

# Human Service Needs in Chapel Hill

A Needs Assessment for the Town of Chapel Hill's Human Services Advisory Board

**11/5/2012**

**The School of Government, UNC Chapel Hill**

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## EXECUTIVE SUMMARY

### BACKGROUND & FINDINGS

In May 2012, the Town of Chapel Hill's Human Services Advisory Board (HSAB) commissioned the School of Government at the University of North Carolina at Chapel Hill to conduct a human service needs assessment. The **purpose of the study was to identify Chapel Hill's greatest human service needs** and avenues for addressing these needs.

To perform this needs assessment, the School of Government research team **conducted focus groups and interviews** with dozens of community leaders and agency providers.

While participants identified many human service needs, **six needs consistently rose to the top:**

- Affordable Housing
- Affordable Healthcare
- Education and Family Resources
- Jobs and Jobs Training
- Food
- Transportation

### RECOMMENDATIONS

Based on this assessment of human service needs in the Chapel Hill community, the research team recommends the HSAB consider the following actions:

- Prioritize the funding of efforts that address the community's key human service needs:
  - Affordable Housing
  - Affordable Healthcare
  - Education and Family Resources
  - Jobs and Jobs Training
  - Food
  - Transportation
- Prioritize the funding of efforts that focus on improving access to services and community engagement while addressing the human service needs in Chapel Hill.
- Consider opportunities for addressing human service needs beyond funding allocations.
- Partner with the School of Government or other firm to develop a strategic funding plan.
- Reassess human service needs in Chapel Hill every five to seven years.

## BACKGROUND

In May 2012, the Town of Chapel Hill's Human Service Advisory Board (HSAB) commissioned the School of Government at the University of North Carolina at Chapel Hill to conduct a human service needs assessment for the Chapel Hill community. The primary **purpose of the study was to identify Chapel Hill's greatest human service needs** and identify avenues for addressing these needs.

Based on feedback from community leaders and agency providers, the School of Government research team identified the most significant human service needs. This report presents the research activities and needs assessment findings, as well as provides an overview of recommendations for next steps for the HSAB.

### Human Services Advisory Board (HSAB)

The HSAB is one of the Town of Chapel Hill's volunteer boards. According to Town ordinance, the board was created to "alert the Council to changes in human service needs in Chapel Hill, to assure that Chapel Hill citizens receive services to which they are entitled, coordinate delivery of human services with other agencies, advise the Council of human service funding needs, and other responsibilities as may be established by the Council."<sup>1</sup>

Over the past three decades, the HSAB has funded many human service organizations serving the Chapel Hill community. Each year, the HSAB receives and reviews over 50 funding applications and makes a recommendation for funding to the Town Council. The board's funding allocation has ranged between \$120,000 and \$321,000 annually. As the number of applications received increases and the range of organizations applying for funding diversifies, the HSAB is exploring opportunities to more effectively meet the complex needs of Chapel Hill.

### Needs Assessment

To ensure their funding recommendations align with the community's greatest human service needs, the HSAB commissioned the School of Government to conduct a human service needs assessment. A needs assessment is a structured way of listening to a community or population to assess their common needs, challenges, assets, and issues before taking action.<sup>2</sup> The purpose of this needs assessment was to assess the most critical human service needs of the Chapel Hill community, which, for purposes of this study, **includes anyone who lives, works, plays, prays, or studies in Chapel Hill.**<sup>3</sup>

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<sup>1</sup> Town of Chapel Hill. (n.d.). *Town of Chapel Hill: Human Services*. Retrieved September 19, 2012, from Town of Chapel Hill: <http://www.townofchapelhill.org/index.aspx?page=131>

<sup>2</sup> KU Work Group for Community Health and Development. (2010). *Chapter 3, Section 3: Conducting Public Forums and Listening Sessions*. Retrieved February 21, 2011, from Community Tool Box: [http://ctb.ku.edu/en/tablecontents/sub\\_section\\_main\\_1021.aspx](http://ctb.ku.edu/en/tablecontents/sub_section_main_1021.aspx)

<sup>3</sup> Town of Chapel Hill. (n.d.). *Town of Chapel Hill: Chapel Hill 2020*. Retrieved September 1, 2012, from Town of Chapel Hill: <http://www.ci.chapelhill.nc.us/index.aspx?page=1656>

## Methodology

In conducting this needs assessment, the School of Government research team used a **two-pronged approach of focus groups and individual interviews** to assess human service needs in Chapel Hill. Due to the limited scope and timeframe of this study, the research team focused primarily on recruiting human service agency representatives and leaders of civic associations and community groups to participate in the focus groups and interviews. While the inclusion of human service agency clients and individual residents certainly would have added to the richness of the analysis, the research team believes that agency representatives and community leaders provided a grounded perspective on human service needs, given their involvement in these issues on a day-to-day basis and broad expertise on human service needs.

**Focus groups.** The research team conducted a series of **six focus groups** to collect detailed information about the community's human service needs. In total, 46 community leaders and agency representatives participated in the focus groups. The research team recruited representatives of human service agencies, as well as leaders of civic organizations, religious institutions, and social justice organizations engaged in the Chapel Hill community. The research team made a concerted effort to include equal participation of representatives from agencies that received funding from the HSAB, as well as representatives from agencies that have not received funding from the board.

