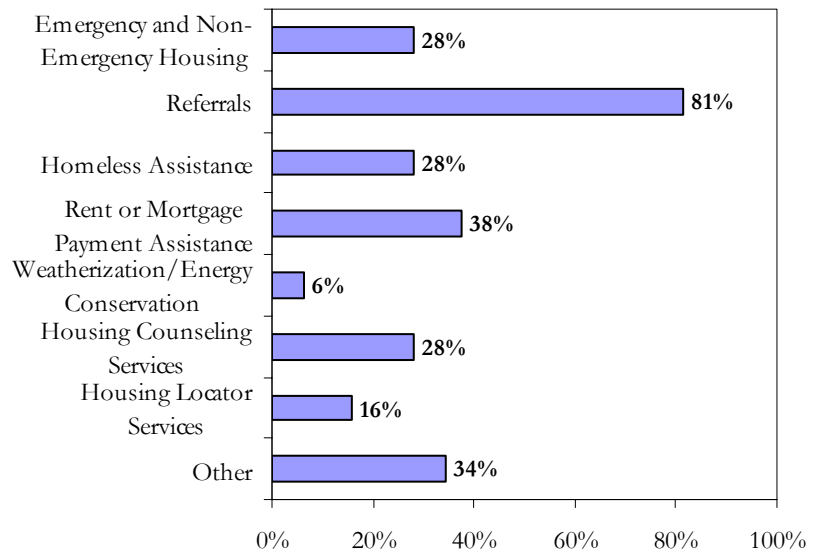
After Referrals, Job Finding Assistance and Skills Training Were the Most Commonly Provided Economic Development Services
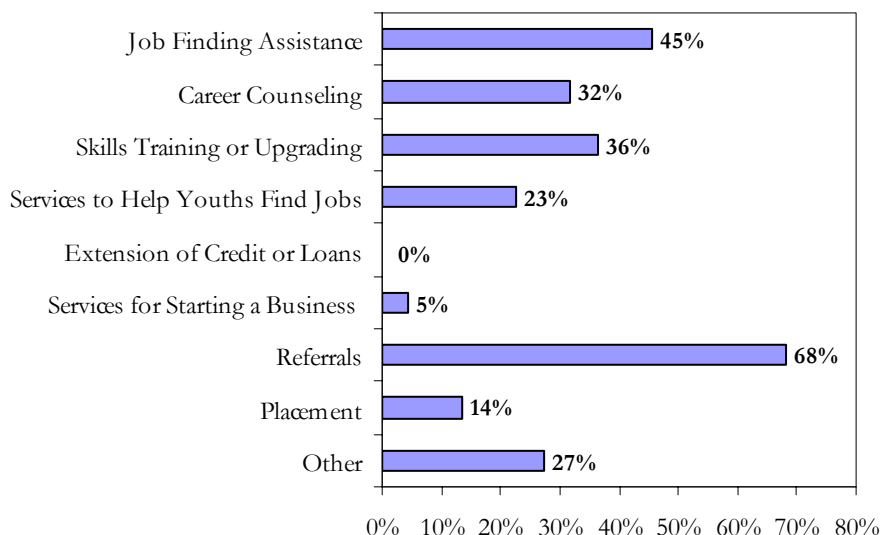
Sixty-eight percent of agencies providing economic development services indicated they provide referrals.

Other commonly provided services were job finding assistance (45 percent), skills training (36 percent), and career counseling (32 percent).

There were few to no services provided in business start-up or credit/loan extension.

**Exhibit 2-3
Category of Services: Economic Development**

Service	Percent
Job Finding Assistance	45%
Career Counseling	32%
Skills Training or Upgrading	36%
Services to Help Youths Find Jobs	23%
Extension of Credit or Loans	0%
Services for Starting a Business	5%
Referrals	68%
Placement	14%
Other	27%

After "Other" Education Services, Counseling Services are the Most Common

"Other" education services were the most commonly mentioned and included parenting education, computer literacy, school to work mentoring, childcare training, energy conservation, health education, and other kinds of programs.

Counseling services, adult education, and after-school programs were the specific services most commonly provided by respondents.

**Exhibit 2-4
Category of Services: Education**

Service	Percent
Counseling	42%
Adult Education	34%
English as a Second Language	16%
After School Programs	32%
Head Start	3%
Child Development	26%
Literacy	18%
Other	45%
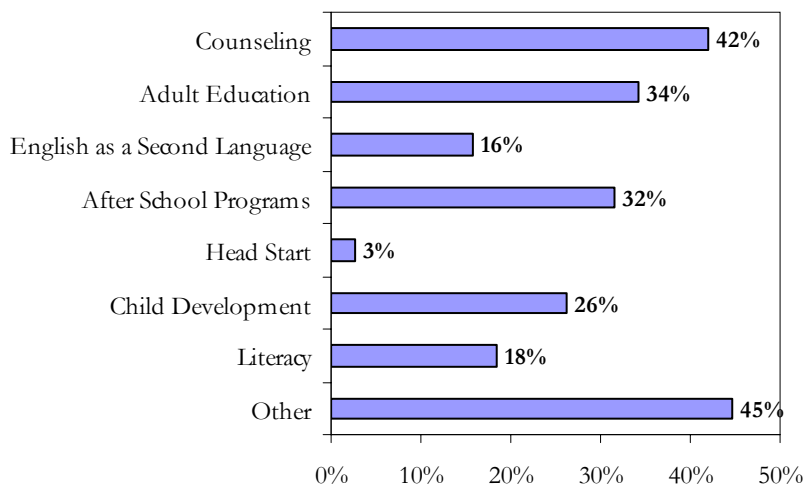
## Youth Programs are the Most Commonly Provided Public Services Among Respondents

Almost one-half of respondents' currently offer youth programs. Senior services and services for the disabled were the second and third most commonly provided public services.

Day care and child care financial assistance were the least common public services provided.

Exhibit 2-5
Category of Services: Public Services
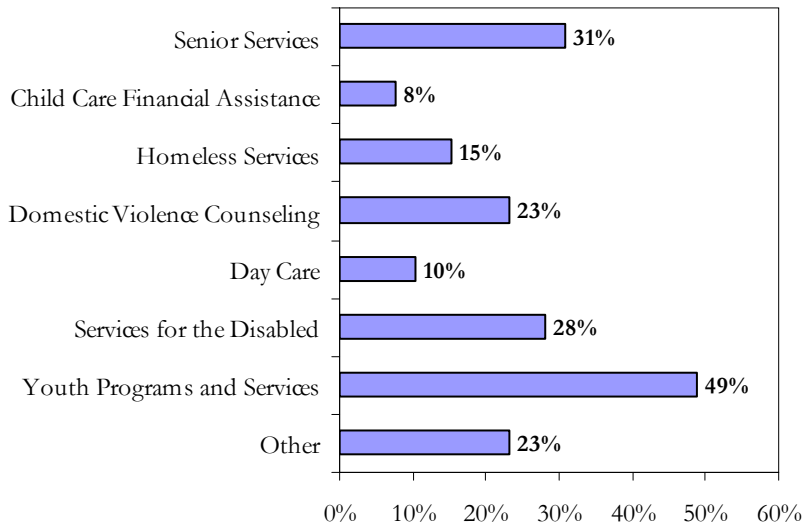
After "Other" Types of Healh Services, Preventive Services and Wellness Programs Were Most Common

Almost 60 percent of organizations providing health services provide "other" services, such as dental care, senior health clinic, primary pediatric care, in home care, and child health services.

Preventive health services, wellness programs and mental health services were the next most commonly provided health services by responding organizations.

Exhibit 2-6
Category of Services: Health Services
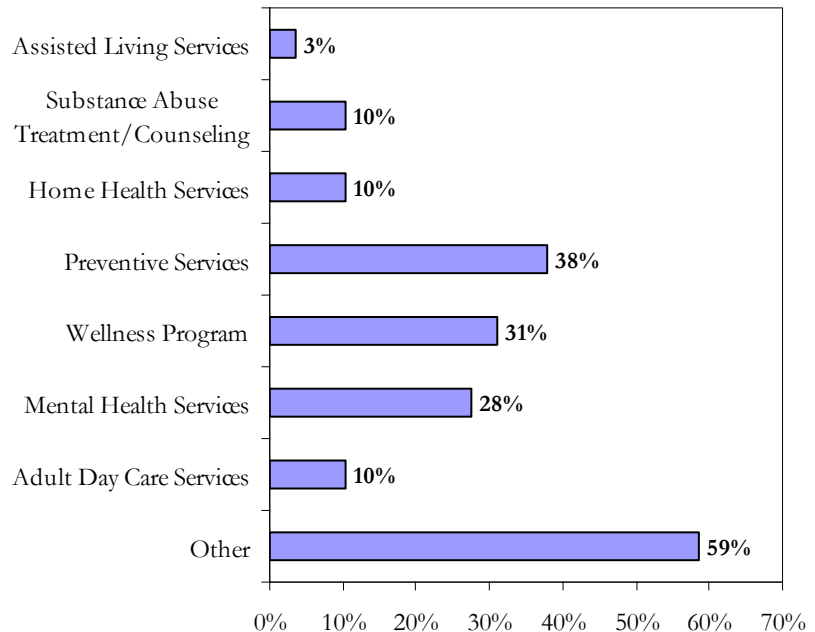
Organizations Allocate More Resources to Education and Public Services

Education and public services were the areas receiving the most resources from responding agencies. Twenty percent of organizations allocate between 76-100 percent of their resources to education and 16 percent of organizations allocate the same amount to public services.
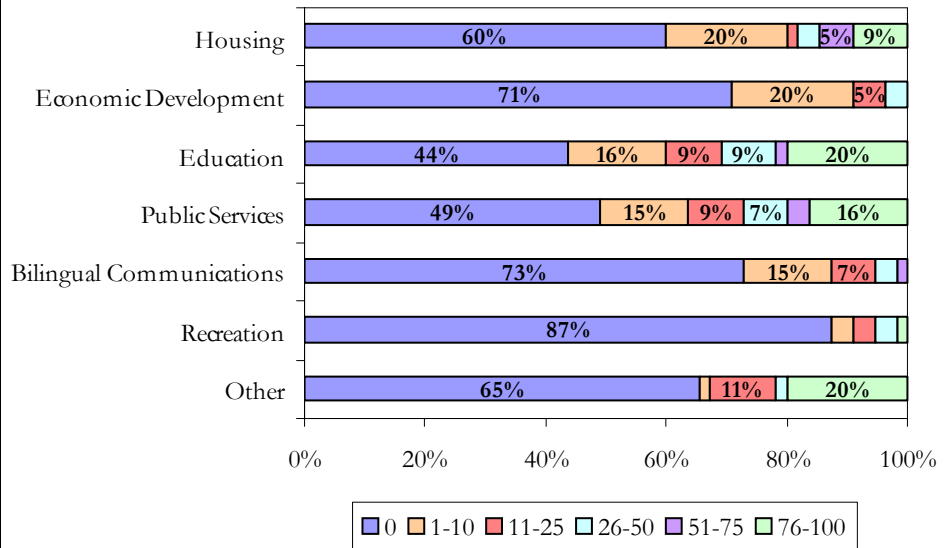
Recreation and bilingual communications were the areas receiving the least amount of agency resources.

