

Otsego County Community Needs Assessment 2017



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Opportunities for Otsego is pleased to present its Community Needs Assessment for Otsego County. The Community Services Block Grant, one of our core sources of funds, requires us to conduct a needs assessment to present to the community every three years.

The Needs Assessment analyses key issues, population changes, demographics, and poverty relating to employment, education, housing, nutrition, income, transportation and health. Each section is summarized and is followed with extensive data from a variety of federal, state and local sources.

I would like to express my personal thanks to the Opportunities for Otsego Board of Directors for their guidance and encouragement in the development of this document. I would also like to express my thanks to Megan Martin, planning and research director for producing the incredible amount of work that went into creating this product.

I am never more proud to be a part of Opportunities for Otsego than when we take a simple contractual requirement and create something that will have lasting impact. Over the years, the Otsego County Needs Assessment has turned out to be a popular research tool for organizations, businesses and local governments. It is my sincere hope that this needs assessment continues to be a powerful resource for the Otsego County Community.

Daniel Maskin
Chief Executive Officer

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GEOGRAPHIC OVERVIEW

- Otsego County falls within the 19th Congressional District and 51st New York State Senate District. There are four State Assembly Districts within the county - 101, 102, 121, 122 - which are designated by township. Local representation is divided into fourteen districts; of which four fall within the City of Oneonta.
 - There are 2,084 miles of road within Otsego County, of which 86% is maintained by local municipalities¹. Major roadways include Interstate-88, and Routes 28, 80, and 205.
 - Otsego County is home to four New York State Parks: Betty and Wilbur Davis (Westford); Glimmerglass (Cooperstown); Gilbert Lake (Laurens); and Robert V. Riddell (Davenport).²
 - Despite the availability of funding from New York State, many outlying communities in Otsego County do not have 4G cellular service or broadband access.
-

Otsego County is a rural, upstate New York community, spanning 1,002 square miles through the rolling hills and vast terrain of the Catskill Mountains. Otsego County is located at the heart the Central New York region and is the northernmost county in the Appalachian Region. The closest metropolitan areas to Otsego County are Albany (80 miles to the east), Binghamton (60 miles west), and Utica (60 miles north). Major highways in Otsego County are NY-Interstate 88 and U.S. Route 20.



Otsego County is comprised of 34 municipalities - 24 towns, 9 villages, and 1 city. The county seat is Cooperstown, which boasts Glimmerglass Opera House, the famed Otesaga Hotel, and the National Baseball Hall of Fame. Oneonta is the only city in Otsego County (pop. 13,862), and is home to the State University of New York at Oneonta, Hartwick College, and multiple arts and entertainment venues.



Otsego County is a rural area with a population density of 61.29 people per square mile. In 2012 there were 995 farms, covering 180,750 acres of land; a 2% increase since 2007. Approximately 47% of farmland is designated for crops. Of all farm operators, 57% report farming as their primary occupation³. Otsego County has 38 lakes, including Otsego Lake, which is the headwater for the Susquehanna River. The county sits atop of the Marcellus Shale bed, a large natural gas field in the form of shale rock, that when fractured, can produce a large amount of Natural Gas.

Despite its beauty, Otsego County poses significant accessibility issues. Many communities are isolated by geography and poor communication infrastructure. Per the 2014 Otsego County Broadband Feasibility Study

¹ New York State Department of Transportation, June 2017

² New York State Department of Parks, Recreation and Historic Preservation

³ USDA | National Agricultural Statistic Services

prepared by FARR Technologies, “The current state of the telecommunications network in the County is plagued by the limited incumbent carrier investment over decades, especially outside of the population centers of Oneonta and Cooperstown...This situation has clearly limited business, especially those in community centers and main streets, and home-based business opportunities, educational both K-12 and colleges, universities and technical institutes, residential and public safety opportunities.”⁴

Otsego County is also challenged by extreme weather conditions. The county has had 52 flooding events from 1994-2011, resulting in over \$94million in property damage. Significant flooding events include November 2006, June 2009, and September 2011.⁵ The average annual rainfall is 42 inches, and annual snowfall amounts are 79 inches⁶.

⁴ <http://otsegonow.com/projects/broadband-initiative/>

⁵ Otsego County Planning Department, 2012 Hazard Mitigation Plan Update

⁶ <http://www.usclimatedata.com/climate/oneonta/new-york/united-states/usny2602>

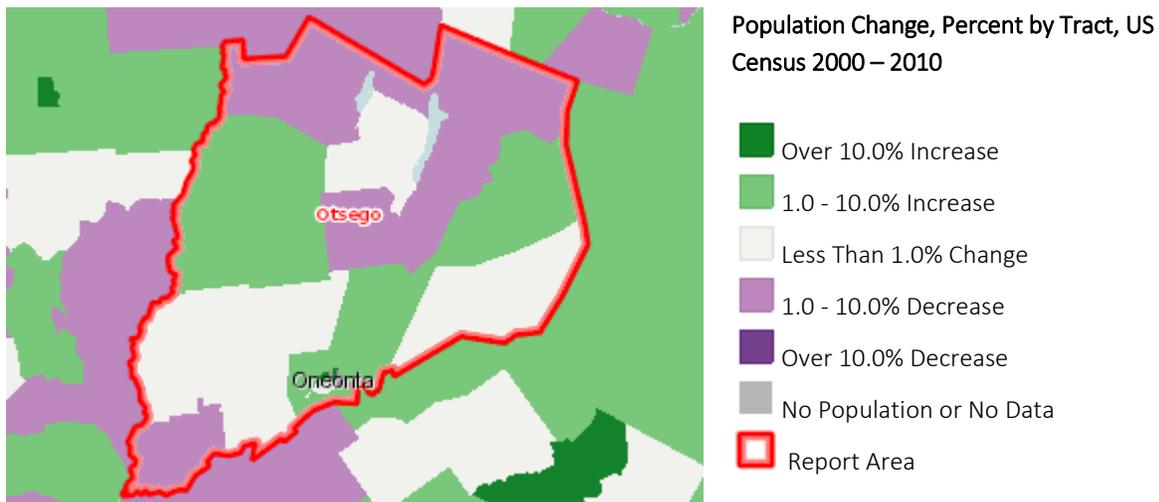
POPULATION PROFILE

- Otsego County had a slight decrease in the overall population between the years 2010-2015. Persons age 35-44 had the greatest decrease (-11.4%) with youth age 5-17 falling closely behind (-10.3%). Persons age 65+ represent the largest age cohort in Otsego County (18.01%).
- Veterans comprise 9.51% of the adult population in Otsego County, which is greater than the statewide average of 5.38% and the nationwide percent of 8.32%.
- Family households comprise 63.3% of all households living in Otsego County. The greatest concentration of family households live in the Unatego School District with over 35% of households having children under age 18.
- The 2015 poverty rate in Otsego County (16.8%) was greater than the New York State and national rates. The highest rate of poverty by area is in The City of Oneonta, where approximately 29.5% of residents live below 100% of Federal Poverty Level (FPL). The greatest concentration of youth living in poverty is in census Tract 5914, which encompass Laurens Central School and Unatego school districts. It is estimated 40.19% of youth in this area live below 100% of the FPL.

Total Population: During the fifteen-year period from 2000-2015, the U.S. Census reported a slight population decrease in Otsego County of -0.45%, from 61,676 persons in 2000 to 61,399 persons in 2015. Typical components of population changes include live births, deaths, international and domestic migration, and natural increases. In 2015, the number of births and deaths in Otsego County was 530⁷ and 608⁸ respectively. The population change for Otsego County is provided in the table below.

County	Census 2000 Population	ACS 2011-15 Population	Population Change	Percent Change
Otsego	61,676	61,399	-277	-0.45

Source: U.S. Census Bureau, Population Division, Census 2010 and US Census Bureau, American Community Survey, 2011-15



⁷ https://www.health.ny.gov/statistics/vital_statistics/2015/table07.htm

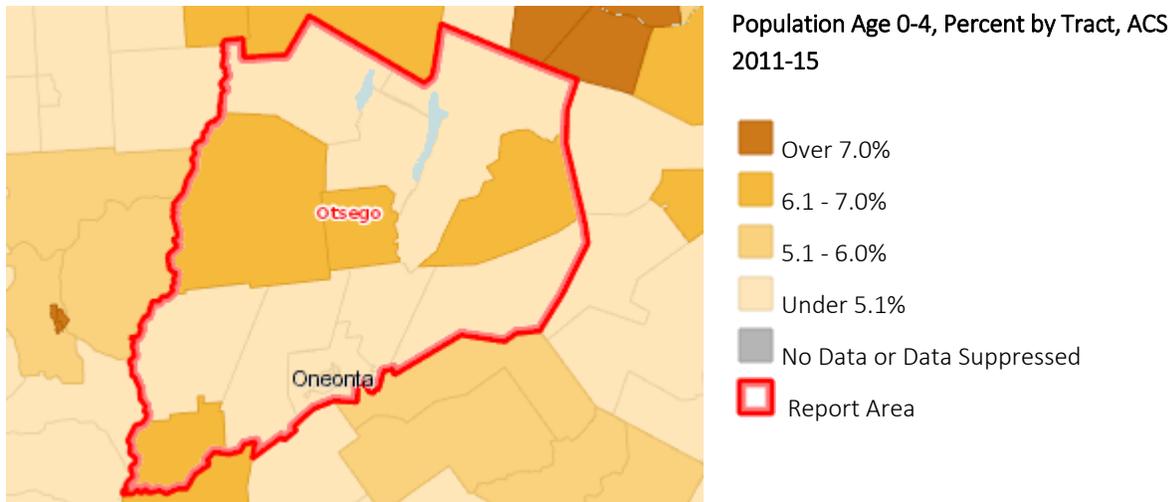
⁸ https://www.health.ny.gov/statistics/vital_statistics/2015/table35.htm

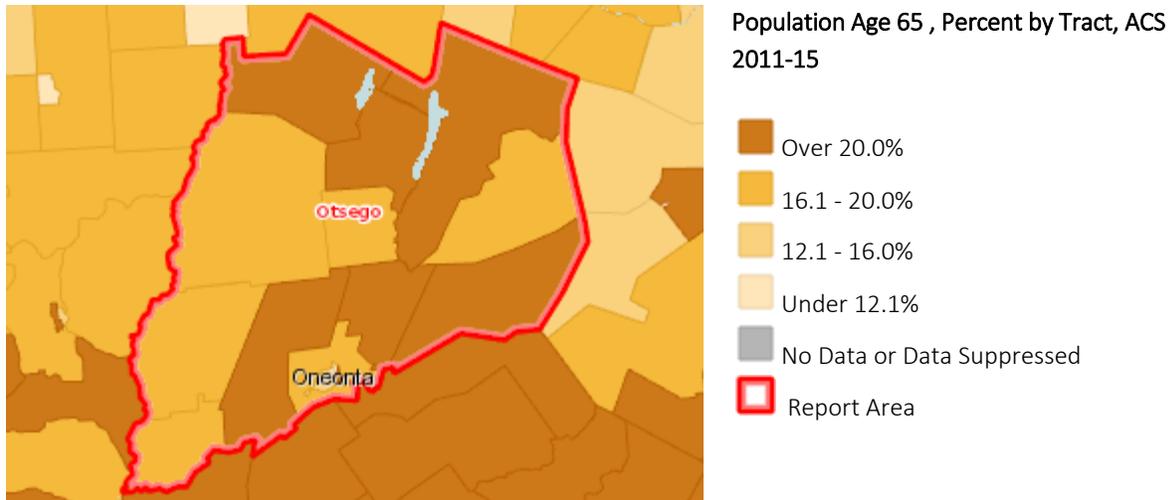
Total Population by Age Groups: The table below illustrates the change in age distribution from the year 2000 to 2015 in Otsego County. The age cohort that represents the largest population in Otsego County is 18-24 (n=10,762). The age group with the greatest rate of growth is persons age 65+ (7.5%). The largest percentage decline was in the age group 35-44, with -11.4% rate change. Per ACS estimates, the median age in Otsego County is 41.6.

Year	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
2015	2,571	7,964	10,762	5,722	5,937	8,529	8,858	11,056
2010	2,741	8,877	10,094	5,748	6,702	9,242	8,574	10,281
Variance	-170	-913	+668	-26	-765	-713	+284	+775
Change	-6.2%	-10.3%	+6.6%	-0.05%	-11.4%	-7.7%	+3.3%	+7.5%
Percent of Total	4.19%	12.97%	17.53%	9.32%	9.67%	13.89%	14.43%	18.01%

Source: US Census Bureau, 2000, Demographic Profile Data and US Census Bureau, American Community Survey. 2011-15

Vulnerable Populations, Distribution by Census Tract





Racial Demographics: Population by race and gender within Otsego County is shown in the table below. According U.S. Census Bureau, American Community Survey, white population comprised 94.03% of the population, Multiple/Other Race combined represented 2.56%, black population represented 1.92%, and the remaining races combined represent 1.49% of the population. Of all persons, 3.43% (n=2,106) identify as Hispanic or Latino.

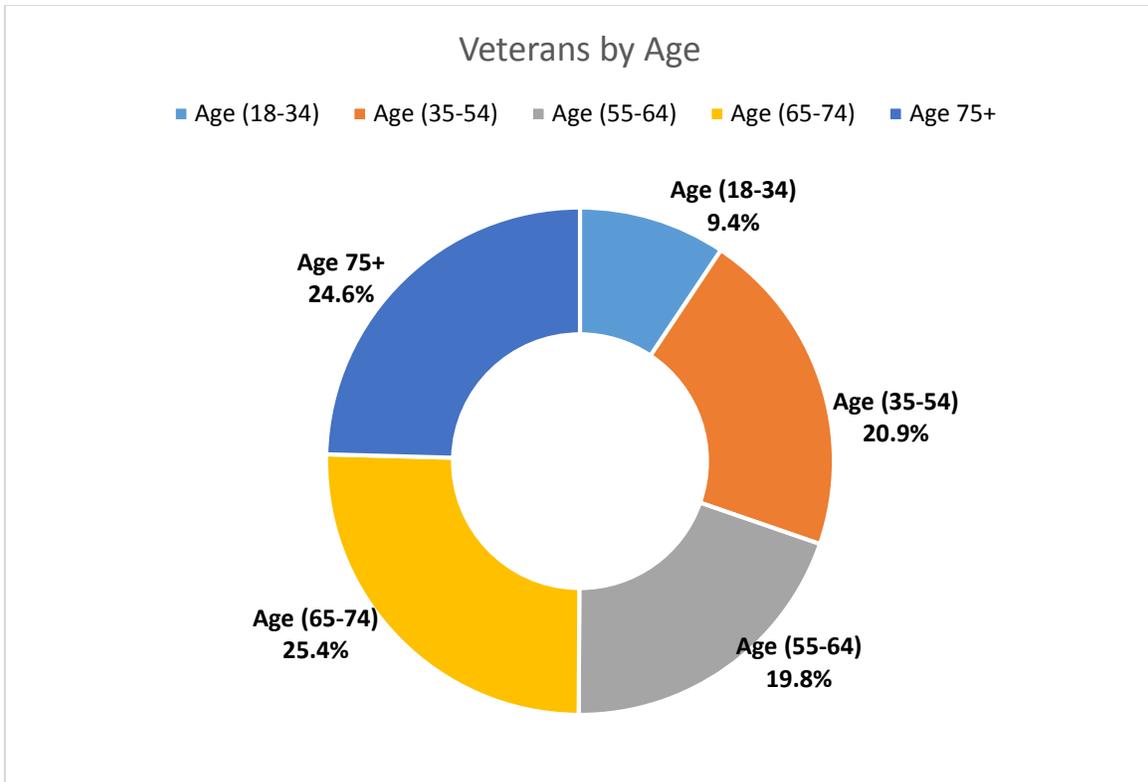
Year	White	Black	Asian	Native American / Alaska Native	Native Hawaiian / Pacific	Some Other Race	Multiple Races
2015	57,734	1,178	766	149	0	483	1,089
2010	58,869	1,191	683	57	0	---	953
Variance	-1,135	-13	+83	+92	0	+483	+136
Change	-1.9%	-1.1%	+12.2%	161.4%	0.0%	<i>not a prior category</i>	+14.3%
Percent of Total Population	94.03%	1.92%	1.25%	0.24%	0%	0.79%	1.77%

Source: U.S. Census Bureau, ACS, 2012 Data Release, December 2013 and US Census Bureau, ACS 2011-15.

Veteran Population: The following table shows the percentage of the population age 18 and older that served (even for a short time), but is not currently serving, on active duty in the U.S. Army, Navy, Air Force, Marine Corps, or the Coast Guard, or that served in the U.S. Merchant Marine during World War II. Overall, veterans comprise 9.51% of the adult population in Otsego County, which is greater than the statewide average of 5.38 percent and the nationwide percent of 8.32%. In Otsego County, 92.12% of veterans are male and 7.88% female.

Report Area	Total Population Age 18	Total Veterans	Veterans, Percent of Total Population
Otsego County	50,853	4,836	9.51%
New York	15,397,847	828,586	5.38%
United States	241,816,698	20,108,332	8.32%

SOURCE: US Census Bureau, American Community Survey. 2011-15. Source geography: Tract

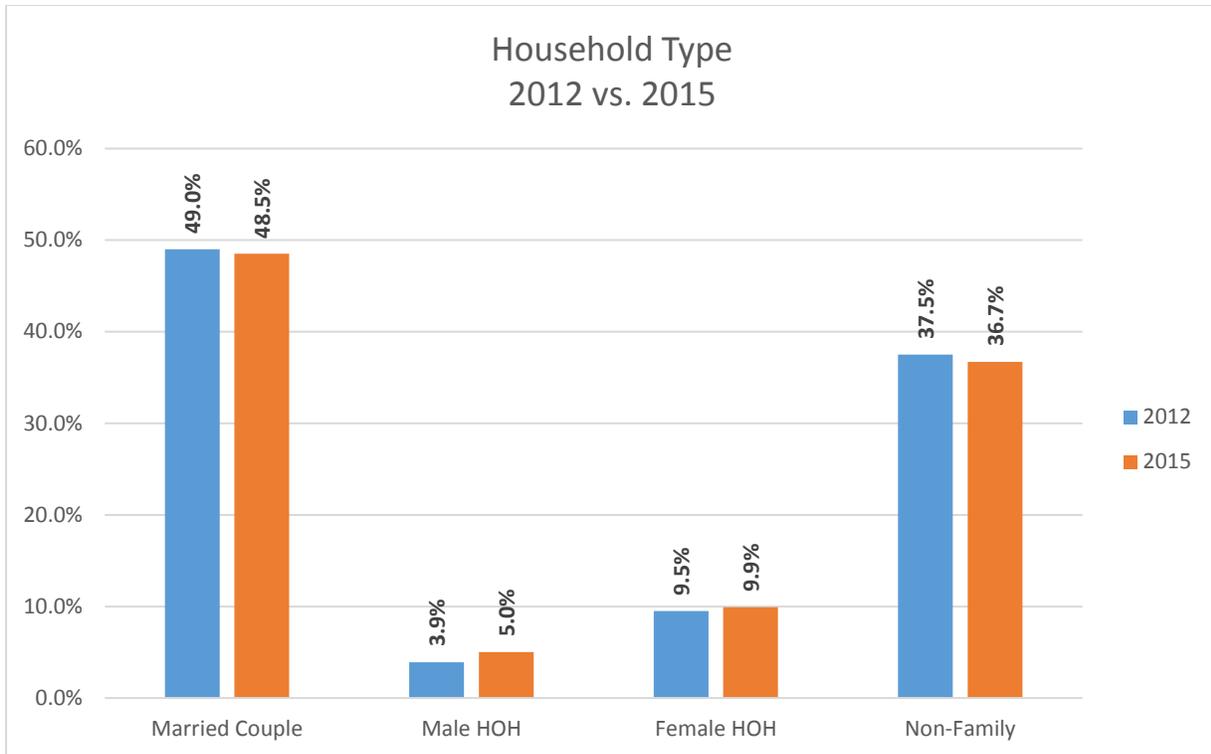


Households: The change in number of households in Otsego County from 2000-2015 is shown in the table below. Households increased by 345 or 1.46%. This compares to a statewide increase of 2.82%.

County	Total Households, 2000	Total Households, 2015	Change in Households	% Change in Households
Otsego	23,291	23,636	+345	+1.46%
Statewide	7,056,860	7,262,279	205,419	+2.82%

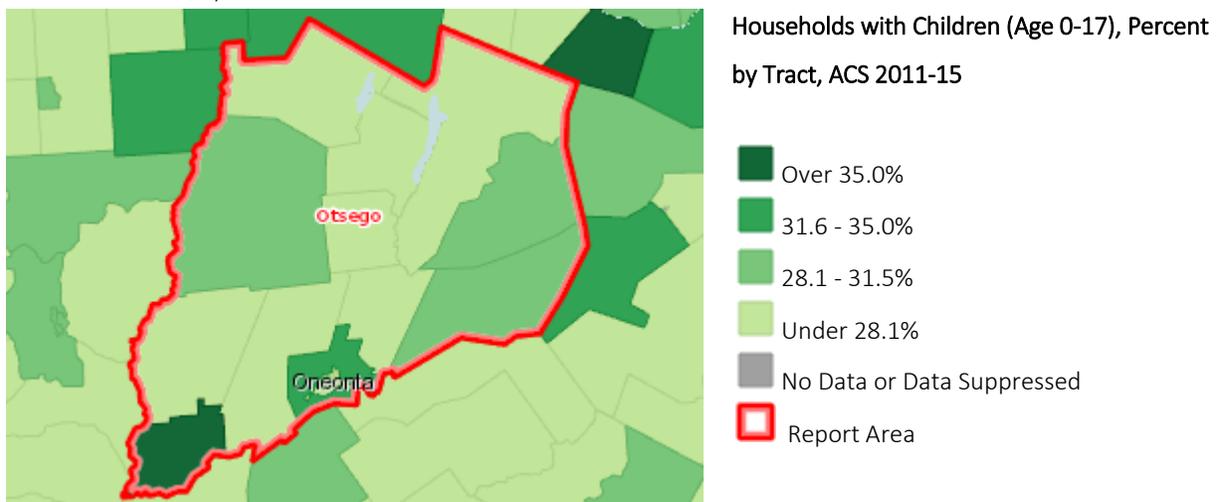
SOURCE:: U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 1, 2000 and U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.

Family households comprise 63.3% of all households living in Otsego County, while non-family households represent 36.7%. Of all family households, married-couple are the greatest cohort (48.5%). Of non-family households, 27.8% live alone; of which 12.6% (n=1,110) are persons over the age of 65. A comparison of household types from 2012 to 2015 is illustrated in the chart below. Of note, male head of households had the greatest change with an increase of +1.1%



SOURCE: U.S. Census Bureau, 2010-2012 ACS 3-Year Estimates and Data Source: US Census Bureau, American Community Survey. 2011-15.

Families with Children: Per ACS 2015 estimates, 26.65% of all occupied households in Otsego County are family households with one or more child(ren) between the ages of birth to 17. The greatest concentration of family households countywide is in the Unatego School District with over 35% of households having children under age 18. Per the City of Oneonta, Community Needs Assessment compiled in accordance with the NYS Empire State Poverty Reduction Initiative (ESPRI), there are 814 family households in The City of Oneonta, which comprise 19.62% of all households in the City.



Poverty: The federal government releases poverty guidelines annually. These guidelines are used by federal agencies to determine program eligibility, including Department of Health and Human Services (Head Start, LIHEAP, Children’s Health Insurance Program, Family Planning Services), Department of Agriculture (SNAP, WIC, National School Lunch Program, School Breakfast Program), Department of Energy (Weatherization Assistance Program), Department of Labor (Job Corps, Workforce Investment Act Youth Activities), Department of the Treasury (Low-Income Taxpayer Clinics), and Legal Services Corporation (Legal Services for the Poor).

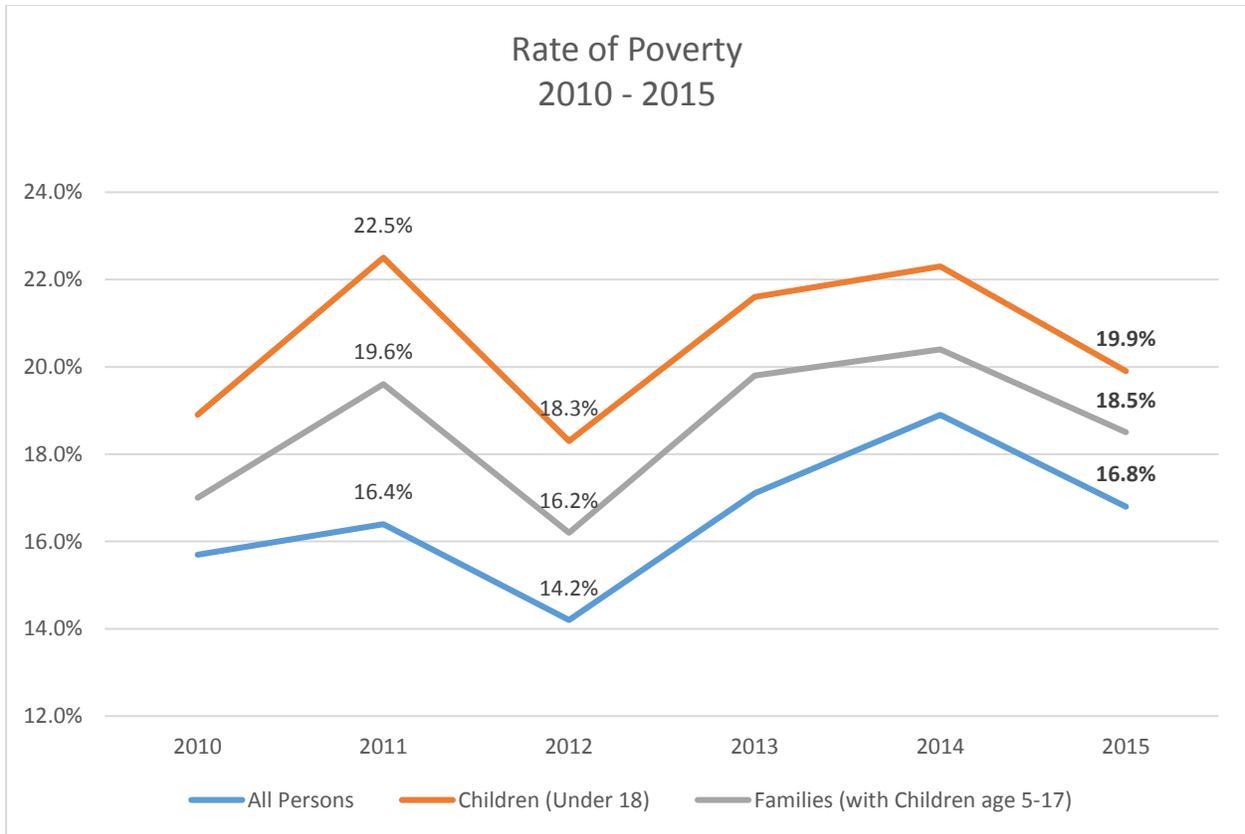
Federal Poverty Guidelines for Federal: Fiscal Year (FFY) 2017			
Household Size	100% of Poverty	185% of Poverty	200% of Poverty
1	\$11,880	\$21,978	\$23,760
2	\$16,020	\$29,637	\$32,040
3	\$20,160	\$37,297	\$40,320
4	\$24,300	\$44,955	\$48,600
5	\$28,440	\$52,614	\$56,880
6	\$32,580	\$60,273	\$65,160
7	\$36,730	\$67,951	\$73,460
8	\$40,890	\$75,647	\$81,780

The chart below shows comparison rates of poverty for the years 2010 through 2015 for all persons in Otsego County; children under age 18; and families with children ages 5-17. Per the US Census Bureau, Small Area Income and Poverty Estimates, approximately 9,357 persons were living in poverty in Otsego County during 2015. The 2015 poverty rate in Otsego County (16.8%) was greater than the poverty rates in both New York State (15.5%) and the United States (14.7%) for the same period.

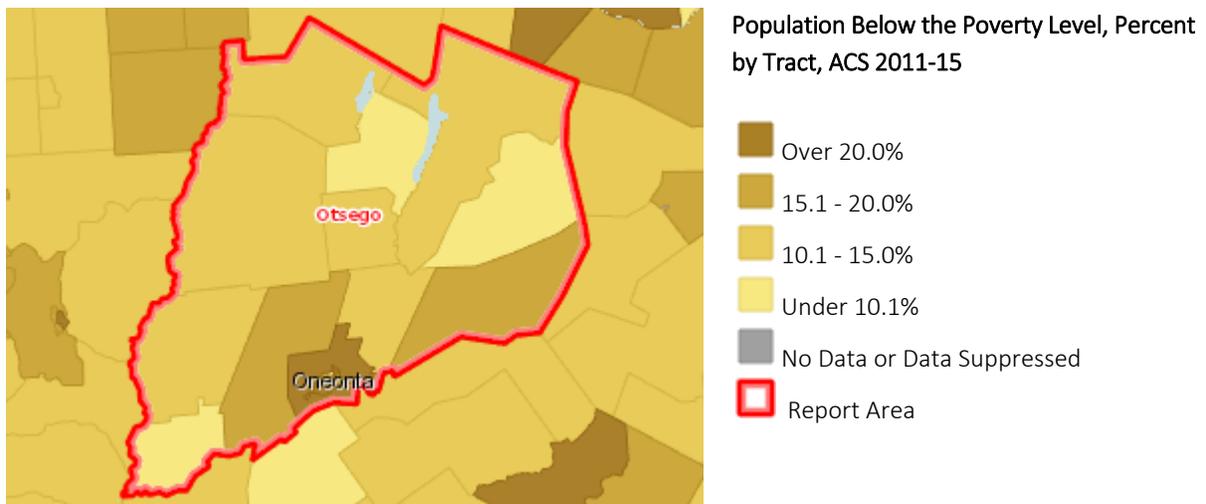
Additional information on the distribution of poverty by census tract throughout Otsego County is included as a map. The highest rate of poverty countywide is in The City of Oneonta, where approximately 2,771 persons or 29.5% of the population live below 100% of FPL. An additional 1,525 persons live between 100-200% of the FPL; bringing the rate poverty for persons living in the City of Oneonta under 200% of the FPL to 45.74%. Specific information on City of Oneonta youth living in poverty is compiled in the City of Oneonta, New York Community Needs Assessment Youth Summary (July 2017). This document was prepared by Opportunities for Otsego in accordance with the NYS Empire State Poverty Reduction Initiative (ESPRI).



US Census Bureau, Small Area Income and Poverty Estimates

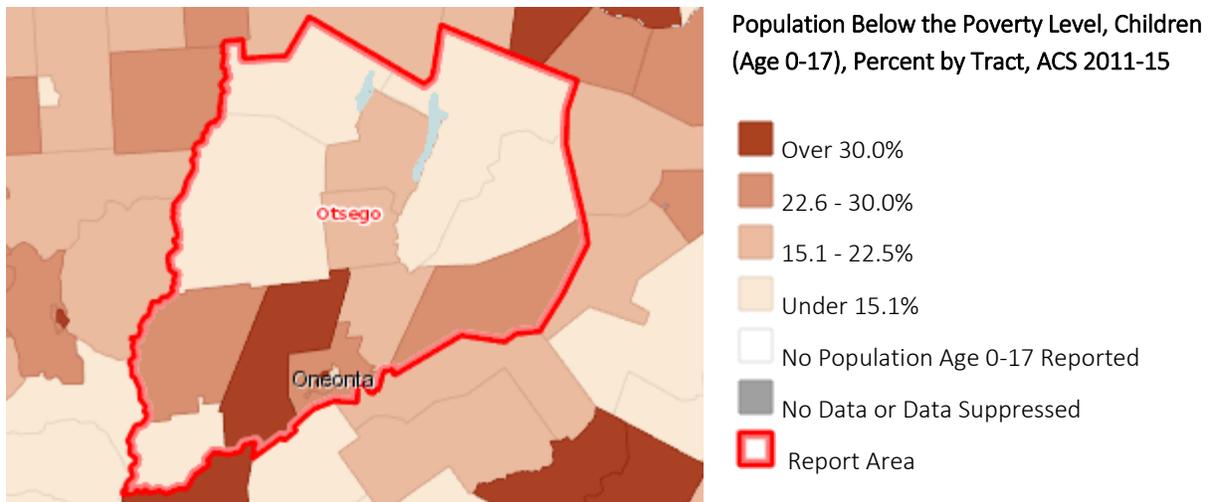


SOURCE: U.S. Census Bureau, Small Area Income and Poverty Estimates, 2010-2015



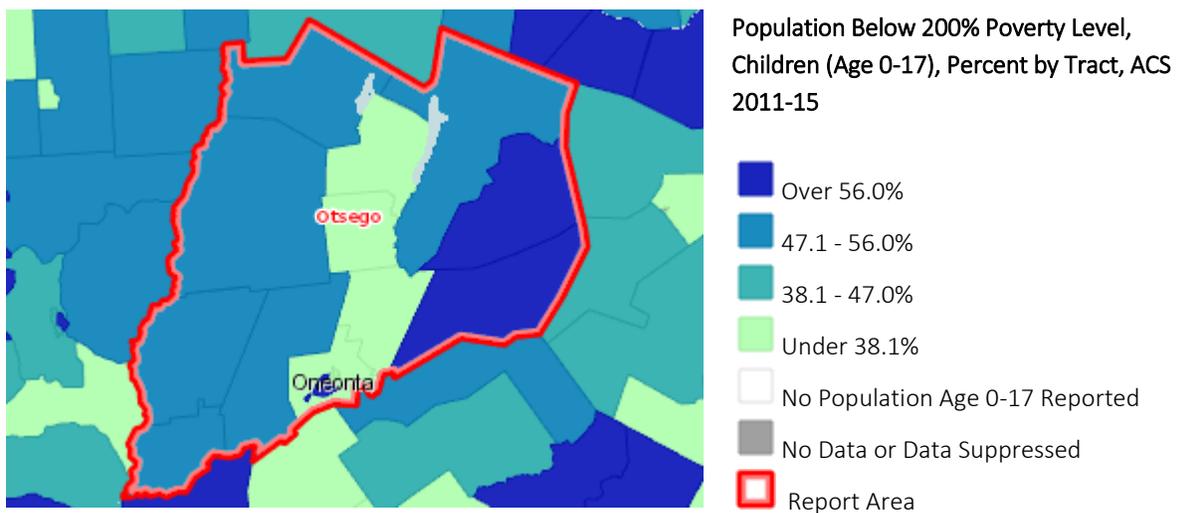
SOURCE: US Census Bureau, American Community Survey. 2011-15. Source geography: Tract

Children in Poverty: Within Otsego County, it is estimated that 2,008 children aged 0-17 are living in households with income below the Federal Poverty Level (FPL). The greatest concentration of youth living in poverty is in census Tract 5914, which encompasses both the Laurens Central School and Unatego school districts. It is estimated 40.19% of youth (n=430) in this area live below 100% of the FPL.



SOURCE: US Census Bureau, American Community Survey. 2011-15. Source geography: Tract

An additional 2,668 youth countywide live in households with income between 100-200% of FPL. In total, 4,676 youth or 45.35% of the entire youth population in Otsego County live below 200% FPL. The greatest concentration is in census tract 5906 and 5907. These tracts encompass all of the Schenevus Central School and Worcester Central School districts as well as a portion of Cherry Valley-Springfield school district.

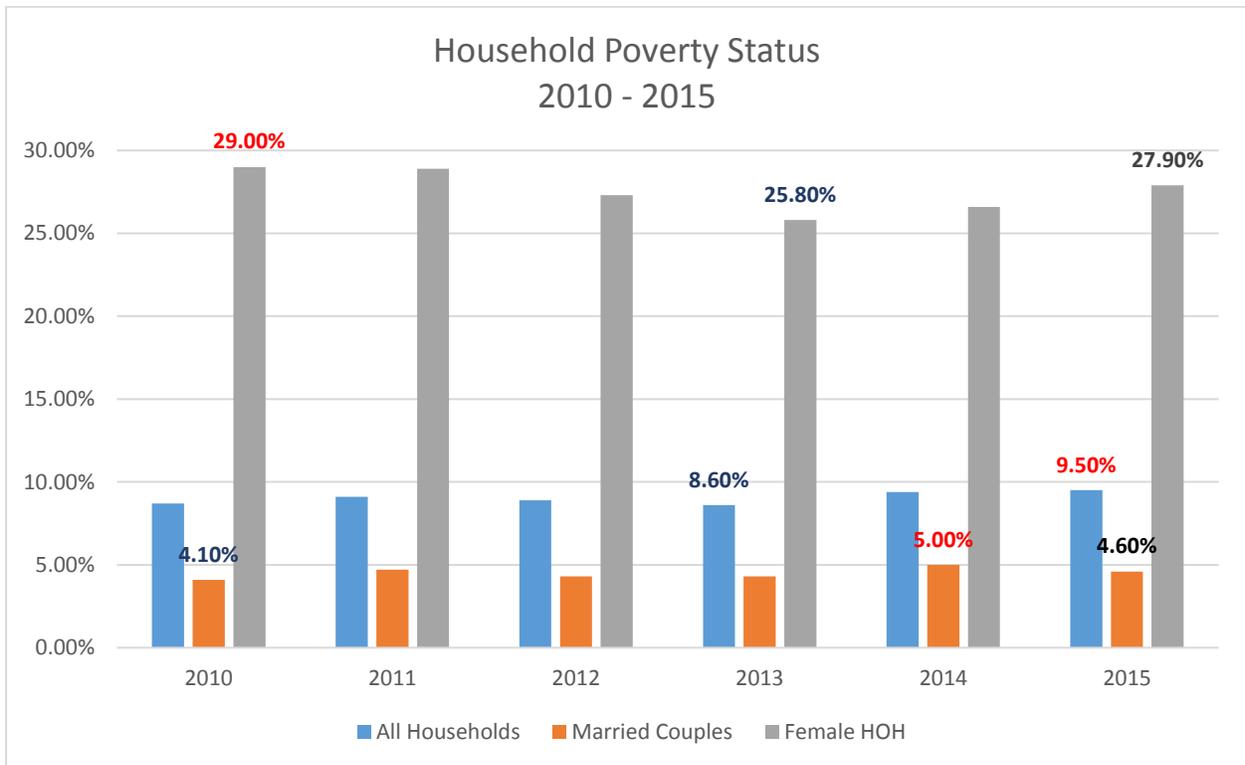


SOURCE: US Census Bureau, American Community Survey. 2011-15. Source geography: Tract

Seniors in Poverty: According to the 2015 American Community Survey estimates there were an estimated 790 seniors living in poverty within Otsego County. This rate is 7.4% of all persons age 65 and older. Although there is a decrease in the rate compared to the 2010 Census reports (8%), it is an increase of approximately 29 individuals.

Households in Poverty: Details on households living in poverty through ACS estimates include All Families; Married Couples, and Female Head of Household. Specific data on Male Head of Households is not available through annual ACS estimates. The table below provides a breakdown of households living in poverty by available categories for the years 2010 through 2015. The highest rate of poverty for All households is in 2015, with a rate of 9.5%; the lowest

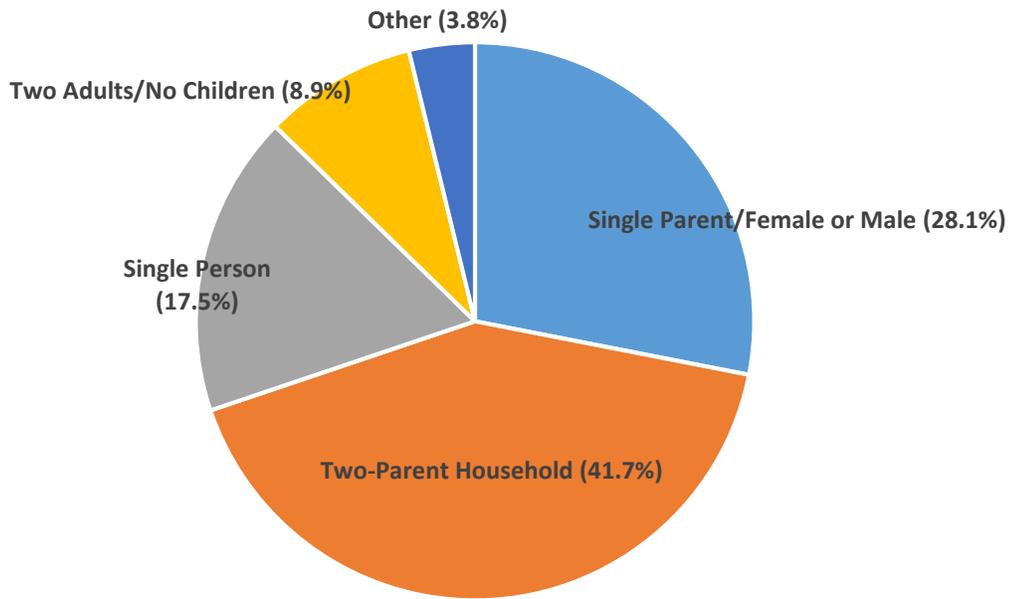
was in 2013 at 8.6%. The highest rate of poverty for married couples was in 2014 at a rate of 5.0%; the current rate is 4.6%; the lowest rate was in 2010 at 4.1%. The highest rate of poverty for female HOH was in 2010 at a rate of 29.0%; the current rate is 27.9%; the lowest rate was in 2013 at 25.8%.



SOURCE: US Census Bureau, American Community Survey. 2011-15

Opportunities for Otsego: Client Demographics: As the primary provider of services to Otsego County’s low-income sector, Opportunities for Otsego (OFO) is recognized as the local authority on poverty. Through an agency-wide integrated client management database, OFO maintains demographic information on low-income individuals and households accessing services. Following is an analysis of OFO client data from the period 10/2016 -9/2017.

