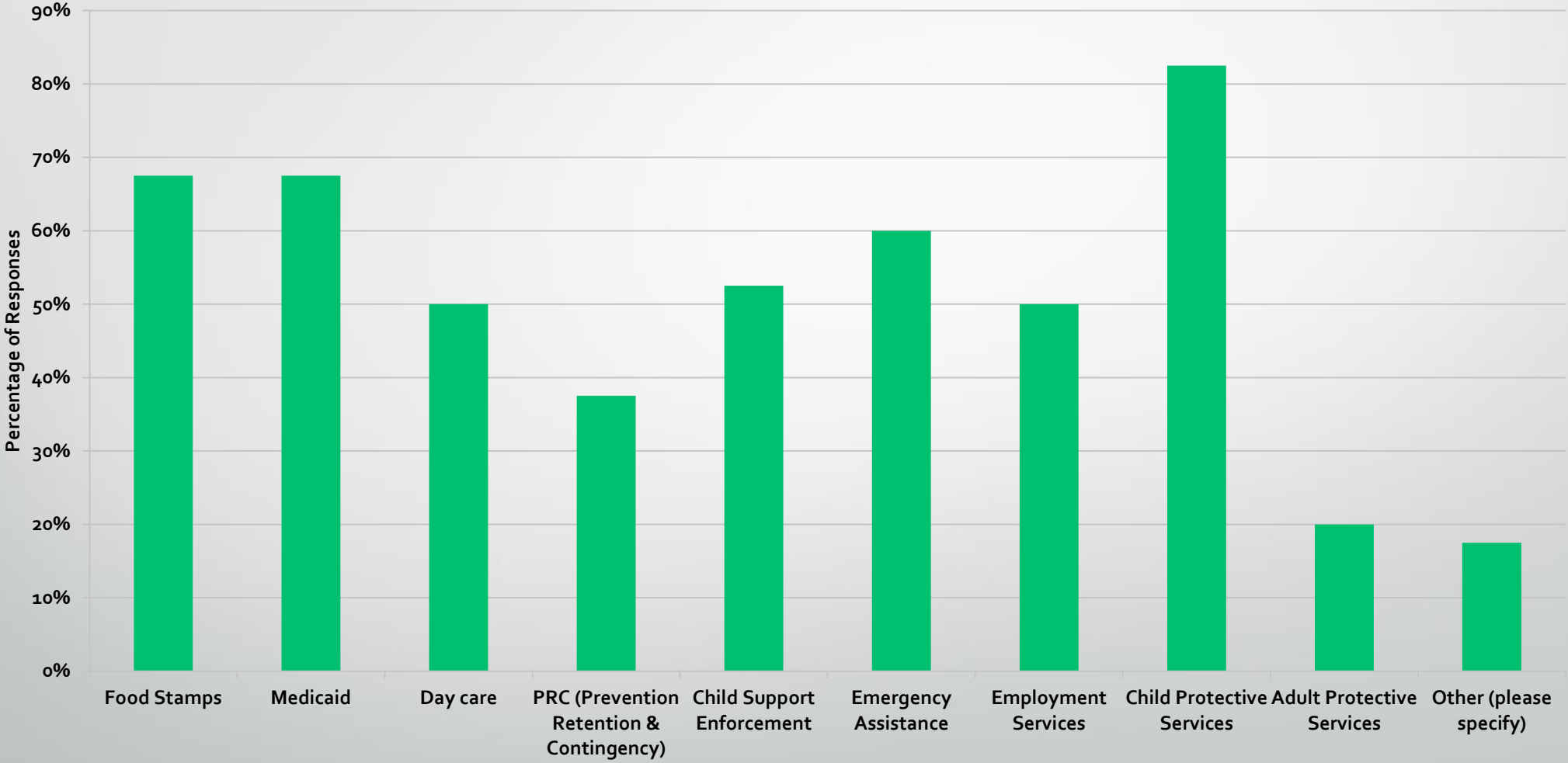


Community Needs Assessment Survey Results

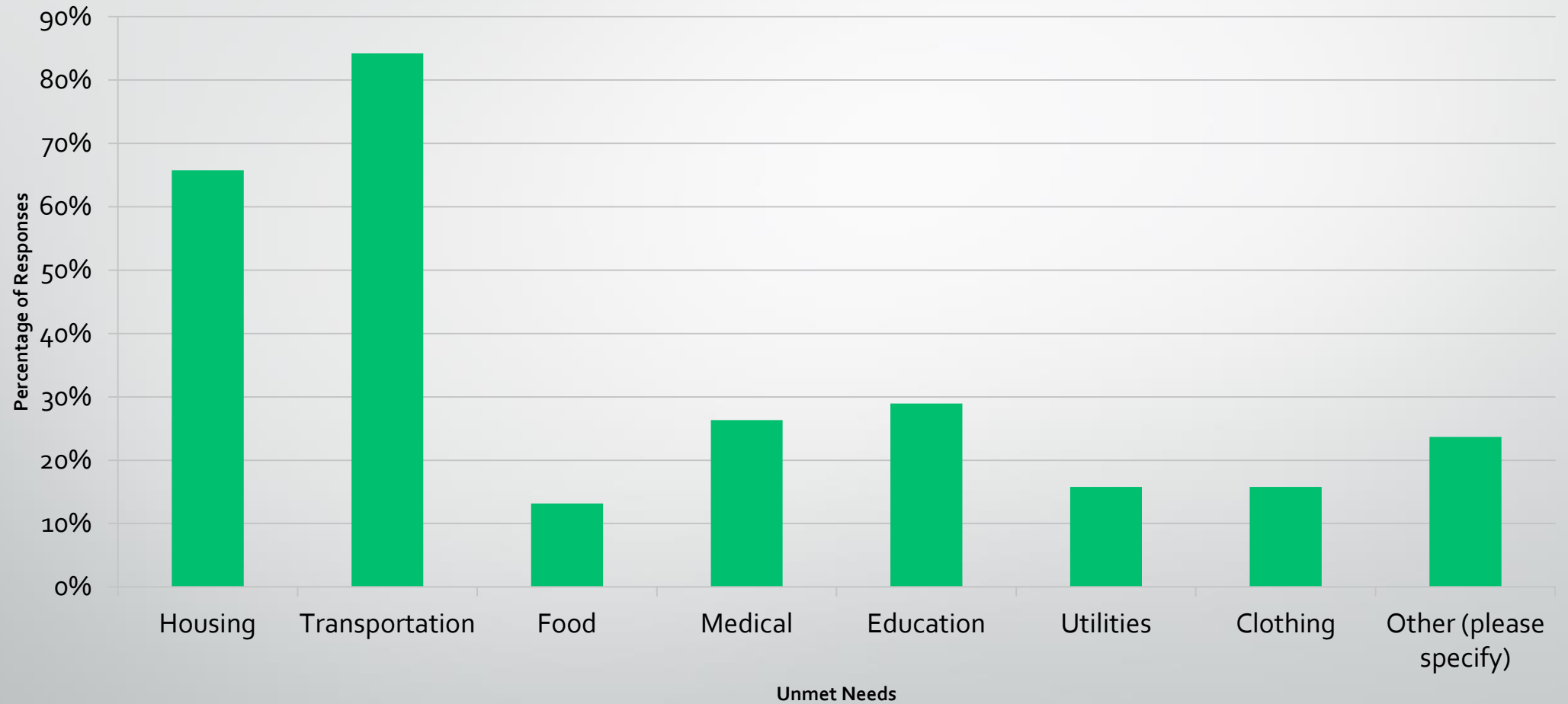
Geauga County Job and Family Services
Special Services 2019

Q1: Identify services clients/customers/students you work with are receiving from Geauga County Job & Family Services