Exhibit 2-7
Allocation of Organization's Resources
("Approximately what percent of your organization's resources allocated to Adams County residents are used in the following categories?")

Legend: ■ 0 ■ 1-10 ■ 11-25 ■ 26-50 ■ 51-75 ■ 76-100

	0	1-10	11-25	26-50	51-75	76-100
Housing	60%	20%		5%		9%
Economic Development	71%	20%	5%			
Education	44%	16%	9%	9%		20%
Public Services	49%	15%	9%	7%		16%
Bilingual Communications	73%	15%	7%			
Recreation	87%					
Other	65%		11%			20%

Organizations Providing Various Public Services Typically Serve Less Than 250 Residents Per Year

Of those agencies that provide specific public services examined in this study, most serve less than 250 residents per year.

A few exceptions appear to be those organizations that provide mental health and senior services. These agencies are more likely to serve larger numbers (750 or more) of clients per year

See Appendix C to this report for raw numbers of unduplicated residents served in these areas.

Exhibit 2-8
Unduplicated Residents
("Please complete the following table to indicate the number of services that your organization provides on an annual basis to Adams County residents in each of the following specific areas.")
(# Served)

	0	Less than 100	100-249	250-499	500-749	750-999	1,000 or more
Mental Health Services	75%	5%	9%	2%	2%	2%	5%
Substance Abuse Service	93%	5%	2%	0%	0%	0%	0%
Youth Programs	80%	5%	4%	5%	0%	2%	4%
Food Assistance	82%	5%	5%	4%	0%	2%	2%
Senior Services	79%	5%	4%	2%	2%	0%	9%
Homeless Services	91%	5%	2%	0%	0%	0%	2%
Disabled Services	79%	13%	4%	2%	0%	0%	4%
Victims Services	88%	5%	2%	2%	0%	2%	2%
Victim Assistance	91%	4%	2%	0%	0%	0%	4%
Subsidized Child Care	95%	4%	0%	0%	0%	0%	2%
Child Care beyond Working Day	93%	2%	2%	4%	0%	0%	0%
Job Training	93%	5%	0%	0%	0%	0%	2%
Job Training (Youth)	89%	9%	2%	0%	0%	0%	0%
Small Business Support	98%	2%	0%	0%	0%	0%	0%
Child Abuse Prevention	89%	7%	2%	2%	0%	0%	0%
Rental Assistance	86%	4%	5%	2%	0%	0%	4%
Utility Assistance	91%	4%	2%	2%	0%	0%	2%

Total Services Provided in the Mental Health and Senior Service Areas Are Largest Overall

Responding agencies report a larger number of total services provided in the mental health and senior service areas. Food assistance and disabled services are also relatively high-contact services.

In contrast, small business support services and job training services are somewhat lower contact services.

Exhibit 2-9
Number of Services: Total
(Units of Service)

|	0	Less than 100	100-249	250-499	500-749	750-999	1000 or more
Mental Health Services	75%	2%	5%	2%	2%	5%	9%
Substance Abuse Service	93%	5%	0%	2%	0%	0%	0%
Youth Programs	80%	2%	4%	5%	0%	5%	4%
Food Assistance	82%	5%	5%	0%	0%	0%	7%
Senior Services	79%	2%	0%	5%	4%	0%	11%
Homeless Services	91%	5%	2%	0%	0%	0%	2%
Disabled Services	79%	9%	2%	2%	2%	0%	7%
Victims Services	88%	5%	0%	2%	0%	2%	4%
Victim Assistance	91%	4%	0%	2%	0%	0%	4%
Subsidized Child Care	95%	2%	0%	0%	0%	0%	4%
Child Care beyond Working Day	93%	2%	4%	0%	0%	0%	2%
Job Training	93%	5%	0%	0%	0%	0%	2%
Job Training (Youth)	89%	7%	4%	0%	0%	0%	0%
Small Business Support	98%	0%	2%	0%	0%	0%	0%
Child Abuse Prevention	89%	4%	2%	2%	0%	2%	2%
Rental Assistance	86%	4%	4%	2%	0%	2%	4%
Utility Assistance	91%	4%	2%	2%	0%	0%	2%

Almost One-Third of Organizations Provide Services at Multiple Locations

Service agencies in Adams County are most likely to provide services at their own physical location(s). About one-third of respondents indicated delivering services at more than one location.

More than 40 percent of responding agencies provide services at recipients' homes and one-third provide services at another location.

Exhibit 2-10
Location(s) of Service Delivery
("At which of the following locations does your organization primarily deliver services to Adams County clients?")
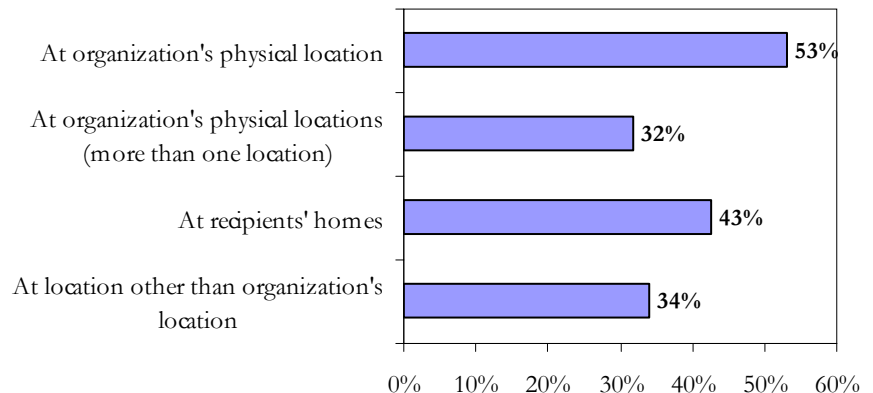
Most Agencies Serve Clients on Weekdays During Daytime Hours

Nearly all respondents listed regular weekday hours of operation. Slightly less than one-half serve clients on weekday evenings.

Just over one-fourth of agencies provide services for clients on weekends in the daytime.

Exhibit 2-11
Operation Hours
*("What are your hours of operation during which clients are served?")*
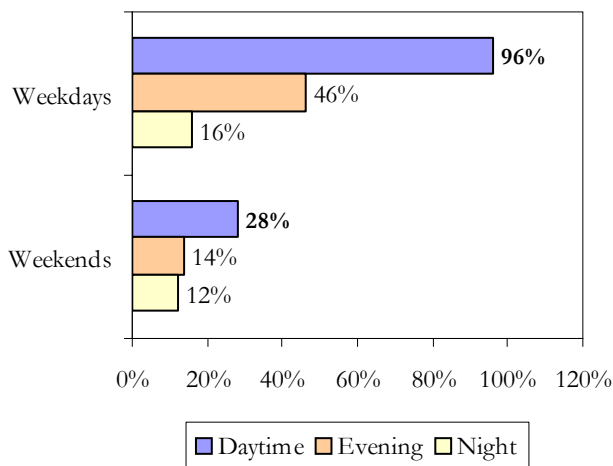
The Majority of Municipalities in Adams County are Served

Service providers report serving most areas of the county. The Thornton and Northglenn areas appear to be well covered, as these areas are served by more than 70 percent of service providers.

About two-thirds of respondents indicate they serve Aurora, Brighton, Commerce City, Federal Heights, Westminster and Unincorporated Areas.

Arvada, Bennett and Watkins were somewhat less well covered.

Exhibit 2-12
Area(s) of Service
*("What geographic areas does your organization serve?")*
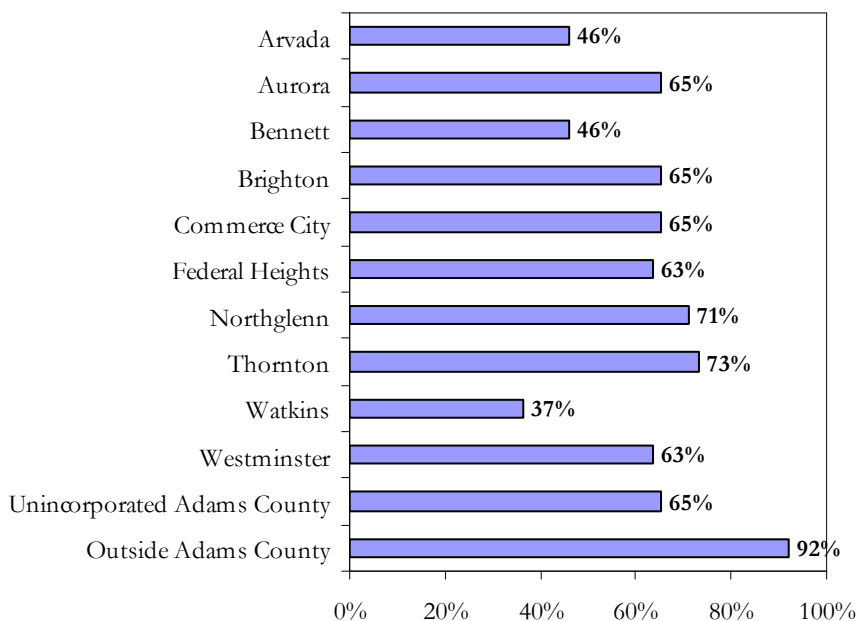
Most Services are Provided Over a Widespread Area

About three-quarters of responding agencies provide services over a widespread region.

Those who noted they serve more specific geographic areas mentioned locations varying from "south of 56th Ave" and "South Adams County along I-25 corridor" to "Aurora, Bennett and Strasburg" and "area of unincorporated Adams County west of the Platte River and south of 94th Ave."

Exhibit 2-13
More Specific Geographic Focus?
("Are your organization's services provided predominantly to Adams County residents who reside in a particular geographic location that is more specific than those indicated in question 9 above?")