Household Type: Opportunities for Otsego



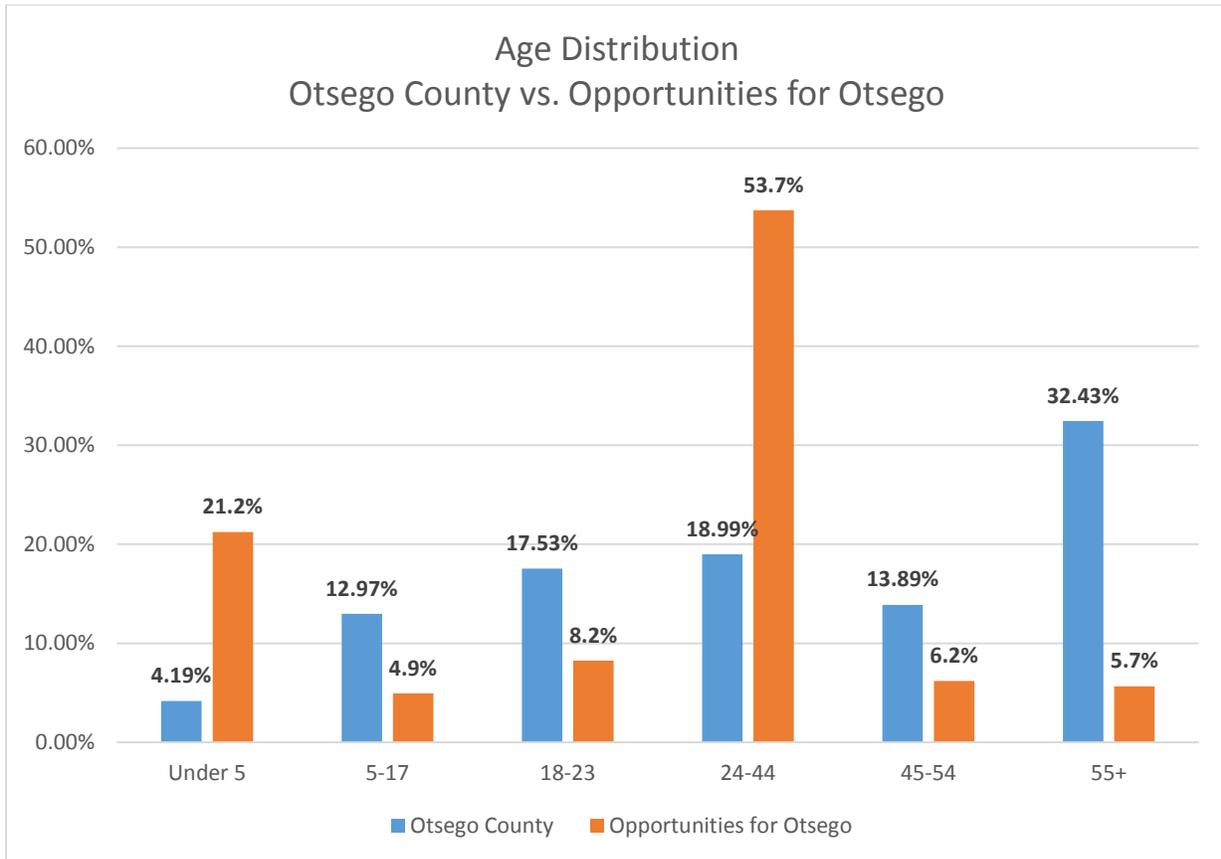
The table below compares the racial representation of all household members who benefitted from OFO services compared to the racial distribution of Otsego County in 2015. White/Caucasian represents the largest racial group in both Otsego County and those served by OFO. A ranking of all groups represented in Otsego County and OFO in descending order is provided in the following chart.

	Otsego County (Rank)	Otsego County (Percent)	OFO (Rank)	OFO (Percent)
White	1	94.03%	1	88.03%
Black/ African American	2	1.92%	4	2.61%
Asian	4	1.25%	5	0.84%
Native American / Alaska Native	6	0.24%	6	0.38%
Native Hawaiian / Pacific	7	0%	7	0.17%
Some Other Race	5	0.79%	3	3.08%
Multiple Races	3	1.77%	2	4.89%

Analysis of ethnicity shows that OFO clientele reported their ethnicity has Hispanic/Latino almost twice the rate as Otsego County figures. In 2015, 3.43% of Otsego County residents reported being Hispanic/Latino, while 6.03% of

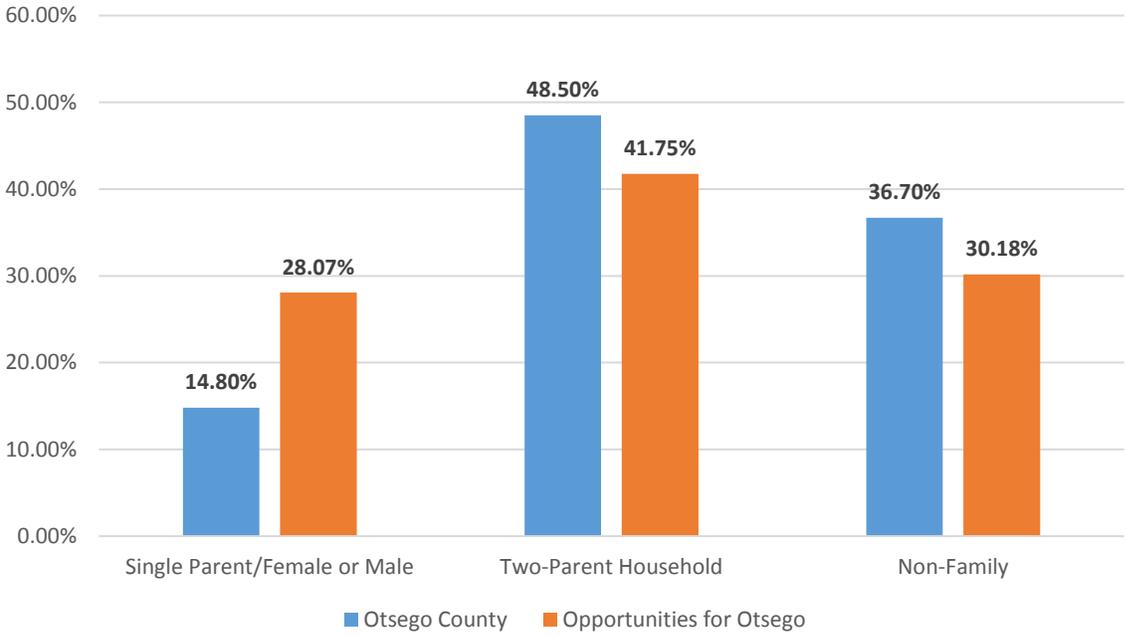
individuals benefitting from OFO services over the period 10/2016-9/2017 reported Hispanic/Latino as their ethnicity.

The following tables compare the age distribution of Otsego County residents and all household members benefitting from the services of OFO from 10/2016 – 9/2017 as well as comparative data on the household types living in Otsego County and those served by OFO.



Analysis finds that the percentage of single parent households served by OFO is almost double the rate of single parent households in Otsego County. Of this group, 89.7% are female Head of Household and 10.3% male Head of Household.

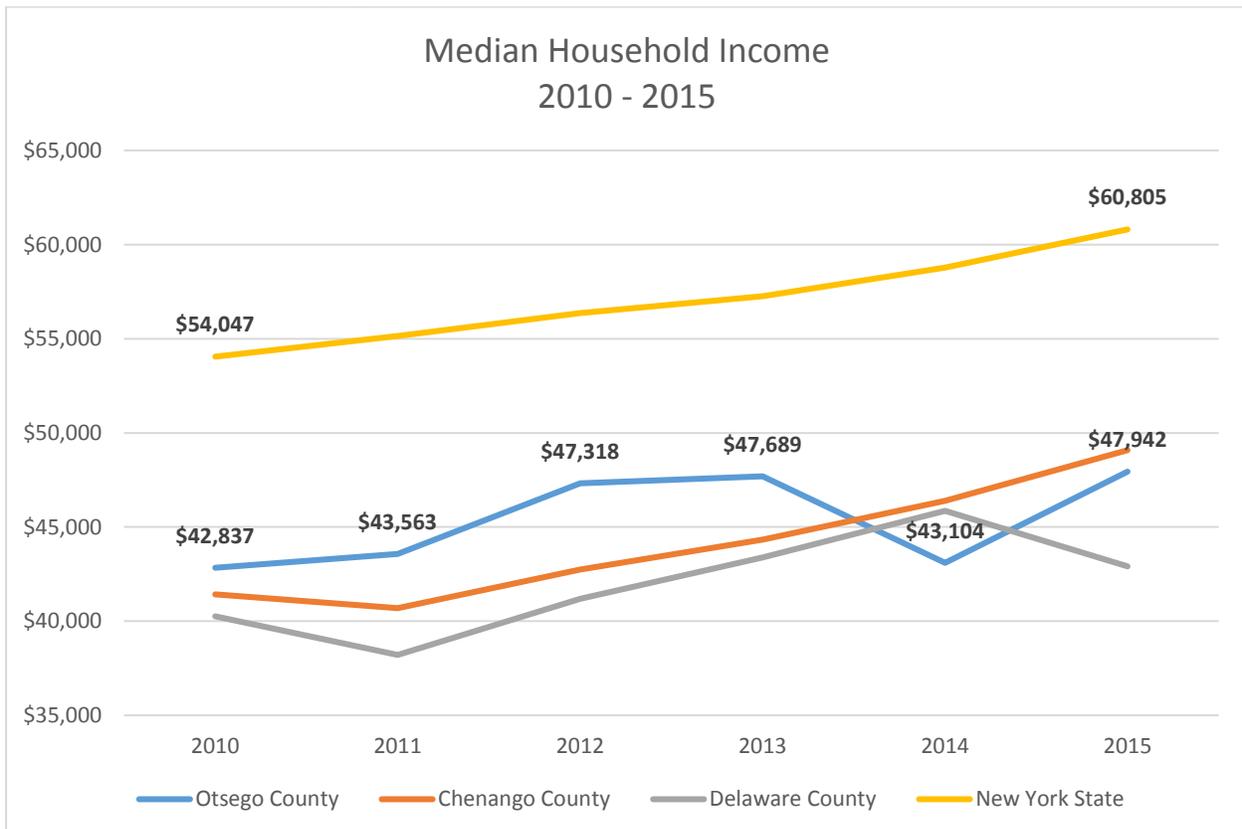
Household Type Otsego County vs. Opportunities for Otsego



EMPLOYMENT

- The median household income in Otsego County took a significant dip in 2014, but recovered in 2015 to become the highest rate (\$47,942) in the past 6 years; however, still remains \$12,000 below the New York State median income.
- At the current minimum wage, no household type in Otsego County can sustain a household without assistance from public programs such as SNAP, day care subsidy, or PHIP.
- The average number of person in the civilian labor force in Otsego County reached a 15-year low in 2016 at 28,300.
- The unemployment rate in Otsego County has been on a downward trend since 2012. The 2016 average rate was 4.9%, down from 7.9% in 2012.
- The top industries with the greatest employment in continue to be health care/social assistance; retail trade; accommodation and food services; educational services; and manufacturing. Long-term projections for “very favorable” occupations are Emergency Medical Technicians and Paramedics; Interpreters and Translators; Veterinary Technologists and Technicians; Nurse Practitioners; and Web Developers.
- The pool of child care providers remains inadequate. Since 2008, there has been a loss of 22 child care providers. Current capacity for infant, toddler, and preschool care can only accommodate 27.6% of youth.

Household Income: The median household income in Otsego County has fluctuated approximately \$5,000 from 2010 to the present. In 2014, it dipped below the median incomes of neighboring Chenango and Delaware counties and has since risen to the highest in the past 5 years to \$47,942. Otsego County income falls \$12,863 behind the New York State median income of \$60,805.



SOURCE: U.S. Census Bureau, Small Area Income and Poverty Estimates (SAIPE), 2010-2015

Wages: Average weekly wages for the tri-county region during 2016, are provided in the table below. Average weekly salaries, depending on business sector, range from \$771 to \$1,043 per week in Otsego County. In comparison with neighboring Chenango and Delaware counties, Chenango county has the highest average weekly wage among all sectors.

County	Total Employees	Average Weekly Wage	Average Federal Gov. Weekly Wage	Average State Government Weekly Wage	Average Local Government Weekly Wage	Average Private Weekly Wage
Otsego	23,448	\$787	\$963	\$1,043	\$753	\$771
Chenango	17,507	\$835	\$925	\$995	\$734	\$848
Delaware	14,599	\$787	\$952	\$755	\$692	\$816
Statewide	9,154,338	\$1,307	\$1,452	\$1,203	\$1,145	\$1,329

SOURCE: U.S. Department of Labor, Bureau of Labor Statistics, Quarterly Census of Employment and Wages.

Living Wage: A living wage is the hourly rate that an adult must earn to support their family, if they are the sole provider and are working full-time. At the current state minimum wage, families in Otsego County cannot afford basic household expenses such as food, housing, transportation, and medical care. *The poverty rate is typically quoted as gross annual income, but has been converted it to an hourly wage for the sake of comparison.*

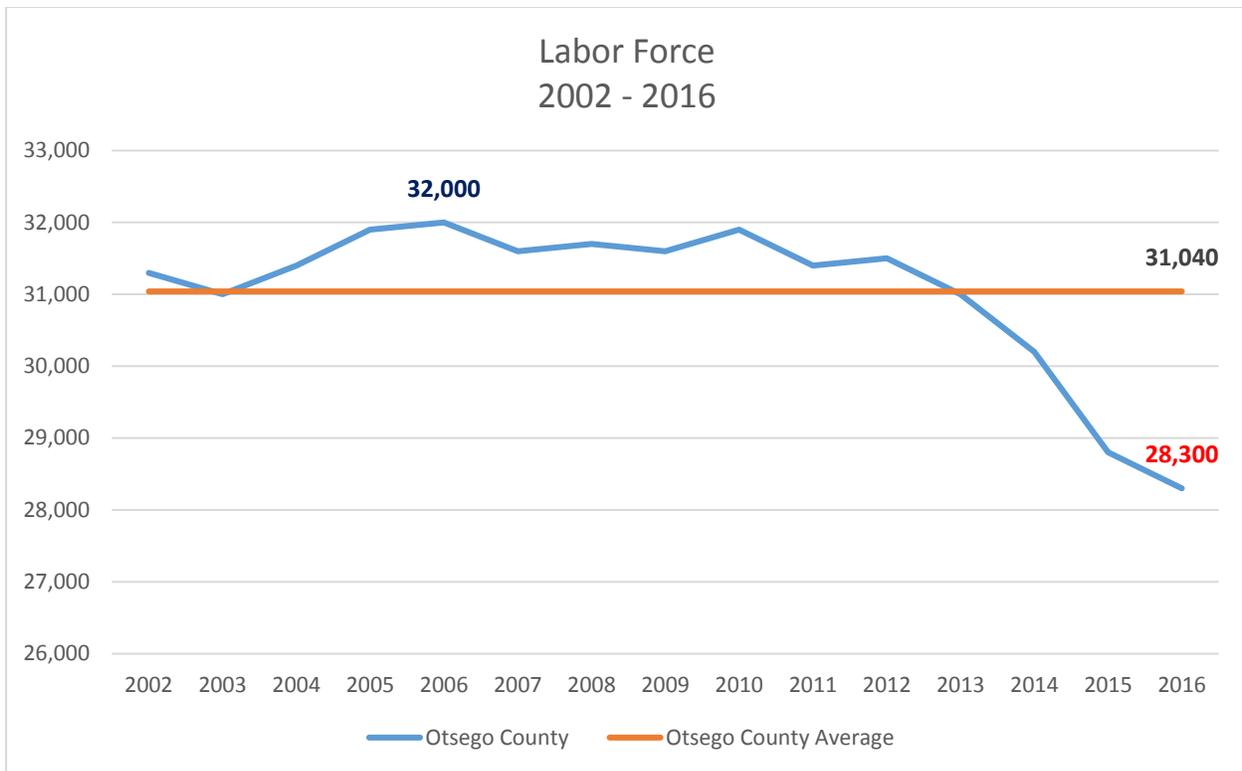
Hourly Wages	1 Adult 1 Child	1 Adult 2 Children	1 Adult 3 Children	2 Adults (1 Working) 1 Child	2 Adults (1 Working) 2 Children	2 Adults (1 Working) 3 Children	2 Adults 1 Child	2 Adults 2 Children	2 Adults 3 Children
Living Wage	\$24.70	\$32.58	\$41.94	\$22.04	\$24.57	\$27.27	\$13.90	\$17.62	\$21.43
Poverty Wage	\$7.00	\$9.00	\$11.00	\$9.00	\$11.00	\$13.00	\$4.00	\$5.00	\$6.00
Minimum Wage	\$9.70	\$9.70	\$9.70	\$9.70	\$9.70	\$9.70	\$9.70	\$9.70	\$9.70

Living Wage Calculator, © 2017 Dr. Amy K. Glasmeier and The Massachusetts Institute of Technology

Labor Force: The civilian labor force (age 16 years or older) in Otsego County as of June 2017 was 28,800 persons, which is a decrease of 2,900 persons from the same period in the year 2002 and 7.22% less than the average number of persons in the labor force over the period 1/2002-12/2016. The table below provides a comparison of the average number of persons in the labor force for years 2002-2016 and the 15-year average.



Opportunities for Otsego 2017 Community Needs Assessment



SOURCE: NYS Department of Labor, Labor Force and Unemployment Data

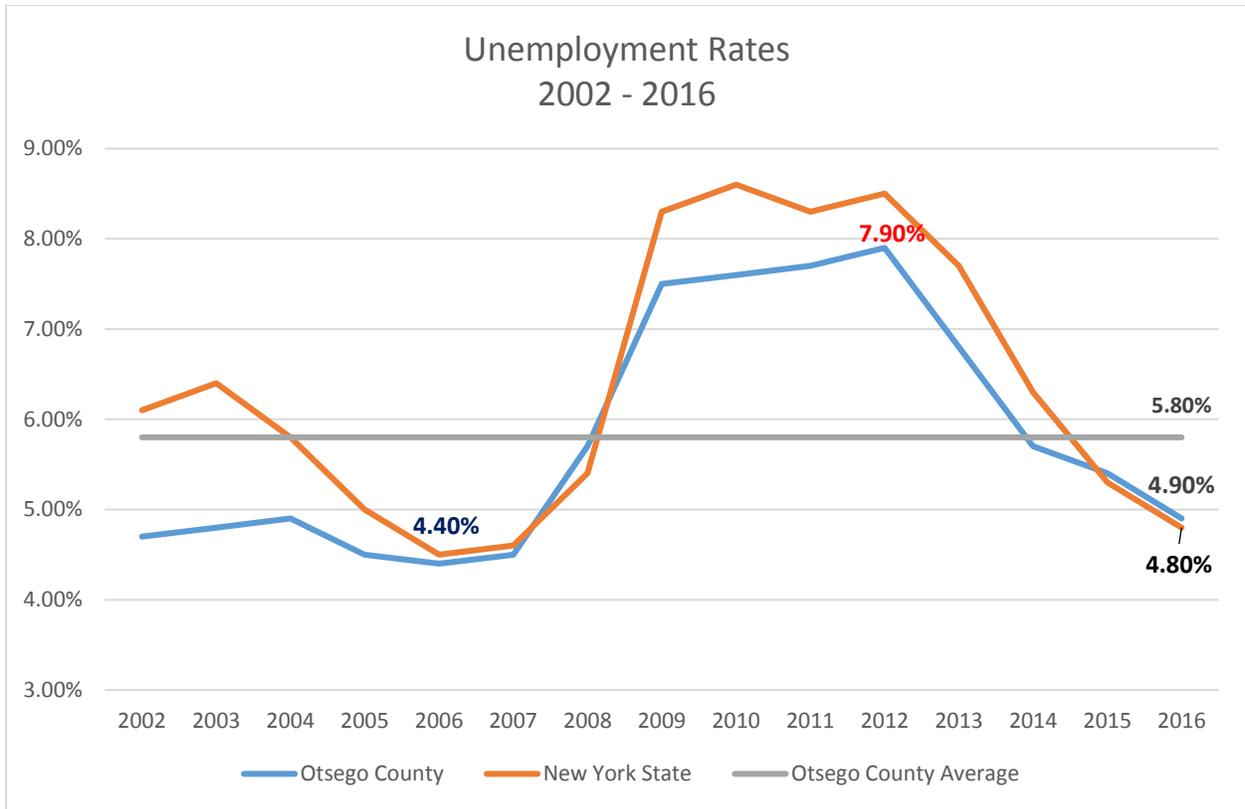
Unemployment: The June 2017 unemployment rate in Otsego County was 5.0%, which equates to 1,400 persons who are not working but are able, available, and actively looking for work or individuals waiting to be recalled from a layoff. The New York State unemployment rate during June 2017 was 4.5%.

The table below plots of the average unemployment rate in Otsego County for years 2002-2016 and the 15-year average for Otsego County. The year with the greatest unemployment was 2012, with a rate of 7.9%, which was the highest rate dating back to 1990. The lowest rate was in 2006 with a rate of 4.4%. The most recent annual rate (2016) was 4.9%. The unemployment rate in Otsego County has been on a downward trend since 2012.

COMMUNITY VOICES

“LACK OF OPPORTUNITY FOR YOUNG PEOPLE TO MAKE A DECENT LIVING, EVEN WITH AN EDUCATION. THIS DRIVES THEM OUT OF THE AREA. MANY YOUNG PEOPLE ARE STRUGGLING WITH STUDENT LOAN PAYMENTS AND CAN’T AFFORD...TO LIVE HERE”.

Opportunities for Otsego 2017 Community Needs Assessment Survey



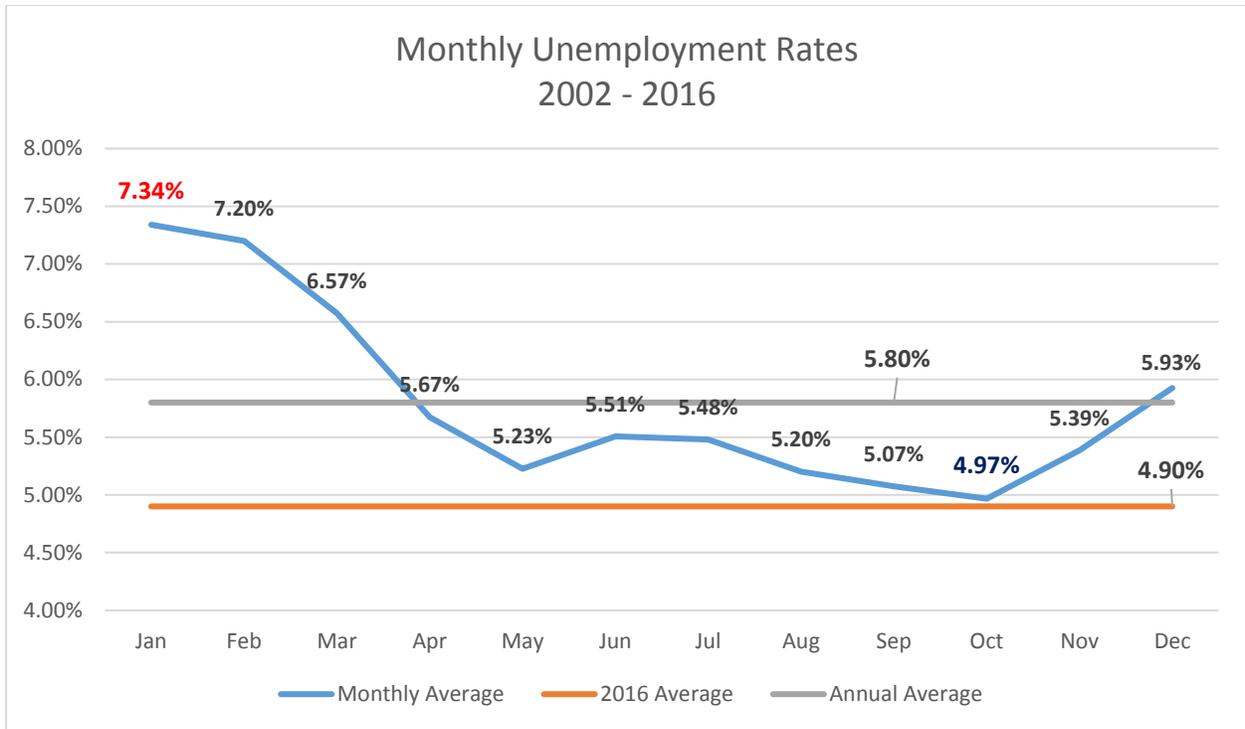
SOURCE: NYS Department of Labor, Local Area Unemployment Statistics Program

The following table plots the average unemployment rate, over the period 2002-2016, in Otsego County by month. January, February, March, and December all exceed the average monthly unemployment rate, with the remaining months falling below. The highest monthly unemployment rate is January at 7.34%; October has the lowest unemployment rate at 4.97%. Otsego County 2016 average unemployment data is included separately as it provides the most recent unemployment statistics. This rate falls below the average monthly and annual unemployment rates for the past 15 years.



69%
OF RESPONDENTS FEEL
THAT THERE ARE NOT
ENOUGH FULL TIME JOBS
WITH BENEFITS IN OTSEGO
COUNTY.

Opportunities for Otsego 2017 Community Needs
Assessment Survey



SOURCE: NYS Department of Labor, Labor Force and Unemployment Data

An important note: In January 2012 the Otsego County unemployment rate reached 9.7%, which was the highest level in county records dating back to 1990. This number represents 2,900 persons.

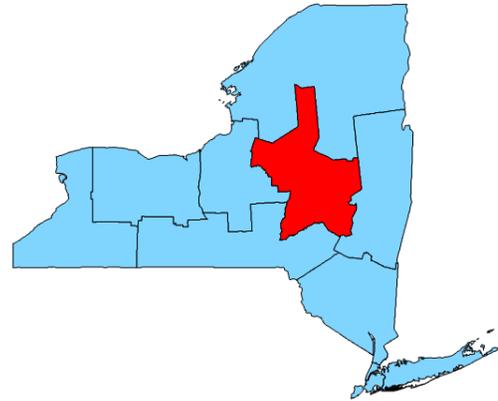
Industries: The top five industries with the greatest employment in 2016 in Otsego County are health care/social assistance; retail trade; accommodation and food services; educational services; and manufacturing⁹. These industries combined represent 59.07% of all trades in which Otsego County residents are employed. The following table provides a listing of industries in descending order by the percentage of residents employed and their average annual wage.

Industries with Greatest Employment, 2016		
Industry Title	Percentage of All Employment	Average Wages
NAICS 62: Health Care and Social Assistance	24.26%	\$57,012
NAICS 44: Retail Trade	13.32%	\$27,821
NAICS 72: Accommodation and Food Services	10.98%	\$19,249
NAICS 61: Educational Services	5.45%	\$35,127
NAICS 31: Manufacturing	5.06%	\$46,786

SOURCE: NYS Department of Labor

⁹ NYS Department of Labor Quarterly Census of Employment and Wages (QCEW)

The 10 largest private sector employers in the Mohawk Valley Region (Fulton, Herkimer, Montgomery, Oneida, Otsego and Schoharie counties) are: A. O. Fox Hospital; Bassett Healthcare Network; Faxton-St Luke's Healthcare; Hannaford Supermarket; Metropolitan Life Insurance Co; Price Chopper; St. Elizabeth Medical Center; St. Mary's Hospital; Utica National Insurance Group; and Wal-Mart Stores, Inc¹⁰.



Jobs in Demand: Through its labor statistics division, the New York State Department of Labor provides a real-time list of occupations in demand now. Occupations in which hiring is occurring now in the Mohawk Valley include: Cashiers; Construction Laborers; Laborers and Freight, Stock, and Material Movers, Hand; Office Clerks, General; Retail Salespersons; and Stock Clerks and Order Fillers.

Long Term Occupation Projections: The fastest growing and “very favorable” occupations for annual openings in the Mohawk Valley over the period 2014-2024 are:

Title	Annual Median Wages (2017)	Projected Net Change	Projected Rate of Change	US Growth Rate
Emergency Medical Technicians and Paramedics	\$29,870	+240	45.3%	24.2%
Interpreters and Translators	\$35,810	+30	33.3%	28.7%
Veterinary Technologists and Technicians	\$31,810	+40	33.3%	18.7%
Nurse Practitioners	\$95,540	+110	30.6%	35.2%
Web Developers	\$64,350	+40	28.6%	26.6%
Occupational Therapy Assistants	\$43,610	+20	28.6%	42.7%
Hotel, Motel, and Resort Desk Clerks	\$24,610	+30	27.3%	9.0%
Opticians, Dispensing	\$38,780	+30	27.3%	23.7%
Physician Assistants	\$102,760	+40	26.7%	30.4%
Substance Abuse and Behavioral Disorder Counselors	\$40,370	+60	26.1%	22.3%

SOURCE: NYS Department of Labor

Occupations projected to have the most openings in the Mohawk Valley over the period 2014-2024 are listed below along with the median annual wage¹¹. These occupations have a high replacement need mainly due to high turnover and/or an aging workforce:

¹⁰ <https://www.labor.ny.gov/stats/nys/largest-private-sector-employers-nys.shtml>

¹¹ <https://www.labor.ny.gov/stats/lspoj.shtml>

Title	Annual Average Openings (Total)	Annual Average Openings (Growth)	Annual Average Openings (Replacement)	Annual Median Wages (2017)
Office and Administrative Support Occupations	830	180	650	\$32,890
Food Preparation and Serving Related Occupations	790	190	600	\$20,970
Sales and Related Occupations	660	90	570	\$23,460
Education, Training, and Library Occupations	600	170	430	\$48,720
Healthcare Practitioners and Technical Occupations	520	200	320	\$59,980
Healthcare Support Occupations	440	200	240	\$27,930
Transportation and Material Moving Occupations	410	100	310	\$31,630
Production Occupations	380	100	280	\$31,210
Personal Care and Service Occupations	370	180	190	\$23,870
Management Occupations	320	80	240	\$88,330

SOURCE: NYS Department of Labor

Anecdotal input from the Otsego County Chamber of Commerce report a high number of openings in the Manufacturing sector due to retiring workers and a high need for direct care workers at organizations providing support for the mentally retarded/developmentally delayed.

Occupations projected to have the greatest loss in its' labor force, or "very unfavorable" occupations, in the Mohawk Valley over the period 2014-2024 are listed below along with the estimated loss of positions:

Title	Annual Median Wages (2017)	Projected Net Change	Projected Rate of Change	US Growth Rate
Computer Operators	\$40,030	-30	-25.0%	-19.0%
Pourers and Casters, Metal	N/A	-30	-21.4%	-26.6%
Insurance Underwriters	\$79,870	-60	-20.0%	-11.4%
Sewing Machine Operators	\$22,460	-50	-19.2%	-27.1%
Word Processors and Typists	\$34,220	-100	-17.9%	-15.7%
Postal Service Clerks	\$42,590	-30	-17.6%	-26.2%
Engine and Other Machine Assemblers	N/A	-30	-17.6%	0.1%
Textile Knitting and Weaving Machine Setters, Operators, and Tenders	\$29,310	-30	-17.6%	-26.2%
Printing Press Operators	\$28,000	-50	-17.2%	-12.5%
Postal Service Mail Sorters, Processors, and Processing Machine Operators	\$57,990	-10	-16.7%	-33.7%

SOURCE: NYS Department of Labor

Long-Term Industry Employment Projections: Long-term industry employment projections offer valuable data on future employment trends. Industries projected to have the greatest growth in the Mohawk Valley over the period 2014-2024 are:

Industry Title	Employment 2014	Employment 2024	Projected Net Change	Percent Change
Non-store Retailers	810	1,340	530	+65.4%
Animal Production	510	690	180	+35.3%
Crop Production	360	480	120	+33.3%
Amusement, Gambling, and Recreation Industries	1,960	2,550	590	+30.1%
Ambulatory Health Care Services	8,680	11,040	2,360	+27.2%
Nursing and Residential Care Facilities	9,980	12,260	2,280	+22.8%
Accommodation, including Hotels and Motels	1,780	2,180	400	+22.5%
Food Manufacturing	2,430	2,940	510	+21.0%
Heavy and Civil Engineering Construction	860	1,040	180	+20.9%
Beverage and Tobacco Product Manufacturing	290	350	60	+20.7%

SOURCE: NYS Department of Labor

Industries projected have the greatest number of openings in the Mohawk Valley over the period 2014-2024 are:

Industry Title	Employment 2014	Employment 2024	Projected Net Change	Percent Change
Ambulatory Health Care Services	8,680	11,040	+2,360	27.2%
Nursing and Residential Care Facilities	9,980	12,260	+2,280	22.8%
Social Assistance	9,920	11,480	+1,560	15.7%
Food Services and Drinking Places	12,800	14,240	+1,440	11.3%
Local Government (Excluding Education and Hospitals)	16,270	17,090	+820	5.0%
Administrative and Support Services	4,170	4,960	+790	18.9%
Professional, Scientific, and Technical Services	4,920	5,620	+700	14.2%
General Merchandise Stores	5,010	5,610	+600	12.0%
Amusement, Gambling, and Recreation Industries	1,960	2,550	+590	30.1%
Non-store Retailers	810	1,340	+530	65.4%

SOURCE: NYS Department of Labor

Industries projected to have the least growth in the Mohawk Valley over the period 2014-2024 are:

Industry Title	Employment 2014	Employment 2024	Net Change	Percent Change
Apparel Manufacturing	200	130	-70	-35.0%
Printing and Related Support Activities	820	600	-220	-26.8%
Leather and Allied Product Manufacturing	470	350	-120	-25.5%
Textile Product Mills	350	280	-70	-20.0%
Petroleum and Coal Products Manufacturing	50	40	-10	-20.0%
Textile Mills	540	450	-90	-16.7%

Machinery Manufacturing	1,120	940	-180	-16.1%
Postal Service	890	750	-140	-15.7%
Transportation Equipment Manufacturing	600	510	-90	-15.0%
Chemical Manufacturing	200	170	-30	-15.0%

SOURCE: NYS Department of Labor

Industries projected have the greatest loss in openings in the Mohawk Valley over the period 2014-2024 are:

Industry Title	Employment 2014	Employment 2024	Net Change	Percent Change
Insurance Carriers and Related Activities	5,390	5,120	-270	-5.0%
Printing and Related Support Activities	820	600	-220	-26.8%
Machinery Manufacturing	1,120	940	-180	-16.1%
Postal Service	890	750	-140	-15.7%
Food and Beverage Stores	4,350	4,230	-120	-2.8%
Merchant Wholesalers, Durable Goods	2,620	2,500	-120	-4.6%
Leather and Allied Product Manufacturing	470	350	-120	-25.5%
Telecommunications	800	690	-110	-13.8%
Credit Intermediation and Related Activities	2,770	2,670	-100	-3.6%
Publishing Industries (except Internet)	680	580	-100	-14.7%

SOURCE: NYS Department of Labor

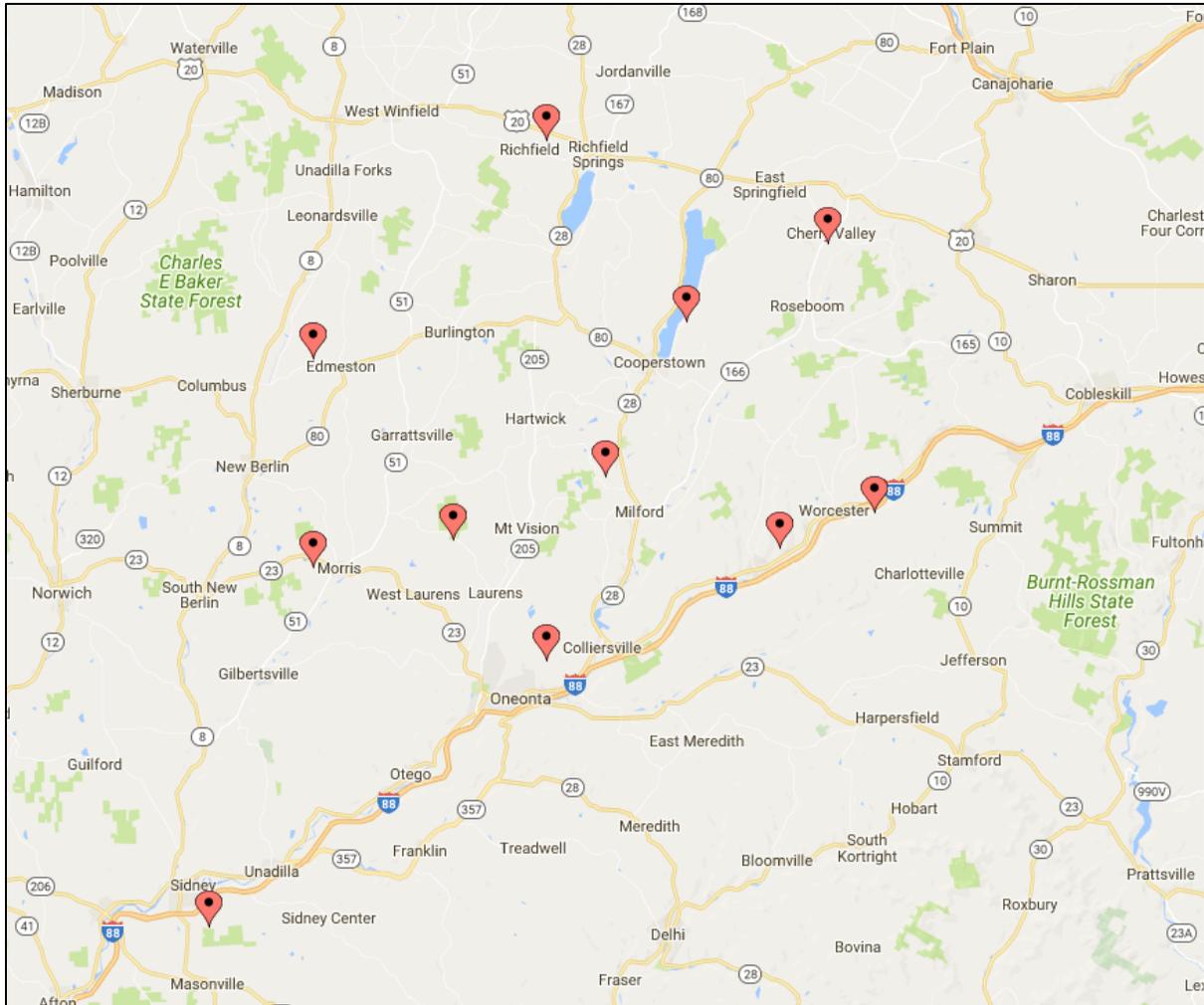
Child Care Costs: The New York State Office of Children and Family Services sets the fair market rate for child care in each county. The cost of childcare for each type of care and age group for Otsego County is shown below.

Childcare costs, including all age groups and type of care, range from \$143-\$200 per week.

Age	Under 1 ½ Years	1 ½ - 2 Years	3-5 Years	6-12 Years
Family Day Care/ Group Family Day Care				
Weekly	\$150	\$150	\$150	\$143
Daily	\$33	\$30	\$30	\$30
Hourly	\$5.00	\$5.00	\$5.00	\$5.00
Day Care Center				
Weekly	\$200	\$190	\$180	\$170
Daily	\$43	\$41	\$38	\$37
Hourly	\$7.00	\$7.50	\$7.50	\$7.00
School-Age				
Weekly	---	---	\$180	\$170
Daily	---	---	\$38	\$37
Hourly	---	---	\$7.50	\$7.00

SOURCE: NYS Office of Children & Family Services, Local Commissions Memo, 16-OCFS-LCM-18

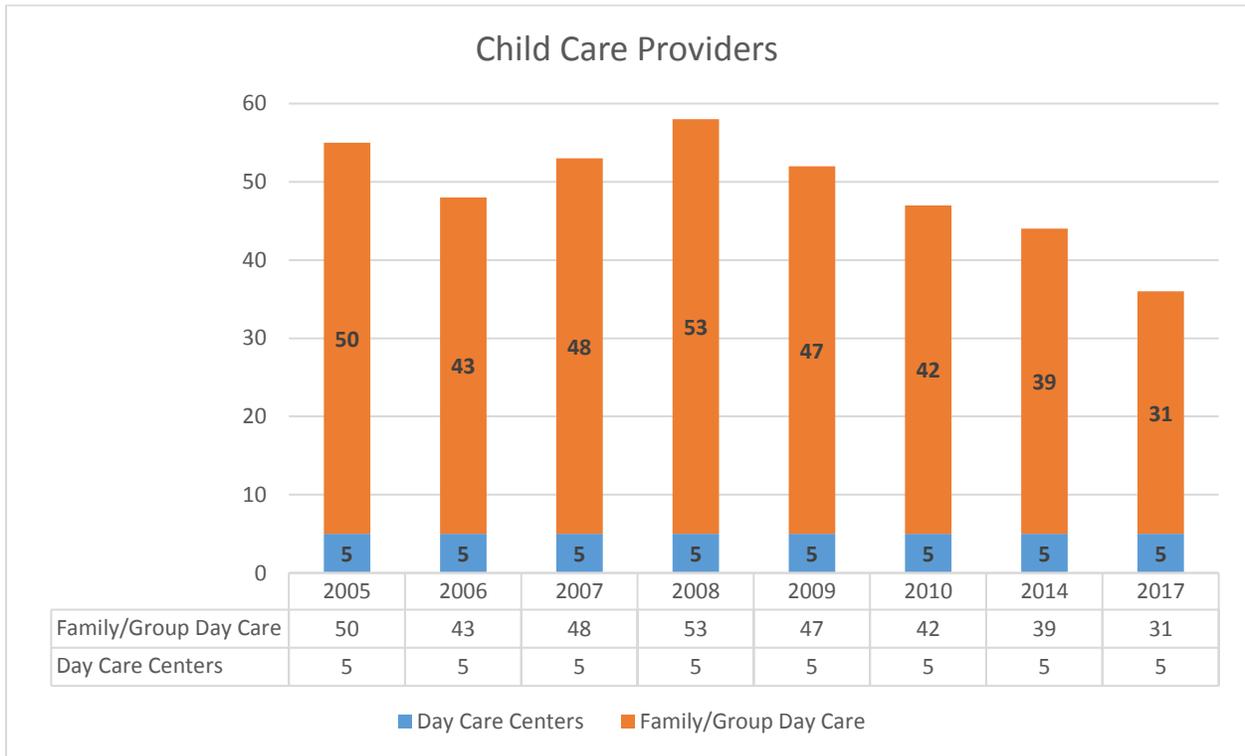
Child Care Providers: Data gathered the NYS Office of Children and Family Services, Division of Child Care Services reports, as of 09.05.2017, there are 31 Family/Group Day Care providers and 16 Child Care Centers in Otsego County. Family/Group Day Care providers offer home-based child care services to children 6 weeks to 12 years old and should ratio and capacity allow, additional slots for school age children. In total, Family/Group Day Care providers in Otsego County have the capacity to serve 240 children ages 6 weeks to 12 years and an additional 80 school age children. Locations of registered Family/Group Day Care Centers are noted and mapped below: Cherry Valley-Springfield; Cooperstown (4); Edmeston (2); Laurens (2); Milford (4); Morris; Oneonta (7); Richfield Springs (2); Schenevus (4); Sidney; and Worcester (3).