Services

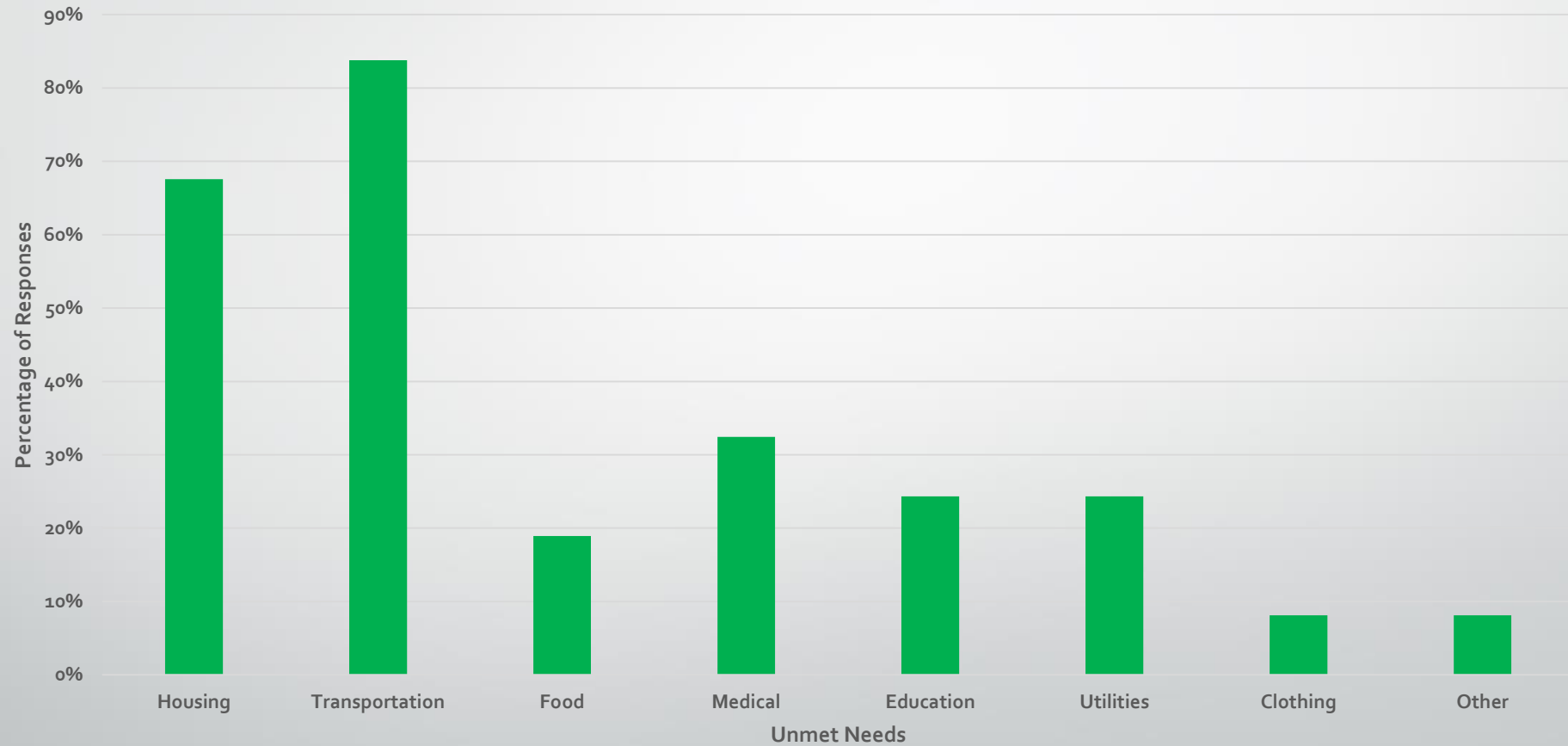
Q2: Please identify the area(s) below where you think a need still exists or is going unmet in Geauga County.



Other (defined)

- Mental health services
- Homeless shelters
- Extended Childcare hours
- Parenting education
- Emergency assistance
- Affordable residential Internet access
- Resources for families to receive assistance on things such as eye glasses for children

Q3: For each of the items listed below, please list the specific need(s) that are not being met.
(Example: Medical - Not enough Medicaid providers in the county)



Unmet Needs: Housing

- Lack of homeless shelters and emergency housing alternatives
- No emergency housing or shelters
- Not enough affordable housing options. No emergency housing.
- Affordable housing for low income families
- Lack of affordable housing
- Not enough affordable housing; no homeless shelter
- Affordable housing
- Emergency immediate housing
- No programs offered for late rent and first months rent.
- Not enough cheap housing
- Geauga does not have a homeless shelter.

Unmet Needs: Housing (cont.)

- Not enough affordable housing available
- Limited affordable housing
- Not affordable
- We have little to no options for our homeless population.
- Not enough affordable housing
- Not enough low income or affordable housing for young families.
- No emergency housing provided in the county. In addition, the housing can be unaffordable for some of our clients.
- Suitable housing for homeless population
- Rent is high in Geauga
- Affordable housing not available
- No housing for the homeless in Geauga County

Unmet Needs: Transportation

- Not enough services especially for weekends and after hours
- Lack of transportation can create barriers to employment and medical care
- Limited transportation routes: only Geauga Transit
- No reliable, consistent public transportation. Transit hours not consistent and expensive.
- Affordable and accessible transportation system
- Lack of public transportation (other than Geauga transit which can be pricey and difficult to schedule)
- Very hard to find options
- People can't afford a car or can't afford to fix the one they have
- Difficult to get any public transportation for work

Unmet Needs: Transportation (cont.)