Yes 27%

No 73%
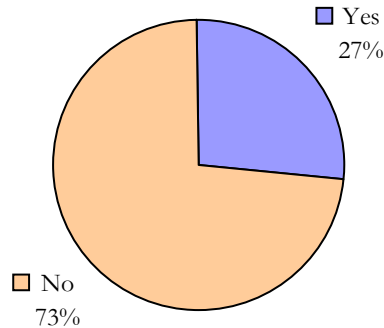
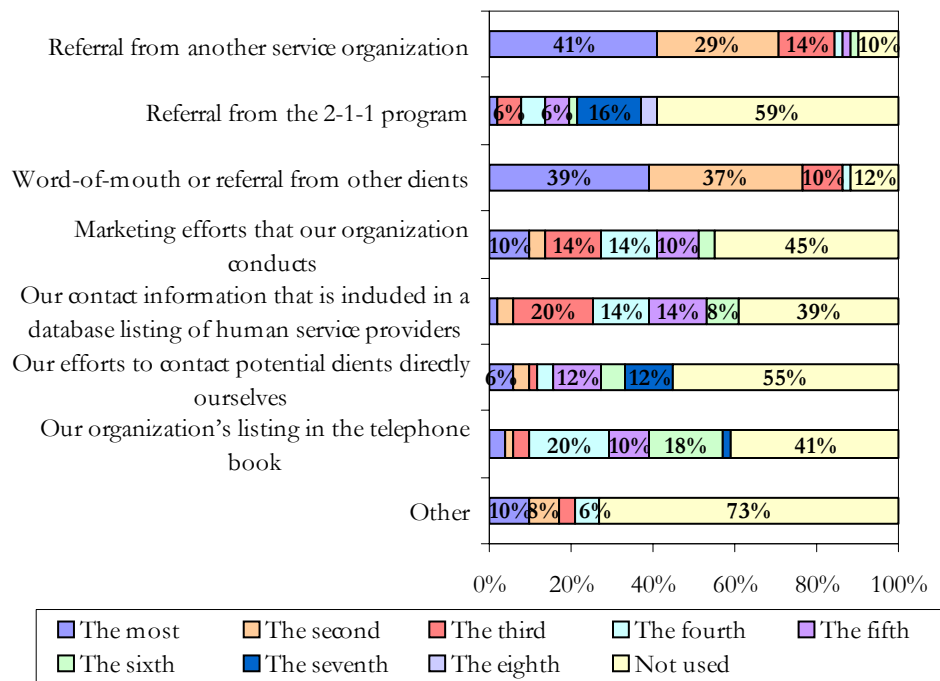## Referral and Word-of-Mouth are the Most Common Ways Clients Hear About Service Providers

By far and away, the most common means by which clients hear about service providers in Adams County is through referral from another organization and word-of-mouth or referral from other clients.

Much less common ways clients learn about services are the 2-1-1 program and proactive marketing efforts by the agencies themselves.

Exhibit 2-14
How Clients Learn about the Organization
("Please rank the most and least common ways that Adams County clients initially learn about your organization.")

Referral from another service organization: 41%, 29%, 14%, 10%

Referral from the 2-1-1 program: 6%, 6%, 16%, 59%

Word-of-mouth or referral from other clients: 39%, 37%, 10%, 12%

Marketing efforts that our organization conducts: 10%, 14%, 14%, 10%, 45%

Our contact information that is included in a database listing of human service providers: 20%, 14%, 14%, 8%, 39%

Our efforts to contact potential clients directly ourselves: 6%, 12%, 12%, 55%

Our organization's listing in the telephone book: 20%, 10%, 18%, 41%

Other: 10%, 8%, 6%, 73%

Legend: The most, The second, The third, The fourth, The fifth, The sixth, The seventh, The eighth, Not used
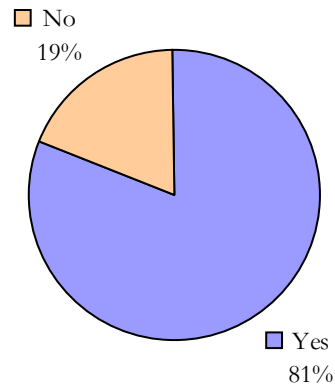
The Vast Majority of Service Providers Partner or Collaborate With Others

More than 80 percent of agencies surveyed partner with others to deliver services in Adams County.

Many agencies listed multiple partners. The most frequently mentioned partners included various Adams County government agencies, schools, Community Reach, Senior Hub, Head Start, Volunteers of America and others.

Exhibit 2-15
Partnership with Other Service Providers
("Does your organization actively partner or cooperate with any other service providers to deliver services in Adams County? ")
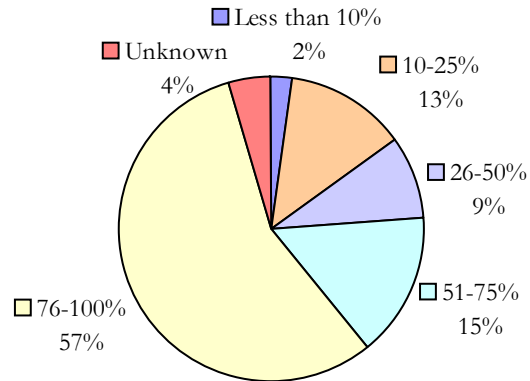
The Majority of Service Providers Serve Mostly Adams County Residents

Fifty-seven percent of responding service providers indicated that between 76 and 100 percent of their clients are Adams County residents.

Another 15 percent of respondents indicated that between one-half and three quarters of their clients are Adams County residents.

Exhibit 3-1
Proportion of Adams County Clients
("Approximately what proportion of your clients live in Adams County?")

- Less than 10% — 2%
- Unknown — 4%
- 10-25% — 13%
- 26-50% — 9%
- 51-75% — 15%
- 76-100% — 57%

Clients Tend to be Female

More than one-half of responding organizations indicated that 75 percent of their clients are female. Another 42 percent of responding organizations indicated a 50/50 split between male and female clients.

Exhibit 3-2
Gender Distribution of the Adams County Clients
("What ratio most closely describes the gender of the Adams County clients that your organization serves?")

- 25% female, 75% male — 2%
- 100% female, 0% male — 4%
- 50% female, 50% male — 42%
- 75% female, 25% male — 52%
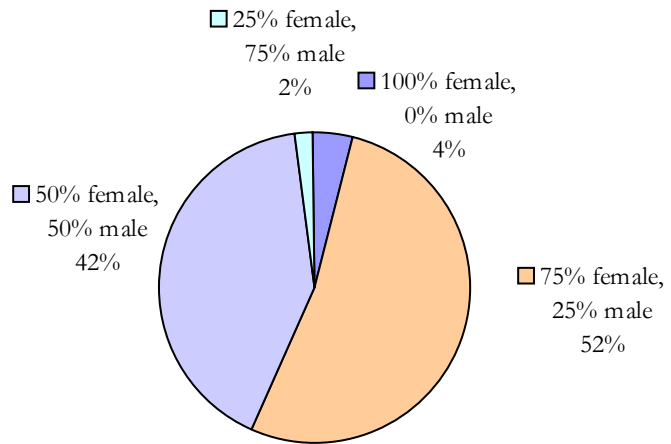
More Than One-Half of Service Providers Serve the Poor

Thirty one percent of responding service organizations indicated that between 81-100 percent of the clients they serve are estimated to be at or below poverty level. Another 24 percent serve a majority (61-80 percent) of clients at or below poverty level.

Exhibit 3-3
Adams County Clients at or Below the Poverty Level
("Of all the Adams County clients that you serve, what percentage would you estimate have incomes at or below the poverty level?")

- 100% — 4%
- 1-20% — 7%
- 21-40% — 22%
- 41-60% — 16%
- 61-80% — 24%
- 81-99% — 27%
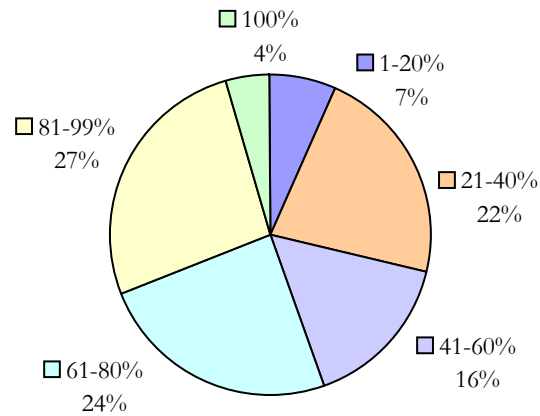
Forty-Two Percent of Service Providers Dedicate Between 61 and 100 Percent of Their Services for Children

Twenty-one percent of responding organizations provide 100 percent of their services for children. Other organizations provide varying amounts of services that are received by children.

While another 20 percent of organizations provide between 61-99 percent of their services for children, 37 percent of providers indicate that children receive 40 percent or less of their services.

Exhibit 3-4
Proportion of Services Received by Adams County Children
("About what proportion of your organization's services are received by Adams County children, either directly or through services to their families?")

- 100% — 21%
- Zero — 17%
- 1-20% — 9%
- 21-40% — 11%
- 41-60% — 22%
- 61-80% — 11%
- 81-99% — 9%
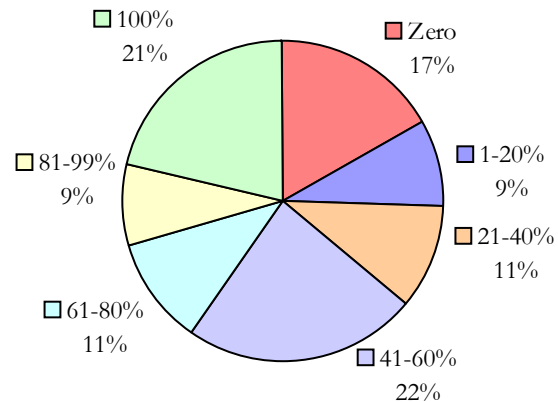
Clients' Employment Status Varies

Service providers reported serving clients with a variety of employment situations.

While almost one fourth (24 percent) of providers indicated that over 50 percent of their clients are working full-time, the same amount of providers indicated that none of their clients work full-time.

In contrast, 20 percent of providers indicated that more than one-half of their clients are "not working and not seeking work."

Exhibit 3-5
Employment Status of Adams County Clients at or below the Poverty Level
("What percentage of your adult clients from Adams County, who are at or below the poverty level, do you estimate fall into the following categories?")