83% OF RESPONDENTS IDENTIFY
“AFFORDABILITY” AS A BARRIER TO OBTAINING CHILD CARE.

Opportunities for Otsego 2017 Community Needs Assessment Survey

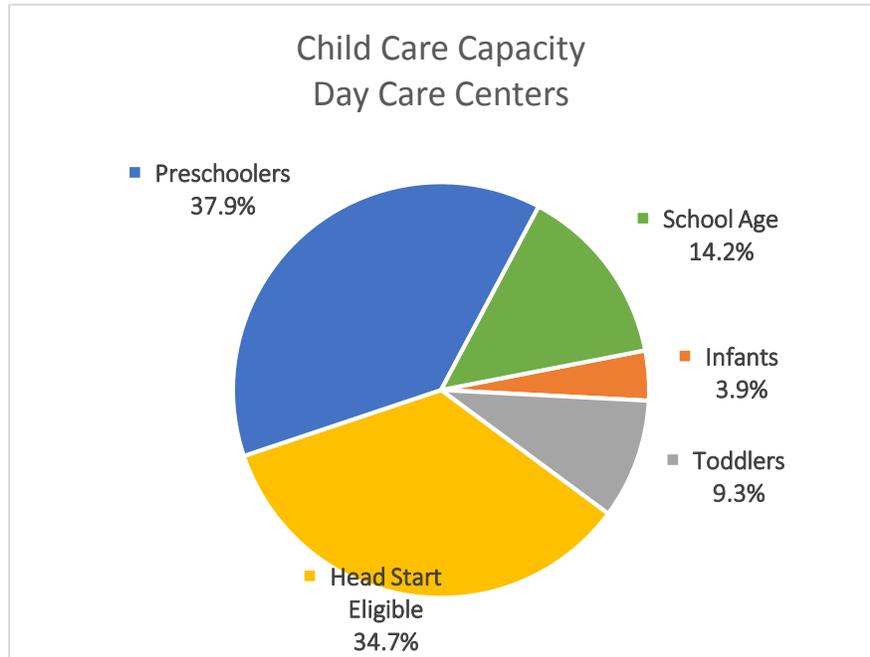
Capacity available through Day Care Centers in Otsego County is 32 infants, 85 toddlers, 592 preschoolers, and 117 school age children. Among these centers, eleven are operated by the Head Start program at Opportunities for Otsego. Per federal program standards, at least 90% of children enrolled in Head Start must be from families whose income is at or below 100% FPL or categorically eligible based on a status of homeless, in foster care, or a recipient of public assistance (TANF or SSI). In total, Head Start has the capacity to serve 279 preschoolers and 8 toddlers.



SOURCE: NYS Office of Children and Family Services, Division of Child Care Services

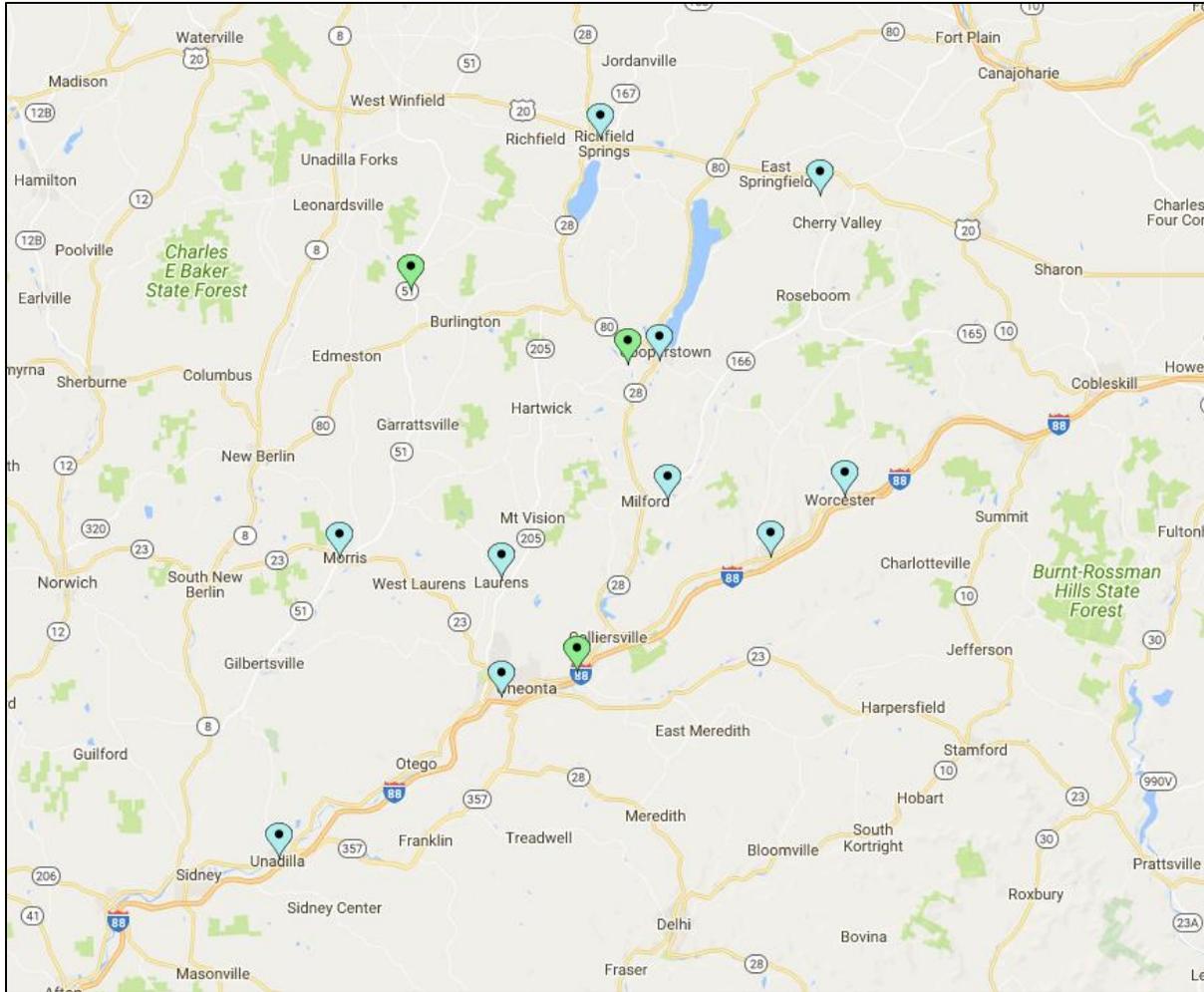
Of Note: Head Start Centers are not included in this count as enrollment is based on income eligibility; Sissy's Little Lamb Day Care, located in Oneonta, is not included as it is situated in Delaware County; Data for the years 2011-2013, 2015-2016 were not available due to a change in agency management of the CCR&R contract through the NYS Office of Children and Family Services.

Per the NYS Office of Child and Family Services, combined, Otsego County Day Care Centers have the capacity to serve 826 youth: 32 infants; 85 toddlers; 592 preschoolers, and 117 school age children. At this rate, current child care providers can only accommodate 27.6% of Otsego County youth. The following chart illustrates capacity by type of care.



Of Note: 279 of the 592 licensed preschool slots are designated for Head Start eligible children; Sissy's Little Lamb in Oneonta (Delaware County) is licensed to serve 119 youth (32 infants, 22 toddlers, and 36 preschoolers, and 29 school age children).

Registered Day Care Centers are located in in Cherry Valley-Springfield; Cooperstown (2); Edmeston; Laurens; Milford; Morris; Oneonta (5); Unadilla; Richfield Springs; Schenevus; and Worcester. The map below provides a visual representation of these centers. Locations plotted in green are Day Care Centers open to the general public. Day Care Centers noted by blue pins represent Head Start Centers.



School Age Child Care: In addition to infant, toddler, and preschool care, four providers in Otsego County offer school-age programs. School-age programs provide care for more than six children from kindergarten through age twelve. Care is for children during non-school hours. Programs may also provide care during school vacation periods and holidays. Additional school-age care is offered through 31 Family/Group Day Care providers in Otsego County; however, availability is based on the ratio of infants and toddlers to the total facility enrollment.

Facilities	Location	Capacity
The Brookwood School	Cooperstown	77
Bugbee Children’s Center	Oneonta	40
Richfield Springs Community Center	Richfield Springs	20
YMCA After School	Cooperstown	45
Total Capacity		182

Up until June 2013, Otsego Northern Catskills BOCES operated the Creating Rural Opportunities Partnership (CROP) afterschool program for students, grades K-8, in twelve school districts throughout Otsego and Delaware Counties. The program lost funding for Otsego County schools after the 2012-2013 school year, which impacted districts in Cherry Valley-Springfield, Cooperstown, Edmeston, Morris, Laurens, Milford, Oneonta (Riverside Elementary

School), Schenevus and Worcester. In July 2017, CROP funding was restored in the Laurens, Milford, Morris, and Worcester districts. Additional after school programming is being offered at the Oneonta Middle School through a 5-year grant from the NYS Office of Children and Family Services. This program is part of the NYS Empire State Poverty Reduction Initiative. CROP program capacity is based on individual districts.

Summer Child Care: Both anecdotal report and preliminary data collected through community needs assessments survey, report a great need for full-day, affordable summer programming. Thirty-one percent of respondents to OFO’s 2017 needs assessment survey identified “lack of summer programs” as a problem in Otsego County. Below is a list of summer programming available in Oneonta during 2017. This list was developed through a website search and is not inclusive of all programs in Otsego County.

Provider	Type	Age	Dates	Cost
Bugbee Children’s Center	7:30AM-5:00PM <i>No Part Time Enrollment</i>	K-6 th Grade 40 Slots	06/26 - 08/18	\$190/week
Bugbee Morning Program <i>(Must enroll in YMCA Summer Adventure too)</i>	7:30AM-12:30PM <i>No Part Time Enrollment</i>	K-4 th Grade 20 Slots	07/03 – 08/11	\$135/week
Oneonta Family YMCA Summer Adventure	12:30-4:30PM	K-4 th Grade	07/03 – 08/11	\$10/City Residents \$85/Non City Resident
Oneonta Family YMCA (Art Camp)	9:00-11:30AM (<i>first week</i>) 1:00-3:30PM (<i>last 2 weeks</i>)	K-4 th Grade	08/14 - 08/31	\$70/week
YMCA: Gymnastics Camp	8:00AM-12:30PM	Age 5-12	07/10 – 8/25	\$110 (Member) \$195 (Public)
Carriage House Art Camp	9:00AM-1:00PM	Age 5-14	07/10 – 09/01	\$30/day \$25 discount for 10 days
Sissy's Little Lambs Children's Center	7:30AM-5:00PM	K-6 th Grade	06/26 - 08/31	\$185/Week
Munchkin All-Sport Camp	9:00AM-1:00PM 9:00AM-4:00PM	K-6 th Grade	07/31-08/03	\$60/Week (9-1PM) \$90/Week (9-4PM)
Headwaters Soccer Camp	9:30AM-4:00PM	Age 7-17	08/07-08/10	\$60 with own ball \$75 with ball

SURVEY RESPONDENTS NOTE THERE IS A LACK OF CHILD CARE PROVIDERS (47%), AFTER SCHOOL PROGRAMS (29%) AND SUMMER PROGRAMS FOR YOUTH (31%).

Opportunities for Otsego 2017 Community Needs Assessment Survey

EDUCATION

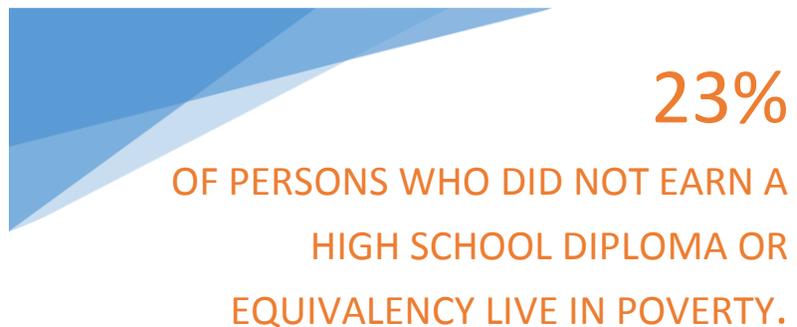
- The majority of adults in Otsego County have earned a high school education or higher (89.9%). Of those who have not, 23% live in poverty.
- High school graduation rates for the past four years were above the 10-year average of 81%. The 2015-16 countywide graduation rate was 84%. Graduation rates during 2015-16 for economically disadvantaged students was 74% compared to 90% for not economically disadvantaged students.
- Public school districts within Otsego County had an overall loss in enrollment of 1,056 students since the 2009-2010 school year.. The greatest loss as a percentage of total enrollment was the Richfield Springs (-31.3%). The greatest loss as a number of enrolled students was the Unatego District (-176 students).
- School districts with the greatest percentage of students with an identified disability are Worcester (23.16%), Morris (22.34%), and Laurens (20.51%). Among all districts, the most reported disability is “Learning Disorder” (42%).

Educational Attainment: The table below shows the distribution of educational attainment for adults over 25 years of age in Otsego County. The largest group (34.5%) is adults who obtained their high school diploma or general education equivalency (GED). Adults who have “some college” education are the second largest group, representing 16.8% of the population.

	Less than 9th grade	9th to 12th grade, no diploma	High School/GED	Some college, no degree	Associate's degree	Bachelor's degree	Graduate or professional degree
2015	2.9%	7.2%	34.5%	16.8%	10.9%	14.2%	13.5%
2010	3.8%	8.0%	35.6%	17.1%	10.1%	14.5%	11.0%
Variance	-0.90%	-0.80%	-1.10%	-0.30%	0.80%	-0.30%	2.50%

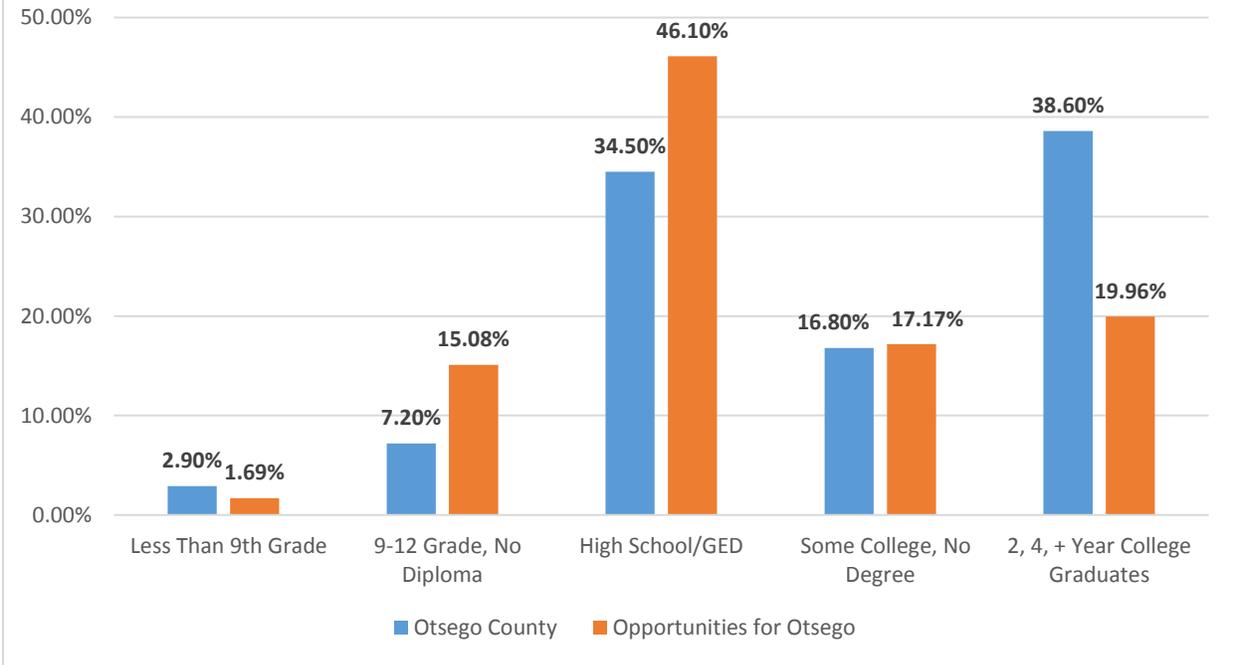
SOURCE: U.S. Census Bureau, American Community Survey, 5 Year Estimates (2006-2010 and 2011-2015).

According to the same data set, 23.0% of persons who did not earn a high school diploma or equivalency live in poverty. Poverty rates for the other groups are: High school graduate/equivalency (13.3%); Some college/Associate's degree (9.0%); and Bachelor's degree or higher (5.3%). The following table compares educational attainment of all Otsego County residents and Opportunities for Otsego clients over the period 10/2016 – 9/2017.

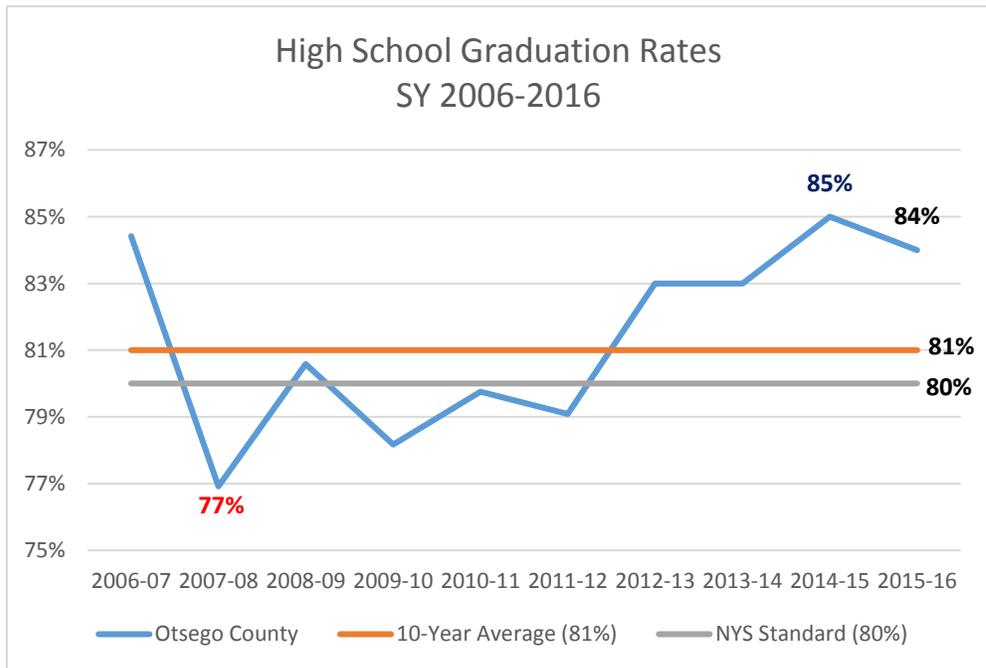


U.S. Census Bureau, American Community Survey, 5 Year Estimates, (2011-2015)

Educational Attainment Otsego County vs. Opportunities for Otsego



High School Graduation Rates: Otsego County graduation rates in for the school years spanning 2006-2007 through 2015-2016 are illustrated in the table below. For the four most recent school years, graduation rates were above the 10-year average of 81%. School years 2007-08, 2009-10, and 2011-12 all fell below the New York State standard of 80%. The lowest average countywide graduation rate was 77% in 2007-2008. The highest countywide graduation rate in the past 10 years was in 2014-15 at 85%. The highest historical graduation rate was in 2001-2002 at 90%.

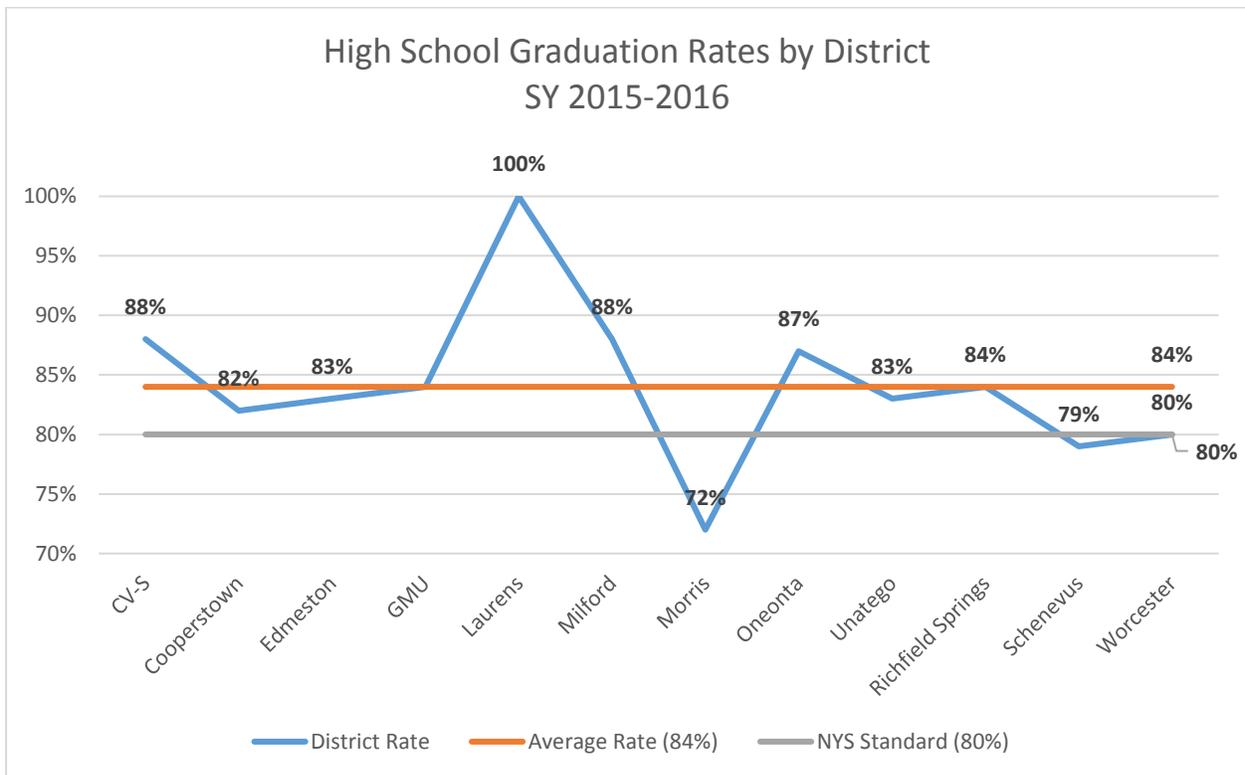


SOURCE: New York State Department of Education, Information and Reporting Services

Additional graduation data from the NYS Department of Education provides a breakdown of graduation rates by subgroups. Countywide graduation rate by subgroups in 2015-16 are provided below. Of note, the graduation rates of Males, Hispanic/Latino, and Economically Disadvantaged students are all below 80%.

	Enrolled (Total)	Graduated (Total)	Graduated (Percent)
Gender			
Female	282	254	90%
Male	303	236	78%
Race/Ethnicity			
White	527	443	84%
Black or African American	17	14	82%
Hispanic or Latino	24	18	75%
Disability Status			
General Education Students	476	437	92%
Students with Disabilities	109	53	49%
Income Status			
Not Economically Disadvantaged	347	315	91%
Economically Disadvantaged	238	175	74%

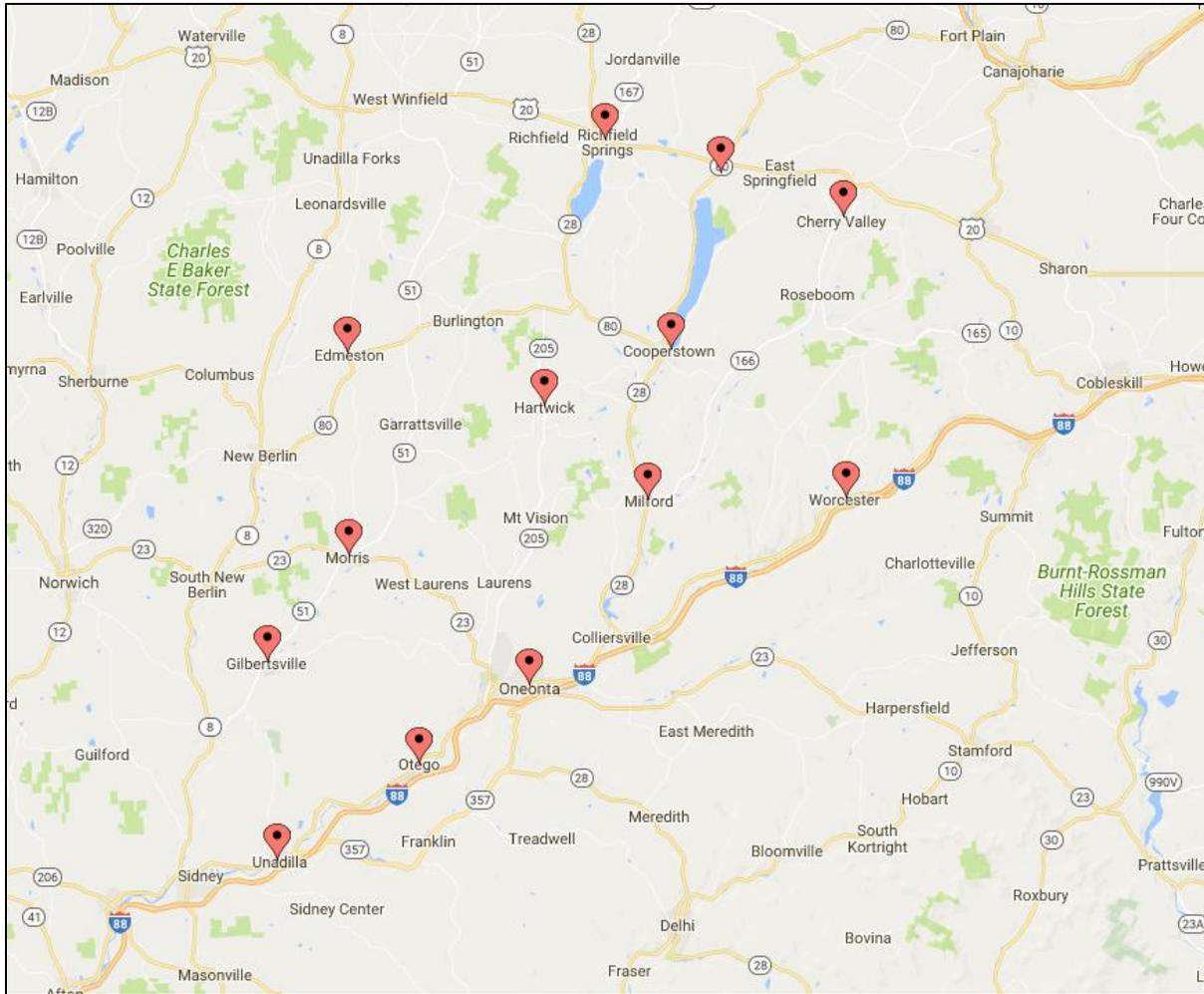
Of the 585 high school seniors enrolled in the twelve school districts in Otsego County during the 2015-2016 school year, 490 (84%) graduated from high school. The table below compares the 2015-2016 graduation rates for each public school district in Otsego County and the average graduation rate for the same year. Laurens had the highest graduation rate at 100%. The lowest graduation rate (72%) was in the Morris school district.



SOURCE: New York State Department of Education, Information and Reporting Services

Adult Literacy: The National Center for Education Statistics (NCES) produces estimates of adults with low-literacy levels based on educational attainment, poverty, race/ethnicity distributions, and other factors in each county. Based on these estimates, 11% of adults (age 16 and older) in Otsego County were estimated to lack *Basic Prose Literacy Skills (BPLS)* in 2003¹².

Public Libraries: According to the federal Institute of Museum and Library Services, FY 2015 Public Libraries Survey there are thirteen (13) public libraries in Otsego County. Among these libraries, twelve (12) have computers, of which, ten (10) recorded WIFI sessions by library users. The location of public libraries is mapped below. Of note, the Town of Laurens public library was not included in the data set from the source.



Library Name	Number of Computers	Computer Uses	WIFI Sessions
Cherry Valley Memorial Library	2	445	425
Village Library of Cooperstown	5	5250	4000
Edmeston Free Library	---	---	---

¹² National Center for Educational Statistics, U.S. Department of Education, Institute of Educational Sciences

Gilbertsville Free Library	7	491	200
Kinney Memorial Library (Hartwick)	8	1583	949
Milford Free Library	2	1300	---
Morris Library	2	874	874
Huntington Memorial Library	10	14157	13557
Harris Memorial Library (Otego)	5	834	85
Richfield Springs Memorial Library	4	2230	321
Unadilla Public Library	2	435	581
Worcester Free Library	4	1193	120
Springfield Library	2	500	---



32% OF SURVEY RESPONDENTS NOTE “NO COMPUTER OR INTERNET ACCESS” IS A BARRIER TO EDUCATION.

Opportunities for Otsego 2017 Community Needs Assessment Survey

Early Childhood Education:

Infant and Toddler Care: Data gathered the NYS Office of Children and Family Services, Division of Child Care Services reports, as of 09.05.2017, there are 34 licensed early child care providers in Otsego County that provide care to infants and toddlers.¹³ These providers include 31 group/family day care providers and three day care centers. In total, these providers have the capacity to serve 357 infants/toddlers. This is a reduction of 88 slots from three years prior.

The cost of childcare varies on the age group and type facility care is offered in. Average childcare costs in Otsego County range from \$150-\$200 per week. Under the section Employment: Child Care Costs, a table has been included which provides a breakdown of childcare costs by child age and childcare facility type.

Preschool: According to NYS Office of Children and Family Services, Division of Child Care Services reports, as of 09.05.2017, there are sixteen (16) licensed early childcare providers in Otsego County that provide care to preschool age children. These providers include five (5) independent child care facilities (Great Beginnings Preschool in Burlington Flats; Oneonta Family YMCA; Bugbee Children’s Center in Oneonta; Kids Unlimited in Oneonta; The Brookwood School in Cooperstown) and eleven Head Start centers. The capacity of these programs combined is 592 children. Of this total, 279 preschool slots (47.1%) are designated for children from Head Start-eligible families (household income threshold is below 100% of the Federal Poverty Level or categorially eligible). Group/family day care providers may also serve preschool children; however, availability is based on the ratio of infants and toddlers to the total facility enrollment. The average cost of preschool care is listed in under the section Employment; Child Care Costs. Head Start preschool services are free to eligible families.

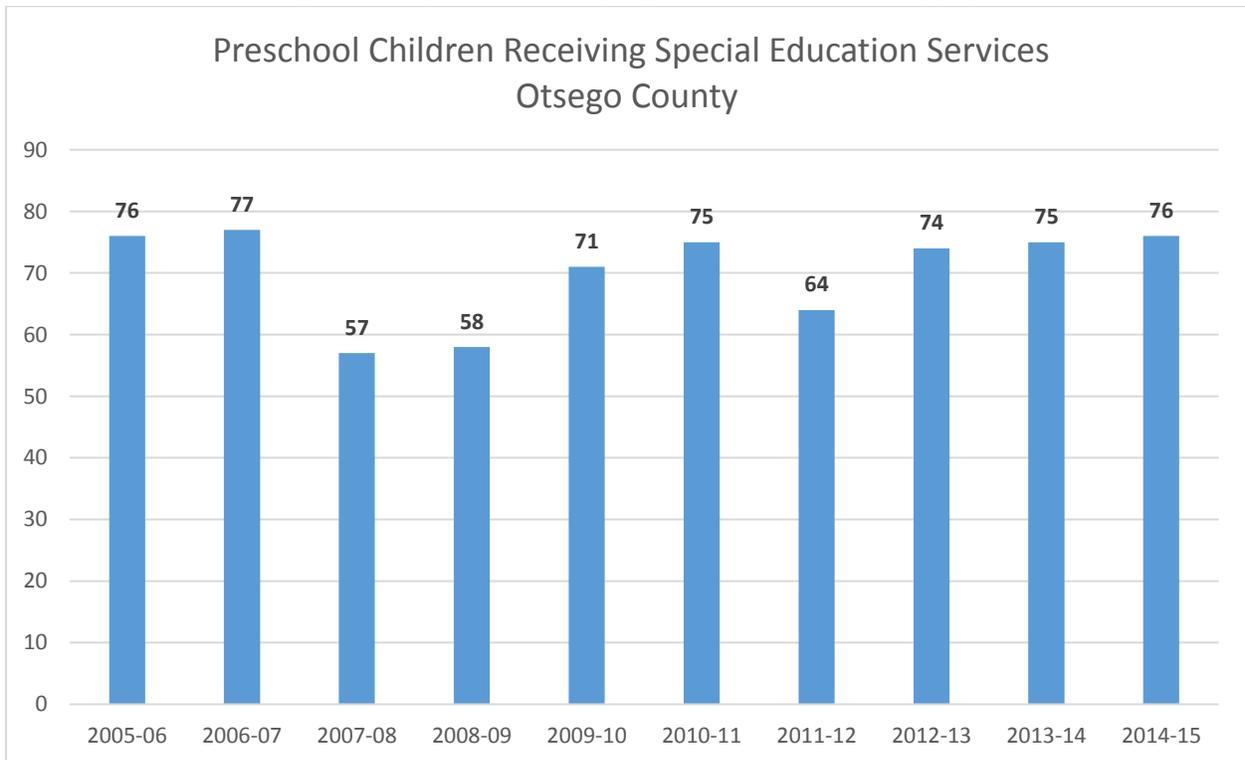
¹³ Data obtained on 03.03.2014

Head Start: Opportunities for Otsego (OFO) is the sole provider of Head Start services in Otsego County. The agency is contracted to serve 295 children (age 3-5) in the preschool program and an additional 100 children (age birth-3) in the Early Head Start early childhood component. Considering the estimated number of children, age 0-17 living in poverty (n=1,953) in Otsego County minus the estimated number of children age 5-17 in poverty (n=1,330), there are approximately 623 children eligible for Early/Head Start services¹⁴.

Head Start operates 14 classrooms in eight communities throughout Otsego County. At the conclusion of the 2016-2017 program year, Head Start program served 286 preschool-age children from 281 households. Early Head Start served 131 children and 15 pre-natal mothers through the home-based program component.

Children Receiving Disabilities Services: The New York state Department of Education, Information and Reports Services collects and maintains data on children and youth receiving special education programs and disability services. Data is collected December first of each school year.

Preschool: Otsego County, through the Preschool Special Education Program, provides services to eligible children ages 3 to 5. Eligibility as a preschooler is based on the results of an individual evaluation conducted by a multidisciplinary team, which enables the committee on Preschool Special Education (CPSE) in each local school district to determine which preschool special education program and or services are appropriate.

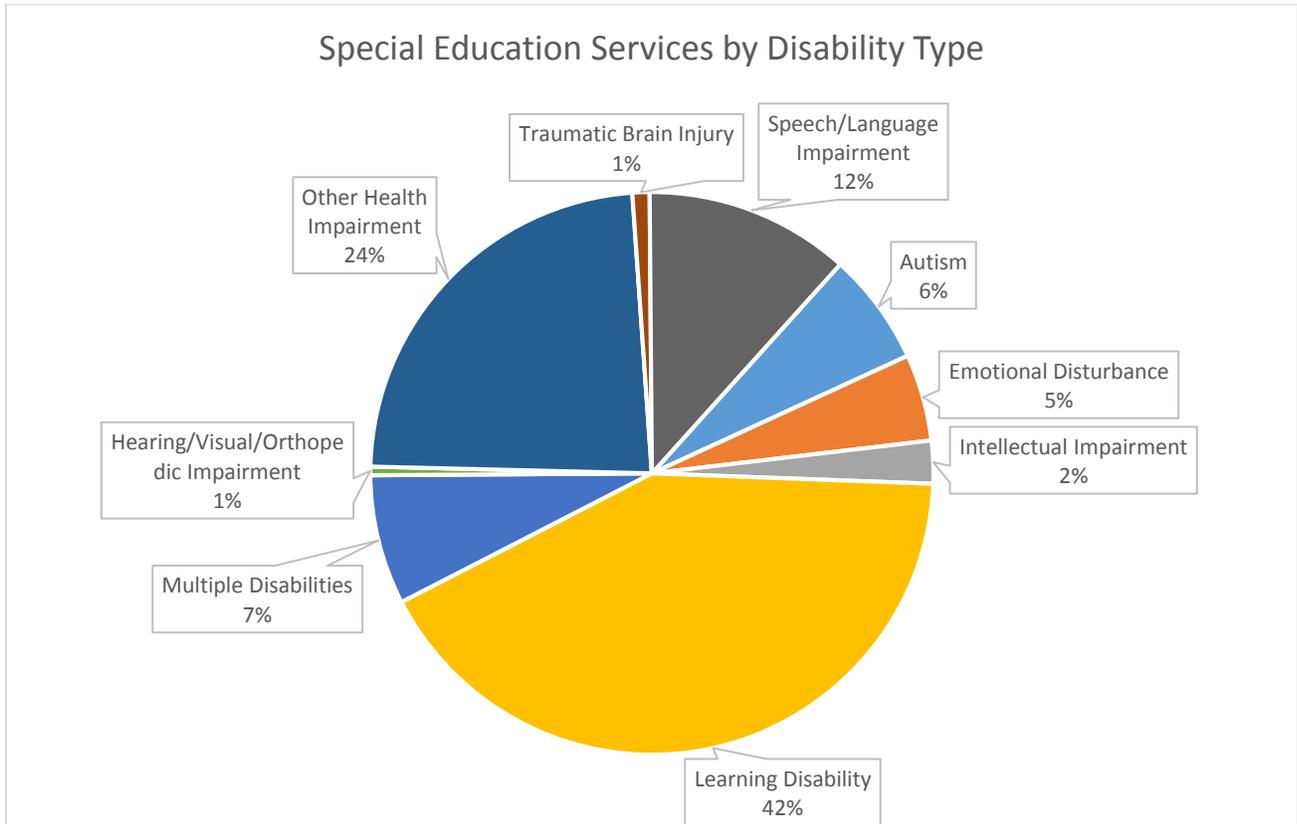


SOURCE: New York state Department of Education, Information and Reports Services

School Age: According to the New York State Department Education, 1,221 school age students received special education/disability services in Otsego County as of October 1, 2015. This number did not change significantly in

¹⁴ Census, SAIP Data (2015)

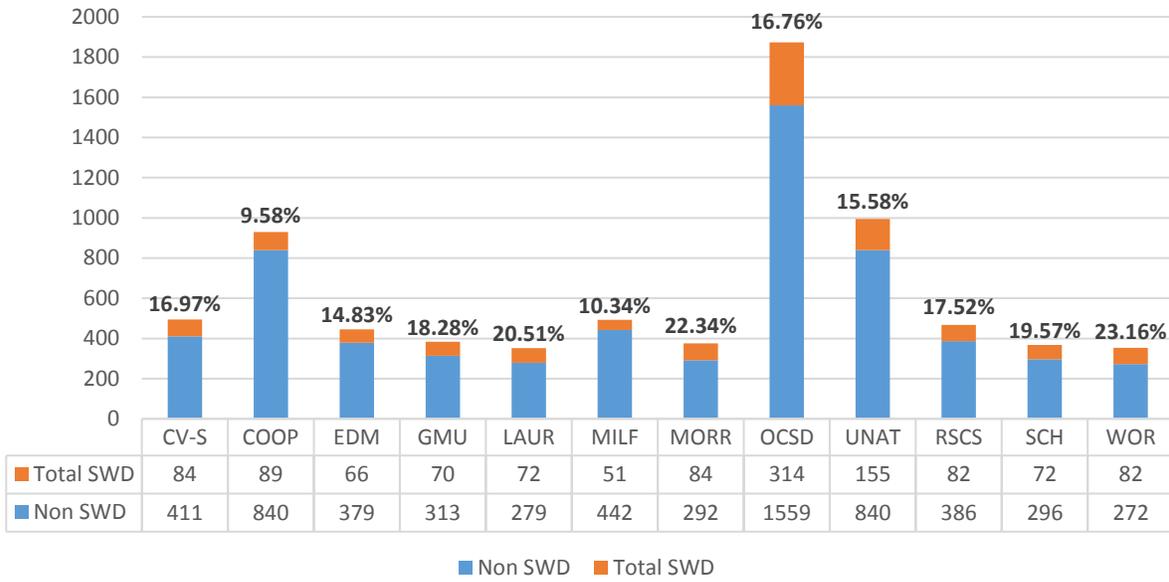
comparison to the 1,230 students receiving services in October 2010. The chart below illustrates the number of students receiving special education services by disability type among all districts in Otsego County. Among students from all districts in Otsego County, "Learning Disability" was the most prevalent category of disability reported followed by "Other Health Impairment".