- Difficult to get any public transportation for work
- Immediate needs and out of county appointments
- Lack of transportation available for individuals who work 2nd and 3rd shift. Lack of dependable transportation available for all low-income residents.
- Not enough consistency
- Clients have mentioned that Geauga transit is not always available.
- Lack of an effective county-wide transportation system
- Not enough providers, limited hours, transit is expensive & doesn't leave the county
- Unreliable
- Students who want jobs don't have reliable transportation

Unmet Needs: Transportation (cont.)

- Not enough public transportation
- Geauga Transit alone is not able to meet the many needs of our residents to get to and from work or to run errands. We need more options.
- Tenants do not have low cost or timely options. I see applicants and tenants wait hours for rides home.
- Not enough consistent transportation for non traditional work hours
- No reliable way to navigate to work or services if you don't have a vehicle
- Challenges in getting families to child care options then to work, etc.
- Not enough transportation options for single/working parents so kids can be involved in extracurricular activities. Often they can't because they need bus transportation home or they have no way to get home after school.

Unmet Needs: Transportation (cont.)

- A lot of clients rely on Geauga Transit, which can have barriers for those who cannot afford it, or need to go out of county to appointments. GDA offers out of county medical transport but only within a certain range.
- Suitable transportation to jobs, medical facilities, and county offices
- I have always wished for a transit van that just goes back and forth from Chesterland to Bainbridge to Middlefield to Chardon so clients could just get on when they needed instead of scheduling trips
- Not enough availability of public transportation, must schedule rides 7 days in advance, cannot go out of county
- No reliable public transportation
- Geauga Transit is wonderful, but needs to be expanded

Unmet Needs: Food

- Food quality is sub par for those struggling financially
- 24 hour pantry needed
- Children still not having enough food
- Parents who don't qualify for SNAP benefits or free or reduced lunch programs
- Suitable nourishment, especially for children
- Limited food assistance options

Unmet Needs: Medical

- Dental and eye care are expensive
- No free clinic within Geauga county
- Children with lack of regular access to medical care
- Some families have had a difficult time securing coverage
- Not enough Medicaid providers
- Not eligible for Medicaid
- More mental health counselors and psychiatrists who accept Medicaid
- Some families who make too much for Medicaid but cannot afford private insurance go without
- Lack of medical care for populations without insurance
- Too few dentists take Medicaid

Unmet Needs: Education

- Adult education- GED, literacy, work skills, focus on learning in general
- Hard to find educational options and resources
- Limited short term training programs
- Information to families and schools about what is available to them
- Mental health/ intervention services available to students during the school day
- Difficulty getting some schools to assess students for Individual Educational Plans (IEP)
- Chronic Absences
- Resources to help individuals gain employment

Unmet Needs: Utilities

- More utility payment assistance would be beneficial
- People fall behind on payments and can't get caught up
- No other programs available to address utility disconnections once HEAP has been utilized
- Assistance for families with utilities turned off
- Can be too expensive for families and seniors to afford
- More utility assistance
- Many struggle to pay utility bills

Unmet Needs: Clothing

- Lack of funding for clothing. It can be expensive
- A lot of families are in need of clothing. We have the Sunshine Shop, however that can be limited in what they provide.
- Not many options for people in need besides Sunshine Shop & Cancer Society Thrift Store

Unmet Needs: Other

- Child protection: greater collaboration and communication with schools
- Major need for mental health supports that are school based

Please provide any additional comments or concerns regarding the services provided at Geauga County Job & Family Services