	0%	1-10%	11-25%	26-50%	51-75%	76-100%
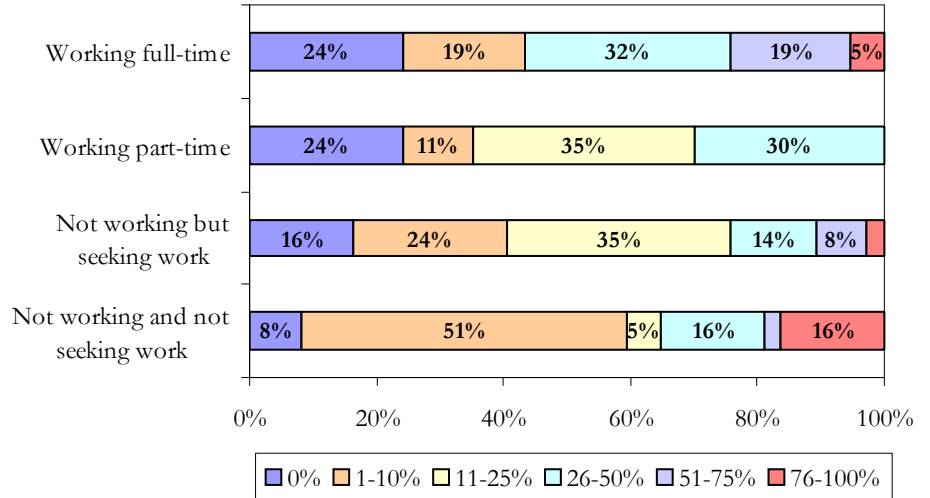
Clients Who are Unable to Work are Commonly Retired/Elderly, Disabled, or Child Caretakers

Of those clients receiving services who are currently unable to work, service providers estimate that the most common reasons for unemployment are due to clients being retired/elderly, disabled, or being responsible for childcare without daycare options.

Exhibit 3-6
Proportion of Adams County Clients Unable to Work
("Of all those adult clients from Adams County, who are at or below the poverty level, and are neither employed nor seeking work, what percentage would you estimate are unable to work due to each of the following reasons?")

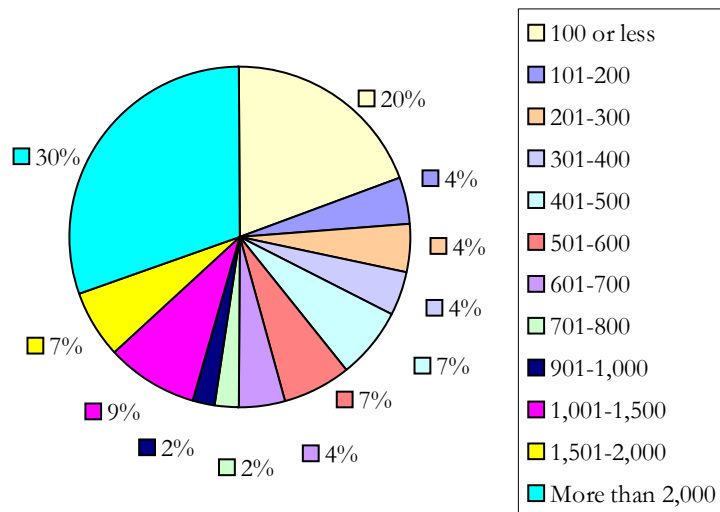|	0%	1-10%	11-25%	26-50%	51-75%	76-100%
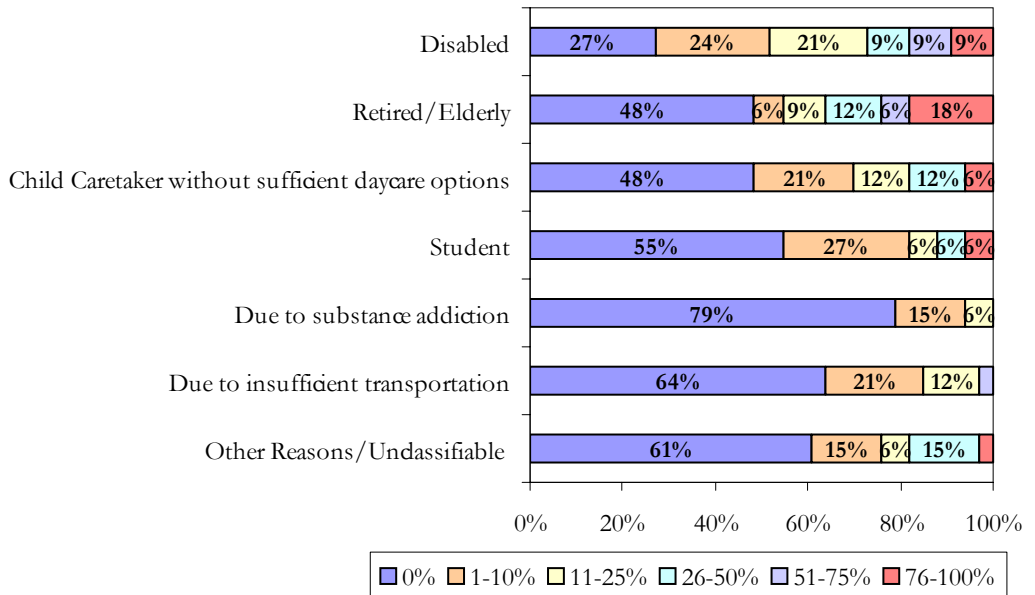
Service Providers Tend to Be Either Large or Small

Almost one fourth of responding service providers indicated serving less than 200 clients on an annual basis.

On the other hand, 46 percent of service providers reported serving more than 1,000 client per year. Thirty percent serve more than 2,000 clients per year.

Exhibit 3-7
Number of Adams County Clients
("Approximately how many total clients (unduplicated) from Adams County does your organization directly serve on an annual basis?")

Legend:
- 100 or less
- 101-200
- 201-300
- 301-400
- 401-500
- 501-600
- 601-700
- 701-800
- 901-1,000
- 1,001-1,500
- 1,501-2,000
- More than 2,000

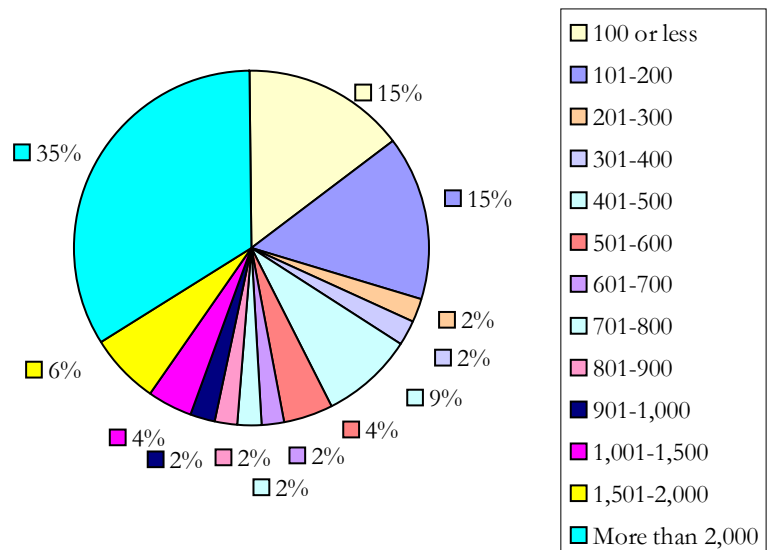Values shown: 20%, 4%, 4%, 4%, 7%, 7%, 4%, 2%, 2%, 9%, 7%, 30%

Larger Organizations May Have More Excess Capacity

In comparison with Exhibit 3-7, it appears that some larger organizations have some excess capacity. More than one-third of organizations responding have the capacity to serve more than 2,000 clients annually. Just less than one-half indicated a capacity to serve at least 800 clients per year.

On the other end of the spectrum, 30 percent of organizations currently report capacity to serve 200 or fewer individuals per year.

Exhibit 3-8
Capacity to Serve Adams County Clients
("Currently, what is the maximum number of clients from Adams County that your agency currently has the capacity to directly serve on an annual basis?")

Legend:
- 100 or less
- 101-200
- 201-300
- 301-400
- 401-500
- 501-600
- 601-700
- 701-800
- 801-900
- 901-1,000
- 1,001-1,500
- 1,501-2,000
- More than 2,000

Values shown: 15%, 15%, 2%, 2%, 9%, 4%, 2%, 2%, 2%, 4%, 6%, 35%

About Two-Thirds of Service Providers Report Waiting Lists of 200 Clients or Less

Sixty-four percent of responding service providers currently at full capacity reported a waiting list of 200 or fewer clients.

However, 18 percent of service providers reported waiting lists of more than 1,500 Adams County residents.

Exhibit 3-9
Number of Adams County Residents Waiting in Line for the Service
("If your organization is currently operating at full capacity, how many Adams County residents do you estimate are currently waiting in line for your services on an annual basis?")

- More than 2,000: 14%
- 1,501-2,000: 4%
- 501-600: 7%
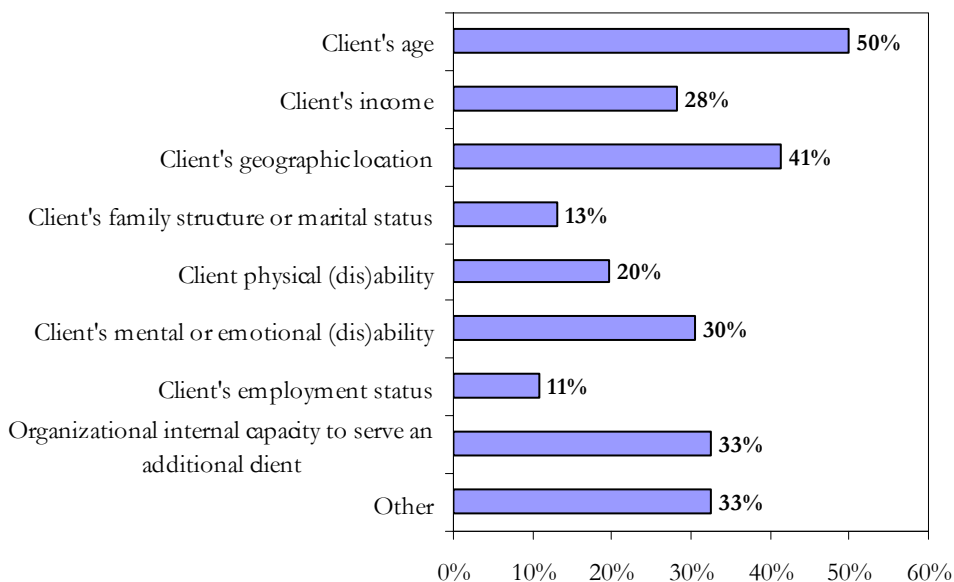- 201-300: 11%
- 101-200: 18%
- 100 or less: 46%
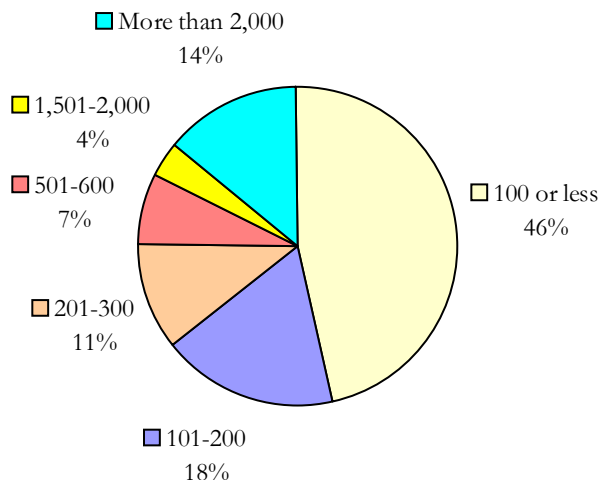
A Client's Age and Geographic Location are the Most Common Eligibility Factors

One-half of responding organizations listed a potential client's age as a primary eligibility factor. Presumably those organizations serving children or seniors are those that are most concerned with this eligibility criterion.