SOURCE: New York state Department of Education, Information and Reports Services

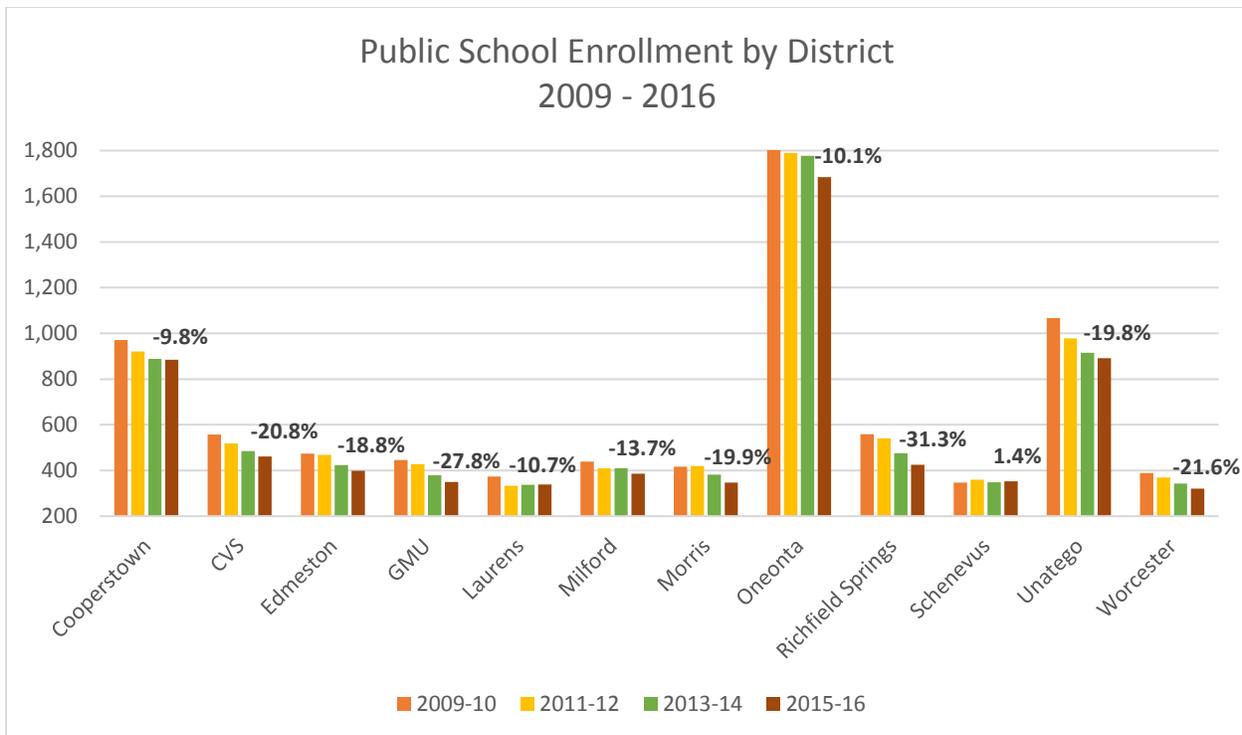
The next chart illustrates the number and percentage of students with a disability by district. The greatest number of students with an identified disability are in the City of Oneonta school district. These students represent 16.76% of the entire student body. School districts with the greatest percentage of students with a disability in descending order are Worcester (23.16%), Morris (22.34%), and Laurens (20.51%).

Students With Disabilities by District Percent of Total Enrollment (2015-16)



SOURCE: New York state Department of Education, Information and Reports Services

Elementary and Secondary Education: During the 2015-2016 school year, there were 6,835 students enrolled in grades pre-kindergarten through 12th, throughout the twelve (12) public school districts in Otsego County. Enrollment has dropped consistently within all school districts, except Schenevus, since the 2009-2010 school year. Overall, public school districts within had a drop in enrollment of 1,056 students. The greatest change as a percentage of total enrollment was in the Richfield Springs district with a 31.3% decrease in enrollment (n=133 students). The greatest change as a number of enrolled students is the Unatego District with a drop in enrollment of 176 students (-19.8%). Schools with the least impact on enrollment as a percentage of total enrollments are Cooperstown (-9.8%), Oneonta (-10.1%), and Laurens (-10.7%). The Schenevus District was the only school to show growth in enrollment with a slight increase of 1.4% (n=5 students). The table below compares school enrollment by district for the 2009-10, 2011-12, 2013-14, and 2015-16 school years.



SOURCE: New York state Department of Education, Information and Reports Services

In addition to the 12 school districts in Otsego County, there were four (4) private schools open during the 2016-2017 year¹⁵. Schools include The Brookwood School (Cooperstown), Oneonta Community Christian School (Oneonta), Pathfinder Village School (Edmeston), and The School at Springbrook (Oneonta)¹⁶. In total, these schools serve 197 children: 50 students in grades K-12; 30 students in Pre-K; and 117 Ungraded students, with the majority enrolled at Pathfinder Village and Springbrook. Profiles of students enrolled in all schools in Otsego County is provided below.

16.9%
THE RATE IN WHICH PUBLIC SCHOOL ENROLLMENT HAS DROPPED THROUGHOUT OTSEGO COUNTY OVER THE PAST SIX YEARS.

New York state Department of Education, Information and Reports Services

¹⁵ Source: National Center for Educational Statistics, NonPublic School Enrollment

School/District	Native American	Black	Hispanic	Asian	White	Multiple Race
Public School Districts (2015-2016)						
Cherry Valley-Springfield	0.1%	1.2%	2.7%	3.5%	91.9%	0.6%
Cooperstown	0.0%	0.9%	0.9%	0.0%	97.0%	1.3%
Edmeston	0.0%	0.8%	1.3%	1.0%	96.2%	0.8%
Gilbertsville-Mt. Upton	0.0%	2.0%	1.1%	0.3%	95.4%	1.1%
Laurens	0.0%	0.6%	6.5%	0.3%	92.6%	0.0%
Milford	0.0%	2.8%	1.6%	2.3%	93.3%	0.0%
Morris	0.0%	0.0%	4.6%	2.0%	92.2%	1.2%
Oneonta	0.0%	6.6%	7.1%	3.7%	80.5%	2.1%
Otego-Unadilla	0.0%	1.2%	1.4%	0.9%	95.5%	0.9%
Richfield Springs	0.0%	2.0%	4.0%	0.3%	91.8%	2.0%
Schenevus	0.1%	1.2%	4.4%	1.0%	90.9%	2.4%
Worcester	0.0%	1.9%	1.6%	0.0%	96.6%	0.0%
Private Schools (2013-2014)						
The Brookwood School**	0.0%	4.4%	0.0%	0.0%	17.4%	2.2%
Oneonta Community Christian School	0.0%	1.7%	3.5%	0.0%	86.0%	8.8%
Pathfinder Village School	0.0%	0.0%	0.0%	4.0%	96.0%	0.0%
The School at Springbrook	0.0%	20.0%	3.0%	2.0%	75.0%	0.0%

** Not all persons reported, therefore the total percentage does not equal 100%

Career and Technical Education: Delaware-Chenango-Madison-Otsego Board of Cooperative Educational Services (DCMO BOCES) is a regional educational agency providing services in partnership with local school districts. DCMO BOCES works in collaboration with local school districts to offer the following career and technical education programs to students beginning in grade 11: Automotive Collision and Refinishing Technology; Automotive Technology; Carpentry and Construction Trades; Cosmetology; Computer Repair and Networking Technician; Conservation and Equipment Technology; Culinary Arts; Early Child Education; Human and Retail Services; Nurse Assisting; Security and Law Enforcement; Visual Communications and Graphic Design; and Welding.

Additional secondary education is available at the Oneonta Job Corps Academy. Job Corps provides academic training in pursuit of a high school diploma/GED and courses in independent living, employability skills, and social skills to help students transition into the workplace. Career training is available in the following areas: Construction (cement masonry, electrical, facility maintenance, tile setting); Automotive and Machine Repair (automotive and general service technician, collision repair and refinish); and Healthcare (clinical medical assistant, medical office support, nurse assistant/home health aide).

Higher Education: Students seeking postsecondary education have several viable options within a 50-mile radius to Otsego County. The chart below provides a listing of schools along with location, degrees offered, and tuition rates.

Name of Institution	Type of School	Location	Miles from 13820	Degrees Offered	Tuition (2016-17)
Less than 15 Miles					
Hartwick College	Private, not-for-profit 4-year or above	Oneonta	< 0.5 miles	Bachelor's degree	\$42,860
Otsego Area BOCES-School of Practical Nursing	Public, less-than-2-year	Oneonta	< 0.5 miles	Certificates	\$10,075
SUNY College at Oneonta	Public 4-year or above	Oneonta	< 0.5 miles	Bachelor's degree Postbaccalaureate certificate, Master's degree, Post-master's certificate	\$7,932 (In State) - \$17,782 (Out of State)
SUNY College of Technology at Delhi	Public, 4-year or above	Delhi	14.7 miles	Certificates, Associate's degree, Bachelor's degree, Master's degree	\$7,875 (In State) - \$12,245 (Out of State)
15-50 Miles					
Delaware Chenango Madison Ostego BOCES-Practical Nursing	Public less-than-2-year	Norwich	23.7 miles	Certificates	\$9,700
SUNY College of Agriculture and Technology at Cobleskill	Public 4-year or above	Cobleskill	33.5 miles	Associate's, Bachelor's	\$7,929 (In State) - \$17,779 (Out of State)
Colgate University	Private not-for-profit 4-year or above	Hamilton	34.8 miles	Bachelor's, Master's	\$51,955
Herkimer County BOCES-Practical Nursing Program	Public less-than-2-year	Ilion	38.4 miles	Certificates	\$10,453
Herkimer County Community College	Public 2-year	Herkimer	39.7 miles	Certificates, Associate's	\$4,980 (In State) - \$8,010 (Out of State)
Morrisville State College	Public 4-year or above	Morrisville	43.7 miles	Certificates, Associate's, Bachelor's	\$8,023 (In State) - \$18,073 (Out of State)
Mohawk Valley Community College	Public 2-year	Utica	44.1 miles	Certificates, Associate's	\$4,860 (In State) - \$8,944 (Out of State)
Saint Elizabeth College of Nursing	Private not-for-profit, 2-year	Utica	44.1 miles	Associate's	\$15,570 (In State) - \$21,264 (Out of State)

Utica School of Commerce	Private for-profit 2-year	Utica	44.1 miles	Certificates, Associate's	\$14,040
Hamilton College	Private not-for-profit 4-year or above	Clinton	44.3 miles	Bachelor's	\$51,240
SUNY Polytechnic Institute	Public 4-year or above	Utica	45.7 Miles	Certificates, Bachelor's, Master's, Doctor's-research/scholarship	\$7,777 (In State) - \$17,627 (Out of State)
Utica College	Private not-for-profit, 4-year or above	Utica	45.7 miles	Certificates, Bachelor's, Master's, Doctor's-professional practice	\$19,996
Ridley-Lowell Business & Technical Institute	Private for-profit, less-than-2-year	Binghamton	46.8 miles	Certificates	\$13,000
Broome, Delaware, Tioga BOCES – Practical Nursing Program	Public, less-than-2-year	Binghamton	49.7 miles	Certificates	\$12,486
SUNY Broome Community College	Public, 2-year	Binghamton	49.7 miles	Certificates , Associate's	\$4,951 (In State) - \$ 9,369 (out of State)



55% OF SURVEY RESPONDENTS NOTED “COST OF HIGHER EDUCATION” IS A BARRIER TO FURTHERING THEIR SCHOOLING.

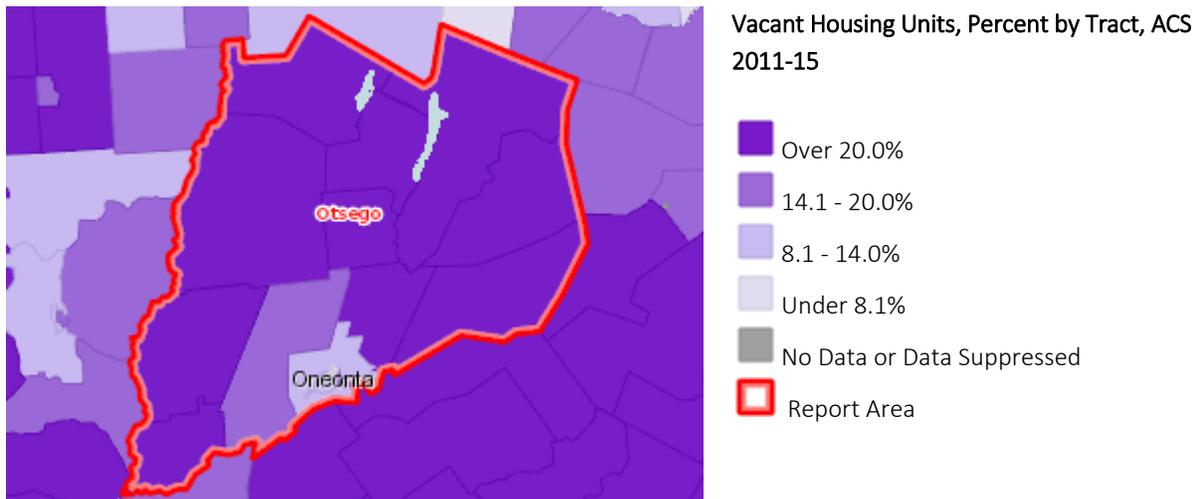
Opportunities for Otsego 2017 Community Needs Assessment Survey

HOUSING

- Over 7,000 housing units in Otsego County, representing 23% of all housing, are vacant. Of these units, 59.2% are for seasonal or recreational use.
 - Approximately 70% of all housing in Otsego County was built before 1978 and the federal ban on the use of lead paint.
 - According to 2015 ACS data, 28% of homeowners and 55% of renters in Otsego county are “cost burdened”. In order to afford a two-bedroom apartment at the current Fair Market Rent, a household must earn approximately \$2,813 monthly or \$33,760 annually.
 - During the 2015-16 school year, public school districts within Otsego County reported a total of 71 homeless students. As a percentage of enrollment, Milford Central School has ranked within the top three schools for the last five consecutive years, with the highest rate of homelessness during the 2013-14 school year at 4.2%. High rates of homelessness have also been reported by Richfield Springs and Edmeston Central Schools.
-

Housing Units: According to the 2015 American Community Survey (ACS) 3-year data release, there are 30,665 total housing units in Otsego County. Of these units, 79.8% are occupied (n=23,636) and 22.92% are vacant (n=7,029). These numbers represent a loss of 905 occupied units from 2012.

Characteristics of the 7,029 vacant housing units are: 8.3% are for rent (-1.7% from 2010); 0.5% rented but not occupied (-0.24% from 2010); 4.2% are for sale (- 4.1% from 2010); 1.0% are sold, but not occupied (-1.09% from 2010); 59.2% are for seasonal or recreational use (+0.43% from 2010); and 26.9% are vacant for “other” reasons (+6.8% from 2010).

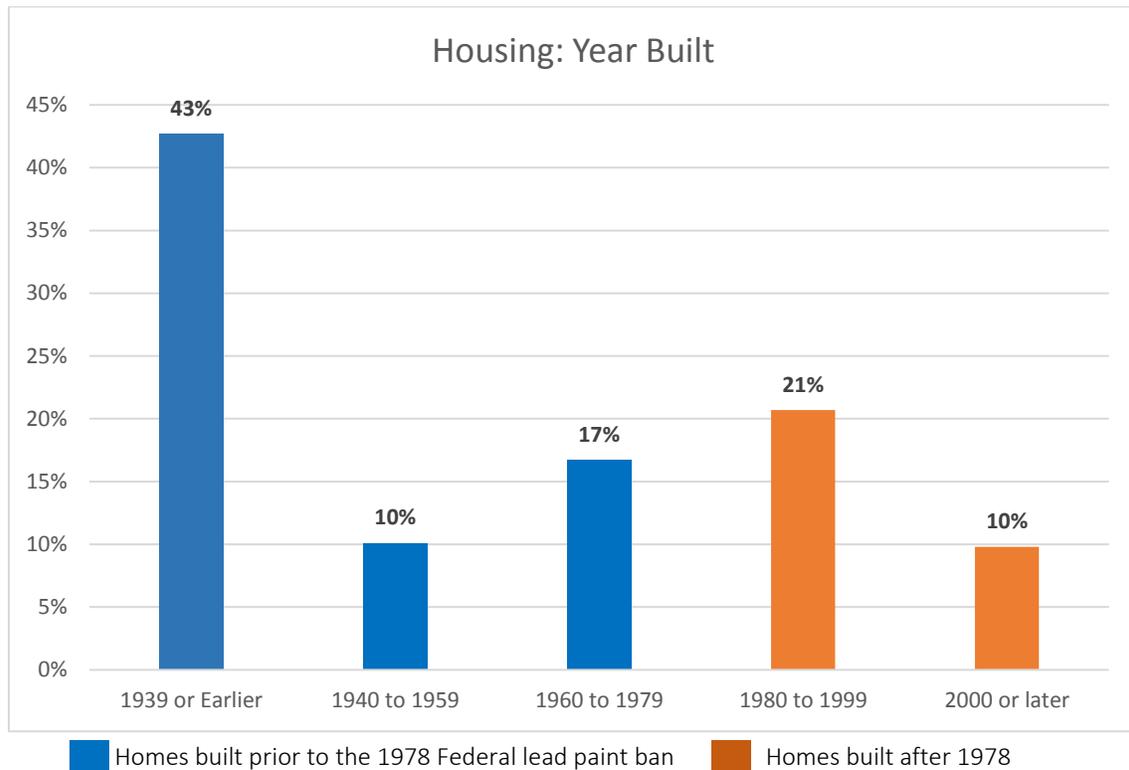


A housing unit is considered vacant by the American Community Survey if no one is living in it at the time of interview. Units occupied at the time of interview entirely by persons who are staying two months or less and who have a more permanent residence elsewhere are considered to be temporarily occupied, and are classified as “vacant.”

Occupancy Rates: Of the 23,636 occupied housing units in 2015 in Otsego County, 73.41% were owner-occupied (n=17,352). Comparatively, the number of renter-occupied units was 6,284, representing 26.59% of occupied housing in 2015. This data represents a slight increase (+0.91%) in owner-occupied housing from 2013.

Housing Age: According to the 2011-2015 American Community Survey 5-Year Estimates, less than 1.0% of the housing stock in Otsego County was built after 2010. In contrast, 42.7% of all housing units in Otsego County were

built before 1939. Of all housing units in Otsego County, approximately 69.5% were built before 1978; prior to the federal ban on consumer use of lead-containing paint. The median year in which all housing was built was 1956.



Housing Problems:

Substandard: Homes lacking complete plumbing or kitchen facilities are considered as the most severe housing problems, followed by “overcrowding”, and then “cost burden”. The number and percentage of occupied housing units without plumbing and kitchen facilities in Otsego County for the years 2000, 2012, and 2015 are shown below.

No Plumbing Units (2000)	Percent 2000	No Plumbing Units (2012)	Percent 2012	No Plumbing Units (2015)	Percent 2015	Rate of Change 2000-2015
135	0.5%	223	0.9%	122	0.5%	-9.63%

SOURCE: U.S. Census Bureau, American Community Survey, 2000, 2012, 2015

No Kitchen Units (2000)	Percent 2000	No Kitchen Units (2012)	Percent 2012	No Kitchen Units (2015)	Percent 2015	Rate of Change 2000-2015
163	0.7%	278	1.1%	192	0.8%	+17.79%

SOURCE: U.S. Census Bureau, American Community Survey, 2000, 2012, 2015

Overcrowding: The Census Bureau has no official definition of crowded units, but this report considers units with more than one occupant per room to be crowded. Per 2015 ACS data, there are 713 overcrowded housing units in Otsego County. These units account for 3.11% of all occupied housing units. This is a 54.0% increase from 2012 and

a 138.46% increase from 2000. The number of overcrowded housing units, and the percent of overcrowded units for the years 2000, 2012, and 2015 in Otsego County are noted below.

Overcrowded Units (2000)	Percent 2000	Overcrowded Units (2012)	Percent 2012	Overcrowded Units (2015)	Percent 2015	Rate of Change 2000-2015
299	1.20%	463	1.89%	713	3.11%	+138.46%

SOURCE: U.S. Census Bureau, American Community Survey, 2000, 2012, 2015

Fair Market Rent: The Fair Market Rent (FMR) for a two-bedroom apartment in Otsego County is \$853; up \$120 from 2011. In order to afford this level of rent and utilities, without paying more than 30% of income on housing, a household must earn approximately \$2,813 monthly or \$33,760 annually. The greatest jump in the FMR as a percentage change is a four-bedroom rental. These rates increased by 27.94% in the past six (6) years.

Year	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
Final FY 2017 FMR	\$670	\$675	\$853	\$1,100	\$1,296
Final FY 2014 FMR	\$628	\$680	\$844	\$1,134	\$1,205
Final FY 2011 FMR	\$609	\$624	\$733	\$974	\$1,013
Percentage Change	+10.02%	+8.17%	+16.37%	+12.94%	+27.94%

SOURCE: U.S. Department of Housing and Urban Development

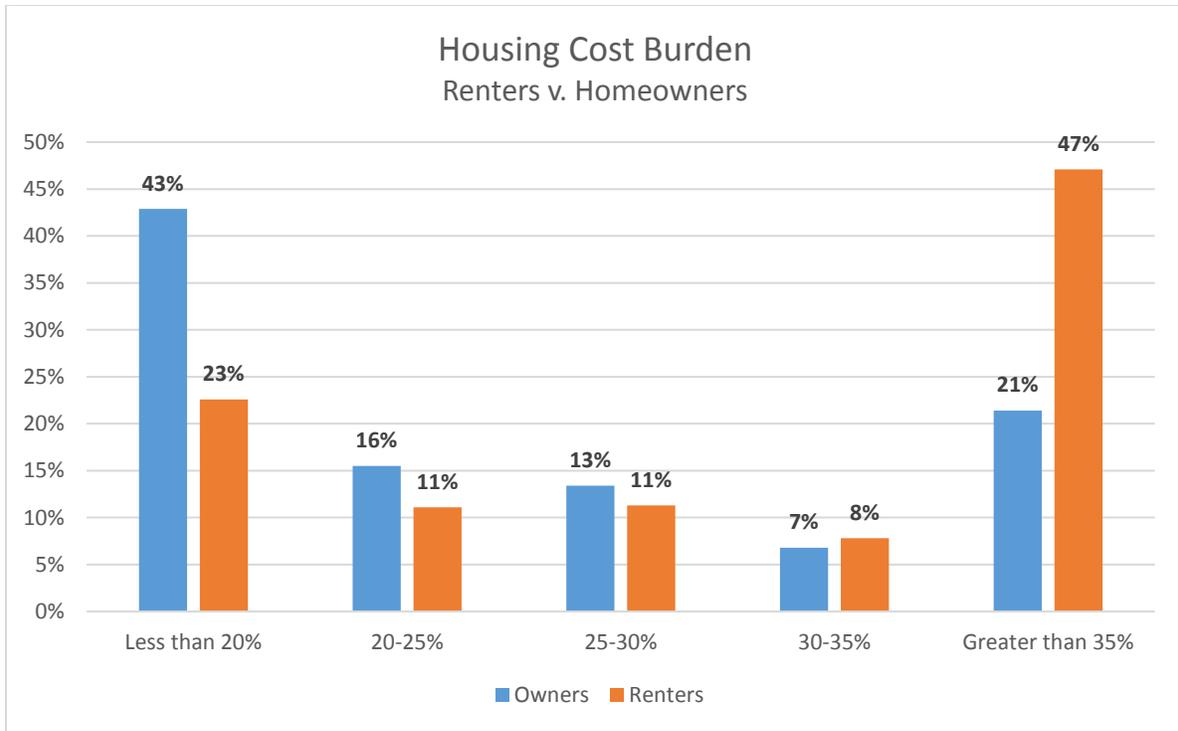
Average Home Value: The median housing value of owner-occupied housing in Otsego County per ACS 2011-2015 estimates is \$142,800. This is an increase of \$8,600 from 3 years prior when values were estimated at \$134,200.¹⁷

Housing Affordability: According to HUD, the generally accepted definition of “affordability” is for a household to pay no more than 30% of its annual income on housing. Families who pay more than 30% of their income for housing are considered “cost burdened” and may have difficulty affording necessities such as food, clothing, transportation, and medical care. Considering the median household income in Otsego for 2015 was \$47,942, a family would pay up to \$14,383 annually or \$1,199 a month on housing costs to be “affordable”. According to 2015 ACS data, 28% of homeowners and 55% of renters in Otsego county are “cost burdened”. These rates have declined since 2012 by 4% and 2% respectively.



Opportunities for Otsego 2017 Community Needs Assessment Survey

¹⁷ Source: 2011-2015 American Community Survey 5-Year Estimates



Affordable Housing: There are 15 low income housing apartment complexes which contain 346 affordable apartments for rent in Otsego County, New York. Many of these rental apartments are income based housing with rents based on household income.

Housing Facility	Total Units	Persons on Wait List	Wait Time	Eligibility
Academy Arms 33 Academy Street Oneonta	28	64 (24 for an efficiency; 40 for a 1-bedroom)	Approximately 1.5 years.	Elderly (62+) or Disabled of any age
Bronner Manor 24 Park Street Richfield Springs	24	3-4 on average	Varies	Elderly (62+) and low-income
James Lettis Apartments 30 Fairview Street Oneonta	30	11 (6 for a 2-bedroom; 5 for a 3- bedroom)	One year for a 2- bedroom; 2-3 years for a 3-bedroom.	At least 2 person household and low-income
Milford Family Housing 50 W Main Street Milford	28	Not Available	Not Available	Not Available
Nader Towers 2 Mitchell Street Oneonta	112	52	18 Months – 2 Years	Elderly (62+) or Disabled and low- income
Oneonta Heights Building A 1 Monroe Avenue Oneonta	40 (38 one- bedroom, 2 two-bedroom)	Not Available	Not Available	Elderly (60+) or Disabled and low- income

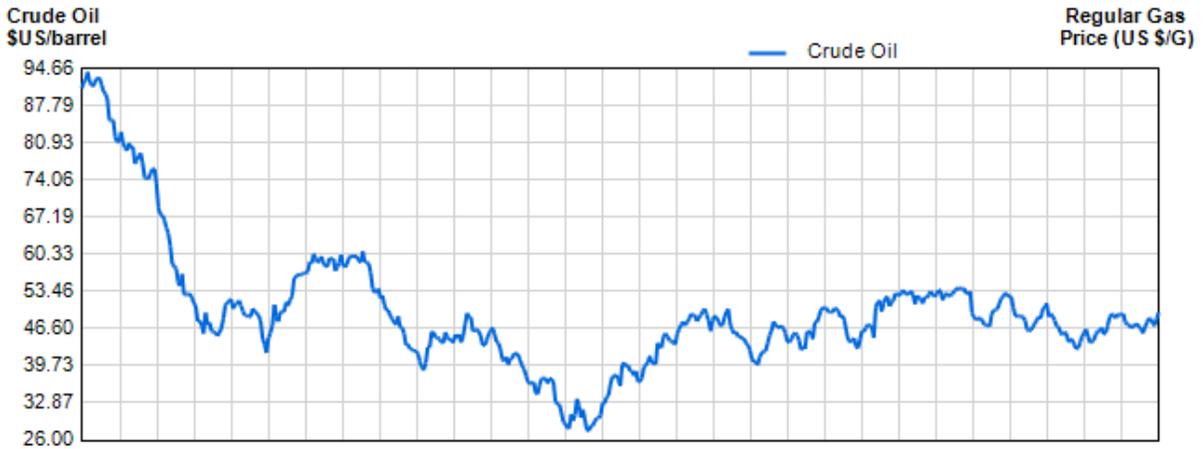
Oneonta Heights Building B 2 Monroe Avenue Oneonta	4 (3-bedroom units)	Not Available	Not Available	Low-income
Oneonta Heights Building C 4 Monroe Avenue Oneonta	4 (3-bedroom units)	Not Available	Not Available	Low-income
Oneonta Heights Building D 23-25 Columbia Street Oneonta	4 (1-bedroom units)	Not Available	Not Available	Low-income
Oneonta Heights Building E 38 West Street Oneonta	2 (3-bedroom units)	Not Available	Not Available	Low-income
Oneonta Heights Building F 34 West Street Oneonta	4 (2-bedroom units)	Not Available	Not Available	Low-income
Oneonta Heights Building G 63-65 Spruce Street Oneonta	2 (2-bedroom units)	Not Available	Not Available	Low-income
Unadilla Neighborhood Apartments 71 Clifton Street Unadilla	24	10+	Varies	Elderly (62+) or Disabled and low- income
West Hill Terrace 100 West Hill Terrace Edmeston	20	Not Available	Not Available	Not Available
West Hill Terrace 26 West Street Edmeston	20	Not Available	Not Available	Not Available

SOURCE: affordablehousingonline.com and housing provider surveys

Foreclosures: According to RealtyTrac, there were 333 homes in foreclosure status in Otsego County in August 2017 of these: Pre-Foreclosure (n=236); Bank Owned (n=76); up for Auction (n=21). On average, there is one foreclosure on every 852 homes in Otsego County. The highest foreclosure rates in Otsego County are in: Springfield Center (1:175); Otego (1:331); Unadilla (1:372); Laurens (1:602); Burlington Flats (1:693).

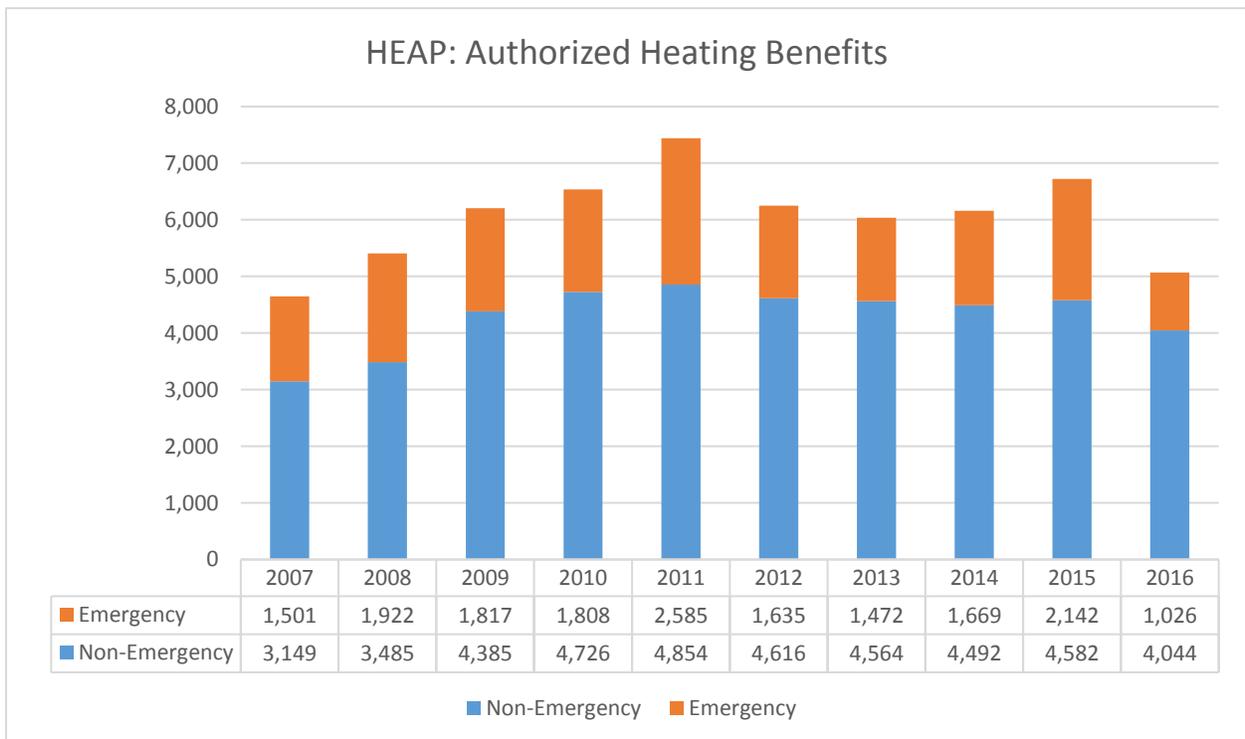
Home Heating Costs: The price of crude oil has fluctuated an estimated \$68.00 over the past three years, and \$28.00 in the past year. Below illustrates the changes in oil prices over the period 09/2014 – 09/2017.

36 Month Average Retail Price Chart

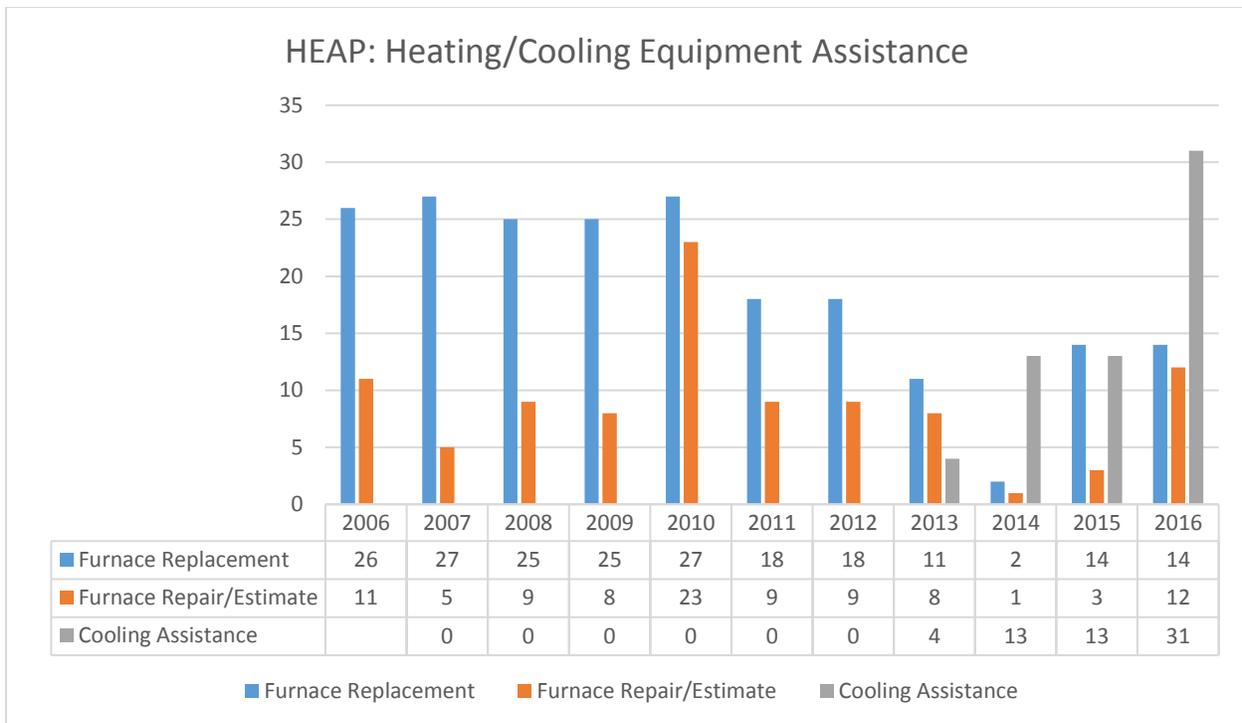


SOURCE: GasBuddy.com

Home-Energy Needs: The Home Energy Assistance Program (HEAP) is a federally funded program that issues heating benefits to low-income households to supplement annual energy cost. HEAP also offers an emergency benefit for households in a heat or heat related energy emergency and a furnace repair and/or replacement benefit for households with inoperable heating equipment. In 2013, a Cooling Assistance component was added to the HEAP program to purchase and install an air conditioner or a fan in households of income-eligible disabled or medically frail person.



SOURCE: NYS Office of Temporary and Disability Assistance, Monthly Caseload Statistics



SOURCE: NYS Office of Temporary and Disability Assistance, Monthly Caseload Statistics

Emergency Utilities: Opportunities for Otsego offers emergency utility assistance to Otsego County residents on a case-by-case basis. Households in need may receive assistance to restore electric shut offs and utilities associated with hot water and cooking. Below provides a breakdown of services provided during the years 2008-2013:

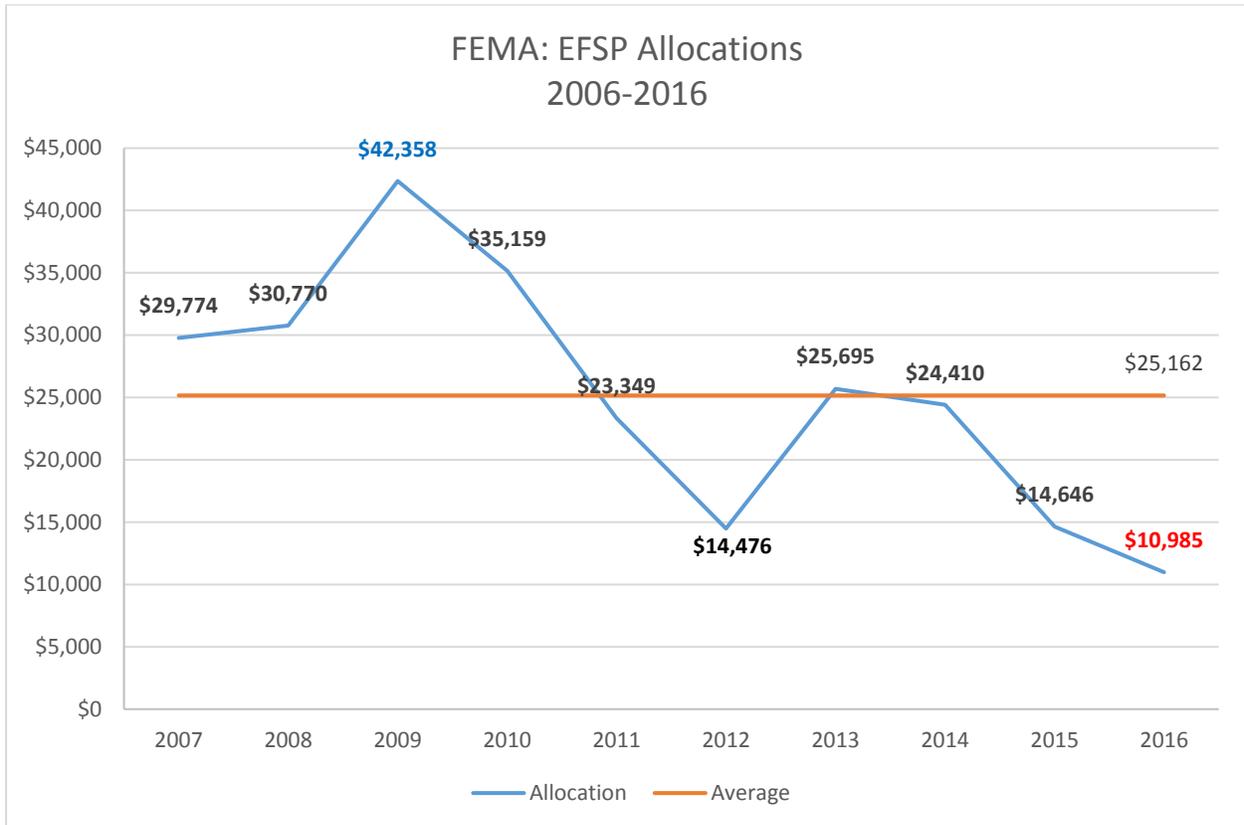
Emergency Utility Assistance Opportunities for Otsego									
Utility	2008	2009	2010	2011	2012	2013	2014	2015	2016
Cooking	34	24	17	11	4	2	3	1	1
Heating	3	16	3	2	0	0	2	--	--
Electric	3	1	3	0	0	0	1	--	--
Hot Water	--	--	--	--	--	--	4	1	1
Total	40	41	23	13	4	2	10	2	2

Opportunities for Otsego (OFO) also operates the Weatherization program. Over the period 4/1/2013 – 3/31/2017, OFO weatherized 207 units. Currently, 57 households are on the waiting list: 36 are approved applications and 21 are pending additional information. Current funding levels only allow weatherization of 41-47 units annually.

FEMA: Emergency Food and Shelter: Since 1991, the FEMA Emergency Food and Shelter Program (EFSP) has supported Otsego County in addressing the needs of hungry and homeless people by allocating federal funds for the provision of food and shelter. Funds may be used to provide emergency food (meals and pantries), shelter, housing, and utility assistance to households in crisis. Data from the Emergency Food and Shelter National Board Program

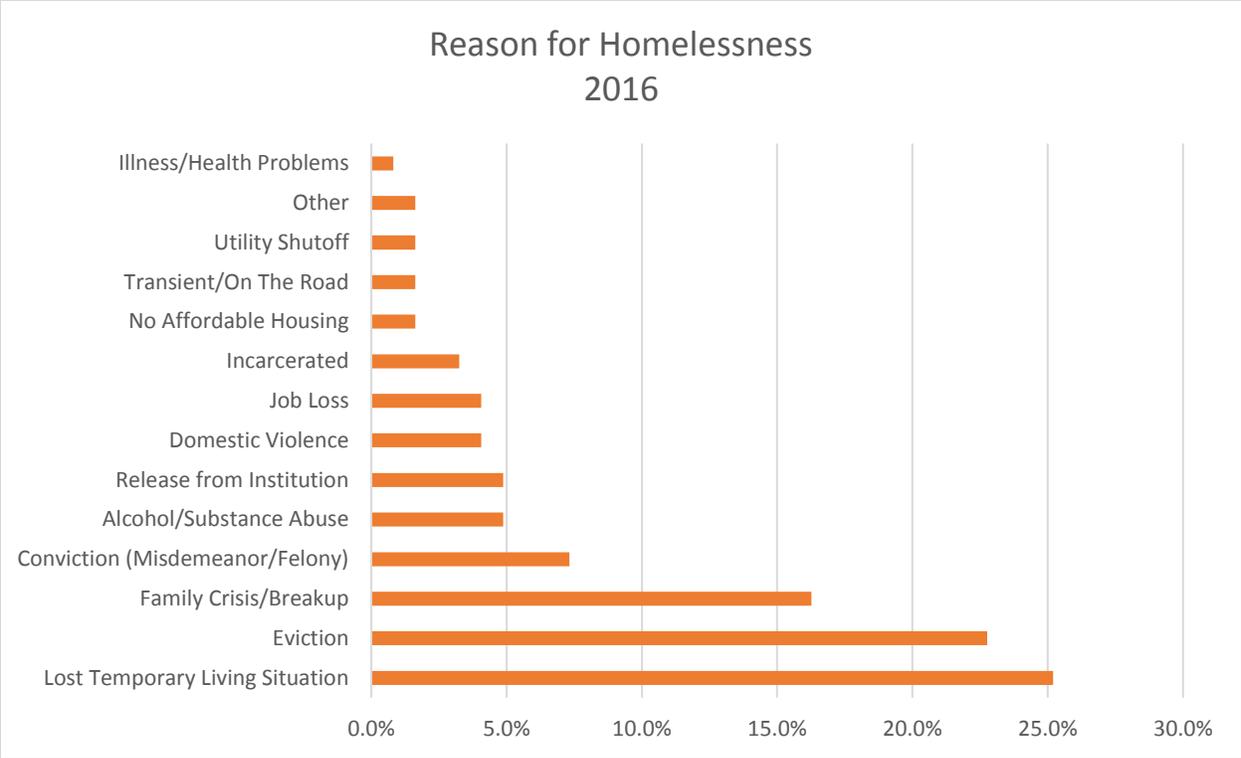
reports that Otsego County has been a recipient of EFSP funds since 1991. The chart below illustrates local FEMA: EFSP allocations over the past ten (10) years. The funding award for 2016 is the lowest in Otsego County history. The highest allocation was in 2003 with an award of \$58,606.