At each focus group, **participants identified and ranked Chapel Hill's human service needs** in order of importance. For results from individual focus groups, see the Appendix. The following questions guided focus group conversations:

- *What is your definition of human needs- generally?*
- *What do you think are the human service needs in Chapel Hill? List as many as you can think of.*
- *What are the top 5 human service needs of the community?*
- *With respect to meeting human needs, what are Chapel Hill's strengths?*
- *What are the barriers/obstacles/threats to providing for human service needs in Chapel Hill?*

**Interviews.** The research team also conducted **nine interviews** with community leaders and agency representative. Supplementing focus group data, these interviews provided additional information about human service needs.

<b>Community Stakeholder Characteristics</b>	
<b>Information about focus group and interview participants (n = 55)</b>	
<b>Average age</b>	49 years old
<b>Gender</b>	73% Female 27% Male
<b>Race/Ethnicity</b>	76% Caucasian 16% African-American 2% Asian 2% Native Hawaiian 4% Multi-Racial
<b>Average number of years living/working in Chapel Hill</b>	17 years (range: 1-44 years)
<b>Participants from organizations receiving funding from the HSAB</b>	41%
<b>Frequently represented organizations</b>	Chapel Hill-Carrboro Chamber of Commerce Chapel Hill-Carrboro City Schools Habitat for Humanity Health Carolinians of Orange County Homeowners' Association (various) Justice United Orange County Department on Aging Third Sector Alliance United Way of the Greater Triangle

Participants were asked the following questions during the stakeholder interviews:

- *What is it you do for the \_\_\_\_\_ (name of organization) and how long have you lived/worked in the Chapel Hill area?*
- *What do you think are the key human service needs in Chapel Hill?*
- *What do you think are the three most important human service needs facing the community?*
- *What factors contribute to human service needs you have identified in Chapel Hill?*
- *With respect to meeting human service needs, what are Chapel Hill's strengths? What is being done well?*
- *What do you see as the greatest gap in serving those needs?*
- *What are the barriers/obstacles/threats to providing for human service needs?*

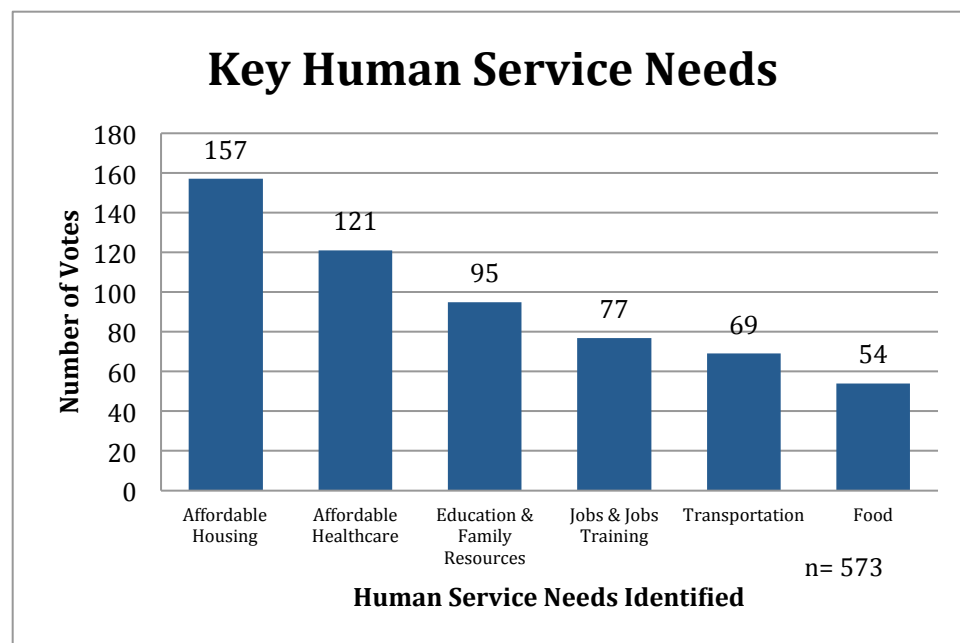
## FINDINGS

### Key Human Service Needs

The human service needs described below were identified by the community leaders and agency providers who participated in the focus groups and interviews. While there were dozens of human service needs identified by participants, **six needs consistently rose to the top.**<sup>4</sup> The most significant human service needs fall into six broad categories: Affordable Housing, Affordable Healthcare, Education & Family Resources, Jobs & Jobs Training, Transportation, and Food. These human service needs are **listed below in order of the frequency participants reported them**, with the human service needs most often cited by community stakeholders listed first. The description for each section includes strengths and weaknesses of meeting these human service needs in Chapel Hill, as explained by participants.

**Affordable Housing** is one of the most significant human service needs in Chapel Hill. The Town recognizes the need for affordable housing and has taken many steps to address this need. However, community stakeholders cite high property taxes, inflated property values, and barriers to development as contributing factors to the need for affordable housing.

- **Affordable housing for low-income individuals and families.** Community stakeholders suggested a need for higher density housing and more businesses to decrease the tax burden on local property owners.
- **Affordable rental properties.** Housing options do not match the affordable housing needs of families.