The next most common eligibility factor was a client's geographic location, as indicated by 41 percent of responding agencies.

One-third of agencies mentioned capacity constraints as determining their ability to serve additional clients.

Exhibit 3-10
Factor(s) of the Eligibility of Adams County Clients
("Which of the following factors relate to the eligibility of Adams County clients to qualify to attain services from your organization?")

- Client's age: 50%
- Client's income: 28%
- Client's geographic location: 41%
- Client's family structure or marital status: 13%
- Client physical (dis)ability: 20%
- Client's mental or emotional (dis)ability: 30%
- Client's employment status: 11%
- Organizational internal capacity to serve an additional client: 33%
- Other: 33%

Service Providers Have Budgets of All Sizes

The annual operating budgets of responding service providers were of all sizes, ranging from under $100,000 to more than $5 Million.

Sixty percent of responding organizations reported annual budgets under $750,000 and 40 percent reported budgets greater than this amount. Twenty percent of all responding providers indicated budgets of more than $5 Million.

Exhibit 4-1
Annual Operating Budget
("What is your organization's annual operating budget?")

- $5 Million or higher 20%
- Under $100,000 14%
- Between $2 Million and $5 Million 6%
- $100,000 to $249,999 14%
- $1 Million to $2 Million 10%
- $250,000 to $499,999 16%
- $750,000 to $999,999 4%
- $500,000 to $749,999 16%
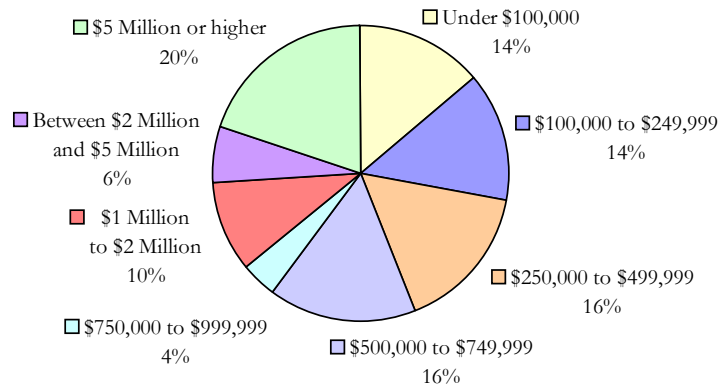
Three Quarters of Service Providers Charge No Fee or a Sliding Scale Fee

More than one-half of responding service providers provide services at no cost. Another 22 percent offer sliding scale fees according to client's ability to pay.

Nine percent of service providers offer a special or varying fee.

Exhibit 4-2
Fee Structure
("Which of the following best characterizes your fee structure for your clients?")

- Other 6%
- Special/Varying fee 9%
- Flat fee 7%
- No fee 56%
- Sliding Scale fee 22%
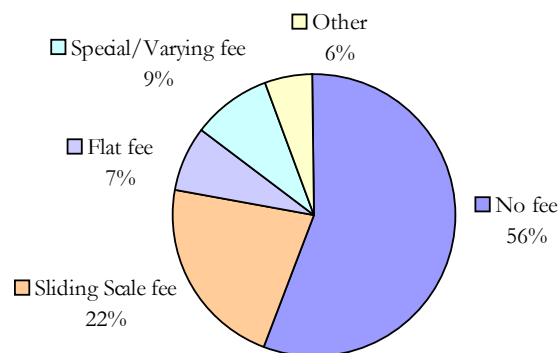
The Majority of Service Providers Receive County and Foundation Funding

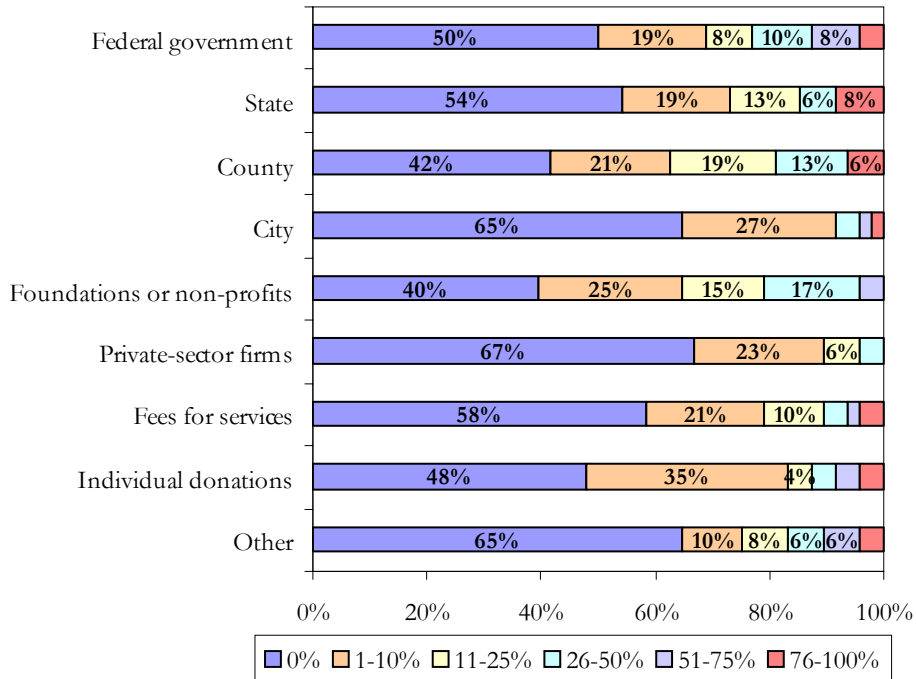Fifty-eight percent of responding service providers indicated receiving some level of county funding and 60 percent indicated receiving foundation or non-profit financial assistance. One half of service providers receive some level of federal government assistance.

Federal funding, county funding, are foundation funding are more likely to represent a larger proportion of total organization funding.

Exhibit 4-3
Funding Sources

("What proportion of your organization's funding comes from the following sources?")

	0%	1-10%	11-25%	26-50%	51-75%	76-100%
Federal government	50%	19%	8%	10%	8%	
State	54%	19%	13%	6%		8%
County	42%	21%	19%	13%		6%
City	65%	27%				
Foundations or non-profits	40%	25%	15%	17%		
Private-sector firms	67%	23%		6%		
Fees for services	58%	21%	10%			
Individual donations	48%	35%	4%			
Other	65%	10%	8%	6%	6%	

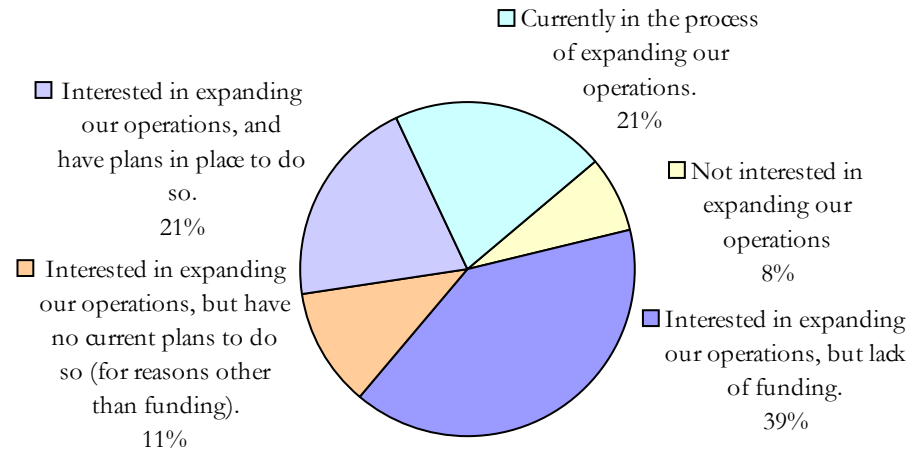## More than Ninety Percent of Service Providers Are Currently Expanding or are Interested in Expanding

Of responding provider organizations, 21 percent indicated that they are in the process of expanding their operations.

Another 21 percent indicated they are interested in expanding, and have plans in place to do so.

Additionally, 39 percent of organizations indicated being interested in expanding their operations, but cited a lack of funding to do so.

Exhibit 5-1
Attitudes on Expansion
("Which of the following statements best matches your organization's situation right now?")