The most recent data available on local FEMA-EFSP spending is from 2013. Funding during this year was allocated as follows: Food pantries (40%); Shelter-motel (33%); Served meals (19%); and Utility assistance (8%).



SOURCE: FEMA Emergency Food and Shelter Program -Not included in this data set was an additional allocation of \$19,680 in 2009 through ARRA.

Homelessness: Over the period 1/2016 – 12/2016, Opportunities for Otsego housed 164 homeless households through its domestic violence shelter and emergency housing shelter. The presenting issue for the persons housed at the domestic violence shelter was family violence/safety issues. The presenting reason of homelessness for households housed at the emergency housing shelter are presented in the table below. Over 25% of homelessness households state the reason for homelessness was the loss of a temporary living situation.

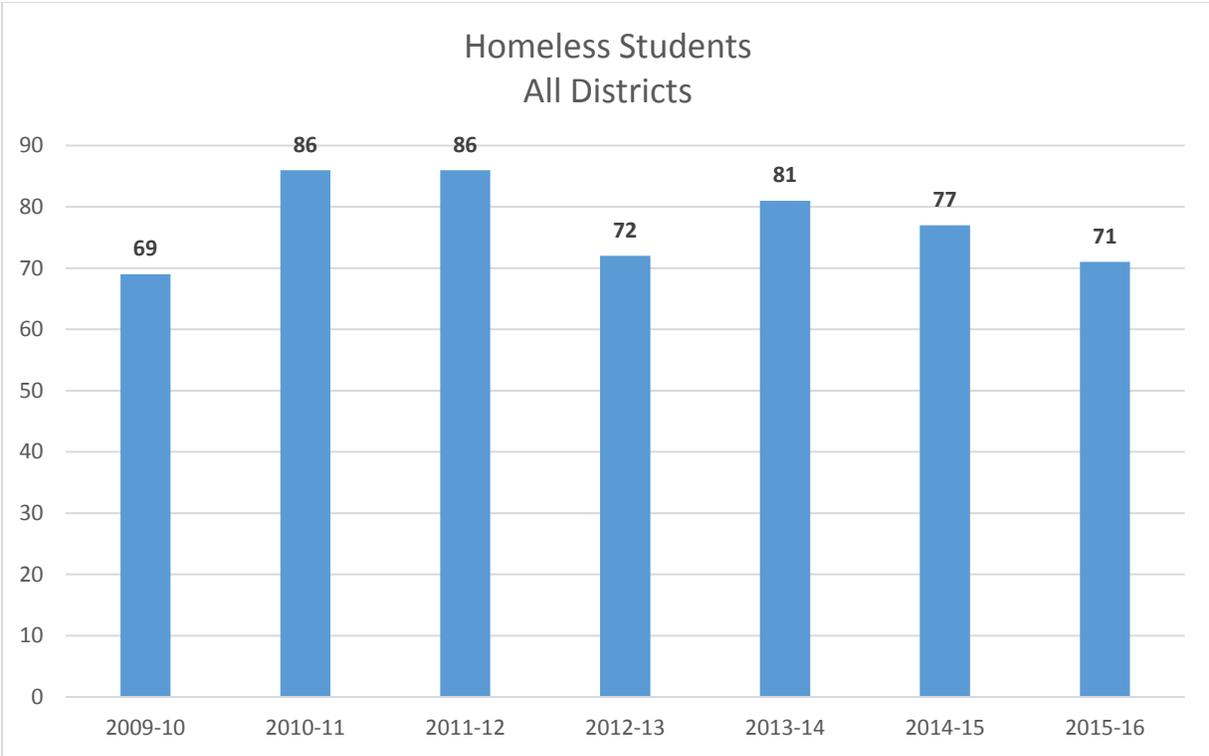



COMMUNITY VOICES

OTHER CHALLENGES IN OTSEGO COUNTY: “DETERIORATING TRAILERS AND NO RESOURCES TO REPAIR OR REPLACE THEM.”

Opportunities for Otsego 2017 Community Needs Assessment Survey

Homeless Children: The New York State Education Department, Student Information Repository System (SIRS) maintains data on homeless students within the public school districts throughout New York State. According to this data set, there are on average 77 homeless children attending school in Otsego County each year. During the 2015-16 school year, the Oneonta City School District had the highest number of homeless students (n=17), followed by Unatego (n=16), Milford and Edmeston (n=11 each), and Richfield Springs (n=10).



SOURCE: NYS Technical and Education Assistance Center for Homeless Students (NYS-TEACHES)

As a percentage of enrollment, Milford Central School has ranked in the top three schools for the last five consecutive years, with the highest rate of homelessness during the 2013-14 school year at 4.2%. Additionally, Richfield Springs and Edmeston Central Schools have also experienced high rates of students homelessness as well.

School District	2011-12	2012-13	2013-14	2014-15	2015-16
Cherry Valley-Springfield Central School District	0.0%	0.0%	0.0%	0.0%	0.0%
Cooperstown Central School District	0.3%	0.0%	0.8%	0.7%	0.0%
Edmeston Central School District	2.4%	3.0%	1.4%	0.0%	2.7%
Gilbertsville-Mount Upton Central School District	0.2%	0.0%	0.0%	0.0%	0.0%
Laurens Central School District	1.8%	2.1%	0.0%	0.0%	0.0%
Milford Central School District	2.7%	3.1%	4.2%	2.8%	2.7%
Morris Central School District	1.7%	1.3%	0.0%	0.0%	0.0%
Oneonta City School District	1.9%	1.3%	1.7%	1.1%	1.0%
Otego-Unadilla Central School District	0.0%	0.0%	0.8%	2.3%	1.8%
Richfield Springs Central School District	2.4%	1.9%	2.7%	4.3%	2.2%
Schenevus Central School District	0.0%	0.0%	0.0%	0.0%	0.0%
Worcester Central School District	0.0%	0.0%	0.0%	0.0%	1.8%

Through emergency housing services at Opportunities for Otsego, 35 children, age birth to five, were housed at the domestic violence shelter (n=13) and the emergency homeless shelter (n=22) during calendar year 2016. Additionally, six (6) pregnant women were housed at the emergency homeless shelter.

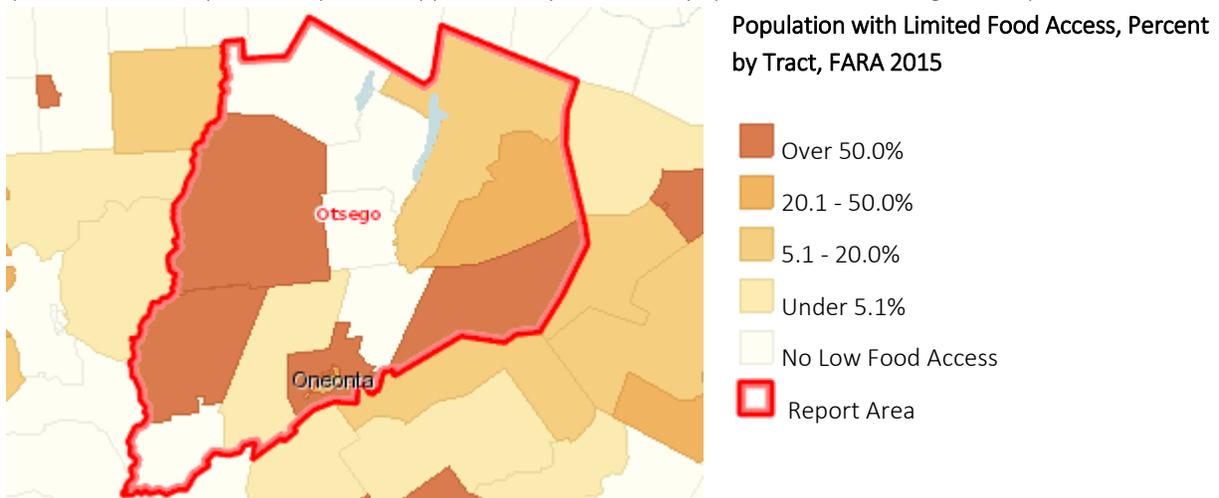
NUTRITION

- The estimated 2015 food insecurity rate for Otsego County residents is 11.9%. Of those considered food insecure, 28% live above income thresholds for public benefits such as SNAP and WIC.
- Approximately 34% of the population in Otsego County lives more than 1 mile from a supermarket or in areas with low food access.
- The rate of public school students participating in the free-reduced lunch program has increased 7% in the last five years; from 40% in 2010-11 to 47% during the 2015-16 school year.
- Ten communities in Otsego County operated a Summer Food Service Program in 2017; providing free meals to children under 18 years of age. Additional year-round meal programs are operated by Otsego County Office for the Aging and area churches.
- The SNAP caseload in Otsego County has been on a decline since 2013, both in the number of households, individuals, and the average benefit amount. In December 2016, the average SNAP monthly benefit in Otsego County was \$208.

Food Insecurity: Food insecurity refers to USDA’s measure of lack of access to enough food for an active, healthy life for all household members and limited or uncertain availability of nutritionally adequate foods. Food-insecure households are not necessarily food insecure all the time, rather may indicate a household’s need to make trade-offs between important basic needs (e.g. housing costs, medical bills) and purchasing nutritionally adequate foods.

Per *Feeding America* 2015 estimates, 11.9% of Otsego County residents (n=7,280) are food insecure . This number is up 1.6% and 880 people from 2011. Of those considered food insecure in 2015, 28% live above the income threshold (200% FPL) to be eligible for SNAP and other nutrition programs¹⁸.

Food Deserts: An additional contributor to food insecurity is proximity to vendors that offer fresh fruit, vegetables, and other healthful whole foods. Food deserts are defined as a low-income census tracts where a substantial number or share of residents has low access to a supermarket or large grocery store. Within Otsego County, there are 10 census tracts where a significant number residents (n=21,143) are more than 1 mile from the nearest supermarket. These persons represent approximately 34% of the population within Otsego County.



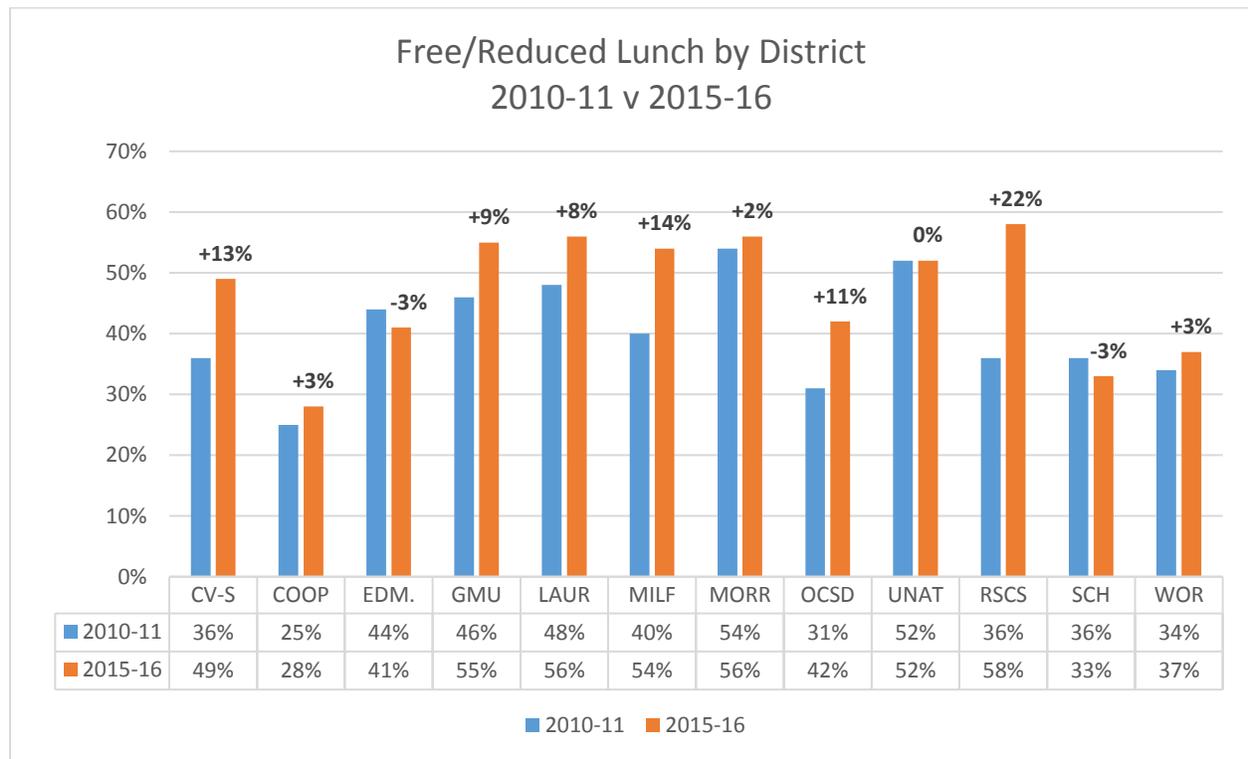
SOURCE: US Department of Agriculture, Economic Research Service, USDA - Food Access Research Atlas. 2015.

¹⁸ <http://map.feedingamerica.org/county/2015/overall/new-york/county/otsego>

Free and Reduced Lunch Program: The National School Lunch Program (NSLP) is a federally assisted meal program operating in public and nonprofit private schools and residential childcare institutions. It provides nutritionally balanced, low-cost or free lunches to children each school day. The program was established under the National School Lunch Act, signed by President Harry Truman in 1946.

Eligibility for the free/reduced school lunch program is based on household income. The household income eligibility threshold for free meals is up to 130% of the federal poverty level. Eligibility for reduced lunch is between 131-185% of the federal poverty level.

The table below illustrates the comparative rate of students participating in the free/reduced lunch program by district during the school years 2010-11 and 2015-16. The greatest rate of increase was in the Richfield Springs School District (+22%), followed by Milford (+14%) and Cherry Valley-Springfield (+13%). Edmeston was the only district with a decrease (-3%) and Unatego remained the same. The school districts with the highest rates during school year 2015-16 were Richfield Springs (58%), Morris and Laurens (56%), and Gilbertsville-Mount Upton at 55%. The overall rate of free-reduced lunch participation has increased 7% in the last five years; from 40% in 2010-11 to 47% during the 2015-16 school year.



SOURCE: NYS Department of Education School Report Cards

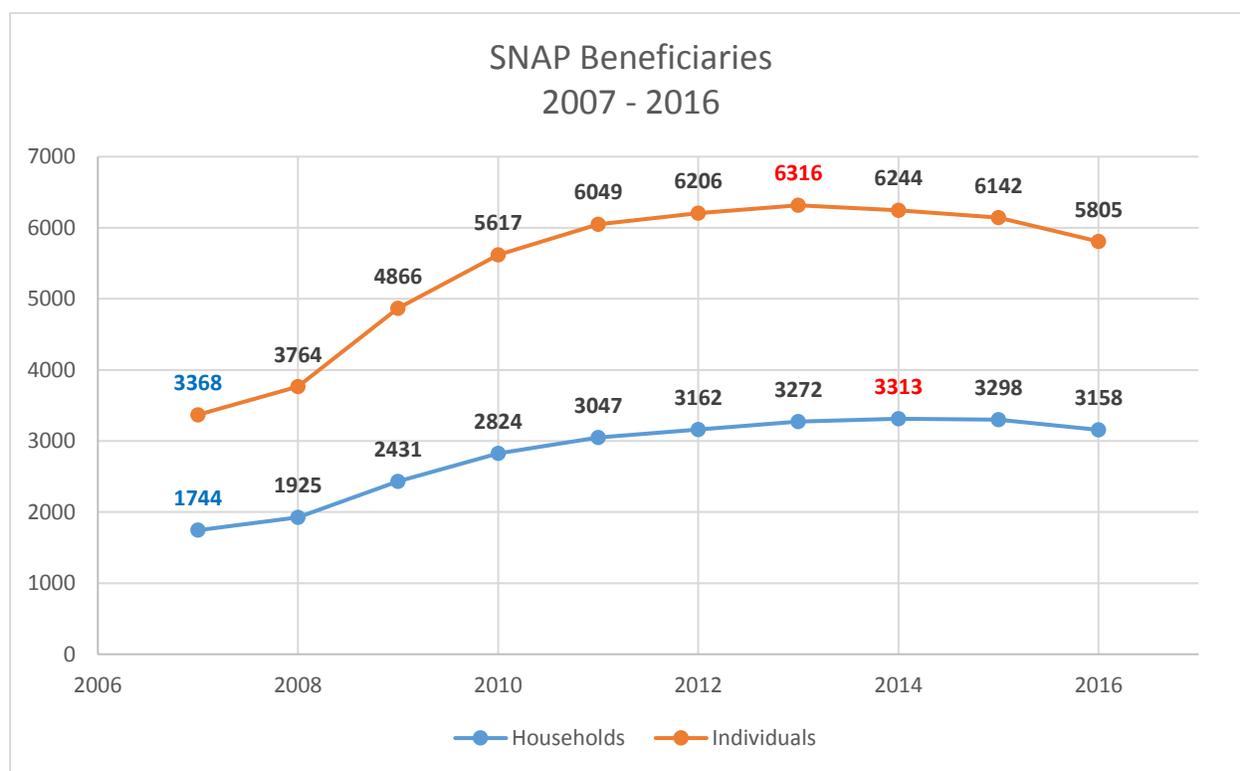
Summer Food Service Program (SFSP): SFSP is a summer feeding program sponsored by the USDA, which ensures low-income children continue to receive nutritious meals when school is not in session. Approved organizations offer free meals to children under 18 years of age. Several SFSP programs were in operation throughout Otsego County during the summer of 2017, including sites in: New Berlin; Milford (2 sites); Morris; Oneonta; Otego;

Richfield Springs; Sidney; Springfield Center; Unadilla; and Winfield¹⁹. Sites may choose to serve breakfast, lunch, dinner, or a combination of meals.

Supplemental Nutrition Assistance Program (SNAP): The SNAP caseload in Otsego County has been on a decline since 2013, both in the number of households, individual beneficiaries, and the average benefit amount. In December 2016, the average SNAP monthly benefit for Otsego County households was \$208. This amount is \$48 less compared to December 2011 (\$256). During the period 10/2016 – 9/2017, 1,476 individuals served by Opportunities for Otsego benefitted from SNAP benefit, which is approximately 40% of all persons served by Opportunities for Otsego.

The average number of households and individuals receiving SNAP benefits annually in Otsego County for the past ten years (2007-2016) is shown in the table below.

Of note, in August and September 2011, Otsego County was declared a disaster county due to flooding damage from Hurricane Irene and Tropical Storm Lee. Many households requested replacement of Food Stamp benefits to replace food purchases lost due to the disaster. The disaster designation also allowed the county to operate a Disaster Food Stamp Benefit Program. This program helped individuals who would not normally have been eligible for Food Stamp benefits²⁰.



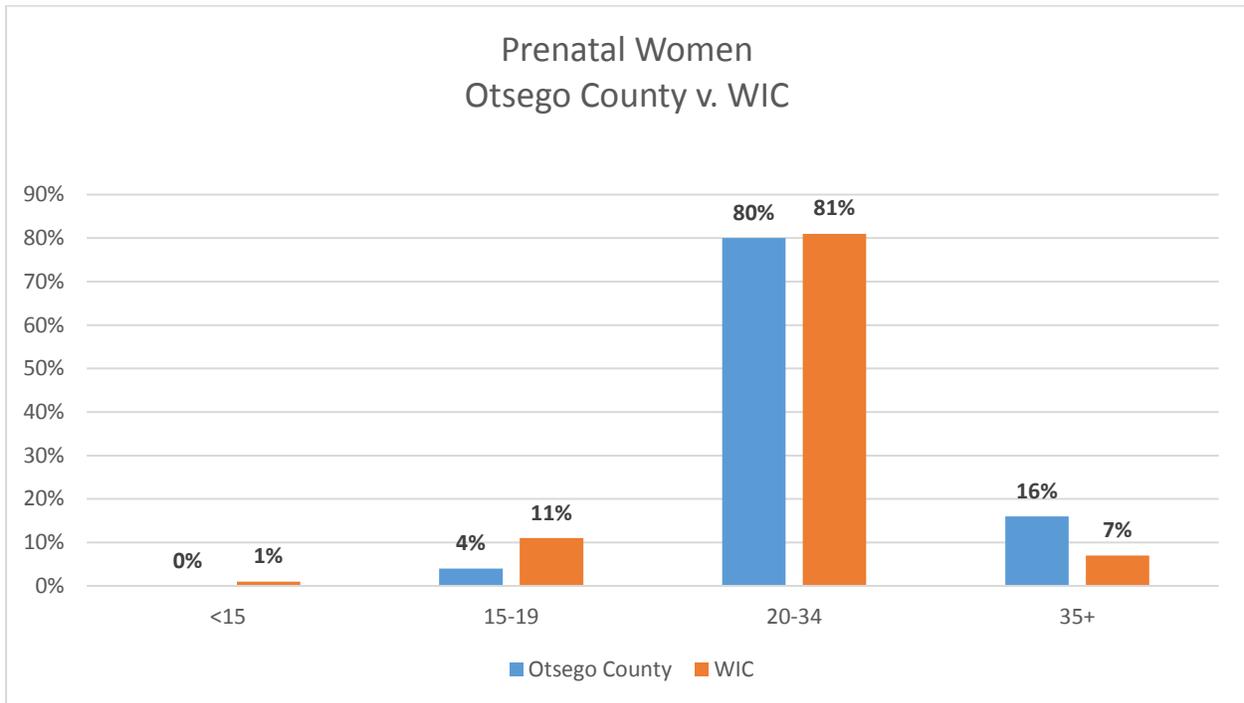
SOURCE: NYS OTDA, Monthly Caseload Statistics

¹⁹ <https://www.fns.usda.gov/summerfoodrocks>

²⁰ Otsego County DSS, 2011 Annual Report

Women, Infants, and Children (WIC) Program: WIC provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk. In 2016, 738 prenatal-postpartum women, infants, and children received benefits from the Otsego County WIC program.²¹

A comparative analysis of the age of all pregnant women in Otsego County and that of prenatal WIC participants is provided in the table below. The total number of live births during 2015 in Otsego County was 530.²²



SOURCE: CDC Pregnancy Nutrition Surveillance Report (2016), NYSDOH, Age at Conception Reports (10/14-09/15)

56% OF SURVEY RESPONDENTS
 REPORTED THAT THEY DO NOT HAVE ENOUGH MONEY TO BUY
 FOOD AND HEALTHY FOOD OPTIONS ARE COST PROHIBITIVE (78%).

Opportunities for Otsego 2017 Community Needs Assessment Survey

²¹The CDC Pediatric Nutrition Surveillance Report, 2016

²² NYS DOH Vital Statistics

Senior Nutrition Centers: According to the Otsego County Office for the Aging, there are six dining centers in Otsego County. Residents must be 60 years of age or older and make reservations 24-hours in advance of the established mealtime. The chart below lists each meal site, with the location, and days of operation. Home delivered meals are available as a once a week delivery of all frozen meals.

Otsego County Senior Meal Sites		
Town	Location	Schedule
Cherry Valley	The Old School	Mondays and Wednesdays
Garrettsville	Town Hall	3rd & 4 th Wednesday
Oneonta	Elm Park United Methodist Church	Monday – Friday
Oneonta	Nader Towers	Monday – Friday
Richfield Springs	Veterans Club	Monday – Friday
Unadilla	Unadilla Village Apartments	3rd Wednesday

The Office for the Aging also provides income-eligible elderly households with one booklet of Farmer’s Market Coupons annually. Income thresholds are \$1,810 per month for a one-person household and \$2,456 per month for a two-person household. Recipients may also be eligible if they receive or are eligible to receive SSI, public assistance or Section 8 housing subsidy. Coupons are a \$20 value and can be used from July through November.

Feeding Programs and Food Pantries: The following charts summarize the feeding programs and community parties operating in Otsego County.

Otsego County Meal Programs		
Town	Location	Schedule
Oneonta	The Lord's Table at St. James Episcopal Church	Monday – Friday, 4:30- 6:00 pm
Oneonta	ROMEO (Retired Old Men Eating Out) at Elm Park United Methodist Church	Every Monday, 7:45am
Oneonta	Saturday's Bread at the First United Methodist Church	Saturday, 11:00am – 1:00 pm
Oneonta	Meal with a Message at the Salvation Army	Sunday, 4:00 pm
Unadilla	Free Community Breakfast at the Unadilla United Methodist Church	Every Third Saturday of the Month, 9:00am– 11:00am

SOURCE: Hunger Coalition of Otsego County Network

Otsego County Food Pantries		
Town	Location	Notes
Burlington Flats	First Baptist Church of Burlington Flats	
Cherry Valley	Daily Bread Food Pantry at the Community Center	Tuesday, 9:00am-Noon; Saturday, 10:00am – 1:00pm

Cooperstown	Ecumenical Food Pantry at the First Presbyterian Church	
Edmeston	Second Baptist Church Food Pantry	
Gilbertsville	Butternut Valley Food Pantry at Christ Church Episcopal	
Hartwick	United Methodist Food Pantry	Mon, Weds, Thurs 10am- Noon
Laurens	St. Matthew's Lutheran Church	
Maryland	Southern Baptist Church	
Milford	Milford Food Pantry at the American Legion:	Saturday, 9:30AM–11:30AM
Mt. Upton	United Methodist Church	Appointment only
New Berlin	St. Andrew's Episcopal Church	
Oneonta	Loaves & Fishes Food Pantry at St. James' Episcopal Church	
Oneonta	St. Mary's Roman Catholic Church	
Oneonta	Salvation Army	
Otego	Otego Community Food Pantr	Thursday, 3:15pm-5:15pm; Saturday, 11:00am-1:00pm
Richfield Springs	Church of Christ Uniting	
Schenevus	Tri-Valley Food Pantry at the Methodist Church	
Unadilla	Unadilla Community Food Pantry	
West Oneonta	Edith's Cupboard at the West Oneonta Baptist Church	
Worcester	First Presbyterian Church	Appointment only

SOURCE: Hunger Coalition of Otsego County Network

Seasonal nutrition assistance is available through a variety of holiday food basket programs in Otsego County. Major organizations providing assistance include The Family Service Association and the Salvation Army. Additional assistance is available through local pantries and groups, such as Rotary and churches.

Farmer's Markets: There are six established farmer's markets in Otsego County that offer fresh, local, seasonally-grown fruits, vegetables, and meats. The benefits of farmer's markets are that consumers get to buy direct from the farmer/producer, profit loss is minimized by circumventing the middleman, and more capital remains in the community. Some markets accept Electronic Benefit Transfer (EBT) cards/food stamp payment, which increase accessibility of nutritious food to low-income households. Below is the list of farmer's markets in Otsego County²³.

²³ SOURCE: New York State Department of Agriculture & Markets

Market Name	Location	Operation Hours	Operation Season
Cooperstown Farmers' Market*	Pioneer Alley, Cooperstown	Saturdays 8am-2pm, Sept-Apr 10am-2pm	Year-round
Middlefield Orchard Farm Stand*	2274 State Hwy 166, Cooperstown	Mon-Sat 10am-5pm	July 1-November 4
Morris Farmers' Market	Guy Rathbon Park (Main Street), Morris	Thursday 3pm-6pm	May 26-October 13
Oneonta Farmers' Market*	Kim Muller Plaza, Oneonta	Saturday 9am-1pm	May 6-October 28
Oneonta Winter Farmers' Market*	Main Street/Parking Garage Walkway, Oneonta	Saturday 9am-1pm	November 4 - April 28
Richfield Springs Area Farmers' Market*	Spring Park (Main Street), Richfield Springs	Thu 2pm-6pm, Sat 8am-1pm	June 17-October 28
Exeter Park Produce and Garlic Farm Stand*	147 South Road, West Winfield	Tue/Sun 1pm-5pm, Wed/Thu/Sat 10am- 12pm	June 1-October 31
* Market Participates in the WIC/Senior Farmers Market Nutrition Program (FMNP)			



COMMUNITY VOICES

“THE COSTS OF OTHER NECESSITIES - HOUSING, MEDICAL, CAR INSURANCE, TELEPHONE, INTERNET - LIMITS AVAILABLE FOOD DOLLARS TO THOSE WHO ARE THE ‘WORKING POOR’. THE COSTS OF LIVING FAR EXCEEDS THE INCOME EARNED IN OUR AREA.”

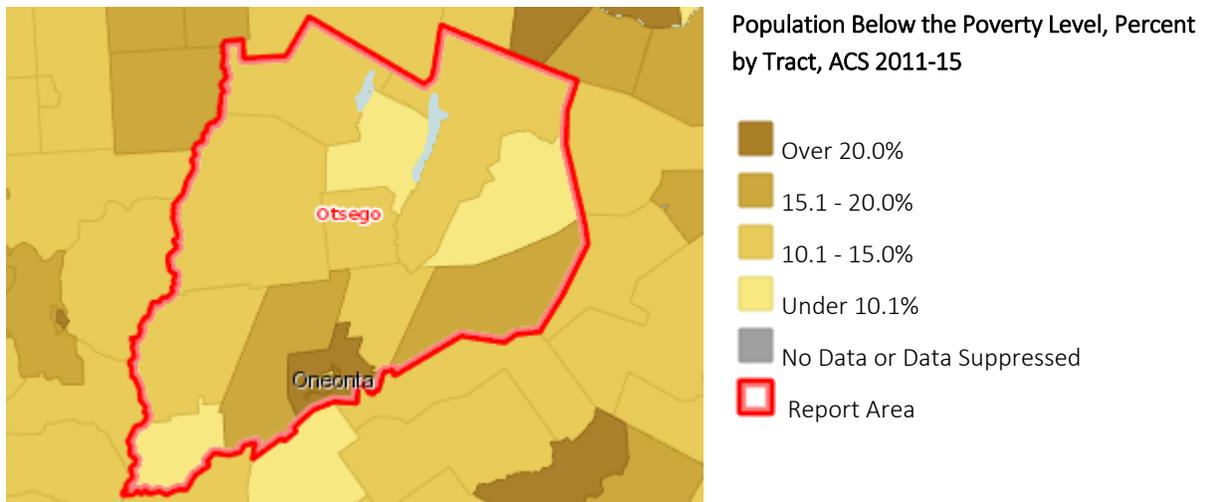
“SNAP WON'T COVER ALL FOOD EXPENSES BUT DOES SIGNIFICANTLY HELP AS I COULDN'T EAT WITHOUT IT.”

Opportunities for Otsego 2017 Community Needs Assessment Survey

INCOME

- The 2015 median household income in Otsego County was \$47,942; \$12,863 below the New York State rate.
 - American Community Survey estimates from 2015 report that 16.8% of Otsego County residents live below the 100% of the federal poverty level, of which 19.47% are under 18 years of age and 7.4% over 65 years of age.
 - Average monthly TANF expenditures have been on a decline since 2013, while SSI expenditures and caseloads have been on the rise.
 - Eighty-eight EITC returns were prepared by a volunteer organization, such as VITA, Military VITA and TCE. In all, \$8,554,723 was received in EITC for all filers.
-

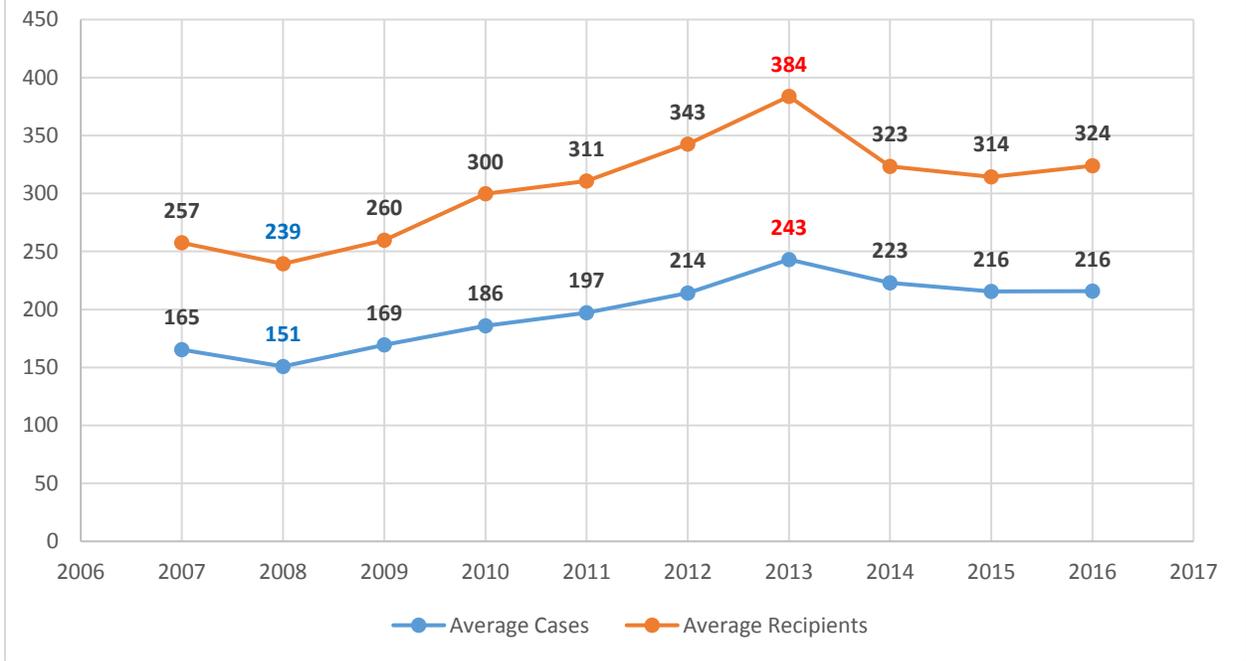
Income Levels: The median household income in Otsego County during 2015 was \$47,942; \$12,863 below the New York State median income of \$60,805. According to the 2015 American Community Survey estimates, 16.8% of Otsego County residents live below the poverty level, of which 19.47% are under 18 years of age and 7.4% over 65 years of age. The City of Oneonta has the highest rate of poverty within Otsego County at 29.5%.



Data available through Opportunities for Otsego client management database on the source(s) of household income report 64.3% of adults earn income through employment or employment and other sources; 22.3% receive a pensions, unemployment benefits, SSI, or other public assistance benefits, and 13.4% do not have income.

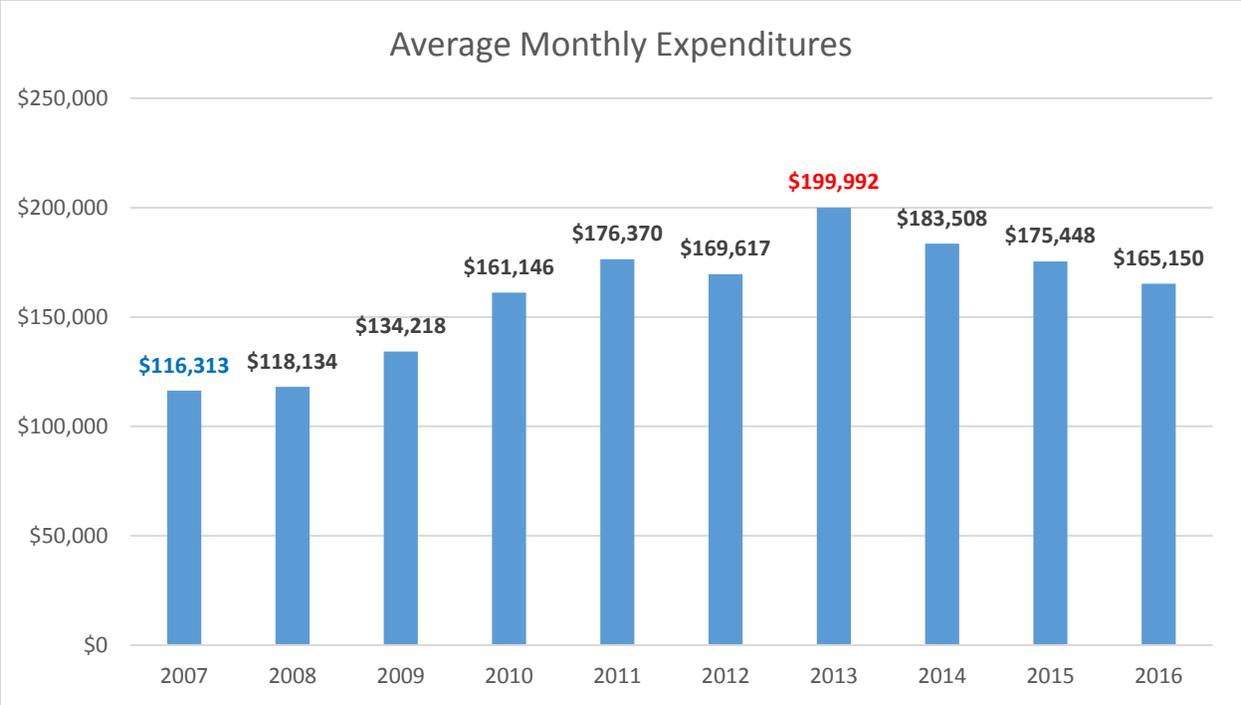
Temporary Assistance for Needy Families (TANF): TANF, formerly known as Aid to Families with Dependent Children (AFDC), is a federal assistance program that provides cash assistance to low-income families with dependent children. The table below provides the average number of TANF cases/households and recipients in Otsego County from 2007-2016. The highest average of recipients was in 2013. Over the 10-year period there was a 26% increase in cases/households and a 30% increase in recipients/individuals.

TANF: Annual Cases and Recipients 2007 - 2016



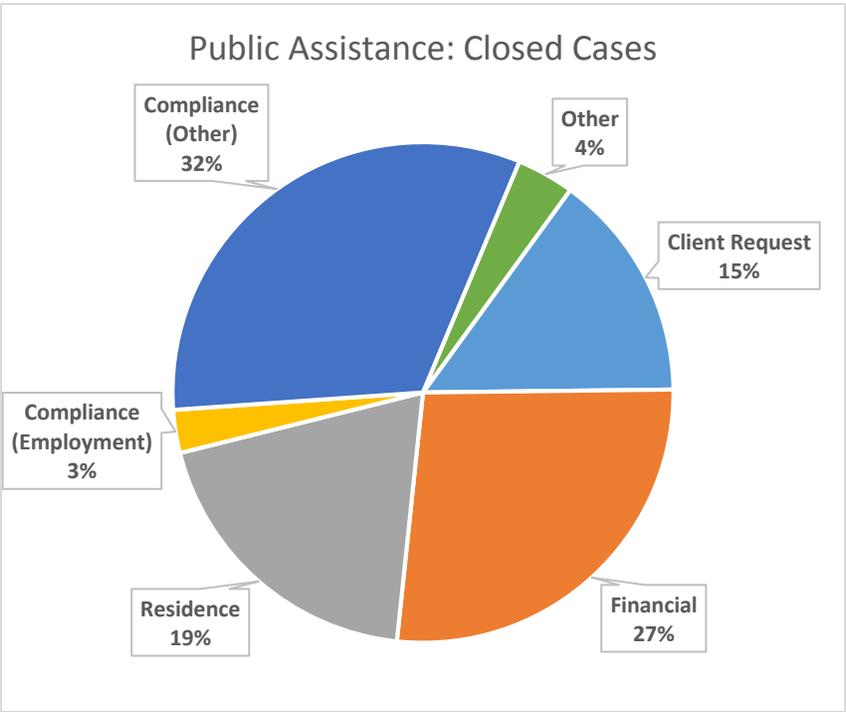
SOURCE: NYS OTDA Temporary and Disability Statistics

The average monthly TANF expenditures in Otsego County over the 10-year period 2007 to 2016 was \$159,989. The greatest expenditures were in 2013, which correlate with record high caseload data from the same year. The lowest expenditures were in 2006. Over the 10-year period, average monthly expenditures increased by \$48,837. Over this period, average monthly expenditures increased by 42% - \$116,313 in 2013 to \$165,150 in 2016.