<sup>4</sup> During the focus groups, participants individually identified human service needs in Chapel Hill, which they wrote on post-it notes. The needs identified were then shared with the entire group. Together, the focus group participants grouped these needs into categories based on likeness. Participants were then asked to rank their top five most important human needs from 5-1, with 5 being the most important and 1 being least important. The facilitators tallied the votes of each need to determine which human needs were of greatest importance to the participants. For the total votes of each focus group, see the Appendix.

- **Emergency and transitional housing.** There is insufficient shelter space available for victims of domestic violence, according to stakeholders. Chapel Hill also does not have adequate housing available for community members in transition.
- **Senior housing.** The community needs more housing options for seniors, especially options for aging-in-place and provision of meals and other services that meet the unique needs of the elderly.

**Affordable Healthcare** is another important need in Chapel Hill. There are innovative and high-quality health services, such as local clinics, charity care, and Piedmont Health Services. Yet, community stakeholders emphasized healthcare is not accessible or affordable for many people. As one stakeholder explained, “Most homeless are single individuals who are experiencing substance abuse and mental health problems or are single mothers who have experienced domestic violence.”

- **Additional health service options.** According to community stakeholders, local health systems are not accessible to many who need them, because they are too expensive and many providers do not accept Medicaid. Focus group participants described existing healthcare networks as “difficult,” “over-saturated,” and “inflexible.”
- **Access to affordable health insurance,** especially for low- to middle-income people and LEP (Limited English Proficiency) populations. According to participants, there is a high ratio of doctors-to-patients locally, but not everyone has access because of a lack of affordable health insurance.
- **Additional mental health service options,** especially for the young and vulnerable populations. Stakeholders expressed the prevalence of provider options, especially private providers, for people with serious mental illness, but the lack of *quality* providers. Further, there is no organization dedicated to prevention or intervention during the early stages of mental health crises. Many people also lack insurance to cover their mental health expenses. Few pro-bono counseling agencies exist.
- **Substance abuse services,** such as alcohol & drug treatment programs.

**Education & Family Resources** is another important community need. Chapel Hill is known for its excellent public school system. As one community stakeholder put it, “the region has an outstanding reputation.” The school system and network of social services is known for providing a variety of services to Orange County families. However, participants believe the education system and network of family services is not meeting the needs of all children and families. According to one stakeholder, with the “tremendous spike in our number of homeless students, free and reduced lunch numbers and English language learners,” many students still need help.

- **Quality, equitable education for everyone.** The public school system is not adequately equipped to effectively teach and support at-risk youth and LEP students. One stakeholder explained, “The public school system is not adequately preparing [students] for successful independent living after high school.”
- **Youth support and activities.** Many participants agreed Chapel Hill lacks sufficient low-cost/free activities that positively engage children and youth, especially those from at-risk and low-income households. Additional specialized services are needed for children with special needs. Many stakeholders claimed nonprofit organizations with the potential to produce positive outcomes for youth and adults are inadequately funded.

- **Affordable childcare.** Local childcare options are too expensive for many low-income and middle-income families.
- **Family supports and resources.** According to stakeholders, the community lacks sufficient financial resources for organizations helping families in greatest need of support.

**Jobs & Jobs Training** is the fourth area of significant need in Chapel Hill. There is low unemployment overall and a sense of stability offered by employers in the area, namely UNC and UNC hospital. Still, community stakeholders cited a lack of quality jobs that allow workers to support themselves and their families.

- **Low-skill jobs.** The area lacks a diversified economic base, with many jobs requiring advanced skill training and education requirements. According to participants, for lower-skilled workers, there are few job opportunities beyond custodial positions.
- **Living wage jobs.** According to community stakeholders, the area needs more jobs paying a living wage, which for Orange County is estimated at approximately \$17 per hour for a two-person household.<sup>5</sup>
- **Job training opportunities.** Community stakeholders also cited a lack of local adult education and job training opportunities that prepare workers to compete for higher paying jobs. There are few internship opportunities and other job training options in the area.

**Transportation** is another significant human need in Chapel Hill. Many people travel to Chapel Hill for work, because it is the employment center of Orange County. However, according to stakeholders, even with a broad-based free public transportation system that covers most of the Town, low-income families and people with disabilities face challenges in accessing places of employment, grocery stores, and certain neighborhoods without bus access.

- **A more walkable community, including connected sidewalks.** Participants indicated Chapel Hill needs a land-use plan that will increase density and walkable developments. Others cited the need to improve infrastructure for active transportation, especially in low-income neighborhoods, through provisions such as bicycle lanes.
- **Expanded operating times and routes of the bus system.** According to community stakeholders, the local bus system schedule is dictated by the University's academic schedule. Stakeholders also identified the need to increase public transportation access to areas on the outskirts of Town, and in Orange County. For individuals without car access, the limited schedule of the bus system is a challenge.
- **Additional door-to-door transportation services,** especially for seniors who do not drive. According to stakeholders, many elderly people need assistance reaching services, such as getting to a doctor's appointment or visiting the pharmacy. There are some such services available, such as the Town's EZ Rider, but many community members are either unaware of their eligibility for this service or live outside of the service area.