- Currently in the process of expanding our operations. 21%
- Interested in expanding our operations, and have plans in place to do so. 21%
- Not interested in expanding our operations 8%
- Interested in expanding our operations, but have no current plans to do so (for reasons other than funding). 11%
- Interested in expanding our operations, but lack of funding. 39%

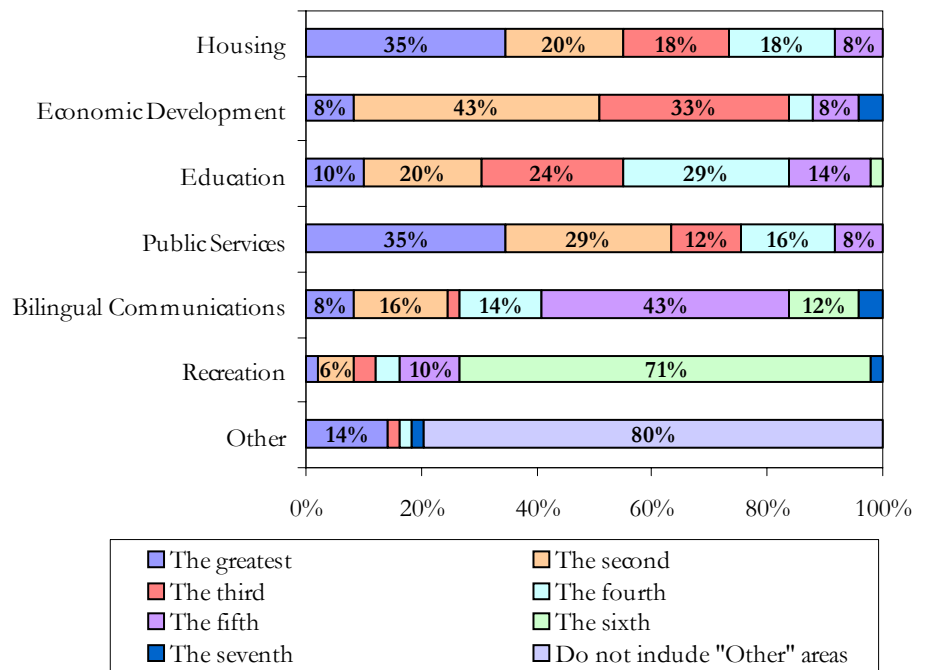## Public Services and Housing Were the Greatest Current Needs Cited by Service Providers

Public Services and Housing were both chosen by 35 percent of responding organizations as the greatest current need among Adams County residents. More than one-half of respondents chose each of these areas as either the greatest or the second greatest need among Adams County residents at the current time.

It is interesting to note that Economic Development was included in the top three choices most often.

Exhibit 5-2
Adams County Greatest Unmet Need – at the Current Time
("Please rank your opinion of the areas with the greatest unmet need among Adams County residents at the current time.")

	The greatest	The second	The third	The fourth	The fifth	The sixth	The seventh
Housing	35%	20%	18%	18%	8%		
Economic Development	8%	43%	33%		8%		
Education	10%	20%	24%	29%	14%		
Public Services	35%	29%	12%	16%	8%		
Bilingual Communications	8%	16%		14%	43%	12%	
Recreation	6%				10%	71%	
Other	14%						80%

Legend:
- The greatest
- The second
- The third
- The fourth
- The fifth
- The sixth
- The seventh
- Do not include "Other" areas

Child Care, Utility Assistance, and Subsidized Child Care Were High Priority Needs

When asked their opinions of whether additional services were needed by Adams County residents, agencies commonly indicated that more childcare and subsidized child care were needed. Utility assistance and mental health services were also indicated as being in demand.

Small business support, victim assistance, disabled and senior services were lower priority.

Exhibit 5-3
Adams County Priority Need – at the Current Time
("Please rate your opinion of the areas with the greatest unmet need among Adams County residents at the current time.")

	More	Fewer	The same	Don't know
Mental Health Services	67%	0%	12%	20%
Substance Abuse Services	60%	0%	16%	24%
Youth Programs	60%	4%	10%	26%
Food Assistance	62%	0%	20%	18%
Senior Services	53%	0%	24%	22%
Homeless Services	56%	2%	20%	22%
Disabled Services	53%	0%	14%	33%
Victims Services	62%	0%	16%	22%
Victim Assistance	46%	0%	24%	30%
Subsidized Child Care	68%	0%	8%	24%
Child Care beyond Working Day	74%	2%	2%	22%
Job Training	66%	2%	10%	22%
Job Training (Youth)	60%	2%	8%	30%
Small Business Support	36%	4%	28%	32%
Child Abuse Prevention	64%	2%	8%	26%
Rental Assistance	64%	0%	12%	24%
Utility Assistance	70%	0%	12%	18%

In Five Years, Housing and Public Services Are Expected to be a High Priority, But Less May Be Needed

Although Housing and Public Services were indicated by agencies as the greatest need in five years, they were less frequently indicated as the second or third greatest needs in five years. In comparison, economic development was most often chosen in the Top 3.

A comparison of Exhibits 5-2 and 5-4 indicates that education increased in importance as a priority need in five years compared to today. While 10 percent of respondents indicated it as the greatest current need in Exhibit 5-2, 17 percent chose it as the greatest need for county residents in five years.

Exhibit 5-4
Adams County Greatest Unmet Need – Five Years from Now
("Please rank your opinion of the areas with the greatest unmet need among Adams County residents five years from now.")
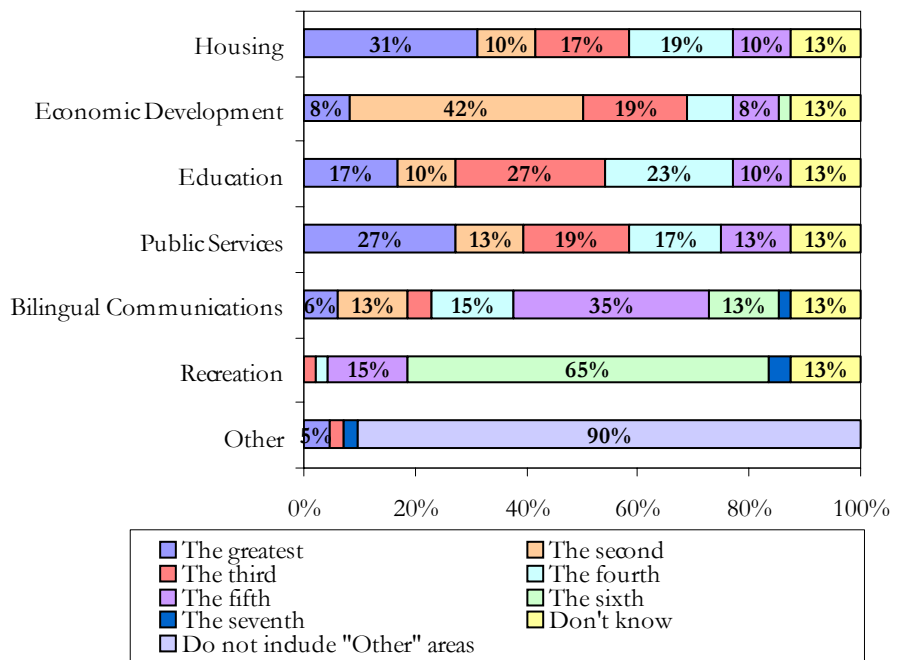
Mental Health Services are the Greatest Need in Five Years

Sixty-eight percent of respondents indicated that more mental health services will be needed in five years.

Other areas projected to be of high need in five years included child care and subsidized child care. These services were also areas indicated as current needs in Exhibit 5-3.

Exhibit 5-5
Adams County Priority Need – Five Years from Now
("Please rate your opinion of the areas with the greatest unmet need among Adams County residents five years from now.")

	More	Fewer	The same	Don't know
Mental Health Services	68%	2%	13%	17%
Substance Abuse Services	57%	2%	15%	26%
Youth Programs	47%	6%	23%	23%
Food Assistance	62%	0%	19%	19%
Senior Services	53%	2%	17%	28%
Homeless Services	53%	2%	23%	21%
Disabled Services	47%	2%	23%	28%
Victims Services	57%	2%	17%	23%
Victim Assistance	49%	2%	23%	26%
Subsidized Child Care	64%	2%	6%	28%
Child Care beyond Working Day	66%	2%	11%	21%
Job Training	62%	4%	9%	26%
Job Training (Youth)	60%	4%	6%	30%
Small Business Support	45%	4%	21%	30%
Child Abuse Prevention	48%	2%	8%	20%
Rental Assistance	60%	0%	15%	26%
Utility Assistance	62%	0%	13%	26%

The information in this survey will be used to examine the strengths and gaps of the delivery system for services to the Adams County resident population. Your participation is greatly appreciated.

Specific Instructions: Many questions ask for figures or proportions. While we would obviously prefer exact figures, we understand that many organizations do not track their clients in great detail. In cases where you don't have exact figures to report, please provide your best estimate.

SECTION 1.
PLEASE TELL US ABOUT YOUR ORGANIZATION.

1.   Is your organization? (Check One)

_____a.   A non-profit agency (501(c)3)
_____b.   A foundation
_____c.   A governmental or quasi-governmental agency
_____d.   A private sector company
_____e.   A trade association
_____f.   A formal coalition (with officers, official records, etc., but no legal status)
_____g.   A grassroots organization or other informal organization with no legal status
_____h.   Other (please describe)_____

2.   Where is the physical location of your organization? (Check All That Apply.)

_____a.   Arvada, CO
_____b.   Aurora, CO
_____c.   Bennett, CO
_____d.   Brighton, CO
_____e.   Commerce City, CO
_____f.   Federal Heights, CO
_____g.   Northglenn, CO
_____h.   Thornton, CO
_____i.   Watkins, CO
_____j.   Westminster, CO
_____k.   Unincorporated Adams County
_____l.   Outside Adams County

3.   What best describes your organization's role in the services that you provide to Adams County residents? (Check One)

_____a.   Direct service provider (i.e. we provide services directly to the public)
_____b.   Indirect service provider (i.e. we provide services to organizations that serve the local population, but we do not provide services to the public ourselves.)
_____c.   Indirect funding provider (i.e. we provide funding to organizations that serve the local population, but we do not provide services to the public ourselves.)
_____d.   Our organization is not involved in any way in providing services to the local population.
_____e.   Other (please describe)_____

IF YOUR ANSWER TO QUESTION 3 WAS "D," THEN IT IS NOT NECESSARY FOR YOU TO COMPLETE THIS SURVEY. HOWEVER, PLEASE RETURN THE QUESTIONNAIRE TO CORONA RESEARCH SO WE CAN IDENTIFY YOUR ORGANIZATION AS BEING UNRELATED TO THIS STUDY.

SECTION 2.
PLEASE TELL US ABOUT THE SERVICES THAT YOUR ORGANIZATION PROVIDES.

4.   Please review all of the services in the following categories and indicate those services that your organization provides.