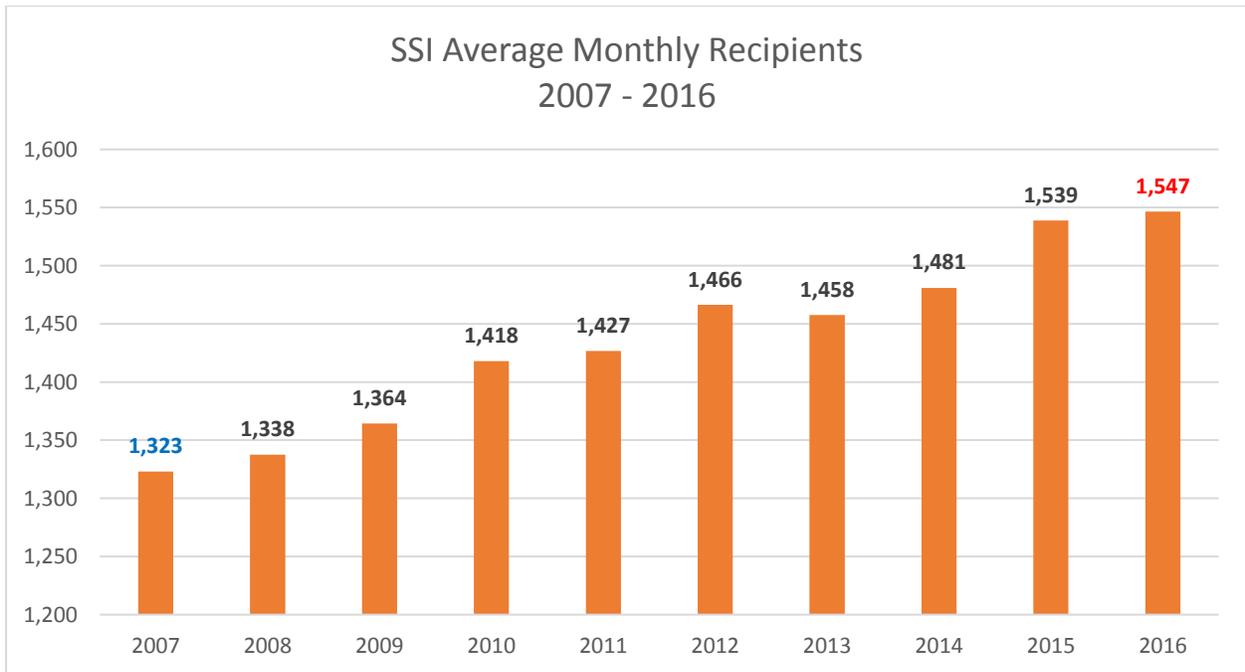
SOURCE: NYS OTDA Temporary and Disability Statistics

OTDA designates several reasons for closing Public Assistance cases which include: client request; financial issues (increased earned or unearned income, exceeding resource limits, or other household circumstance changes that make the case financially ineligible); residence issues (cases not residing in the jurisdiction of application/client cannot be located); compliance issues – employment (failure to participate as required in Public Assistance work participation requirements, such as failure to cooperate with establishing employability, failure to attend work program assignments and voluntarily leaving or failing to accept employment without good cause); compliance issues – other (failure to comply with rules other than those related to employment, such as failure to show for eligibility interviews, provide required documentation to verify eligibility or comply with household composition requirements); and other. From January to June 2017, the Otsego

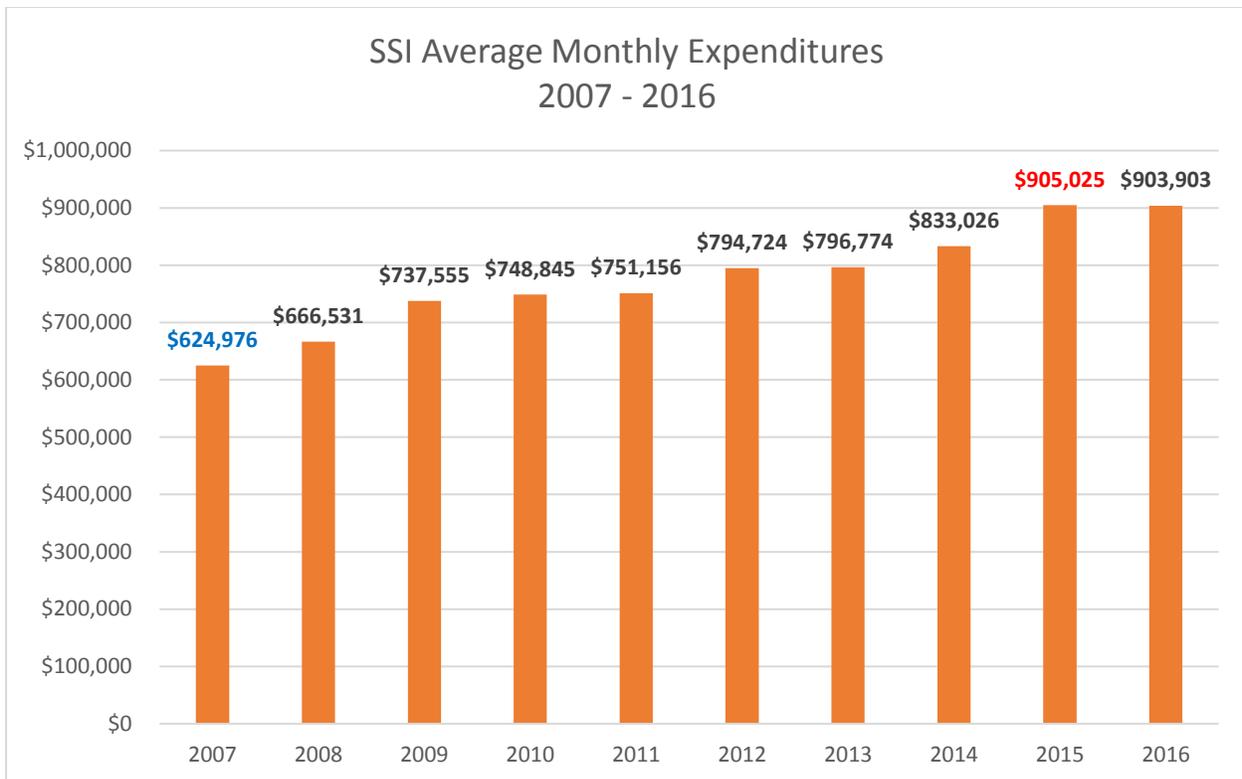


County Department of Social Services closed 108 public assistance cases. SOURCE: NYS OTDA Temporary and Disability Statistics

Social Security Benefits: SSI, or Supplemental Security Income, is a federal program that provides monthly cash payments to people in need. SSI is for people who are 65 or older, as well as for blind or disabled people of any age, including children. To qualify, individuals also must have little or no income and few resources. This means that the value of the things owned must be less than \$2,000 if single or less than \$3,000 if married. During the period 10/2016-9/2017, 443 Opportunities for Otsego clients reported Social Security, SSI, or SSDI as an income source. The tables below show the average number of SSI recipients in Otsego County per month for the years 2007 through 2016 and the average monthly expenditures for the same years. The number of recipients over the 10-year period increased by 16.9%, with the years 2007 and 2016 recording the lowest and highest caseloads respectively. Over the same period, the rate of average monthly expenditures increased by 44.6%. The lowest expenditures were in 2007. The highest expenditures were in 2015. In 2016, the average monthly SSI benefit per person in Otsego County was \$584 a month.



SOURCE: NYS OTDA Temporary and Disability Statistics



SOURCE: NYS OTDA Temporary and Disability Statistics

Earned Income Tax Credits: The Earned Income Tax Credit (EITC) is a tax credit for certain people who work and have low wages. This tax credit reduces the amount of taxes taken out each pay period and the amount of tax owed at the end of the fiscal year. Persons who file for the EITC may also receive a refund. The number of EITC filed for tax year 2014 in Otsego County was 4,097. In total, \$8,554,723 was received in EITC with the sum of all refunds totaling \$152,36,439. Eighty-eight of all EITC returns were prepared by a volunteer organization, such as VITA, Military VITA and TCE.²⁴



68%

OF RESPONDENTS BELIEVE AREA JOBS ARE LOW PAYING AND
“NOT ENOUGH FOR PEOPLE TO PAY THEIR BILLS.”

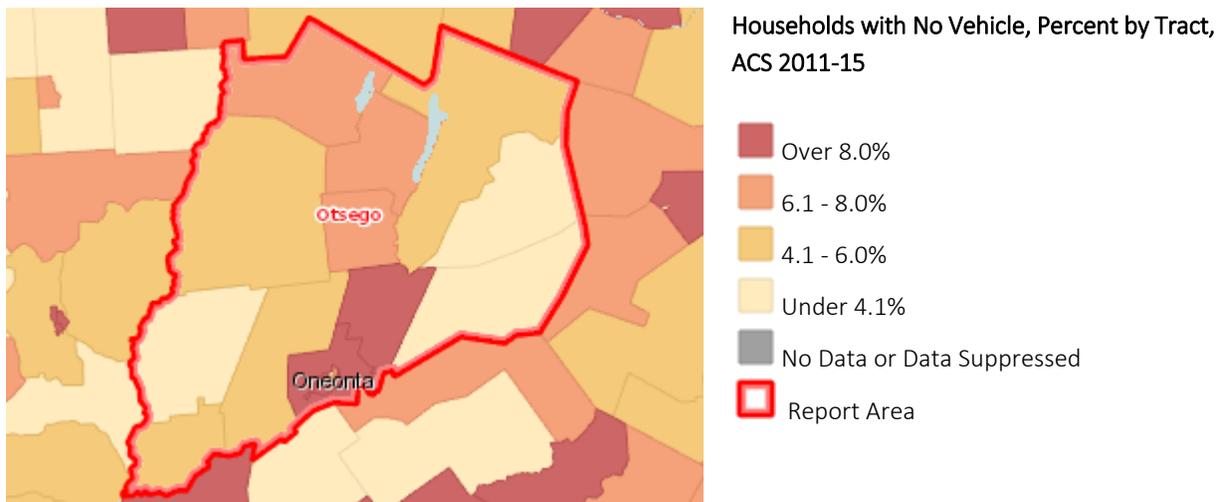
Opportunities for Otsego 2017 Community Needs Assessment Survey

²⁴ The Brookings Institute

TRANSPORTATION

- Throughout Otsego County, 1,818 households (7.69%) do not own a vehicle. The greatest concentration is in the southern portion of the county, which includes census tracts within the City of Oneonta and tract 5905, which encompasses the towns of Milford and Colliersville.
 - The average work-commute time in Otsego County is 20.3 minutes. Of all workers, age 16 and older, 81.7% either drove alone or carpoled in a private vehicle.
 - At the time of this report, vehicle fuel prices are at two-year high at \$2.70/gallon.
 - To alleviate gaps in the public bus systems, additional transportation services are available through A&D Transportation Services, Medical Answering Services, and Mobility Management of South Central New York.
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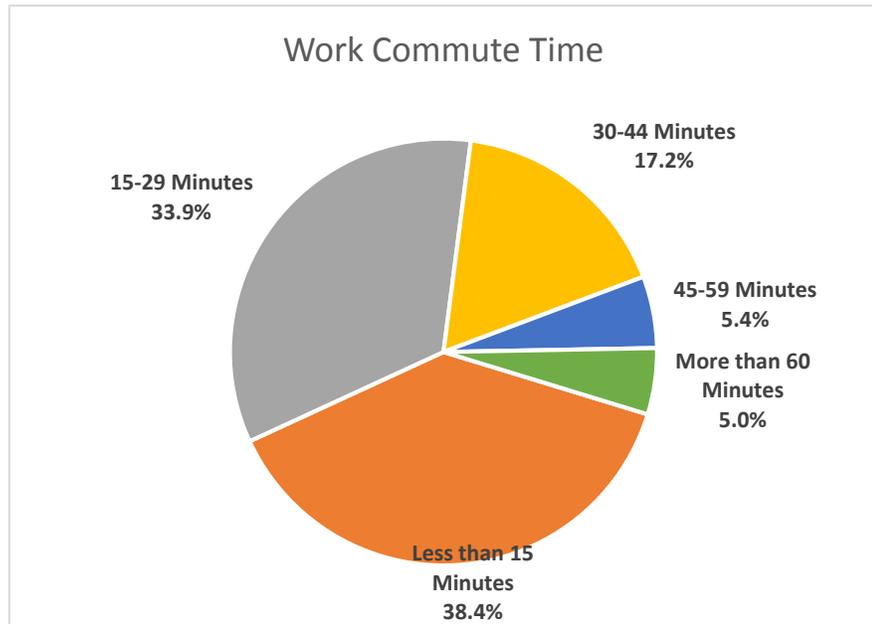
Households with No Motor Vehicle: There are 1,818 households (7.69%) throughout Otsego County that do not own a vehicle. The greatest concentration is in the southern portion of the county, which includes census tracts within the City of Oneonta and tract 5905, which encompasses the towns of Milford and Colliersville. Overall, households in the City of Oneonta represent 41% of the total county-wide population who do not own a vehicle (n=743).



SOURCE: US Census Bureau, American Community Survey. 2011-15

Commuter Trends: According to the 2015 ACS 5-Year Estimates, the average work-commute time in Otsego County is 20.3 minutes., which is shorter than the national average of 24.8 minutes. Additionally, 2.18% of the workforce in Otsego County, NY have "super commutes" in excess of 90 minutes, which is lower than the national average of 2.62%.

Of all workers, age 16 and older, 81.7% either drove alone or carpoolled in a car, truck, or van. Of the remaining workers, 1.8% reported utilizing some form of public transportation, while 9.21% (2,578 workers) used some other means including walking, bicycles, and taxicabs to travel to work. The table below provides a breakdown of the primary mode of transportation used by employed Otsego County residents.



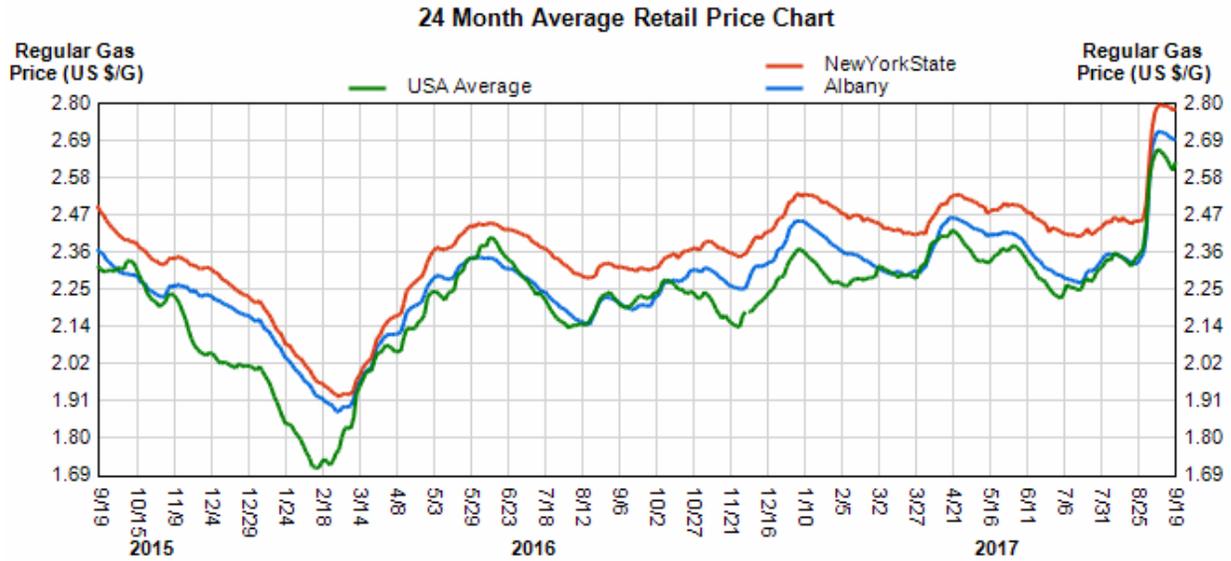
Method of Transportation to Work (Percent)					
Drive Alone	Carpool	Public Transportation	Bicycle/Walk	Taxi/Other	Work at Home
72.2%	9.5%	1.8%	9.5%	0.8%	6.2%

SOURCE: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

49%
 OF RESPONDENTS REPORTED THAT THEY DO NOT HAVE ACCESS TO
 A VEHICLE AND **61%** REPORT THE BUS ROUTES DO NOT MEET
 THEIR NEEDS.”

Opportunities for Otsego 2017 Community Needs Assessment Survey

Fuel Costs: For the majority who use a personal vehicle to commute to work, the steady rise in gas prices has posed a serious challenge in maintaining employment. The average gas price in Albany, New York have ranged from \$1.70/gallon to \$2.70/gallon from September 2015 to September 2017. Fluctuations in gas prices impact increased cost in public transportation fares, the cost of groceries, postage, and delivery fees. The table below illustrates gas prices over a 2-year time spans for Albany, New York and the Nation.



SOURCE: GasBuddy.com

Public Transportation: There are two public service providers in the county. Oneonta Public Transit (OPT) is run by the City of Oneonta. OPT operates routes within the city and one route to Cooperstown. OPT provides service for the general fare paying public. Otsego Express is run by the county. The county’s contracted operator is Birnie Bus. Otsego Express provides nine routes throughout the county. Otsego Express provides service for the general fare-paying public and for clients of the county Department of Social Services Medicaid program. Otsego Express also collaborates with ARC Otsego to provide transportation to the general public on three routes once designated only for ARC consumers.

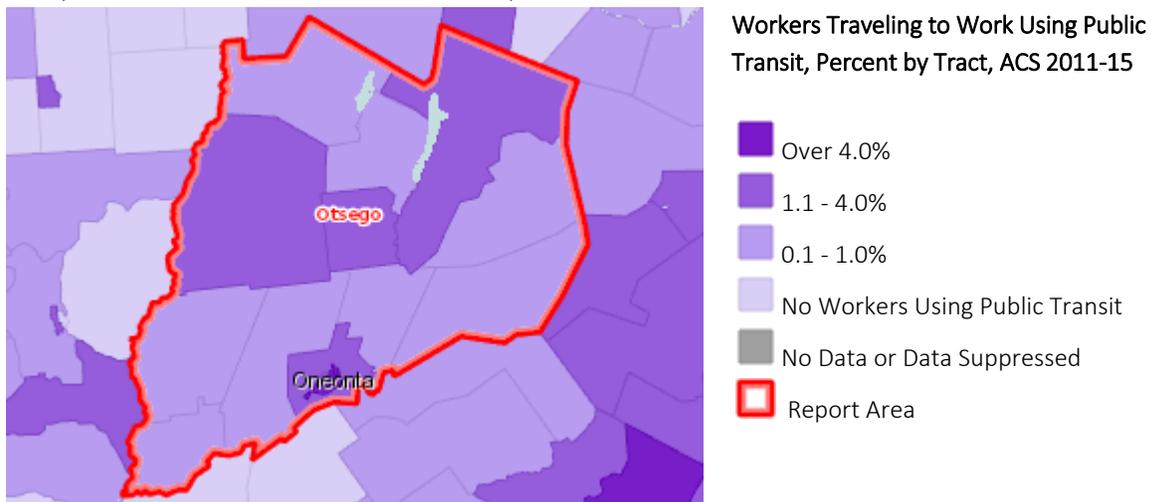
The majority of OPT routes run Monday through Saturday; two routes have additional service on Sunday. Otsego Express operates Monday through Friday. All routes run five days; however, only provides mid-day service on four routes.

Oneonta Public Transit (OPT) Route Schedule							
Route	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
Commuter Route (AM Only)	X	X	X	X	X		
Southside	X	X	X	X	X	X	12-6 only
West End	X	X	X	X	X	X	
East End	X	X	X	X	X	X	
Cooperstown	X	X	X	X	X	limited hours	
River Street	X	X	X	X	X	X	
SUNY Oneonta	X	X	X	X	X	X	X
Hartwick College/Southside Night	X	X	X	X	X	X	
Hillside	X	X	X	X	X	X	

Otsego Express Route Schedule					
Route	Mon	Tues	Wed	Thurs	Fri
Richfield Springs/Cooperstown/Oneonta	X	X	X	X	X
Richfield Springs/ Edmeston /Cooperstown	X	X	X	X	X
Richfield Springs/Cooperstown/Cherry Valley	X	X	X	X	X
Hartwick/Oneonta/East Worcester	X	X	X	X	X
Hartwick/Oneonta/Sidney	X	X	X	X	X
Hartwick/Morris/Otego/Laurens/Mount Vision	X	X	X	X	X
Richfield Springs/Edmeston/Cooperstown	X	X	X	X	X
Schuyler Lake/Edmeston	X	X	X	X	X
West Oneonta/Morris/New Berlin	X	X	X	X	X

Oneonta Public Transportation (OPT) fixed route fares range from \$0.50 for students (age 5-18) to \$2.00 for commuter. The standard adult fare is \$1.25; seniors (65+) are \$0.75. The standard OPT Cooperstown fare for students and seniors is \$2.00; adults pay \$3.50 one-way. OPT charges an additional \$0.50 for OPT transfers and \$1.00 for transfers to an Otsego Express route. Otsego Express rates are \$0.50 for senior citizens (age 60+), \$1.00 for adults, and up to \$2.00 for route deviations. Otsego Express transfers are \$0.50 and transfers to OPT are \$1.00. Children under 6 ride free.

Per ACS 2015 data, 1.84% (n=510) of the working population age 16 and older use public transportation as their primary means of commute to work. Public transportation in this context includes buses.



Other Transportation: Additional transportation services are offered by A&D Transportation Services (basic taxi service and non-emergency medical transportation); Medical Answering Services (Medicaid transportation); and Mobility Management of South Central New York (medical transportation for non-Medicaid appointments).

Data provided by Mobility Management of South Central New York reports: “In 2016, the call center assisted 51 cases on behalf of Otsego County residents.” Calls came from fifteen zip codes; however the majority were from Oneonta, Cooperstown, and Otego. Further data reports, of all calls in 2016, 71% were persons seeking

transportation for medical appointments, of which 50% were seeking medical services within Otsego County. “Five cases were on behalf of individuals seeking [medical] services in Albany, the most common of any single out-of-county destination”.

HEALTH & WELLNESS

- The number of Medicaid beneficiaries in Otsego County climbed 30.7% from 2009 to 2016. ACS 2015 estimates report that 20.3% of the insured population in Otsego County receives Medicaid.
 - Per 2015 U.S. Census Bureau, Small Area Health Insurance Estimates, 13% of the Otsego County population is uninsured; a 5.7% reduction since 2010.
 - The leading causes of death in Otsego County continue to be heart disease (25.5%), cancer (22.1%), and chronic lower respiratory disease (7.4%).
 - The number of child abuse/neglect reports in 2015 was the third highest in the past ten years. Of all reports, 21.13% were indicated, meaning there was enough evidence to prove the presence of child maltreatment.
 - Reported incidents of property crime and juvenile arrest are on a decline, while violent crime has been on the rise since 2014. Orders of protection for family offenses have also increased.
 - Of all persons accessing mental health services, 80% are diagnosed with a Serious Mental Illness/Serious Emotional Disturbance and 73% of mental health services are provided outpatient.
 - The number of drug-related hospitalizations in Otsego County has dropped to rates similar to 2005. However, the rate of drug-related diagnosis in newborns in Otsego County rose 288% between 2009 to 2013; surpassing New York State rates in 2011.
-

Public Health Insurance: Medicare is a social insurance program administered by the United States government, providing health insurance coverage to people ages 65 and over; those under 65 and permanently physically disabled or who have a congenital physical disability; or to those who meet other special criteria.

Medicaid is a government administered health program for certain people and families with low incomes and resources. Medicaid is a means-tested program that is jointly funded by the state and federal governments, and is managed by the states. People served include low-income adults, their children, and people with certain disabilities. Medicaid is the largest source of funding for medical and health-related services for people with limited income in the United States.

Family Health Plus is a public health insurance program run by the Department of Health for adults between the ages of 19 and 64 who do not have health insurance — either on their own or through their employers — but have incomes too high to qualify for Medicaid. Family Health Plus is available to single adults, couples without children, and parents with limited income who are residents of New York State.

Child Health Plus is a sister program of Family Health Plus, which provides health insurance for children under 19 years of age. Depending on household income, children may be eligible to join either Child Health Plus A (formerly Children’s Medicaid) or Child Health Plus B.

Persons Receiving Medicare: The total number of persons receiving Medicare, broken down by number of persons over 65 and the number of disabled persons receiving



Opportunities for Otsego 2017 Community Needs
Assessment Survey

Medicare in Otsego County is listed in the table below. The U.S. Department of Health and Human Services reported that a total of 14,077 persons were receiving Medicare benefits in the report area in 2016. This was a 10.3% increase from 2012. Of all 2016 beneficiaries, 16.6% are disabled individuals.

Medicare Enrollment by County (2012-2016)			
Year	Total	Aged	Disabled
2016	14,077	11,738	2,339
2015	13,784	11,441	2,342
2014	13,407	11,067	2,340
2013	13,057	10,764	2,293
2012	12,758	10,527	2,230

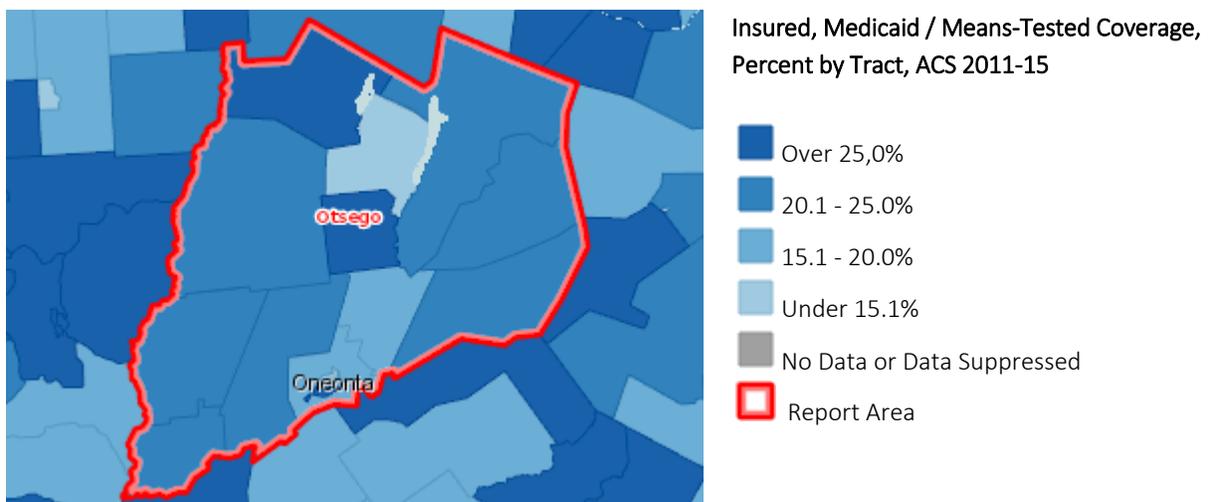
SOURCE: U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services, Medicare County Enrollment 2016

Persons Receiving Medicaid: The total number of persons receiving Medicaid in Otsego County for the years 2009 - 2013 is shown in the table below. Overall, the number of beneficiaries in Otsego County has climbed 30.7% since 2009. Person receiving “Medicaid Only” comprise 82.7% of all beneficiaries in 2013.

Average Number of Medicaid Enrollees by Category (2009 – 2013)			
Year	Total Enrollees	Medicaid and Subsistence	Medicaid Only
2013	10,871	1,868	8,992
2012	10,756	1,826	8,928
2011	10,441	1,779	8,659
2010	9,988	1,742	8,244
2009	8,315	1,635	6,678

SOURCE: New York State Department of Health

Updated information from the 2015 American Community Survey estimates that 20.3% of the insured population in Otsego County (n=11,416) receives Medicaid. Provided is a map, broken down by census tract, of the rate of Medicaid recipients within the target area.



Child Health Plus: The table below illustrates total enrollment for the New York Child Health Plus program for the six-year period 2011-2016 for the month of December in Otsego County. Over the period, enrollment has dropped by approximately 25%.

Child Health Plus Enrollment (December)					
2011	2012	2013	2014	2015	2016
1,457	1,208	1,143	1,088	947	1,090

SOURCE: New York Department of Health, Child Health Plus Program Enrollment by County and Insurer

Uninsured Population: “Uninsured” is defined as having no kind of health care coverage, including health insurance, prepaid plans such as health maintenance organizations, or government plans such as Medicare among adults aged 18-64. The uninsured population is calculated by estimating the number of persons eligible for insurance minus the estimated number of insured persons. Per the 2015 U.S. Census Bureau, Small Area Health Insurance Estimates, 13% of the Otsego County population is uninsured, this is 5.7% reduction since 2010.

Uninsured Population (Age 18 – 64)					
	Total Population	Population with Medical Insurance	Percent Population With Medical Insurance	Population Without Medical Insurance	Percent Population Without Medical Insurance
2015	34,699	32,153	92.7%	2,546	7.44%
2013	35,645	30,473	85.6%	5,122	14.4%
Uninsured Population (All Persons Under Age 65)					
2015	44,556	41,716	93.6%	2,840	6.4%
2013	46,042	40,380	87.8%	5,625	12.2%
Uninsured Population (Under 19 Years of Age)					
2015	10,481	10,150	96.8%	331	3.2%
2013	11,114	10,531	94.6%	119	5.4%

SOURCE: US Census Bureau, Small Area Health Insurance Estimates (2013, 2015)

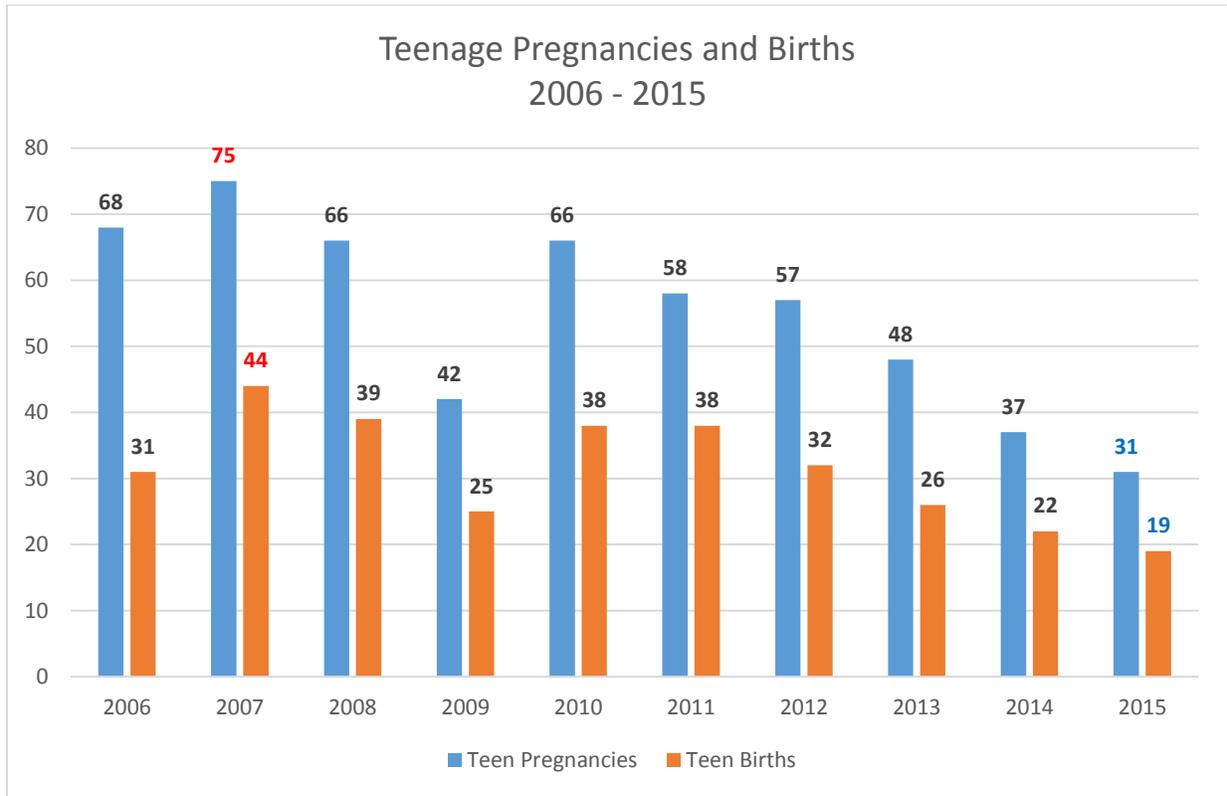
Per records obtained through Opportunities for Otsego client database, 15.8% of persons who received services during the period 10/2016 – 9/2017 were uninsured upon intake. This was a reduction of 14% in the number of uninsured persons from three years prior.

Causes of Death: According to the New York State Department of Health, there were 580 deaths in Otsego County during 2014. The leading identified cause of death during this year was being “diseases of the heart”.

Leading Causes of Death (2014)								
Diseases of the Heart	Malignant Neoplasms	Chronic Lower Respiratory Diseases	Cerebrovascular Disease	Diabetes Mellitus	Accidents (Total)	Pneumonia	AIDS	All Other Causes
25.5%	22.1%	7.4%	4.8%	3.4%	3.3%	2.1%	0%	31.4%

SOURCE: New York State Department of Health, Vital Statistics Deaths by Resident County, Region, and Selected Cause of Death

Teen Births: The number of teen pregnancies and births has steadily declined since 2010 in Otsego County. The teen birth rate in Otsego County during the year 2015 was 10.5 per 1,000 teens, well below the New York State rate of 21.7. The total number of pregnancies among teens (age 15-19) in 2015 was 31 with 19 live births. This was the lowest rate on record for the past 10 years. The highest rate was in 2007, with 75 teen pregnancies and 44 live births. Anecdotal input from Family Planning Services of South Central New York reports a high rate of teen pregnancies within the Oneonta City School District for the current year.



SOURCE: New York State Department of Health, Vital Statistics

Infant Health: “Infant, neonatal, and post neonatal mortality and low birth weight are two of the most widely used indicators of the health and welfare used to measure the well-being of population as it reflects the general state of maternal health and the effectiveness of primary health care systems.²⁵” The table below reports maternal and infant health indicators for Otsego County compared to New York State for the years 2012-2014. Of note, the Otsego County rate of newborn drug-related diagnosis rate per 10,000 newborn discharges is 70.9 points higher than the New York State rate.

Indicator	3 Year Total	County Rate	NYS Rate
Percentage of births with early prenatal care	1,273	80.8	73.7
Percentage of births with late or no prenatal care	69	4.4	5.6
Mortality Rates (per 1,000 births)			
Infant (<1 year)	6	3.8*	4.8

²⁵ NYS Kid’s Well-Being Indicators

Neonatal (<28 days)	5	3.1*	3.3
Post neonatal (1 month to 1 year)	1	0.6*	1.5
Fetal death (>20 weeks gestation)	3	1.9*	6.3
Perinatal (20 weeks gestation - 28 days of life)	8	5.0*	9.6
Perinatal (28 weeks gestation - 7 days of life)	4	2.5*	5.3
Percentage of low birth weight (<2.5 Kg)	97	6.1	7.9
Newborn drug related diagnosis rate per 10,000 newborn discharges	27	174.4	103.5
<i>* fewer than 20 events in the numerator; therefore the rate is unstable</i>			

SOURCE: New York State Department of Health | County Health Assessment Indicators

Access to Health Care: Data collected from Opportunities for Otsego 2017 Community Needs Assessment survey note that 31% of respondents indicated “Distant to care/Transportation” is a barrier to obtaining health care. Under the sections Mental Health and Drug Use, respondents noted distance/transportation as a barrier 39% and 20% respectively.

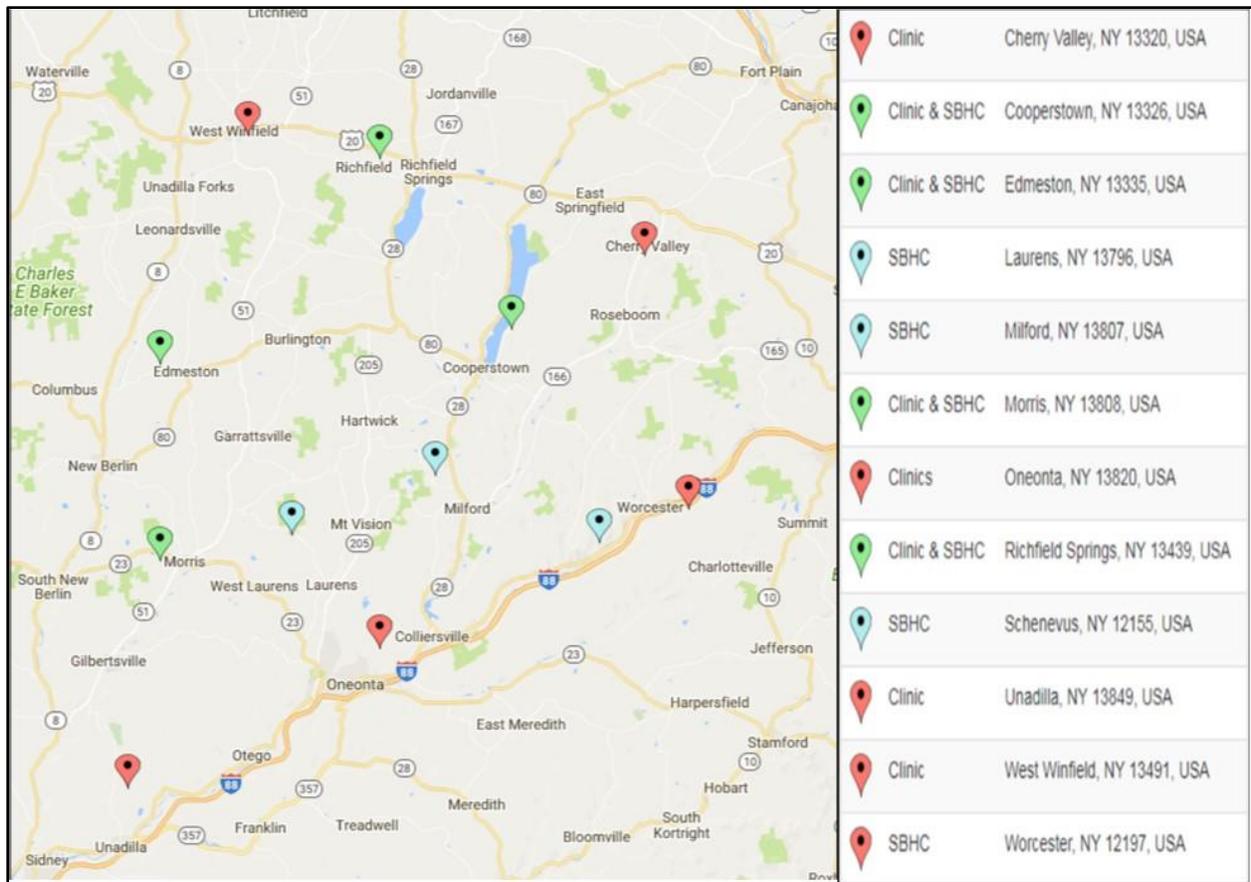
In addition to regional health centers operated by Bassett Healthcare, comprehensive healthcare, preventive dental care, and mental health services are available to youth in grades PreK-12 at School Based Health Centers (SBHC) operated by Bassett Healthcare. To receive services at a SBHC, parents must complete an enrollment paperwork, including a consent to bill the child's insurance provider. Below is a map of health care clinics and SBHC’s located throughout Otsego County.



COMMUNITY VOICES

“SPECIALISTS FOR MY HEALTH CONDITIONS ARE TOO FAR AWAY SO I NEED TO TAKE TIME OFF FROM WORK TO SEE THEM. HOWEVER, I DON’T HAVE ENOUGH [LEAVE] TIME TO GO.”