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<sup>5</sup> North Carolina Justice Center. (2011). *LIVING INCOME Standard - 2011 -- REVISED\_0.pdf*. Retrieved September 1, 2012, from NC Justice Center: [http://www.ncjustice.org/sites/default/files/LIVING%20INCOME%20Standard%20-%202011--REVISED\\_0.pdf](http://www.ncjustice.org/sites/default/files/LIVING%20INCOME%20Standard%20-%202011--REVISED_0.pdf)



**Food** is another significant human need identified by community stakeholders. Many nonprofit organizations address the need for food, especially local, healthy food options. However, stakeholders explained that some members of the Chapel Hill community still face food insecurity.

- **Affordable food.** Chapel Hill fails to provide adequate affordable food options. According to participants, low-income families, especially those receiving food stamps, cannot afford adequate food for their families. Even for those who are self-sufficient and do not receive public benefits such as food stamps, the affordable food options are limited, according to stakeholders.
- **Access to healthy food.** According to community stakeholders, low-income populations and school children have few opportunities to access healthy food options, such as full-service grocery stores, farmer’s markets, and community gardens.

### Addressing Human Service Needs

In addition to the discussing Chapel Hill’s key human service needs, focus group and interview participants also identified avenues for addressing these needs. Stakeholders expressed their concern that the Chapel Hill community needs greater accessibility to services. They also explained a need for more community engagement opportunities to address human service needs. Through greater access to services and community engagement, participants argued, Chapel Hill would come closer to addressing the community’s many human service needs.

#### Increasing Access to Services through Coordination and Communication

The Chapel Hill community is filled with financial and knowledge-based resources and a variety of human services. The Triangle area is home to one of the richest networks of nonprofit organizations in the country. In Chapel Hill, the Third Sector Alliance brings people and organizations together to share information and build alliances among nonprofit organizations. Local non-profit organizations are working to fill human service gaps (even on shoestring budgets) and are rising to the occasion and meet the needs of the community.

While community stakeholders had varied ideas about the need for additional human services in Chapel Hill, there was a general consensus among stakeholders that existing human services were unknown, uncoordinated, and therefore inaccessible to many community members. Participants explained that many people do not receive the services they need because they are “unaware” of the full array of services available or do not know how to navigate “fragmented” service systems. They frequently cited lack of coordination and communication as a reason why community members were unable to address their human service needs.

Focus group participants advocated for an integrated system of human services in which agencies not only assist individuals in addressing a single human service need, but also help individuals to access other services they need. Participants supported the idea of “wrap-around,” services, in which human service providers coordinate and communicate to serve an individual’s multiple needs. Many people have multiple needs because needs are often intertwined and compound one another. For example, a community member facing unemployment, is likely to need assistance with jobs and training, as well as affordable housing, affordable healthcare, education and family resources, food, and transportation. In sum, coordination, wrap-around care, and assistance navigating the system are avenues through which community stakeholders believe Chapel Hill could make greater strides towards addressing the community’s human service needs.

- ***Increase communication of services and how to access them.*** According to community stakeholders, many community members lack awareness of services due to a lack of a central location for and broad geographic distribution of services. Some stakeholders claimed that services that are marketed often use jargon or are transmitted in a language that your average person does not understand. Other stakeholders praised the Senior Center for its informative service directory, but explained no other local service areas have a coordinated process or method for distributing information. New residents also need further information and assistance in locating local human services.
- ***Increase language services for Limited-English Proficiency speakers.*** Some community stakeholders argued that the community needs multilingual access to all social services centers in Orange County. Others claimed there is a deficit of bilingual interpreters in the health sector. Latino and other ethnic minority communities face language barriers to accessing services. According to stakeholders, there is an inadequate supply of interpreters or bilingual service providers, and providers are often not trained to work with translators.
- ***Improve coordination of services.*** Some stakeholders argued that human service needs might be more effectively addressed through better coordination of services. They explained that currently, there is a lack of coordination between service providers, making it difficult for newcomers to navigate this system. According to participants, there is inadequate support for linking services, which are often limited by funding requirements, turf issues, as well as a lack of time, resources, and staff capacity.
- ***Increase strategic planning to address human service needs.*** Related to the need for coordination, participants identified a lack of planning and a lack of strategic approaches to addressing community issues. According to community stakeholders, strategic planning among human service providers would help address the current challenges with human service accessibility.

### **Increasing Community Engagement**

Many stakeholders also identified community engagement as another key tool for addressing human service needs in Chapel Hill. According to participants, most Chapel Hill residents want to improve their community. The community takes pride in its spirit of tolerance, diversity, hospitality, generosity, and intelligence. One stakeholder explained, “There are a lot of people who really care and are really generous, leading to a lot charity and volunteers, especially among retirees.”

At the same time, Chapel Hill’s affluence leads many people to believe there are no significant human service needs locally. According to stakeholders, many community members do not understand the impact their involvement will have on the community, and thus do not become engaged in efforts to address human service needs. Participants identified the following concrete areas for improvement that would strengthen community engagement in addressing local human service needs.