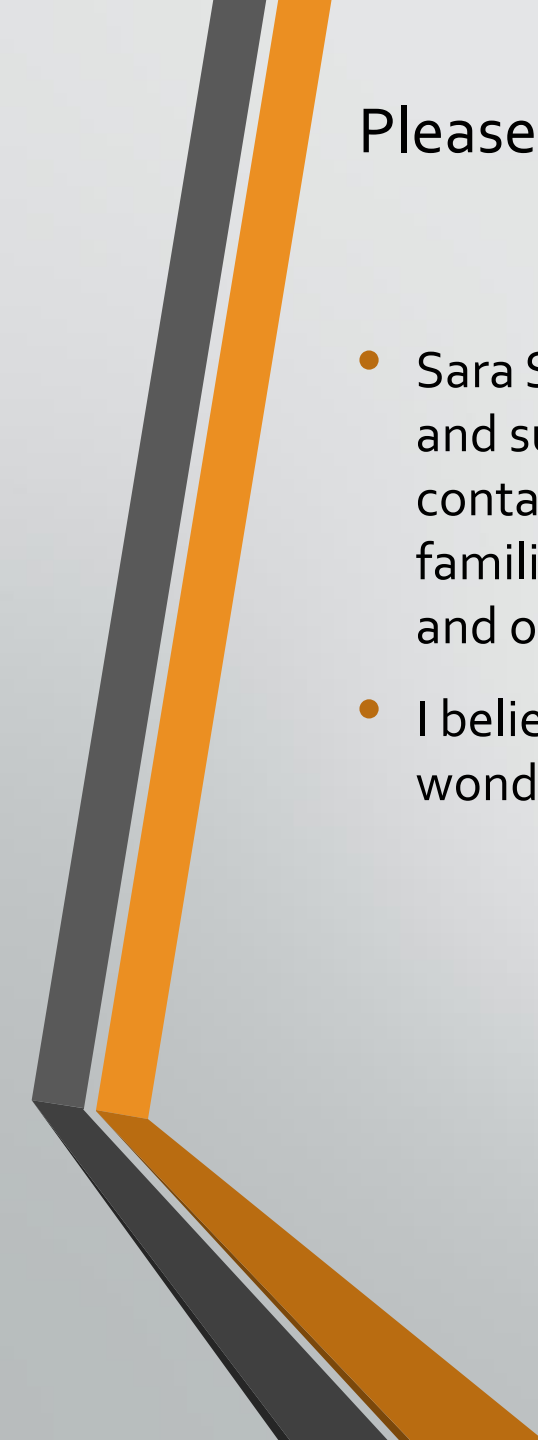
- GCJFS is mission driven, supports the community with caring hearts and is a responsible steward of taxpayers money.
- I know you all have very difficult jobs and we at Cardinal Schools appreciate all you do to keep our kids safe at home!
- We are very lucky to have Geauga County JFS working in partnership with families in crisis throughout our area. Please know the housing and transportation need does not rely solely on Geauga JFS. They work hard to help bridge the gap that exists.
- Work with frequently and have no complaints.
- Would love to see many short term training options so when someone comes in for assistance they would be given the options to train instead of signing up for services. Same with employment, employers report openings to JFS, and those coming in to sign up for services would instead be given the employers openings to report there and start work.

Please provide any additional comments or concerns regarding the services provided at Geauga County Job & Family Services (cont.)

- Thank you for all you do for our families already.
- Very collaborative and helpful
- I feel that JFS does a great job overall meeting the needs of our families. The social workers go above and beyond to make sure the families have what they need.
- I have appreciated the follow-up given to me by caseworkers when a report has been filed to Child Protective Services. The protocol there seems to be working. Overall, to be honest--I'm not sure of all of the resources the county can provide to the students in our school. I don't know if there's a handout summarizing this or way to get that information out to administrators/counselors in schools? I typically use your website to seek out resources, and then call if I need to. But sometimes I've been sent from one person to another playing phone tag. Maybe if resources were more streamlined and publicized to educators more, that would be helpful. Maybe even an annual county-wide counselor/administrator in-service/meeting to educate us on your resources and updates would be helpful. That way we can work together more as a team.

Please provide any additional comments or concerns regarding the services provided at Geauga County Job & Family Services (cont.)

- I would love to learn more about the programs they offer!
- I am really impressed with the wonderful things that Geauga JFS is able to accomplish for children and families in this county!
- I think GCJFS does a great job serving our community. I worked for awhile in Lake County and even after working in Geauga County for 5 years I continue to be amazed at the amount of services GCJFS has to offer our students and their families. Thank you for all you do.
- I have been so impressed by the social workers I have worked with at JFS. For my position, I usually have to make reports on child abuse/neglect. I always get a follow up letter and I feel like my concerns are taken seriously and acted upon in a timely manner.
- Special Services are crucial for the well being of a substantial population of our county and without them many people would not be able to be functioning members of society.
- Sara does an amazing job!



Please provide any additional comments or concerns regarding the services provided at Geauga County Job & Family Services (cont.)

- Sara Shininger is an outstanding resource! We are so very grateful for her help/assistance and support throughout the years. We deeply appreciate having a consistent, reliable contact that is knowledgeable and helpful and has the best interests of children and families! The volunteers in our school are well trained and are a huge asset to our children and our community! I hope that program continues to expand! Thank you!
- I believe GCJFS meets and EXCEEDS needs of the residents of Geauga County. The staff is wonderful.