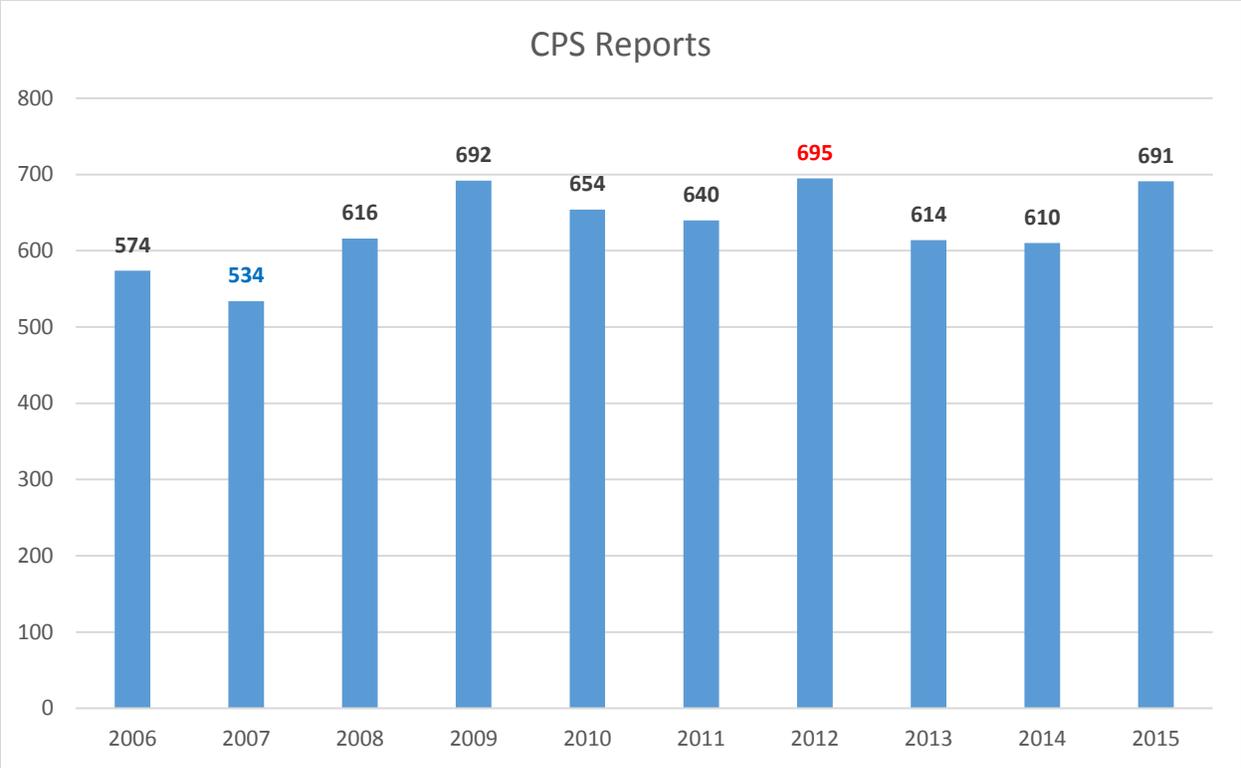
Opportunities for Otsego 2017 Community Needs Assessment Survey



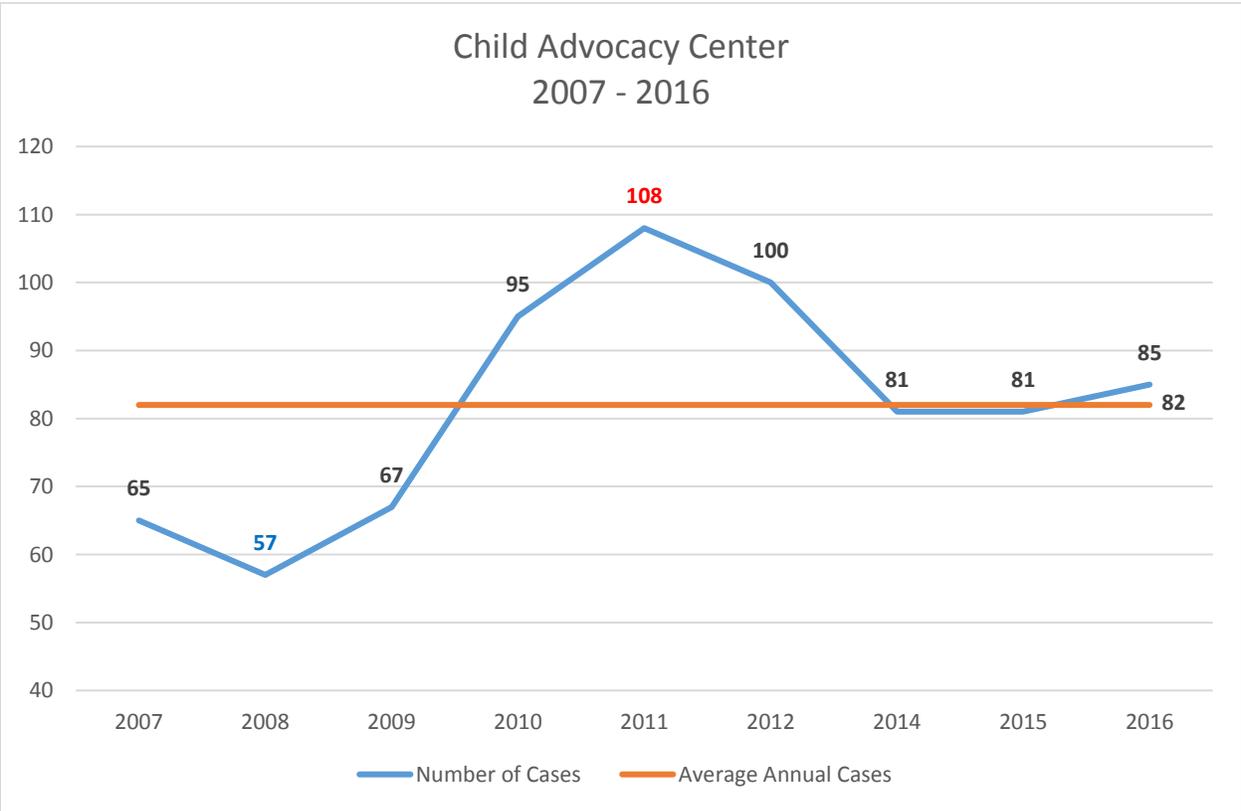
Child Abuse and Neglect: The number of child abuse and neglect reports received by Otsego County Child Protective Services (CPS) has had periodic dips and increases. The number of reports in 2015 was the third highest in the past ten years at 691. The greatest number of reports was in 2012 (n=695). Of all reports in 2015, 21.13% (n=146) were indicated, meaning there was enough evidence to prove the presence of child maltreatment.

Additional data on child abuse and maltreatment was obtained from the Otsego County Child Advocacy Center (CAC), which provides a multi-disciplinary approach to investigating cases of child sexual abuse and severe physical abuse. Members of the CAC include the Oneonta Police Department, Cooperstown Police Department, Otsego County Sheriff's Office, the New York State Police, Otsego County Department of Probation, Otsego County District Attorney's Office, Otsego County Attorney's Office, Otsego County Department of Social Services, Bassett Healthcare Network, Opportunities for Otsego/Violence Intervention Program, and the Otsego County Mental Health Department.

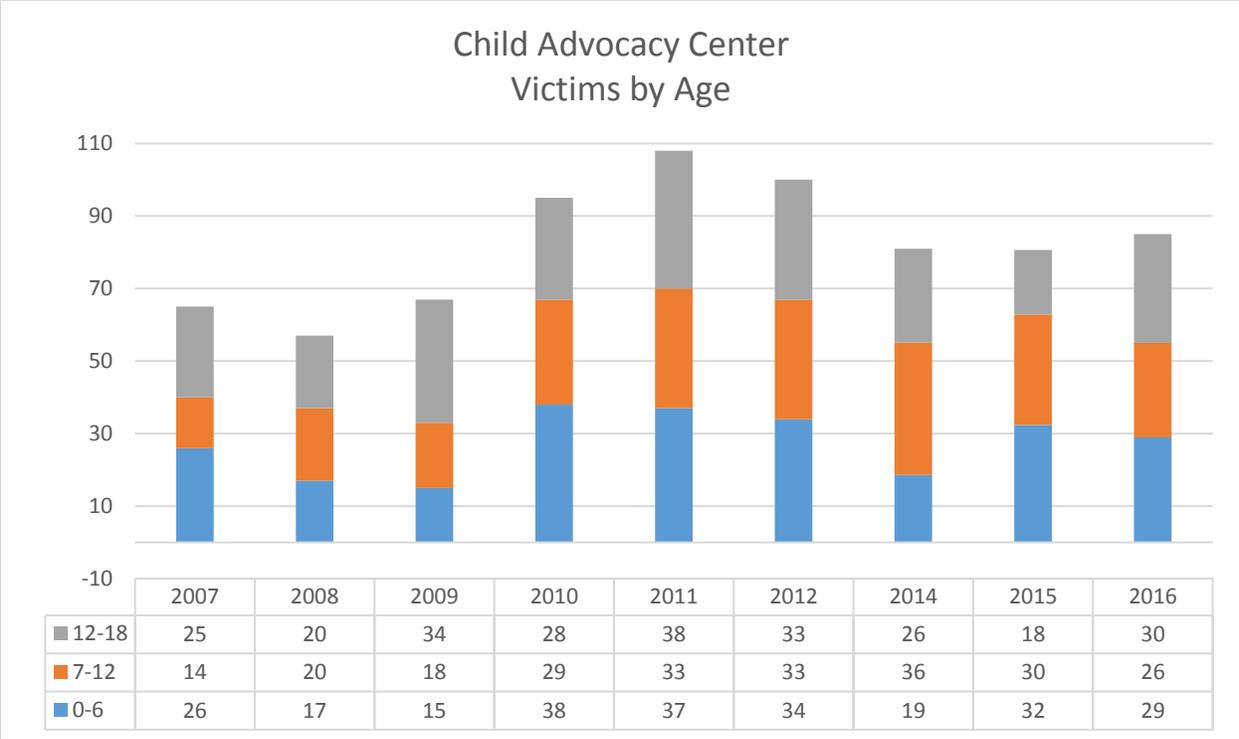
The following tables provide 10-years of CPS data (2006-2015) and annual CAC caseload data and demographics for the years 2007 through 2016.



SOURCE: Prevent Child Abuse New York, New York State Child Protective Services Data

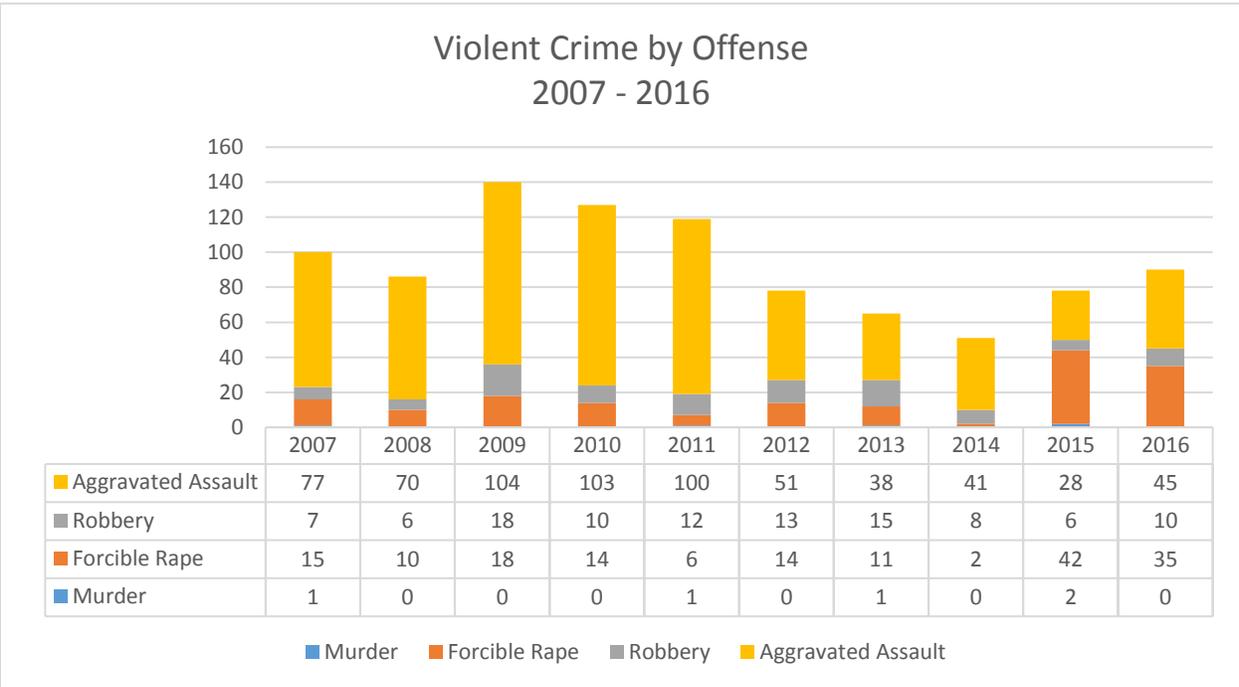


Of note: Data was unable to be obtained for 2013.

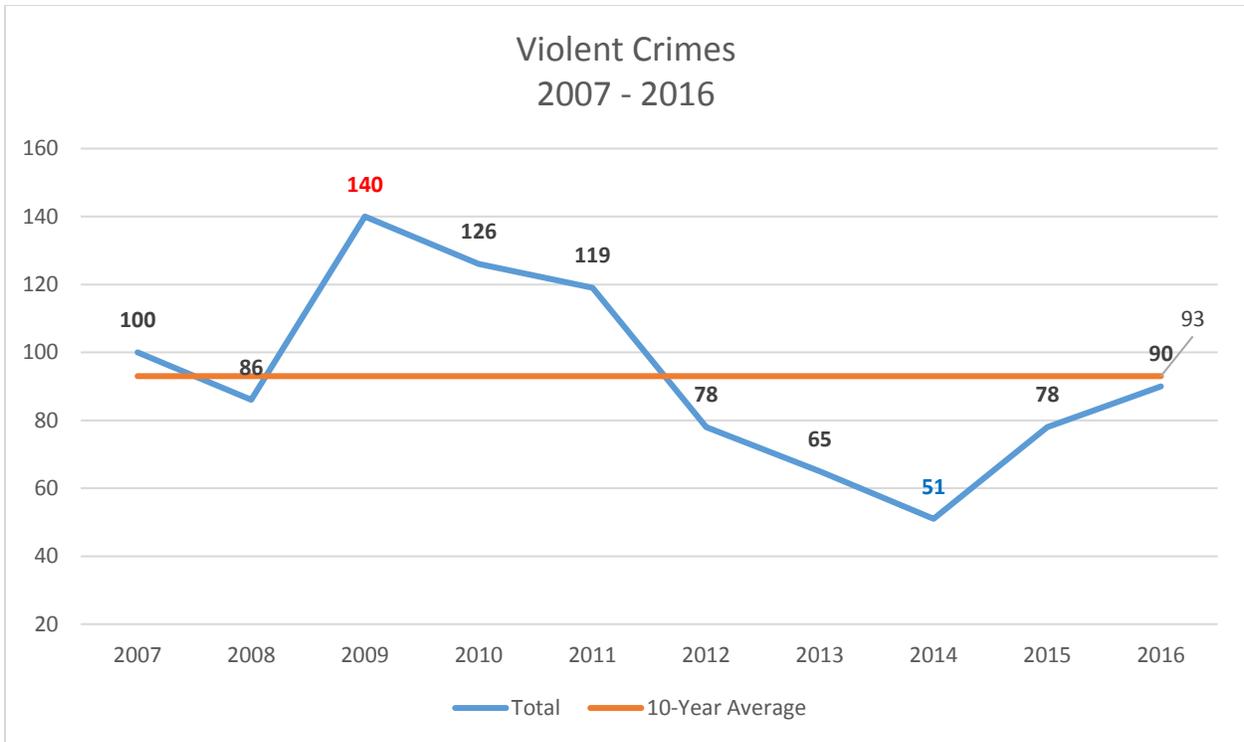


Of note: Data was unable to be obtained for 2013.

Violent Crime: According to the NYS Division of Criminal Justice Services, there were no murders, 35 incidents of forcible rape, 10 robberies, and 45 aggravated assaults in Otsego County during 2016. The tables below provide comparison data on the number and rate of violent crime in Otsego County for the years 2007-2016.

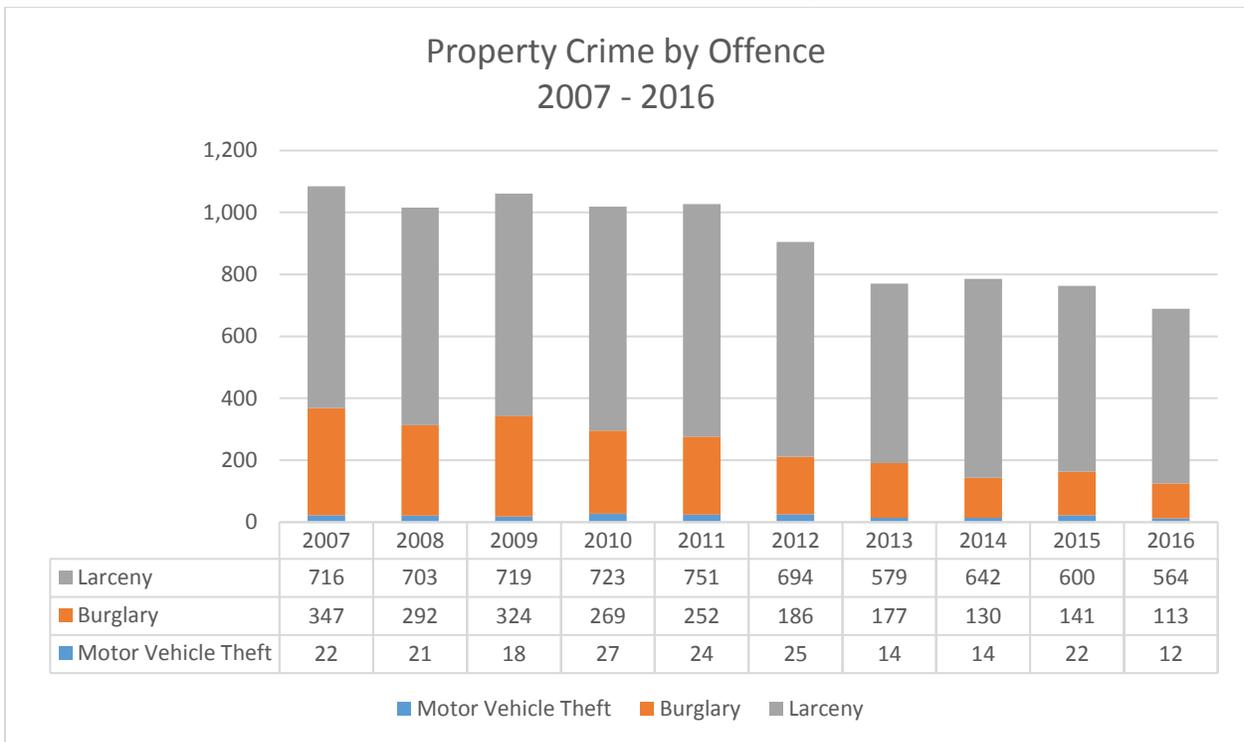


SOURCE: NYS Division of Criminal Justice Services - Note: The increase in the violent crime total between 2014 and 2015 is attributable to the expanded crime category of rape.

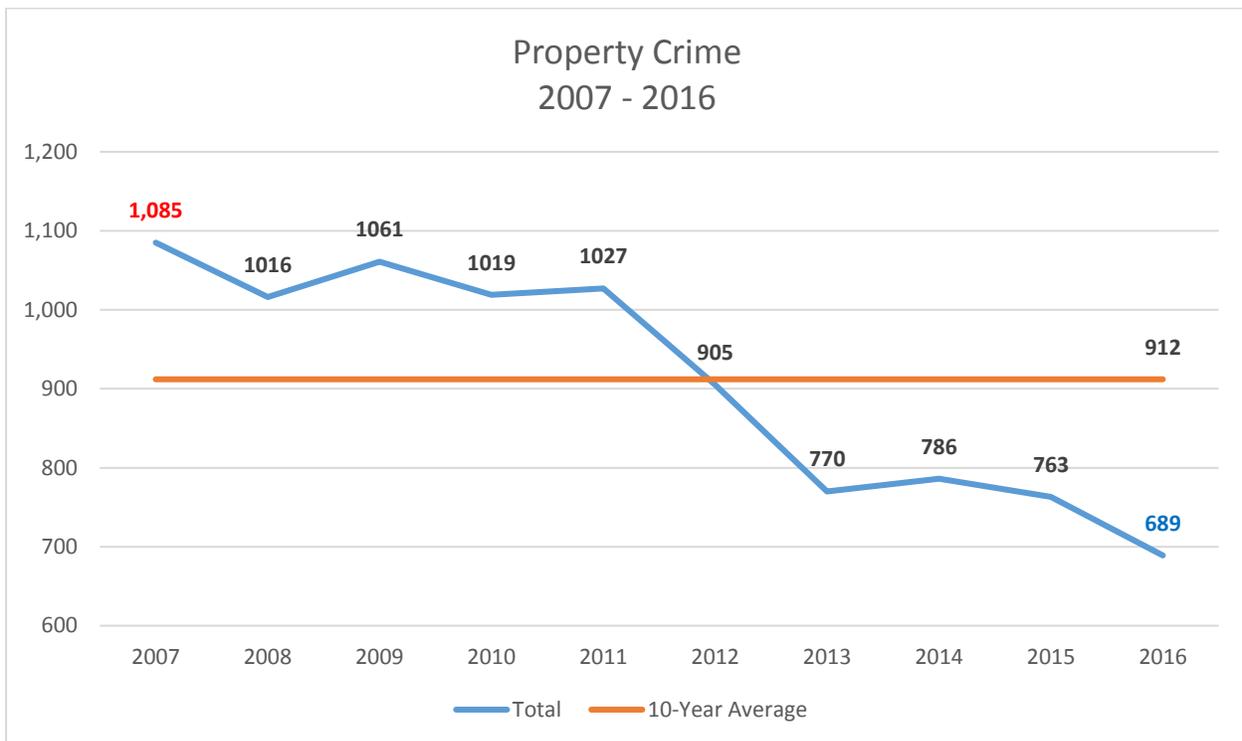


SOURCE: NYS Division of Criminal Justice Services

Property Crime: According to the NYS Division of Criminal Justice Services, there were 689 property crimes in Otsego County during 2016 that include 113 burglaries, 564 larcenies, and 12 motor vehicle thefts. The tables below provide comparison data on the number and rate of property crime in Otsego County for the years 2007-2016.

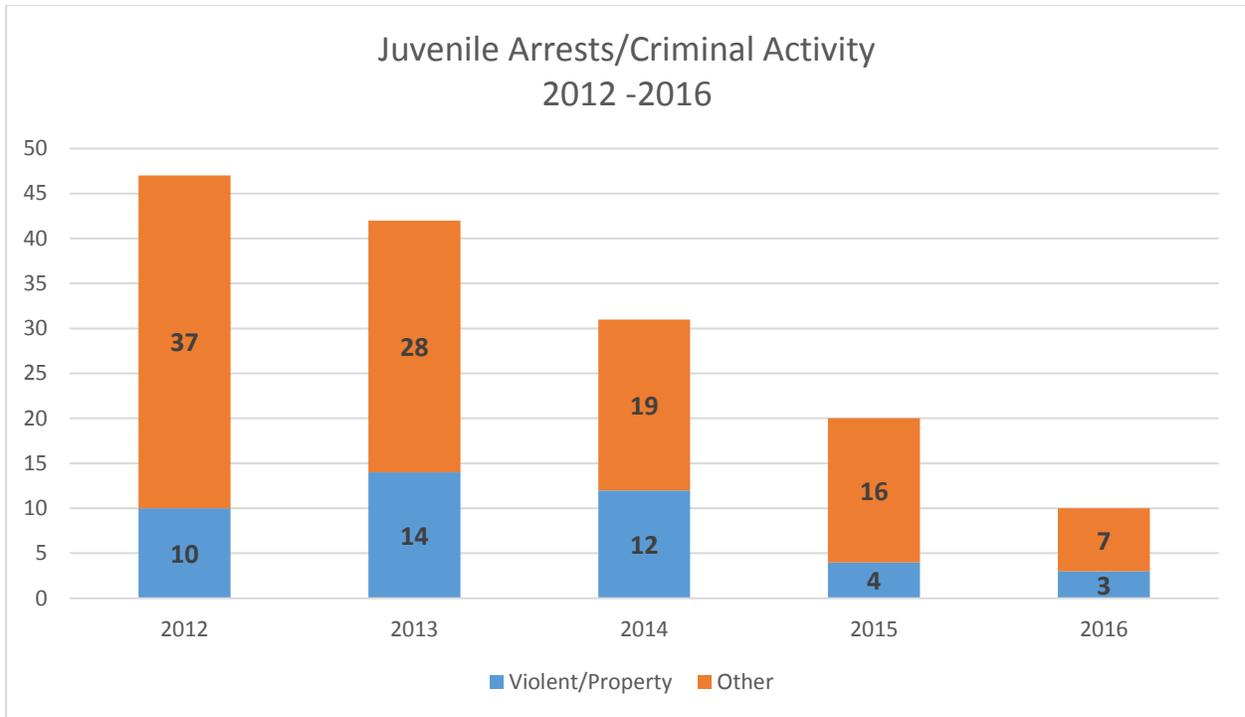


SOURCE: NYS Division of Criminal Justice Services



SOURCE: NYS Division of Criminal Justice Services

Juvenile Crime: The New York State Division of Criminal Justice Services tracks additional data on juvenile arrests/criminal activity. The chart below provides a summary of juvenile criminal activity from 2012-2016 for all law enforcement agencies in Otsego County. The category Violent/Property crimes are the same offences for youth as adults. The “Other” category include Arson, Criminal Use of Marijuana, Possession of Dangerous Weapons, Criminal Mischief and Simple Assault.

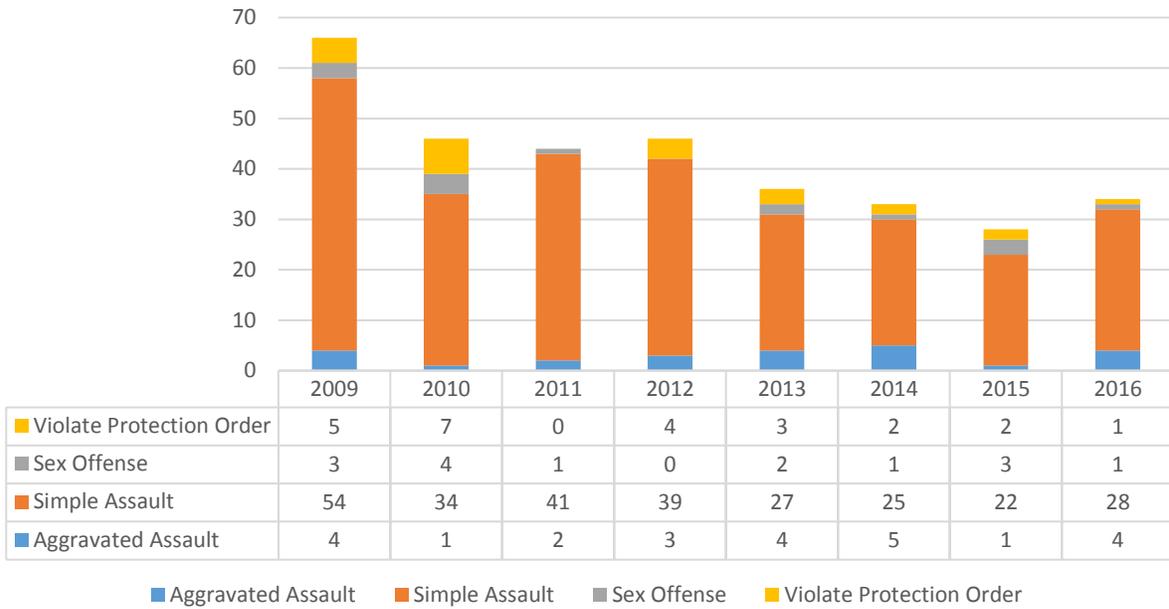


SOURCE: New York State Division of Criminal Justice Services

Domestic Violence: The Division of Criminal Justice Services (DCJS) collects information on incidents of domestic violence reported through the Uniform Crime Reporting (UCR) program. Victim counts are reported for aggravated assault, simple assault, sex offenses, and violation of protective orders. Through the UCR, domestic violence victims are identified by their relationship to the offender and are categorized as “Intimate Partner” (e.g. spouse, ex-spouse, and those in an intimate relationship, including same-sex, dating or formerly dating relationships, whether or not the intimate partners had ever lived together) or “Other Family” (e.g. sibling, child, grandparent, grandchild, in-law, stepparent, stepsibling, and other blood and in-law relationships). The following tables summarize domestic violence data from the UCR for 2009-2016 by relationship.

In 2008, DCJS modified domestic violence reporting procedures to improve the quality to inform policy decisions in this important area. Comparative data prior to 2009 is not available.

Domestic Violence: Intimate Partner 2009 - 2016



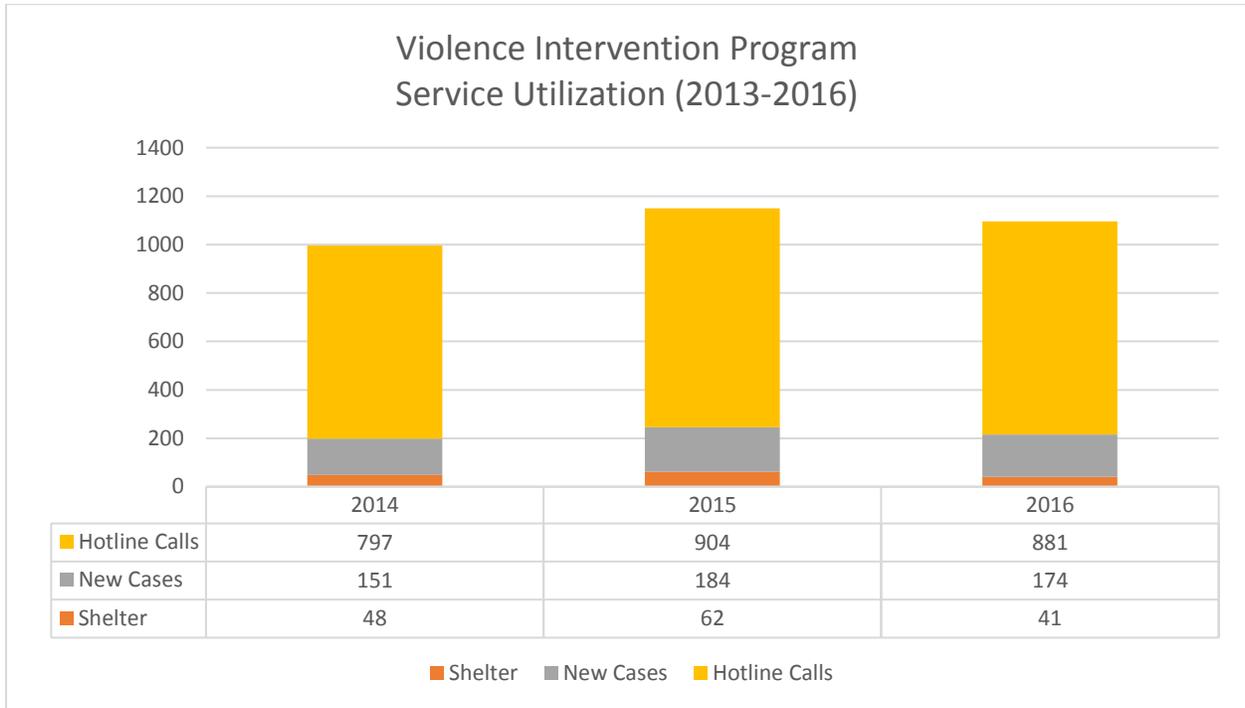
SOURCE: Division of Criminal Justice Services

Domestic Violence: Other Family Member 2009 - 2016



SOURCE: Division of Criminal Justice Services

The Violence Intervention Program (VIP) at Opportunities for Otsego is the primary provider of domestic violence and sexual assault support services in Otsego County. VIP also provides assistance to innocent victims of violent crime. Program data on service utilization (e.g. individuals sheltered, active cases, and hotline calls) over the period 2013-2016 is provided in the table below.



During the period 2014-2016 the Otsego County Family Court issued a total of 839 Orders of Protection. The number of Orders broken out by year is 277 (2014), 278 (2015), and 284 (2016). These Orders include temporary, modified, final and any modifications or extensions. On average, 280 Orders of Protection are issued annually through Otsego County Family Court.

COMMUNITY VOICES

“WE WANT TO MAKE SURE THAT EVERYONE IS SAFE AND THEY KNOW WHAT THEIR OPTIONS ARE IN REGARDS TO THEIR SAFETY. THAT’S THE NUMBER ONE GOAL WE HAVE, TO ADDRESS THEIR IMMEDIATE SAFETY.”

Hartwick College, Sociology Student Field Observation and Interview with Violence Intervention Program

Mental Health: According to the New York State Office of Mental Health²⁶, 536 persons accessed mental health services in Otsego County in 2015. The tables below provide a summary of persons served through all mental health services in Otsego County. Of all persons served in 2015: children under 18 years of age comprise 12.7%; 79.9% are diagnosed with a Serious Mental Illness/Serious Emotional Disturbance; 73.1% of mental health services were provided outpatient.

Mental Health Services by Sex, Detailed Age, and Race/Ethnicity (2015)										
	Total Clients	Below 5	5-12	13-17	18-20	21-34	35-44	45-64	65-74	75 and above
Total	536	0	33	35	25	103	96	185	49	10
Race/Ethnicity										
White, Non-Hispanic	495	0	30	29	21	98	87	171	49	10
Black/African American, Non-Hispanic	14	0	1	3	2	2	2	4	0	0
Hispanic	12	0	1	2	1	1	4	3	0	0
Multiracial	6	0	1	1	1	0	1	2	0	0
Other	4	0	0	0	0	1	1	2	0	0
Unknown	5	0	0	0	0	1	1	3	0	0
Gender										
Male	211	0	24	13	10	35	33	75	19	2
Female	321	0	9	22	15	68	60	110	29	8
Unknown Sex	4	0	0	0	0	0	3	0	1	0

Major Age Group by Program Category (2015)		
	Individuals	Percent
Adults (N=468)		
Emergency	15	3.2%
Inpatient	22	4.7%
Outpatient	337	72.0%
Residential	37	7.9%
Support	99	21.2%
Children: Age 0 – 17 (N=68)		
Emergency	5	7.4%
Inpatient	0	0.0%
Outpatient	55	80.9%
Residential	5	7.4%
Support	5	7.4%

Serious Mental Illness/Serious Emotional Disturbance (SMI/SED) Status by Age Group						
SMI/SED Status	Total Clients	Age				
		Below 18	% of Below 18	18-64	65+	% of 18-65+
Total Clients Served	536	68	12.7%	409	59	87.3%
Persons with SMI/SED	428	57	83.8%	325	46	79.3%
Persons without SMI/SED	106	11	16.2%	82	13	20.3%
Unknown	2	0	0.0%	2	0	0.4%

²⁶ New York State Office of Mental Health

Serious Mental Illness/Serious Emotional Disturbance (SMI/SED) Status by Program Category (2015)				
Program Category	Total Clients*	SMI/SED	Not SMI/SED	Unknown
Total	536	428	106	2
Emergency	20	14	6	0
Inpatient	22	18	4	0
Outpatient	392	295	97	0
Residential	42	41	1	0
Support	104	100	2	2

* SMI: Serious Mental Illness - A condition of persons who are eighteen years of age or older and who, as a result of a mental disorder, exhibit emotional or behavioral functioning which is so impaired as to interfere substantially with their capacity to remain in the community without supportive treatment or services of a long -term or indefinite duration | SED: Serious Emotional Disturbance – A condition of a child (birth-18 years) currently or at any time during the past year, has had a diagnosable mental, behavioral, or emotional disorder that has resulted in functional impairment which substantially interferes with or limits the child's role or functioning in family, school, or community activities.

Mental Health Providers:

Outpatient: A summary of mental health providers in Otsego is available in the Rehabilitative Support Services publication, 2017 *Otsego County Guide to Mental Health Service*. According to this source, there are 19 private providers offering services to children and adolescents, 26 providers of adult mental health services, and 20 family providers, and two Psychiatrists²⁷. Of all the private providers, approximately four accept Medicaid and thirteen Medicare. Additional outpatient mental health care is available for children and adults through the Otsego County Mental Health Clinic and Bassett Hospital Psychiatry Department.

Outpatient mental health services are also available to youth, grades PreK - 12, through Bassett Healthcare School Based Health Centers. Centers are located within the following school districts: Cooperstown (elementary and middle/high school); Edmeston; Laurens; Milford; Morris; Richfield Springs; Schenevus; and Worcester.

Inpatient

In April 2014, Bassett Medical Center in Cooperstown announced the closing its 10-bed psychiatric unit, leaving Otsego County without any inpatient mental health services. Per its website, “Bassett Medical Center has an Inpatient Psychiatry Unit that offers psychiatric assessment, evaluation and treatment to adults 18 and over who require acute care hospitalization.” In place of inpatient crisis based services, Otsego County has partnered with the Mobile Crisis Assessment Team (MCAT) from The Neighborhood Center in Utica to provide 24 hour/7 day a week intervention, mental health assessment, crisis de-escalation and debriefing, and other community-based supports to individuals with



Opportunities for Otsego 2017 Community Needs Assessment Survey

²⁷ This is a duplicated number as providers may service more than one segment of the population.

psychiatric needs. Mental health emergencies are managed by the hospital emergency department; however, individuals requiring hospitalization will be transferred to a facility in Binghamton, Schenectady, or Utica.

Historically, A.O. Fox Hospital operated a 28-bed psychiatric unit, until its closure in 2007. In 2008, Bassett opened a 20-bed crisis unit, which was downsized to a 10-bed unit in December 2013. Closures are attributed to a shortfall of psychiatrists and support staff willing to work on rural areas²⁸.

The table below provides a summary of inpatient services delivered in Otsego County during calendar year 2014 and 2015 inpatient psychiatric readmission data for 2015.

Mental Health Inpatient Use (2014)		
	Otsego County	
	Daily Census	Rate/10,000 Pop
Adults	12.0	2.4
General Hospital (Article28)	4.9	1.0
Private Hospital (Article31)	1.2	0.2
State Psychiatric Center	5.9	1.2
Children	3.8	3.3
General Hospital (Article28)	0.0	0.0
Private Hospital (Article31)	0.5	0.4
State Psychiatric Center	1.7	1.5
RTF (age 0-21)	1.6	1.4

SOURCE: NYS Office of Mental Health, County Profiles

Psychiatric Inpatient Readmissions: Calendar Year 2015				
		Otsego County		
Population	Provider Name	Discharges	# of Readmissions within 30 Days	% of Readmissions within 30 Days
Adults (age 18 +)	Bassett Healthcare	204	28	13.7%

SOURCE: NYS Office of Mental Health, County Profiles

Substance Abuse: In response to the nationwide opioid epidemic and in accordance with recommendations of the New York State Heroin and Opioid Task Force and 2016 legislation, the New York State Department of Health (NYSDOH) maintains opioid overdose information by county. According to NYSDOH, during 2015 there were 21 outpatient emergency room visits in Otsego County for all opioid overdoses, of which 15 involved heroin. Data for 2016 show a 71% increase with 36 outpatient emergency room visits for opioid overdoses. Of these, 23 involved heroin. During these years, 191 persons (2015) and 218 persons (2016) were admitted to chemical dependence treatment programs for opioid addiction²⁹. Additional information obtained from NYSDOH reported 22 drug overdose deaths over the period 2013-2015. Deaths broken out by year is 4 (2013), 8 (2014), and 10 (2015).

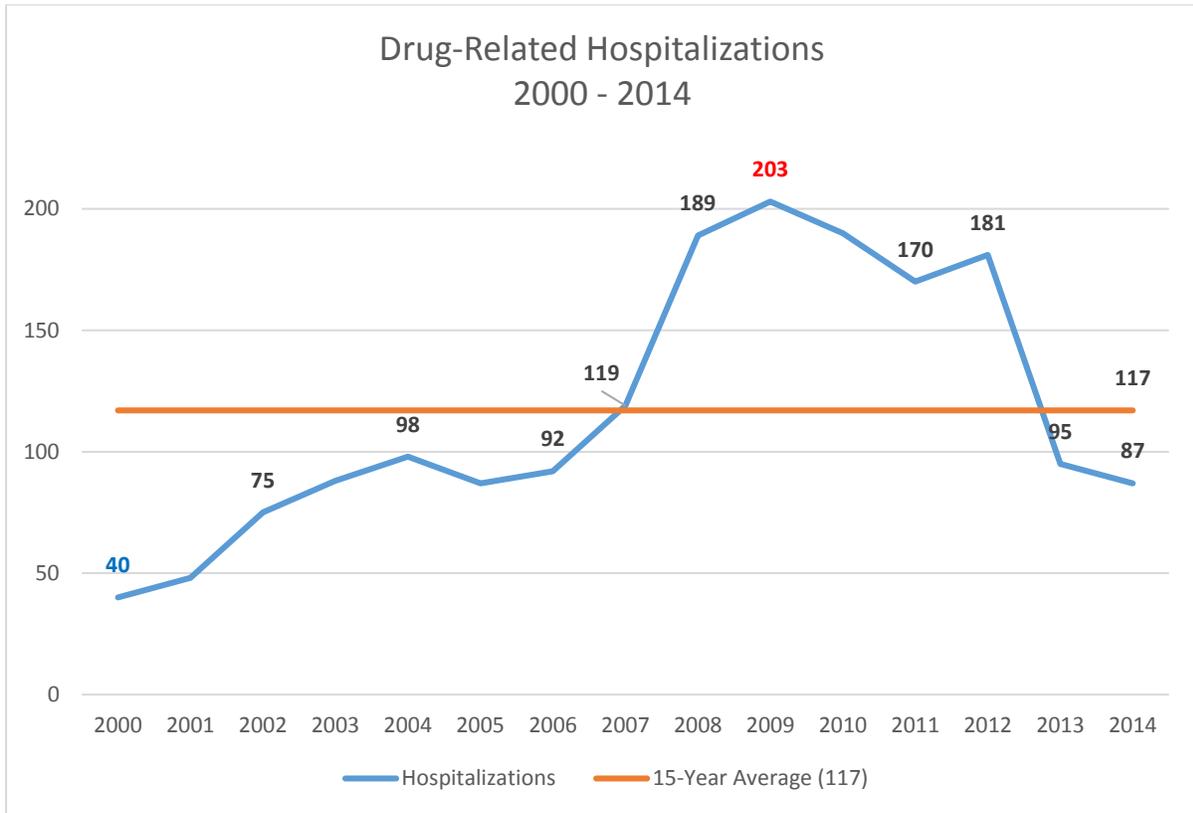
Drug-related hospitalizations in Otsego County sharply increased over the period 2000 to 2009, topping out at 203 hospitalizations. The number of hospitalizations has since dropped to the same rate as in 2005, with 87 hospitalizations recorded for 2014.