- ***Increase community space and activities*** for all ages, especially within neighborhoods. Such space includes community centers and senior centers. According to participants, having more public activities, recreation, events, and spaces would encourage greater community participation.
- ***Strengthen community outreach efforts.*** According to community stakeholders, Chapel Hill needs additional ways to highlight existing human service needs. Some segments of the community do not see, or ignore, local needs. Some stakeholders argued that there is “ignorance,” “lack of concern,” and “NIMBY-ism.”

- ***Strive for social justice.*** According to participants, there is an image of division in the Town, and a lack of open discussion about these divisions, between the wealthy and low-income people, between people of color and whites. As one stakeholder explained, “There are big inequities between haves and have-nots. Unfortunately this breakdown is along racial lines. African-Americans are leaving our community- to our detriment.” Another stakeholder stated, “We’re a resource-rich community, but an equity-poor community.”
- ***Improve public safety.*** Other stakeholders cited the need for increased focus on safety measures, including violence prevention, personal safety, and public safety, to be addressed in order for people to become more engaged in the community.

## RECOMMENDATIONS

Based on this assessment of human service needs in the Chapel Hill community, the research team recommends the HSAB consider the following action steps. These recommendations are designed to guide the board in responding to the key human service needs identified in this report. Through these steps, the HSAB will be able to continue to deepen its impact by addressing the Chapel Hill community's most significant human service needs, now and in the future.

- 1. Prioritize the funding of community efforts that address the human service needs identified through this assessment:**
  - Affordable Housing
  - Affordable Healthcare
  - Education and Family Resources
  - Jobs and Jobs Training
  - Food
  - Transportation

By focusing on the key human service needs identified by community leaders and agency representatives, the HSAB can have a greater impact in addressing these needs. In prioritizing human service needs, the HSAB should also consider its ability to impact the needs identified, as well as its responsibility for addressing these needs. The HSAB should prioritize funding initiatives that are most appropriately addressed at the local level and that can be achieved through the grants awarded by the board.

- 2. Prioritize the funding of efforts that focus on improving access to services and community engagement while addressing the human service needs in Chapel Hill.** Stakeholders identified access to services and community engagement as important avenues for addressing the community's human service needs. The HSAB can further strengthen its community impact by giving priority to funding applications that employ these tools for responding to human service needs in Chapel Hill.
- 3. Consider opportunities for addressing human service needs beyond funding allocations.** The HSAB should consider opportunities for improving access to services and community engagement. For example, the HSAB could partner with Chapel Hill service providers for a variety of projects: (1) to sponsor events which promote human services, such as the Partnership to End Homelessness's Project Connect; (2) to convene human service providers to dialog about meeting human service needs; or (3) to support the creation and distribution of a comprehensive directory of human services. Of course, the feasibility of these projects and the level of involvement from the HSAB depends on staff and volunteer capacity.

4. **Partner with the School of Government or other firm to develop a strategic funding plan.** A strategic funding plan would provide an annual guide to the board on how to allot funds. The plan would provide the HSAB with a framework for making funding recommendations. In developing this plan, the board should consider whether funds are more effective if targeted to address a few key human service needs or if spread out among initiatives that address a variety of human service needs. In developing the strategic funding plan, best practices from other communities and scholarly literature should also be considered.
5. **Reassess human service needs every five to seven years.** The needs of the Chapel Hill community are dynamic and constantly changing. To ensure the HSAB's funding priorities continue to respond to the community's needs, an assessment of human service needs in Chapel Hill should be conducted periodically. Funding priorities should then be adjusted accordingly.

# Appendix

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## 1. Defining Human Service Needs

As a part of the focus group discussions, the research team asked participants to define and provide examples of human service needs. The following are the most common responses received from participants:

- Affection, Caring, Love
- Community, Companionship, Social Interaction, Recreation
- Dignity, Equality, Freedom
- Education, Job, Livable wage
- Food, Shelter, Transportation
- Healthcare, Healthy Environment, Safety
- Maslow's Hierarchy of Needs

## 2. Focus Group Votes

The research team conducted a series of six focus groups to collect detailed information about the community's human service needs. In total, 46 community leaders and agency representatives participated in these focus groups. At each focus group, participants identified and ranked Chapel Hill's human service needs in order of importance. After participants share their individual lists of human service needs, the entire group grouped the needs into categories. Each member in the group voted for the five human service needs it deemed most prevalent. The total votes and prioritized list of needs for each focus group is listed below.<sup>6</sup>

- *What do you think are the human service needs in Chapel Hill? List as many as you can think of.*
- *What are the top 5 human service needs?*

7/19/12, 9:30am	
Votes	Human Service Needs
43	<b>Access to Affordable Healthcare-</b> Urgent care centers; Clinic hours beyond 8-5; Access to mental health for uninsured; Health equity (including mental health)
28	<b>Jobs-</b> Job opportunities; Jobs for lower skilled workers; Industry
22	<b>Affordable Housing-</b> Shelter; More affordable housing (low-income housing)
22	<b>Food-</b> More full-service grocery stores in low-income communities; Immediate hunger needs met; Affordable, healthy foods
17	<b>Transportation-</b> Public transportation (routes in lower income communities); Convenient transportation
12	<b>Built Environment-</b> Bicycle lanes; Tobacco-free public places; Shade at parks; Less buildings; Walking paths; Trails/greenways; Clean water and sewage, infrastructure in rural areas; Sidewalks
11	<b>Affordable child care-</b> Parent/child (0-5) support services; Early childhood services
8	<b>Mental Health and Substance Abuse-</b> Funding for human services (particularly mental health, non-UCR funds); Knowledge & understanding of mental illness and available services; More substance abuse treatment options; Substance abuse help
6	<b>Education-</b> Quality education; Community Outreach; Education equity; Adult education
5	<b>Safety</b>
4	<b>Fairness-</b> Racial justice (especially environmental infrastructure); More community input concerning neighborhoods; Information-sharing for community events; Respect for all
2	<b>LEP services-</b> Language services for non-English speakers; Mental health and health services for LEP community; Services for LEP population
0	<b>Activities-</b> Connectedness; Meaningful activity for all ages; Youth activities