Housing (please place a checkmark next to all of following services that you provide)

- ❑ Emergency and Non-Emergency Housing
- ❑ Referrals
- ❑ Homeless Assistance
- ❑ Rent or Mortgage Payment Assistance
- ❑ Weatherization/Energy Conservation
- ❑ Housing Counseling Services
- ❑ Housing Locator Services
- ❑ Other_____

Economic Development (please place a checkmark next to all of following services that you provide)

- ❑ Job Finding Assistance
- ❑ Career Counseling
- ❑ Skills Training or Upgrading
- ❑ Services to Help Youths Find Jobs
- ❑ Extension of Credit or Loans
- ❑ Services for Starting a Business
- ❑ Referrals
- ❑ Placement
- ❑ Other_____

Education (please place a checkmark next to all of following services that you provide)

- ❑ Counseling
- ❑ Adult Education
- ❑ English as a Second Language
- ❑ After School Programs
- ❑ Head Start
- ❑ Child Development
- ❑ Literacy
- ❑ Other_____

Public Services (please place a checkmark next to all of following services that you provide)

- ❑ Senior Services
- ❑ Child Care Financial Assistance
- ❑ Homeless Services
- ❑ Domestic Violence Counseling
- ❑ Day Care
- ❑ Services for the Disabled
- ❑ Youth Programs and Services
- ❑ Other_____

Health Services (please place a checkmark next to all of following services that you provide)

- ❑ Assisted Living Services
- ❑ Substance Abuse Treatment or Counseling
- ❑ Home Health Services
- ❑ Preventive Services (incl. disease screening)
- ❑ Wellness Programs (e.g. smoking cessation)
- ❑ Mental Health Services
- ❑ Adult Day Care Services
- ❑ Other_____

Other Services (please place a checkmark next to all of following services that you provide)

- ❑ Transportation to the Public
- ❑ Cultural (please specify)
  _____
- ❑ Bilingual Services
- ❑ Recreation (please specify)
  _____

5. Approximately what percent of your organization's resources allocated to Adams County residents are used in the following categories? (Enter a number next to each category. **All figures should add up to 100%**.)

    a.   Housing (emergency and non-emergency, weatherization, referrals, energy conservation, homeless assistance, housing locator services, housing counseling, rent or mortgage payment assistance, etc.)

    b.   Economic Development (job finding assistance, attracting new businesses, services for starting a business, counseling, referral, training, and placement, etc.)

    c.   Education (counseling, Head Start, ABE, GED, child development, adult continuing education, literacy, English as a second language, after-school programs, etc.)

    d.   Public Services (public transportation, mental health services, substance abuse services, food assistance for the needy, victim assistance, senior services, child care financial assistance, day care, disabled services, homeless services, youth services, etc.)

    e.   Bilingual Communications (any communication from your agency in a second language, translation assistance to business or individuals, etc.)

    f.   Recreation (parks, recreation facilities for youth, seniors, and families, etc.)

    g.   Other (please describe) _____

100%

6. Please complete the following table to indicate the number of services that your organization provides on an annual basis to Adams County residents in each of the following specific areas.

Service Provided	Number of Unduplicated Adams County Residents Served Per Year by Your Organization	Number of Total Services Provided Per Year to Adams County Residents by Your Organization (1 service = 1 contact with resident)
Mental Health Services		
Substance Abuse Services		
Youth Programs for Recreation and Enrichment		
Food Assistance		
Older Adult Assistance		
Homeless Services		
Services for the Disabled		
Services for Victims of Domestic Violence		
Victim Assistance		
Subsidized Childcare Services		
Childcare Services that Extend Beyond the Working Day		
Job Training		
Job Training for Youth		
Programs to Start or Support Small Business		
Prevention of Child Neglect or Abuse		
Rental Assistance		
Utility Assistance		

NOTE: If your organization does not provide services directly to the public, you may skip Questions 7 through 22 and proceed to Section 4 of the survey.

7. At which of the following locations does your organization primarily deliver services to Adams County clients? (Check all that apply.)

    ____a.   At our organization's own physical location (one location in Adams County)
    ____b.   At our organization's own physical locations (*more than one* location in Adams County)
    ____c.   At service recipients' homes in Adams County
    ____d.   At one or more physical locations in Adams County other than our own location

8. What are your hours of operation during which clients are served? (Check all that apply.)

	Daytime	Evenings	Nights
Weekdays			
Weekends			

9. What geographic areas does your organization serve? (Check all that apply.)

    ____a.   Arvada, CO
    ____b.   Aurora, CO
    ____c.   Bennett, CO
    ____d.   Brighton, CO
    ____e.   Commerce City, CO
    ____f.   Federal Heights, CO
    ____g.   Northglenn, CO
    ____h.   Thornton, CO
    ____i.   Watkins, CO
    ____j.   Westminster, CO
    ____k.   Unincorporated Adams County
    ____l.   Outside of Adams County

10. Are your organization's services provided predominantly to Adams County residents who reside in a particular geographic location that is more specific than those indicated in question 9 above?

                Yes   No

If "Yes," please list those neighborhoods or specific geographic locations from which your clients come:

_____

11. Please rank the most and least common ways that Adams County clients initially learn about your organization. Enter 1 for the most common, 2 for the second-most common, and so on. If any of the following are not used to "market" your organization, enter an "X".

    ____a.   Referral from another service organization
    ____b.   Referral from the 2-1-1 program
    ____c.   Word-of-mouth or referral from other clients
    ____d.   Marketing efforts that our organization conducts
    ____e.   Our contact information that is included in a database listing of human service providers
    ____f.   Our efforts to contact potential clients directly ourselves
    ____g.   Our organization's listing in the telephone book
    ____h.   Other (please describe) _____

12. Does your organization actively partner or cooperate with any other service providers to deliver services in Adams County? (Circle One)

                Yes   No

If "Yes," please list those organizations you have joined with: _____

_____

SECTION 3.
PLEASE TELL US ABOUT THE CLIENTS THAT YOUR ORGANIZATION SERVES

13. Approximately what proportion of your clients live in Adams County? _____

14. What ratio most closely describes the gender of the Adams County clients that your organization serves? (Check One)

_____ a.	100% female, 0% male		_____ d.	25% female, 75% male
_____ b.	75% female, 25% male		_____ e.	0% female, 100% male
_____ c.	50% female, 50% male			

> **Please note:** Questions 15, 17 and 18 below ask you to provide <u>estimates</u> concerning your clients who are <u>at or below the poverty level</u>. If you would like general threshold estimates to help define poverty level, please visit the following website and view the "2003 HHS Poverty Guidelines Table."
> http://aspe.hhs.gov/poverty/03poverty.htm

15. Of all the Adams County clients that you serve, what percentage would you estimate have incomes at or below the poverty level? (Check One)

_____ a.	0%		_____ e.	61-80%
_____ b.	1-20%		_____ f.	81-99%
_____ c.	21-40%		_____ g.	100%
_____ d.	41-60%			

16. About what proportion of your organization's services are received by Adams County children, either directly or through services to their families?

_____ a.	0%		_____ e.	61-80%
_____ b.	1-20%		_____ f.	81-99%
_____ c.	21-40%		_____ g.	100%
_____ d.	41-60%			

17. What percentage of your adult clients from Adams County, who are *at or below the poverty level,* do you estimate fall into the following categories? (Assign a percentage to each; all percentages should add up to 100 percent. If you do not serve adults, insert "X" into the spaces.)

_____ a.	Working full-time
_____ b.	Working part-time
_____ c.	Not working but seeking work
_____ d.	Not working and not seeking work

100%

18. Of all of those adult clients from Adams County, who are *at or below the poverty level,* and are neither employed nor seeking work, what percentage would you estimate are unable to work due to each of the following reasons? (Please indicate a percentage for each category where it applies, and please make sure that all percentages total to 100%. If some clients face more than one of these challenges, please classify them under the PRIMARY reason.)

_____ a.	Disabled
_____ b.	Retired/Elderly
_____ c.	Child Caretaker without sufficient daycare options
_____ d.	Student
_____ e.	Unable to work due to substance addiction
_____ f.	Unable to work due to insufficient transportation
_____ g.	Other Reasons/Unclassifiable _____

100%

19. Approximately how many total clients (unduplicated) from Adams County does your organization directly serve <u>on an annual basis</u>? (Check One)

_____a.	100 or less	_____g.	601-700
_____b.	101-200	_____h.	701-800
_____c.	201-300	_____i.	801-900
_____d.	301-400	_____j.	901-1,000
_____e.	401-500	_____k.	1,001-1,500
_____f.	501-600	_____l.	1,501-2,000
		_____m.	more than 2,000

20. Currently, what is the maximum number of clients from Adams County that your agency <u>currently</u> has the capacity to directly serve on an annual basis? (Check One)

_____a.	100 or less	_____g.	601-700
_____b.	101-200	_____h.	701-800
_____c.	201-300	_____i.	801-900
_____d.	301-400	_____j.	901-1,000
_____e.	401-500	_____k.	1,001- 1,500
_____f.	501-600	_____l.	1,501- 2,000
		_____m.	more than 2,000

21. If your organization is currently operating at full capacity (serving as many clients as you possibly can), how many Adams County residents do you estimate are <u>currently</u> waiting in line for your services <u>on an annual basis</u>? (Note: Do not answer this question if your organization is not currently operating at full capacity).

_____a.	100 or less	_____g.	601-700
_____b.	101-200	_____h.	701-800
_____c.	201-300	_____i.	801-900
_____d.	301-400	_____j.	901-1,000
_____e.	401-500	_____k.	1,001- 1,500
_____f.	501-600	_____l.	1,501- 2,000
		_____m.	more than 2,000

22. Which of the following factors relate to the eligibility of Adams County clients' to qualify to attain services from your organization? (<u>Check all that apply</u>.)

____a.   Client's age
____b.   Client's income
____c.   Client's geographic location
____d.   Client's family structure or marital status
____e.   Client's physical (dis)ability
____f.   Client's mental or emotional (dis)ability
____g.   Client's employment status
____h.   Your organization's internal capacity to serve an additional client
____i.   Other _____

SECTION 4.
PLEASE TELL US ABOUT YOUR ORGANIZATION'S BUDGET AND FEES.

23.   What is your organization's annual operating budget? (Check One.)

____a.   Under $100,000
____b. $100,000 to $249,999
____c. $250,000 to $499,999
____d. $500,000 to $749,999
____e. $750,000 to $999,999
____f. $1 Million to $2 Million
____g.   Between $2 Million and $5 Million
____h. $5 Million or higher

24.   Which of the following best characterizes your fee structure for your clients? (Check One)

       a.   No fee
       b.   Sliding Scale fee
       c.   Flat fee
       d.   Special/Varying fee
       e.   Other _____

25. What proportion of your organization's funding comes from the following sources? (Please indicate a percentage for each category where it applies, and please make sure that all percentages total to 100%.)

          a.   Federal government
          b.   State
          c.   County
          d.   City
          e.   Foundations or non-profits
          f.   Private-sector firms
          g.   Fees for services
          h.   Individual donations
          i.   Other _____
100%

SECTION 5.
PLEASE SHARE YOUR OPINIONS ON THE FOLLOWING ISSUES.