²⁸ The Daily Star, weekend edition (4/5/14)

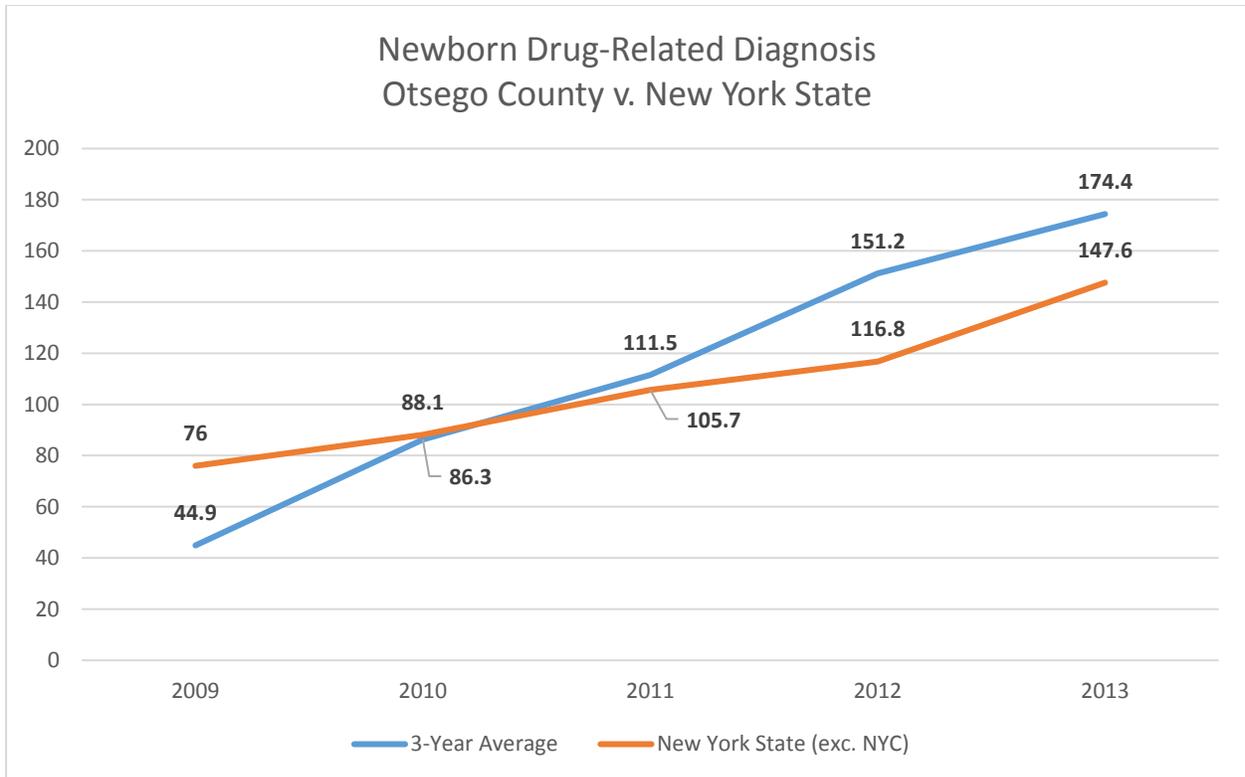
²⁹ NYSDOH, County Opioid Quarterly Report, July 2017

A parallel indicator of substance use is the newborn drug-related diagnosis. From 2009 to 2013, the rate of drug-related diagnosis in newborns in Otsego County rose 288% and surpassed New York State rates in 2011. The most available rate (2013) is 26.8 points higher than New York State excluding New York City.

The following tables illustrate the trend of drug-related hospitalizations from 2000-2014 and the trend of newborn drug-related diagnosis from 2009-2013.



SOURCE: NYS DOH, Community Health Indicator Reports - Tobacco, Alcohol and Other Substance Abuse Indicators



SOURCE: NYS DOH, Community Health Indicator Reports - Tobacco, Alcohol and Other Substance Abuse Indicators

Additional data collected through the Mohawk Valley Public Health Improvement Program, 2016 Youth Behavior Risk Survey provides insight to adolescent behaviors as they relate to substance use. Students in grades 9-12 in districts throughout Otsego County reported the following:

- 35.3% currently drink alcohol
- 22.1% currently use marijuana
- 11.3% have used prescription drugs without a doctor’s prescription
- 4.3% have used cocaine
- 4.3% have used ecstasy
- 2.2% have use heroin
- 2.2% have used methamphetamines
- 2.1% have ever injected an illegal drug

All school districts in Otsego county were invited to participate in the survey. Seven school districts (Cherry Valley-Springfield, Cooperstown, Edmeston, Morris, Oneonta, Richfield Springs, and Worcester) are included in the survey, indicating a district participation rate of 58%. Average student participation rates within these schools was 74%. Overall, 48% of all high school students (1053 students) in Otsego County participated in the survey.

Substance Abuse Providers:

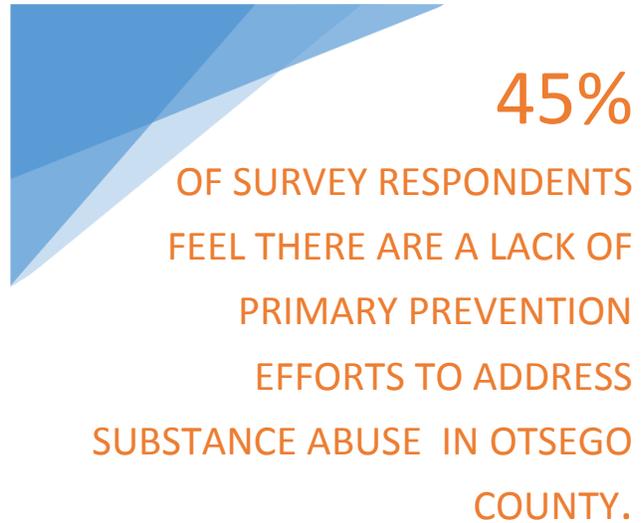
Outpatient: A listing of substance abuse providers in Otsego is available on the New York State OASAS website. Providers listed on this site include prevention providers (LEAF: Leatherstocking Education on Alcoholism and Addictions), treatment providers (Otsego County Community Services Board/Chemical Dependencies Clinic),

providers of clinical screening and assessment services for the impaired driving offender (Otsego County Community Services Board/Chemical Dependencies Clinic) and other NYS OASAS approved providers/practitioners, which there are eight.

Additional support is offered through various support groups (e.g. AA, NA, Ala-non), some of which are coordinated through Friends of Recovery: Delaware and Otsego. Groups are offered in a variety of communities, such as Cherry Valley, Cooperstown, Oneonta, Otego, Richfield Springs, South Edmeston, and Unadilla.

Inpatient

According to the NYS OASAS, McPike Addiction Treatment Center in Utica is the only inpatient treatment facility in New York in which Otsego County falls within its catchment area. McPike offers beds for 68 adults and serves 16 counties within New York State. Other inpatient detox facilities near Otsego County are Delaware Valley Hospital (Walton, NY); Conifer Park (Glennville, NY); and St. Peters Addiction Recovery Center (Guilderland, NY)³⁰.



Opportunities for Otsego 2017 Community Needs
Assessment Survey

³⁰ Rehabilitative Support Services, 2017 Otsego County Guide to Mental Health Service

COMMUNITY VOICES

In addition to the quantitative data collected through the Needs Assessment process, Opportunities for Otsego distributed an electronic and paper survey to the community to solicit opinions, observations, and other information about the state of services and gaps within Otsego County. Surveys were made available through the agency webpage, Facebook page, and paper copies were distributed through the agency receptionist, program staffs, Head Start Policy Council, The City of Oneonta Empire State Anti-Poverty Initiative (ESPRI) Task Force members and the Opportunities for Otsego Board of Directors. A summary of the 267 collected surveys is included as an addendum to this document.

Evaluation of community needs may also be measured from data maintained the Susquehanna River Region 211 referral service operated by the United Way of Broome County. A summary of top requests from persons in Otsego County from 10/4/2016 – 10/04/2017 is included as an addendum to this document.

Additional information was gleaned through field observations conducted by Hartwick College Sociology students under the guidance of Katherine O'Donnell, Ph.D.



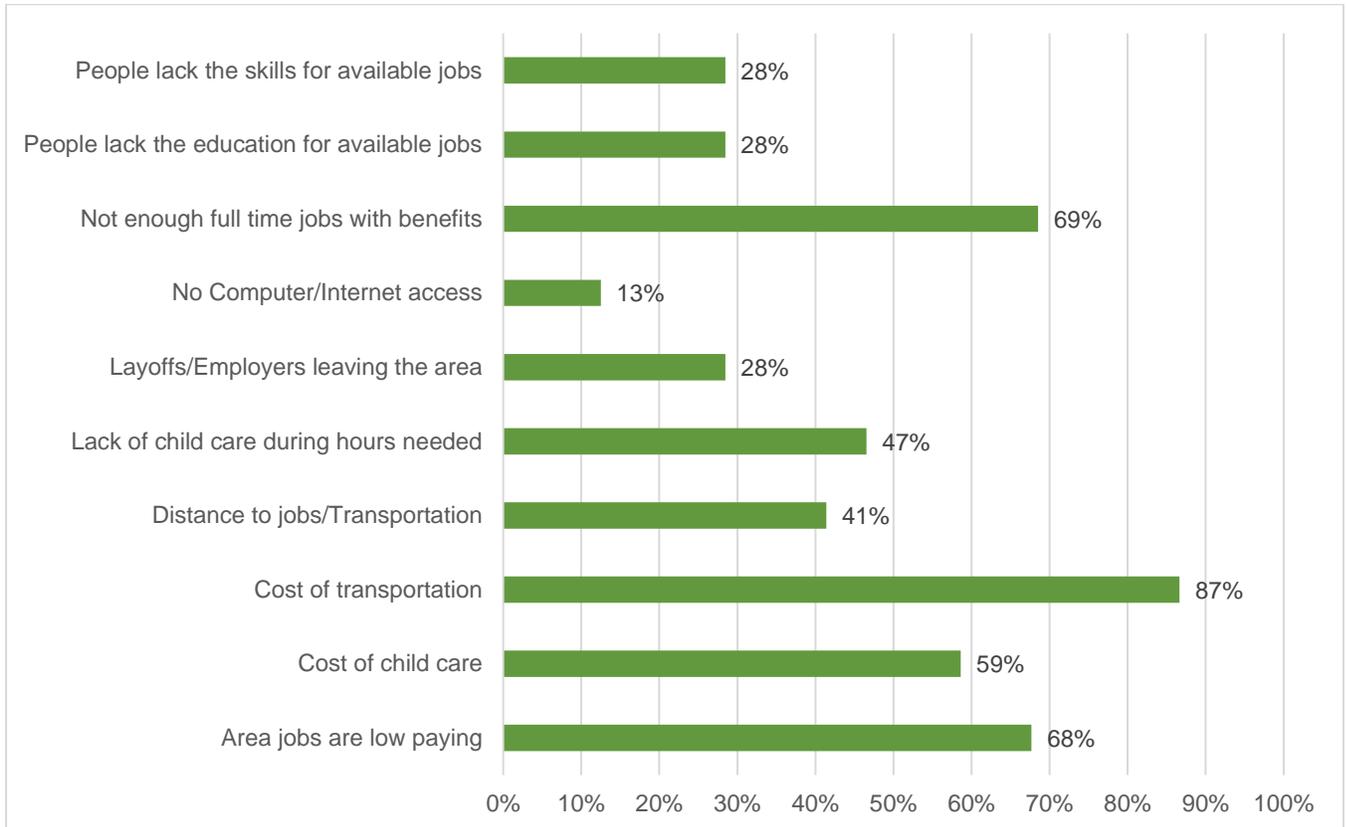
**Community Needs Assessment (2017)
Otsego County, NY**

Summary of data collected through August 15, 2017. A total of 267 surveys were received.

EMPLOYMENT is a problem in our area:

15% No

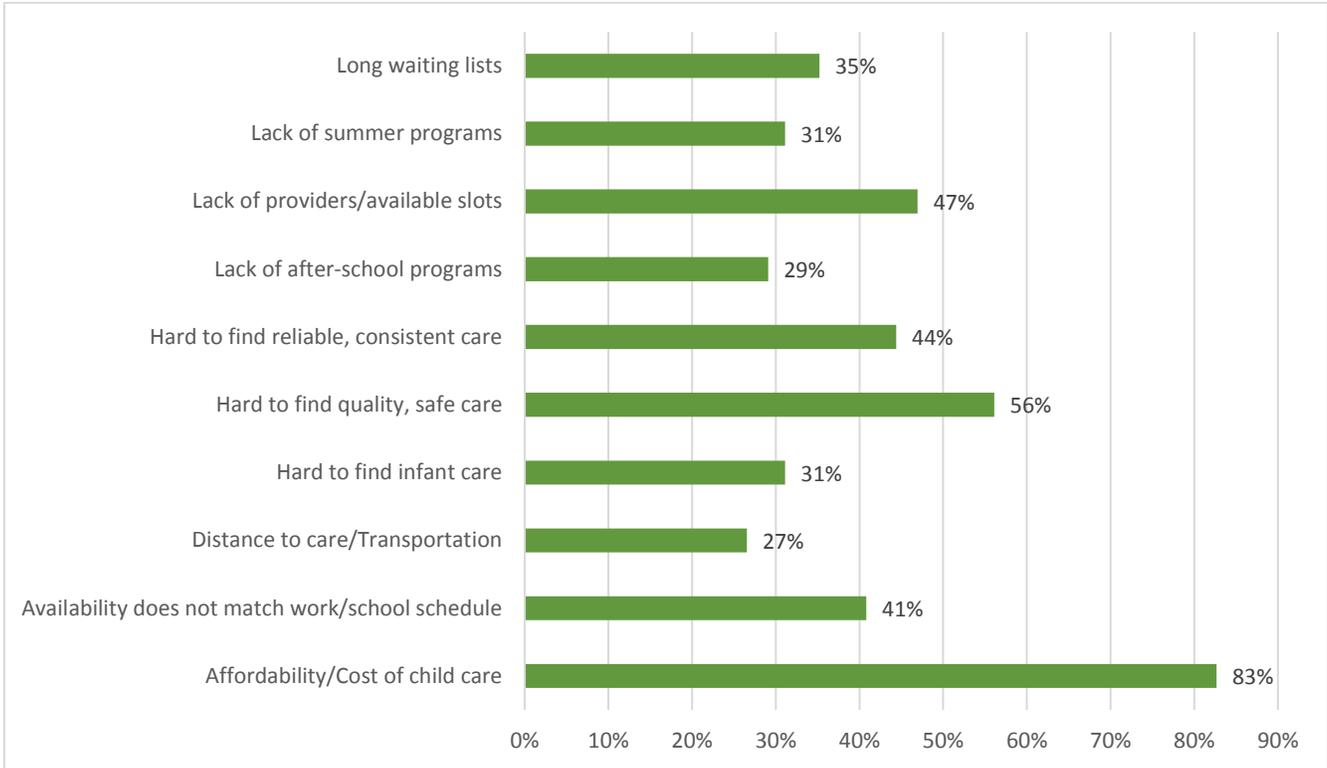
85% Yes



CHILD CARE is a problem in our area:

26% No

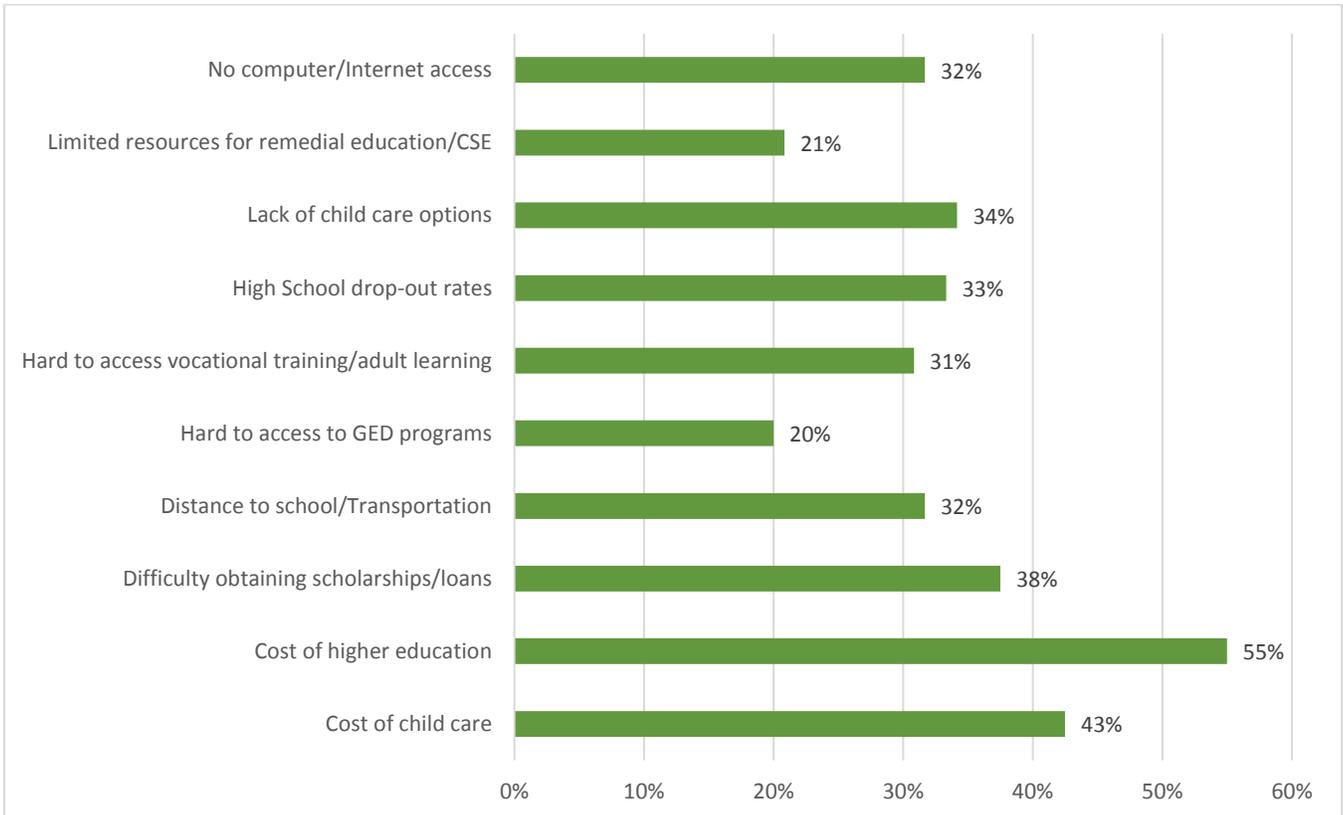
74% Yes



EDUCATION is a problem in our area:

56% No

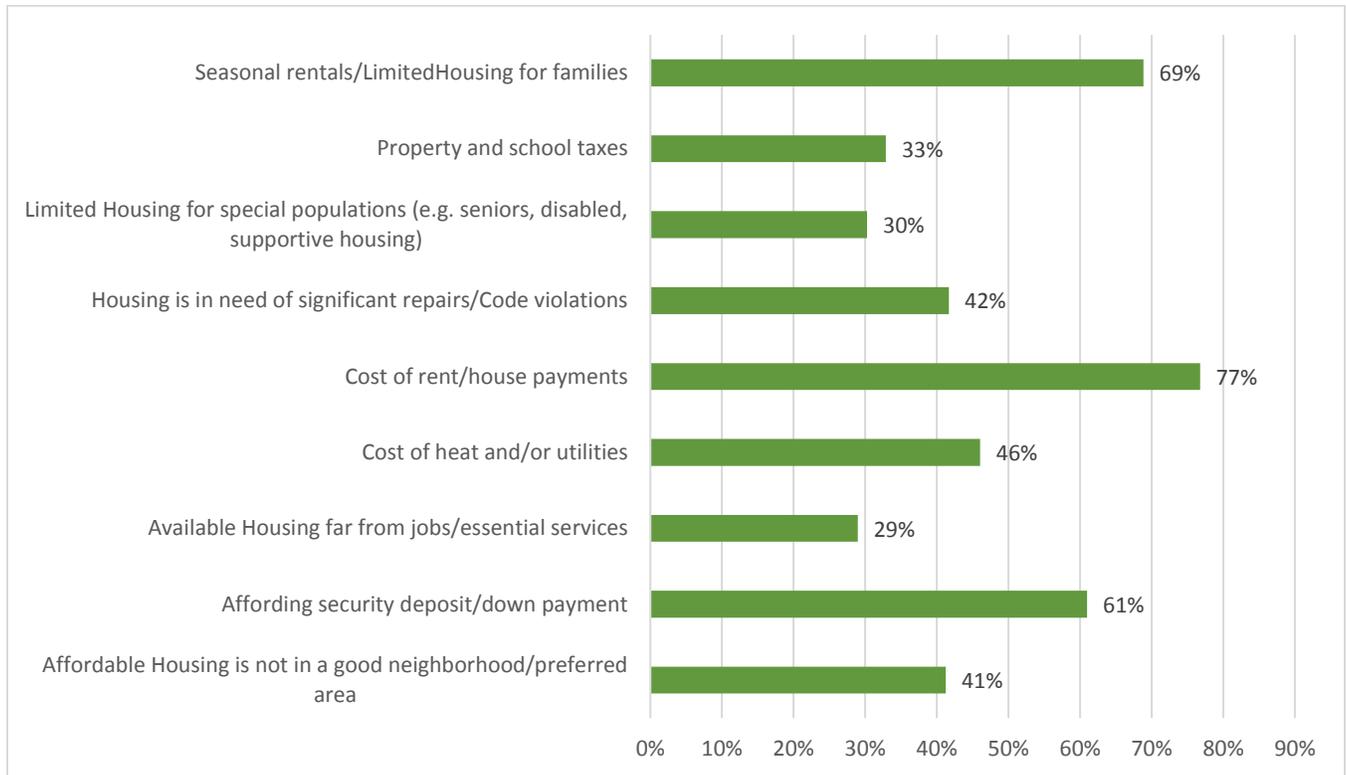
44% Yes



HOUSING is a problem in our area:

16% No

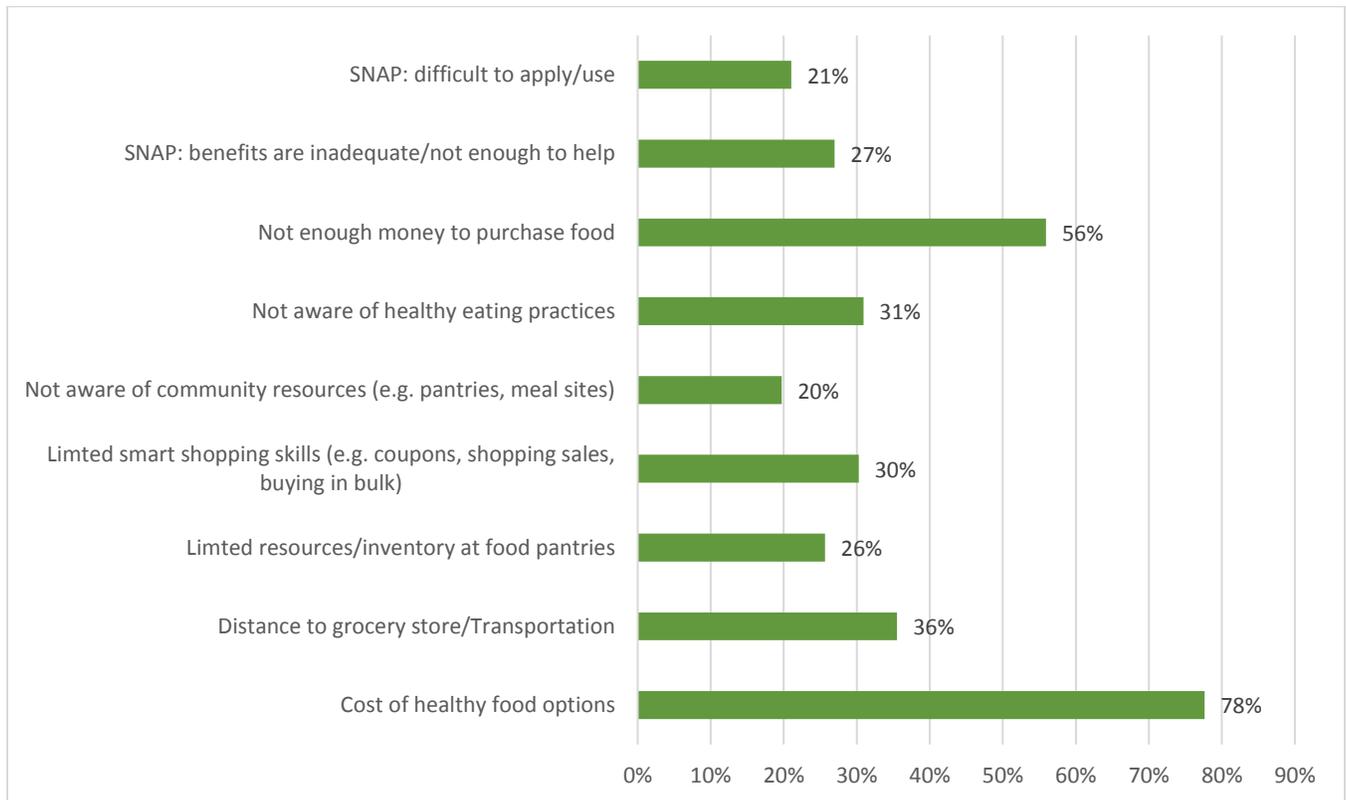
84% Yes



FOOD/NUTRITION is a problem in our area:

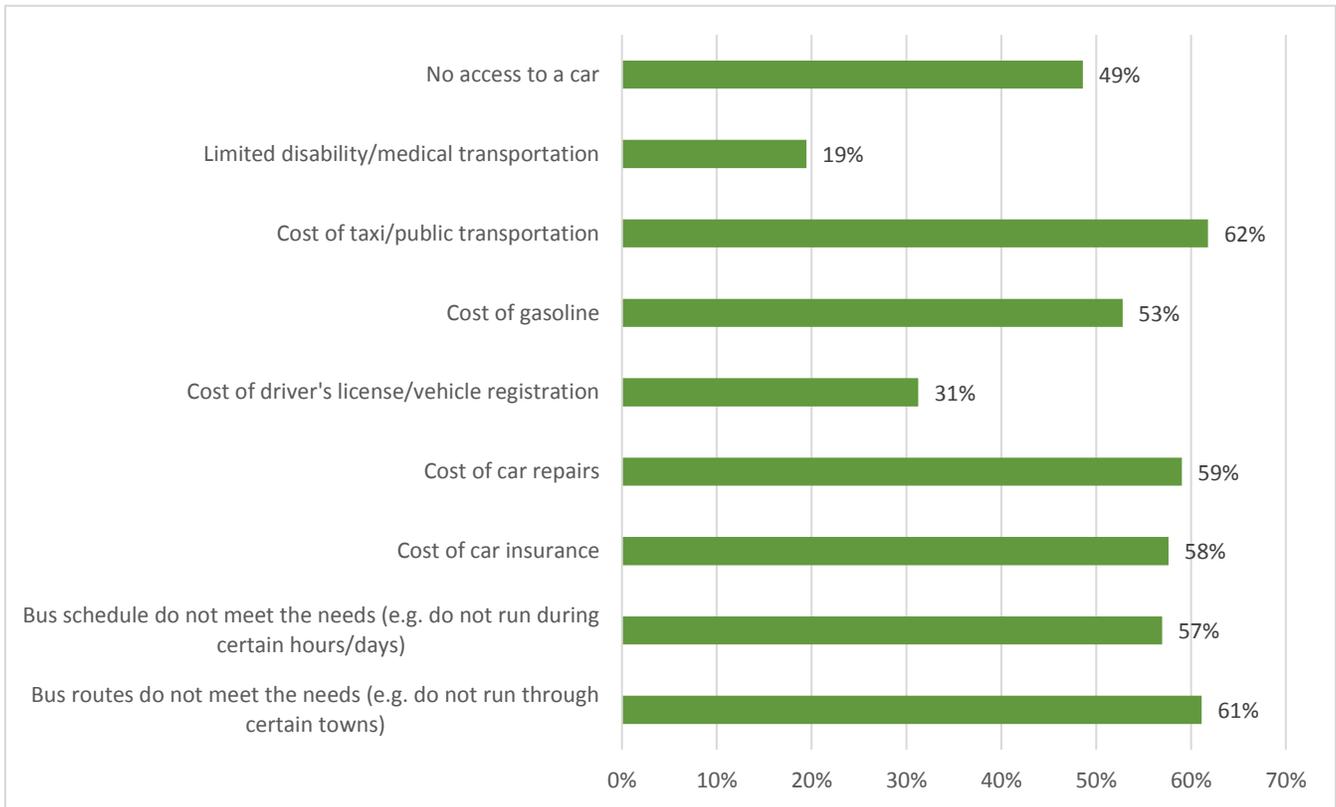
44% No

56% Yes



TRANSPORTATION is a problem in our area: 47% No

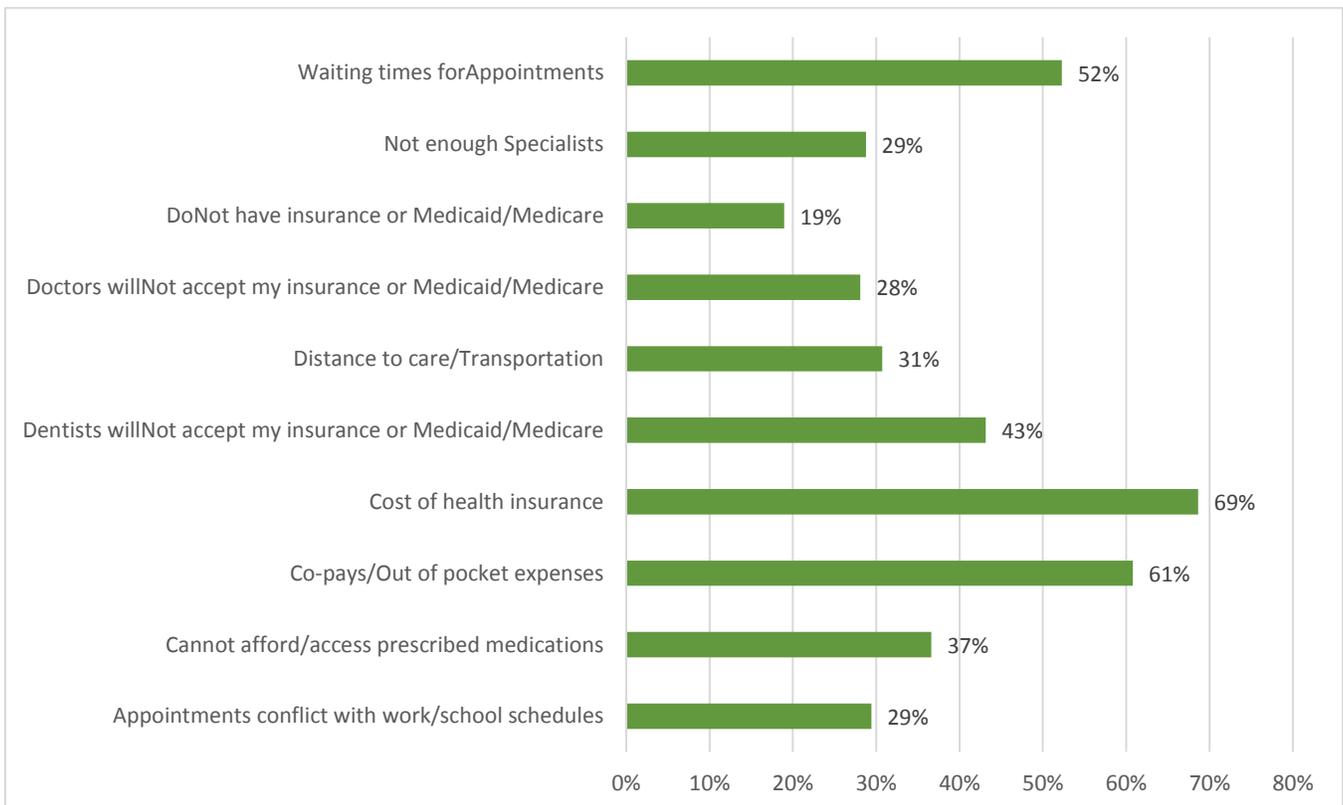
53% Yes



HEALTH CARE is a problem in our area:

44% No

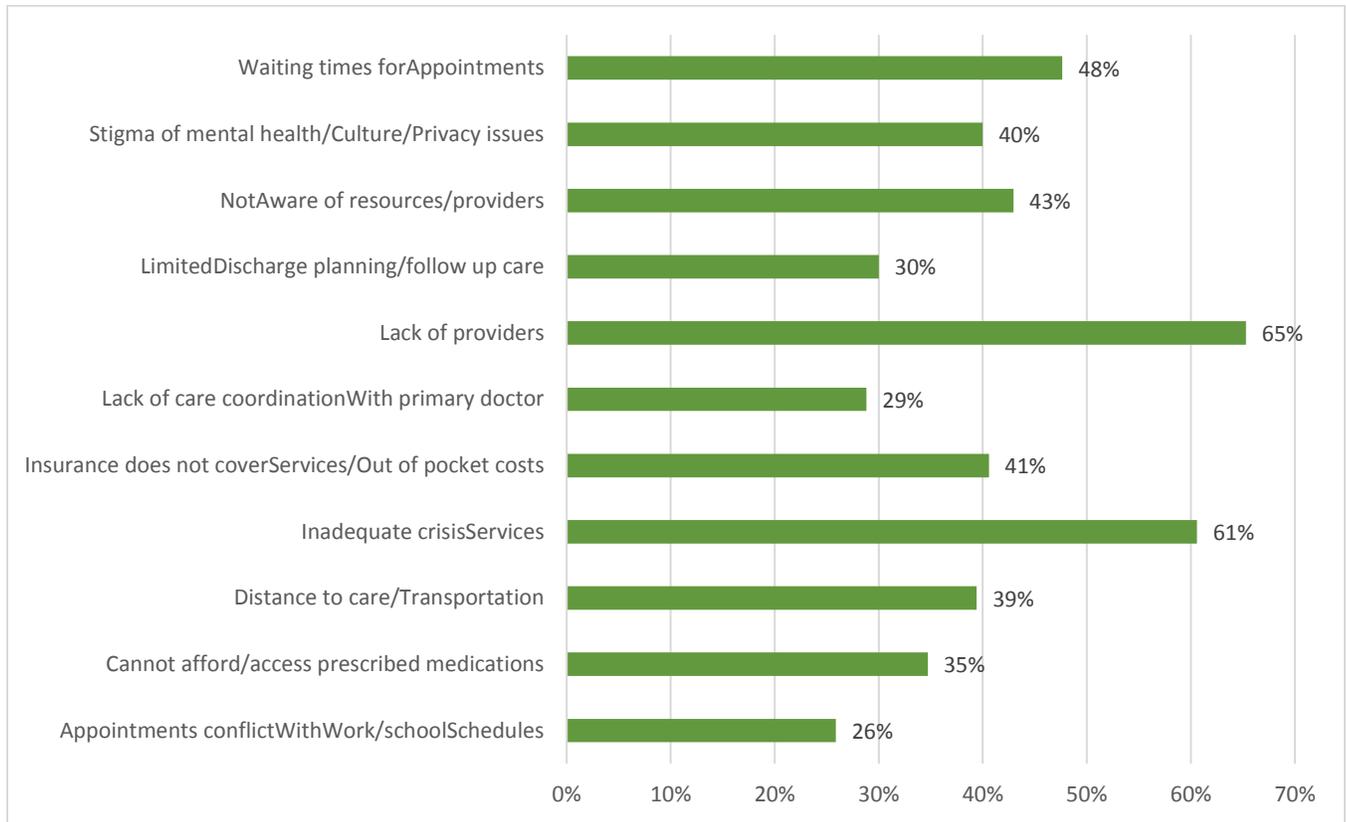
56% Yes



MENTAL HEALTH is a problem in our area:

37% No

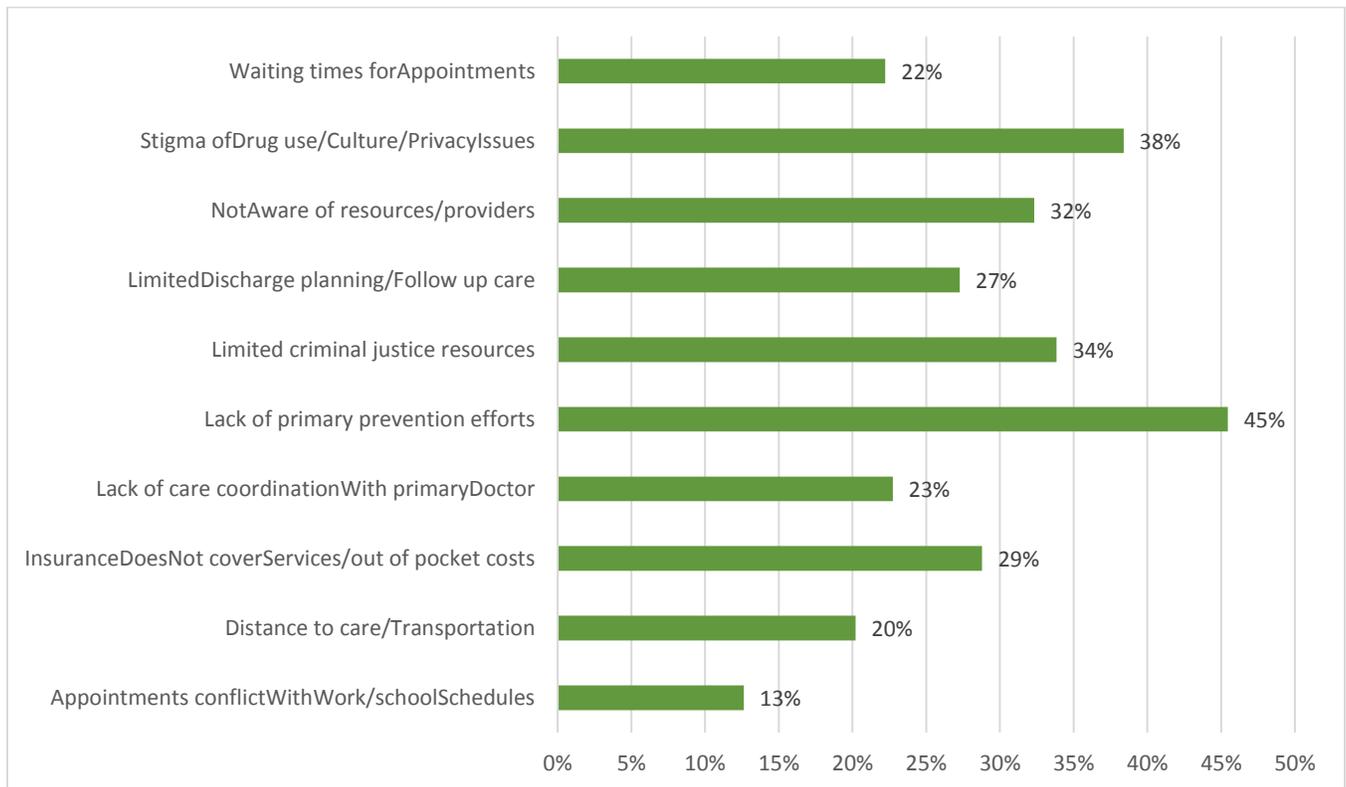
63% Yes



DRUG USE is a problem in our area:

27% No

73% Yes



OTHER CHALLENGES you believe are in our community:

- Access to internet/cell phone service for rural residents
- Gathering spaces in our community
- Deteriorating trailers and no resources to repair or replace them.
- Mid-range housing that is affordable for entry professionals or single professionals
- Lack of opportunity for young people to make a decent living-even with an education. This drives them out of the area. Many young people are struggling with student loan payments-can't afford other costs to live here.
- Lack of support for immigrant population regardless of whether they work at colleges as professors or at washing dishes in local restaurants, we don't support language and cultural integration.
- Seniors lose their homes due to back property/school taxes. No help is available.
- Having more options and things to do for children and families so people will want to stay in area and raise their families here. Instead of worrying so much about college students and baseball tourists.
- There is too much focus on what was. Bring tech jobs here.
- Town of Oneonta should have some privileges as the City of Oneonta as far as the swimming pool and park activities.

OPTIONAL: What community do you live in?	Count	Percent
Burlington Flats	1	0.5%
Cherry Valley	1	0.5%
Cooperstown	5	2.5%
Delaware County	6	2.9%
East Worcester	1	0.5%
Edmeston	1	0.5%
Gilbertsville	1	0.5%
Hartwick	1	0.5%
Laurens	9	4.4%
Maryland	4	2.0%
Milford	6	2.9%
Morris	2	1.0%
Mount Vision	1	0.5%
Oneonta (City)	91	44.6%
Oneonta (Town)	43	21.1%
Otego	11	5.4%
Portlandville	1	0.5%
Richfield Springs	3	1.5%
Roseboom	1	0.5%
Schenevus	1	0.5%
Schuyler Lake	1	0.5%
Unadilla	8	3.9%
Westford	1	0.5%
Worcester	4	2.0%



Susquehanna River Region 211 - 2016 Referral Summary

Evaluation of community needs may also be gleaned from data maintained the Susquehanna River Region 211 hotline operated by the United Way of Broome County. Through 211, community members from Otsego County and surrounding Broome, Chenango, Delaware, and Tioga Counties can search for resources online or call a live hotline counselor.

Top requests from persons in Otsego County from 10/4/2016 – 10/04/2017 are summarized below:

General Category	Percentage of All Requests	Subcategories
Housing & Shelter	17.7%	Shelters 41.4%; Low-cost housing 10.3%; Home repair/Maintenance 17.2%; Rent assistance 17.2%; Landlord/Tenant issues 10.3%; Other housing and shelter 3.4%
Transportation Assistance	9.8%	Automobile assistance 56.3%; Public transportation 31.3%; Medical transportation 12.5%
Utilities	7.3%	Electric 50.0%; Heating fuel 25.0%; Phone 16.7%; Disconnection protection 8.3%
Food	6.1%	Help buying food 30.0%; Food pantries 50.0%; Soup kitchens 20.0%
Healthcare	6.1%	Medical providers 30.0%; Dental care 30.0%; Health insurance 10.0%; Eye care 10.0%; Nursing homes and adult care 10.0%; Other health services 10.0%
Clothing and Household	5.5%	Home furnishings 44.4%; Clothing 22.2%; Personal hygiene products 11.1%; Appliances 11.1%; Seasonal/holiday 11.1%
Mental Health and Addictions	4.3%	Crisis intervention and suicide 42.9%; Mental health services 42.9%; Mental health facilities 14.3%
Employment and Income	4.3%	Financial assistance 71.4%; Tax preparation 28.6%
Government and Legal	3.0%	Legal assistance 100.0%; Government 40.0%
Education	<1%	School supplies 100.0%
Other	34.8%	Agency and other contact information 56.1%; Volunteering & donations 15.8%; All other requests 15.8%; Support and advocacy 3.5%; Special population services 3.5%; Complaints 1.8%