<sup>6</sup> The School of Government focus group did not include an overall rank order or vote.



7/19/2012 1PM

Votes	Human Service Need
30	<b>Affordable Housing-</b> Funding for affordable rental properties; Affordable workforce housing; shelter
21	<b>Mental Health Services-</b> Affordable mental health services for undocumented and limited English proficiency populations; Mental health care access for young and vulnerable
20	<b>Access to Affordable Healthcare-</b> More primary care services options; Resources for self-care/healthy living; Access to doctors; Affordable dental services; affordable eyeglasses; health services for low-income people
20	<b>Access to Healthy Food-</b> access to affordable healthy food; affordable healthy food choices
14	<b>Affordable Childcare-</b> access to childcare for working parents; early education
12	<b>Transportation-</b> access to easy to use transportation; transportation options to HS centers that is accessible; parking; specifically N. Orange County; bus service
11	<b>Immigrant Issues-</b> center for newly arrived refugees; access to immigration services - day laborer support; ability for refugee/immigrant access to education and livelihood; multilingual access to all locations of social services; literacy services for English/other; communication capabilities with immigrant populations
10	<b>Jobs-</b> access to education opportunities that do not include college; job training programs; apprenticeship opportunities; living wage jobs; wage/salaries that reflect the work being done
6	<b>Safety-</b> violence prevention; personal safety; public safety
2	<b>Substance abuse Services</b>
1	<b>Access and Coordination of Resources-</b> agencies working together through online site (sharing information); coordinated access to human service needs services; access to resources- "one-stop-shop"; employers access to resources for employees--"one-stop-shop"
1	<b>Senior care</b>
1	<b>Social Justice-</b> justice; civil rights; voice
0	<b>Clothing</b>
0	<b>Recreational services</b>
0	<b>Community-</b> voice in determining neighborhood development; community support; place to worship; conversation/discussion; assembly
0	<b>Family resources-</b> access to resources for parents; family support
0	<b>Education-</b> youth support; good schools

7/24/12 4PM

**Votes Human Service Need**

- 25 **Affordable Housing**- especially rental; space for community activities within neighborhoods; safe neighborhoods; better understanding/respect for those dealing with homelessness; too many people out of homes, not making enough to live with bare essentials.
- 15 **Jobs**- employment; safe and dignified work conditions for day laborers; loss of middle class--more low income and more high income people.
- 14 **Youth supports**- mentors and advocates; after school programs-affordable and accessible; youth activities for lower income kids; support for at-risk children and teens; tutors for low-income children/teens.
- 13 **Quality education for all**- strong, equitable public education; education for everyone; financial management training; job training; literacy.
- 12 **Healthcare for low-income people**- mental healthcare for low-income people; substance abuse treatment for the poor; access to preventive healthcare; quality healthcare.
- 6 **Access to healthy food for all**- safe food; people do not eat nutritionally; food for all.
- 3 **Broad community engagement**- avenues to express needs to be heard; lots of services not enough working together towards same goals; engagement of the whole community.
- 1 **Transportation** - on nights and weekends for employment.
- 1 **Legal services.**
- 0 **Living wage for all employees.**
- 0 **Beauty and artistic expression.**
- 0 **Civil rights**- Freedom to worship; freedom from discrimination; anti-racism orientation to work/services.
- 0 **Mediation**- conflict resolution services; ombuds program for landlord/tenant issues.
- 0 **Family supports**- affordable daycare; elder care.
- 0 **Fitness opportunities.**
- 0 **More bike-friendly streets.**

7/24/12, 2pm

Votes	Human Service Need
23	<b>Housing-</b> Senior housing; Affordable housing; Assisted living; More density of services, shopping, neighborhoods to make our community walkable; More high-density housing; Family care homes; Congregate senior housing with meals/services; Aid Homeless; Listening
19	<b>Transportation-</b> Consolidated transportation; Connected sidewalks; Accessibility; Less noise; Better access to cultural events; Door-to-door transportation for seniors who do not drive
12	<b>Senior Centers-</b> Senior programs, etc.
9	<b>Volunteers- Giving</b> back; Mentoring; Tutoring; Patience; Intensity
8	<b>Town Operations-</b> More businesses to reduce tax burden on residents; Revitalize downtown; Good relationship with UNC; Streamlined system of permitting with Planning Department
7	<b>Jobs-</b> Persistence
6	<b>Education &amp; Training-</b> K-12 Education; Jobs Training; Computer Access; Less Bullying; Less Ignorance; Focus
3	<b>Events-</b> Socialization, recreation, fun; More family-oriented events; Cultural; Courage; Less Fear; Grit; Inclusion
2	<b>Health Services-</b> Affordable dental care; Affordable hearing aids; Medical care (Mental); Resilience; Simplicity; Smiling
1	<b>Food-</b> Hunger
0	<b>Safety</b>
0	<b>Less Envy</b>