26.   Which of the following statements best matches your organization's situation right now? (Check One.)

       a.   We are not interested in expanding our operations.
       b.   We are interested in expanding our operations, but have no current plans to do so due to lack of funding.
       c.   We are interested in expanding our operations, but have no current plans to do so (for reasons other than funding).
       d.   We are interested in expanding our operations, and have plans in place to do so.
       e.   We are currently in the process of expanding our operations.

27. Please rank your opinion of the areas with the greatest **unmet** need among Adams County residents **at the current time.** Rank the area of greatest unmet need as "1", second-greatest at "2", and so on. Please rank all six areas, and feel free to add other areas if you wish.

       a.   <u>Housing</u> (emergency and non-emergency, weatherization, referrals, energy conservation, homeless assistance,   housing locator services, housing counseling, rent or mortgage payment assistance, etc.)
       b.   <u>Economic Development</u> (job finding assistance, attracting new businesses, services for starting a business, counseling, referral, training, and placement, etc.)
       c.   <u>Education</u> (counseling, Head Start, ABE, GED, child development, adult continuing education, literacy, English as a second language, after-school programs, etc.)
       d.   <u>Public Services</u> (public transportation, mental health services, substance abuse services, food assistance for the needy, victim assistance, senior services, child care financial assistance, day care, disabled services, homeless services, youth services, etc.)
       e.   <u>Bilingual Communications</u> (any communication from your agency in a second language, translation assistance to business or individuals, etc.)
       f.   <u>Recreation</u> (parks, recreation facilities for youth, seniors, and families, etc.)
       g.   <u>Other</u> (please describe) _____

28. Please rate your opinion of the areas with the greatest **unmet** need among Adams County residents **at the current time.** For each specific service, please indicate whether Adams County residents need "more," "fewer" or the "same" amount of this type of service.

Service Provided	Priority Need in Adams County
	Does Adams County need <u>more, fewer or the same</u> amount of the following types of services? For each service category below, please answer: "more," "fewer" or the "same."
Mental Health Services	
Substance Abuse Services	
Youth Programs for Recreation and Enrichment	
Food Assistance	
Older Adult Assistance	
Homeless Services	
Services for the Disabled	
Services for Victims of Domestic Violence	
Victim Assistance	
Subsidized Childcare Services	
Childcare Services that Extend Beyond the Working Day	
Job Training	
Job Training for Youth	
Programs to Start or Support Small Business	
Prevention of Child Neglect or Abuse	
Rental Assistance	
Utility Assistance	

29. Please rank your opinion of the areas with the greatest **unmet** need among Adams County residents **five years from now.** Rank the area of greatest unmet need as "1", second-greatest at "2", and so on. Please rank all six areas, and feel free to add other areas if you wish.

      a.   <u>Housing</u> (emergency and non-emergency, weatherization, referrals, energy conservation, homeless assistance, housing locator services, housing counseling, rent or mortgage payment assistance, etc.)

      b.   <u>Economic Development</u> (job finding assistance, attracting new businesses, services for starting a business, counseling, referral, training, and placement, etc.)

      c.   <u>Education</u> (counseling, Head Start, ABE, GED, child development, adult continuing education, literacy, English as a second language, after-school programs, etc.)

      d.   <u>Public Services</u> (public transportation, mental health services, substance abuse services, food assistance for the needy, victim assistance, senior services, child care financial assistance, day care, disabled services, homeless services, youth services, etc.)

      e.   <u>Bilingual Communications</u> (any communication from your agency in a second language, translation assistance to business or individuals, etc.)

      f.   <u>Recreation</u> (parks, recreation facilities for youth, seniors, and families, etc.)

      g.   <u>Other</u> (please describe) _____

30. Please rank your opinion of the areas with the greatest **unmet** need among Adams County residents **five years from now.** For each specific service, please indicate whether Adams County residents need "more," "fewer" or the "same" amount of this type of service

Service Provided	Priority Need in Adams County
	Will Adams County need <u>more, fewer or the same</u> amount of the following types of services 5 years from now? For each service category below, please answer: "more," "fewer" or the "same."
Mental Health Services	
Substance Abuse Services	
Youth Programs for Recreation and Enrichment	
Food Assistance	
Older Adult Assistance	
Homeless Services	
Services for the Disabled	
Services for Victims of Domestic Violence	
Victim Assistance	
Subsidized Childcare Services	
Childcare Services that Extend Beyond the Working Day	
Job Training	
Job Training for Youth	
Programs to Start or Support Small Business	
Prevention of Child Neglect or Abuse	
Rental Assistance	
Utility Assistance	

31. If you know of other organizations that serve the Adams County population, please write them here so we can send them a survey if this form is returned promptly and time allows.

_____

_____

_____

_____

THANKS FOR YOUR HELP! **PLEASE RETURN THIS SURVEY <u>WITHIN 2 WEEKS</u> IN THE ENCLOSED ENVELOPE TO :**

Corona Research
1630 Welton St., Suite 525
Denver, Colorado 80202

☐ Indicates survey was returned

Access Housing	Adams 14 Education Foundation	Adams County Aging Network
Adams Community Mental Health	Adams County Head Start	Adams County Housing Authority
Arapahoe/Adams County Weatherization	Adams County Department of Human Development	Adams County Department of Social Services
Adams County Food Dist. Center	Adams County Historical Society	Adams County Housing Authority
Adams County Interfaith Hospitality Network	Adams County LEAP	Adams County Outreach Project
Adams County Social Services Child Support Enforcement	Adult Counseling- Aurora Mental Health Center	Adult Literacy Program- Adams County Library System
Adult Protective Services	Advocates for Children	Almost Home, Inc.
Alternatives to Family Violence	Alterra	Anchor Center for Blind Children
Asian Pacific Development Center	Aurora Center for Treatment	Aurora Community Development Division
Aurora Community Relations Division	Aurora Forestry and Horticulture Division	Aurora Interchurch Task Force
Aurora Mental Health Center	Aurora Neighborhood Services Dept.	Aurora Service Center
Bennie Goodwin Educational Fndtn.	Brighton Care Center	Boy Scouts of America
Bright Beginnings	Brighton Housing Authority	Brighton Senior Citizen Center
Brothers Redevelopment	Catholic Charities	Children and Family Services Center
Children's Outreach Project	City of Thornton PD- Victim Assistance	Clinica Campesina (4)
Clinica Tepeyac	Colorado Access	Colorado Affordable Housing Partnership
Colorado AIDS Project	Colorado Child Care Assistance- Adams County Dept. of Social Services	Colorado Christian Home
Colorado Coalition Against Domestic Violence	Colorado Cross-Disability Coalition	Colorado Department of Labor and Employment
Colorado Foundation of Dentistry for the Handicapped	Colorado Hard at Work Kids	Colorado Homeless Families
Colorado Office of Resource and Referral Agencies	Colorado State Legislature- Colorado State Senate	Colorado State University Cooperative Extension
Commerce City Community Health Services	Commerce City Community Enterprise	Commerce City Housing Authority
Commerce City Recreation Center	Community College of Aurora	Community Housing Development Association
Community Outreach	Community Reach Center	Community Resource Center
Community Resources, Inc.	Community Shares of Colorado	COMPA Food Ministry
Crawford Family Resource Center	Creekside	Denver Department of Human Svcs.
Denver Rescue Mission	Douglas County Dept. of Human Svcs.	Family Tree, Inc.
Federal Heights	Friends of Man	Front Range Community College (2)
Gateway Battered Women's Shelter	Girl Scouts Mile High Council	Girls, Inc.
Goodwill Industries of Denver	Grand Design, Inc.	Hmong American Assoc. of Colo.
Human Services Bldg. (Commerce City)	In-home and Family Services	Intergenerational Learning Center
Kaleidoscope of Kids	Kearney Plaza	Kids in Need of Dentistry
Little Star	Migrant Education	Mile High United Way

Mobile Home Tenants Association	Monaco Neighborhood Improvement	New Hope Dental Services
Niver Creek Family Resource Center	North Huron Christian Center	North Metro Community Services
North Suburban Medical Center	Northglenn Build a Generation	One Stop Career Center
Partnership for Healthy Communities	Pickens Tech Center	Platte Valley Medical Center
Poplar Grove Care Center	Project Safeguard (Denver Metro)	Rainbow
Recovery, Inc.	Region Two Migrant Education	Respite Care Aurora
Ricardo Falcon Community Center	Rocky Mountain Chapter of About Face	Salud Family Health Center (5)*
Salvation Army (2)	Gregory Hills Early Childhood Ed.	Senior Hub
Senior Support Services	Senior Resource Center	SHARE Colorado
South Adams County Water/Sanitation	Southwest Improvement Control	Spectra Center
Spirit of Aurora	Springwood Retirement Campus	Squire Village
The ARC of Adams County	The Colorado Division of Vocational Rehabilitation	Thornton
Thornton Community Food Bank	Tri County Health Department	Tri Valley Senior Citizens
Visiting Nurse Support Services	Volunteers of America	Warm Hearts, Warm Babies, Inc.
WIC (Tri County Health)	Yellow Ribbon Society	YMCA
Homecoming, Inc.	Pennock Counseling	Brighton
	Strasburg Comanche VIP	

* Indicates more than one location responded

Service Category	Number of Clients Served	Major Service Providers (# of clients serrved)
Mental Health Services	12,104	Community Reach Center (7,105)
Substance Abuse Services	125	Asian Pacific Development Center (100)
Youth Programs	6,892	Yellow Ribbon Society, CSU Extension (2,500 each)
Food Assistance	238,279	Adams County Human Services (236,314)
Senior Services	33,806	Senior Hub (11,158), AC Human Svcs (10,000)
Homeless Services	1,944	Access Housing (1,742)
Disabled Services	7,095	AC Human Svcs. (4,500)
Victims Services (Dom. Vio.)	2,737	Project Safeguard (1,324), City of Thornton (818)
Victim Assistance	6,315	City of Thornton Victim Assistance
Subsidized Child Care	2,142	Adams County Human Services (2,000)
Child Care beyond Working Day	795	Intergenerational Learning Ctr. (305),
Job Training	5,037	Adams County Human Services (5,000), Access Housing (63)
Job Training (Youth)	290	Goodwill Industries of Denver (217)
Small Business Support	50	CSU Coop Ext. (50)
Child Abuse Prevention	591	AC Human Svcs. (350)
Rental Assistance	3,347	AC Social Services (1,000) & AC Housing Authority (1,248)
Utility Assistance	40,617	Adam County Social Services (40,000)