7/25/12, 10am

Votes	Human Service Need
28	<b>Affordable Housing-</b> Affordable living, education, food, etc.
26	<b>Child Care &amp; Education-</b> Access to child care; Additional/specialized child care for kids with special needs; Juvenile delinquency and drop-out prevention
25	<b>Emergency Shelter &amp; Homeless-</b> Emergency food services; Domestic violence shelter; Respite for children with special needs
17	<b>Employment &amp; Job Training-</b> Employment stability; Jobs; Training programs for real-life jobs
13	<b>Affordable Health Care-</b> Mental health programs/services; Streamlined mental health care; Alcohol & drug treatment; Substance abuse prevention
8	<b>Access &amp; Transportation-</b> Accessibility at UNC; Ease of access to services; Transportation (outlying areas, seniors to doctors); Additional recreation options for children with disabilities
5	<b>Family &amp; Children-</b> Family law access; Support for children of divorce
5	<b>Food-</b> Adequate food and nutrition
4	<b>Senior Housing-</b> Innovative senior housing/community; Modern nursing home/residential care
4	<b>Safety-</b> Pedestrian safety; safe home & school environments

### 3. Stakeholder Organizations

Individuals who participated in this study's focus groups and interviews were associated with the following organizations and community groups:

Affordable Housing Taskforce	Morgan Creek Foundation
Augustine Literacy Project	Nonprofit Roundtable
Autism Society of NC	Orange County Board of Commissioners
Boys and Girls Club	Orange County Board of Health
Bridge II Sports	Orange County Dept. on Aging
Carol Woods	Orange County Health Dept.
Chapel Hill Community Church	Orange County Juvenile Justice Prevention Council
Chapel Hill Historic Society	Orange County Partnership for Young Children
Chapel Hill Parks & Recreation	Orange County Rape Crisis Center
Chapel Hill Police Department	Orange Politics
Chapel Hill/Carrboro Chamber of Commerce	Partnership to End Homelessness
Chapel Hill-Carrboro City Schools	PTA Thrift Shop
Charles House Association	Rebuilding Together of the Triangle
Child Care Services Association	Saint Thomas Moore Catholic Church
Community Home Trust	Seymour Center
Community Watch	Silver Creek
Compass Center for Women & Families	Society of Friends (Quaker)
Cooperative Extension	Third Sector Alliance
Dispute Settlement Center	Town of Chapel Hill
Eno Triangle Pony Club	TROSA
Food Bank of Central and Eastern NC	UNC Center for Excellence in Community Mental Health
Friends of the Seymour Center	UNC School of Government
Habitat for Humanity	UNC School of Public Health
Health Carolinians of Orange Co.	UNC Wellness Center at Meadowmont
Healthy Carolinians	United Church of Chapel Hill
Holy Family Episcopal Church	United Voices of Efland
Justice United	United Way of the Greater Triangle
KidSCOpe	UNC - Chapel Hill
Meals on Wheels	Volunteers for Youth
Mental Health America of the Triangle	

## 4. Local Human Service Resources

Below is a list of a few of the human services provided in Chapel Hill, grouped according to the Key Human service needs addressed by the organizations, which are identified in this assessment. This list includes nonprofit organizations, faith-based groups, civic organizations, and governmental entities.

### Affordable Housing

- Adelaide Walters Apartments
- Chapel Hill Downtown Partnership
- Community Alternatives for Supportive Abodes (CASA)
- Community Home Trust
- Covenant Place
- EmPOWERment, Inc.
- First Baptist & Manley Estates
- Freedom House Recovery Center
- Habitat for Humanity of Orange County
- Homeless Outreach Poverty Eradication (HOPE)
- Housing for New Hope
- Inter-Church Council Housing Corporation
- Interfaith Council for Social Service
- Neighbor House of Hillsborough
- North Carolina Housing Finance Agency
- Orange County Affordable Housing Advisory Board
- Orange County Department of Social Services
- Orange County Emergency Services
- Orange County Housing, Human Rights and Community Development Department
- Orange County Human Relations Commission
- Orange County Partnership to End Homelessness
- Orange County Veterans Services Office
- Orange HOME County Consortium
- Project Connect Orange County
- Residential Services, Inc.
- Town of Chapel Hill Department of Housing
- Town of Chapel Hill HOME Program
- Town of Chapel Hill Housing and Neighborhood Services Division
- Town of Chapel Hill Inspections Division
- Town of Chapel Hill Planning Department
- Town of Chapel Hill Public Housing Program Advisory Board
- UNC Department of City and Regional Planning
- Weaver Community Housing Association

### Affordable Health Care

- Caramore Community, Inc.
- Carolina Outreach Home
- Carrboro Community Health Center
- Chapel Hill-Carrboro Chamber of Commerce
- Compass Center for Women and Families
- Continuum Home Care & Hospice of Orange County
- Durham VA Medical Center
- El Futuro
- Family Violence and Rape Crisis Services
- Freedom House Recovery Center
- Orange County Emergency Medical Services
- Orange County Health Department
- Orange County Rape Crisis Center
- Piedmont Health Services
- Planned Parenthood of Central North Carolina
- Robert and Pearl Seymour Center
- Ronald McDonald House of Chapel Hill
- SECU Family House at UNC Hospitals
- Special Olympics Orange County
- Student Health Action Coalition (SHAC)

- Healthy Carolinians of Orange County
- Horizons Residential Programs
- Inter-Faith Council for Social Services
- Joint Orange Chatham Community Action Agency
- Mental Health America of the Triangle
- Northern Orange Partnership for Alcohol and Drug Free Youth
- OE Enterprises
- OPC Area Program
- OPC Community Operations Center
- Orange County Department on Aging

- The Arc of Orange County
- Triumph LLC
- TROSA (Triangle Residential Options for Substance Abusers)
- UNC Center for Excellence in Community Mental Health
- UNC Health Care
- UNC Horizons
- UNC Institute on Aging
- UNC School of Dentistry
- UNC School of Public Health
- XDS, Inc.

## Education & Family Resources

- APPLES Service-Learning program
- Blue Ribbon Mentor Advocates (BRMA)
- Carrboro Recreation and Parks
- Chapel Hill and Carrboro Human Rights Center
- Chapel Hill Carrboro YMCA
- Chapel Hill Parks and Recreation
- Chapel Hill Police Department
- Chapel Hill Public Library
- Chapel Hill Training-Outreach Project
- Chapel Hill-Carrboro Public School Foundation
- Chapel Hill-Carrboro School System
- CHICLE Language Institute
- Child Care Services Association
- Community Empowerment Fund
- Dispute Settlement Center of Orange County
- Durham Technical College – Orange County campus
- El Centro Hispano
- Family Support Network of North Central Carolina
- FRIENDS National Resource Center for Community-Based Child Abuse Prevention
- Girl Scouts North Carolina Coastal Pines
- Grace Church of Chapel Hill
- Helping Youth by Providing Enrichment (HYPE)

- KidSCOPE Orange County
- Operation New Life
- Orange County Department of Social Services
- Orange County Disability Awareness Council
- Orange County Head Start and Early Head Start
- Orange County Parks & Recreation
- Orange County Partnership for Young Children
- Orange County Public Library
- Orange County Rape Crisis Center
- Orange County Schools
- Orange County Skills Development/JobLink Center
- Scholars' Latino Initiative
- St. Paul AME Church
- The Women's Center
- Triangle Red Cross
- UNC Frank Porter Graham Child Development Institute
- UNC School of Education
- UNC School of Medicine TEACCH Autism Program
- UNC School of Social Work Jordan Institute for Families
- University of North Carolina
- University United Methodist Church
- Volunteers for Youth, Inc.

## Jobs & Jobs Training

- Chapel Hill and Orange County Visitors Bureau
- Chapel Hill-Carrboro Chamber of Commerce
- Chapel Hill-Carrboro City Schools
- Community Empowerment Fund
- Durham Technical Community College
- Orange County Arts Commission
- Orange County Economic Development
- Orange County Literacy Council
- ReCYCLERy
- Town of Chapel Hill Downtown Economic Development Initiative
- Town of Chapel Hill Economic Development
- Town of Chapel Hill Patrols Division
- Town of Chapel Hill Planning Department
- Town of Chapel Hill Public Arts Commission
- UNC

## Transportation

- CHT's Paratransit (EZ Rider) Service
- Durham-Chapel Hill-Carrboro Metro. Planning Organization
- GoTriangle
- Orange County Planning and Inspections Department
- Orange County Schools Transportation Department
- Orange Public Transportation (OPT)
- Orange Unified Transportation Board
- Robertson Express Bus
- Town of Chapel Hill Active Living by Design Advisory Committee
- Town of Chapel Hill Bicycle and Pedestrian Advisory Board
- Town of Chapel Hill Downtown Partnership
- Town of Chapel Hill Parking
- Town of Chapel Hill Public Works
- Town of Chapel Hill Transit
- Triangle Area Rural Planning Organization (TARPO)
- Triangle Regional Transit Program
- Triangle Transit

## Food

- Carrboro Farmers' Market
- Chapel Hill-Carrboro Meals on Wheels
- Farmer Foodshare
- Food Bank of Central & Eastern North Carolina
- Inter-Faith Council for Social Service
- Orange Congregations in Mission
- Orange County Agricultural Preservation Board
- Orange County Department of Social Services
- PORCH
- TABLE, Inc.
- UNC Dining Services

## 5. Acknowledgements

The research team would like to thank the following individuals and groups, who assisted with this study:

- The Seymour Senior Center
- The Carrboro Century Center
- Dr. Maureen Berner, the School of Government
- Margaret Henderson, the School of Government
- Dr. Ricardo S. Morse, the School of Government
- Susan Austin, the School of Government
- Jackie Thompson, Town of Chapel Hill
- The Human Services Advisory Board, Town of Chapel Hill
- All of the individuals who participated in focus groups and interviews