

Community Needs Assessment Report

Compiled and prepared by

**The Rotary Club of
Cameron Park**

April, 2014

Community Needs Assessment Report

Table of Contents

- I. Introduction to Concept
- II. Prioritized Needs
- III. Existing Resources/Assets to Meet Identified Needs
- IV. Summary
- V. Recommendations. **CALL TO ACTION**
- VI. Appendices
 - A. Survey Questions Asked
 - B. Categorized List of All Responses Regarding Needs of County
 - C. Categorized List of All Responses Regarding Available Resources
 - D. List of Participating Cameron Park Rotary Volunteers
 - E. List of Participating Organizations
 - F. Comments from Interviews
 - G. Observations by Priority Categories

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In July of 2013, the Board of the Rotary Club of Cameron Park approved the conducting of a comprehensive community needs assessment project. There were a number of reasons for so doing including the recommendation of Rotary International that all clubs periodically assess the needs of the local areas they serve. There were other specific purposes for undertaking this project in the eyes of the Rotary Club of Cameron Park. Those reasons are listed below:

- To better understand the overall dynamics at work in our community.
- To create a detailed repository of information that community service organizations and government agencies can reference to understand the 'big picture' of the needs of all populations on the Western Slope of El Dorado County.
- To identify the greatest needs in a prioritized manner.
- To identify the resources and assets available in El Dorado County and to assess the efficiency of the usage of those resources.
- To provide assistance and direction to all organizations in targeting their efforts to address the most pressing problems identified by the needs assessment.
- To assist in improving the health of our community as a whole.

Methodology

The task we faced was to effectively gather, analyze and disseminate information that will help guide future decisions by all community groups that are interested in the long-term health and development of our community. To accomplish this goal, we decided to use teams of trained Rotary volunteers to conduct interviews. The goal of the interview process was to identify community assets and needs through a personal, face-to-face, process wherein both information and personal reactions could be collected. Interviewers contacted key members of a diverse range of over 35 governmental and non-governmental organizations to engage in discussion centered on a prepared list of six questions developed by the Needs Assessment Task Force comprised of Rotary Club volunteers. (See appendix)

Interviews took place between November, 2013 and February, 2014. Each interview team submitted a report of their findings to the task force and at the end of the interview process the members of the task force compiled the information and prioritized the findings. The final step in the project you currently hold in your hands. The objective of presenting a report of the findings of the needs assessment effort to both the organizations and agencies who participated and also the community as a whole is achieved by the distribution of this publication. It is our sincere hope that the findings detailed in this report will prompt discussions, redirect scarce resources where appropriate, and serve the needs of those whose goal is to help resolve the most pressing issues facing all residents of El Dorado County.

Needs Assessment Report Prioritized Needs

The results of the Needs Assessment Survey conducted by the Rotary Club of Cameron Park are highlighted by the findings elicited from the organizations and agencies by the club's interviewers. Overall, the findings were many and varied. The Needs Assessment Task Force, using a weighting process, developed a prioritized list of needs from the interview reports. Those needs are described below. Following the descriptions are observations made by the Needs Assessment Task Force members. The results are presented in the order of priority.

Priority Need # 1--Reliable, Accessible Transportation connecting people to existing resources.

This need was echoed repeatedly by interviewees no matter whose interests they were intent upon serving. For example, assisting homeless individuals to attend meetings, shop for provisions, potential employment and to access social/mental health services was listed as crucial for them to maintain hope and determination to move toward permanent shelter. Likewise, senior citizens, poverty-level and low income earners, students of all ages whose parents are both employed outside of the County and probationers/parolees without automobiles all are reported as groups who would greatly benefit from a comprehensive system of public transportation in the county. It was noted over and over how difficult it is for those people who are attempting to better themselves to have to depend upon others for personal transport. The lack of locational independence is a major stumbling block in the lives of many County residents.

Priority Need #2— A Shelter for the Homeless Combined with a Centralized Resource Center to Facilitate Access to Available Services

Throughout the interview reports, the need for shelter for a number of County populations was a common theme. The most frequently mentioned were homeless adults and their offspring. Other groups also need at least transitional housing. For example, individuals on probation/parole, the unemployed worker who is actively seeking employment, and the emancipated adolescent who has legally gained independence all have the need for transitional housing and eventually, affordable permanent housing. Human Services resource information needs to be readily available at all transitional housing locations, perhaps integrated with public transportation stops.

The need for additional foster homes, both short and long term, is a necessity in the County. Many youths that need foster care are being shipped to Sacramento County or other nearby counties because of the lack of placement spaces in El Dorado County.

Finally, the need for more affordable permanent housing is strong. Individuals and/or families have difficulty locating adequate housing even if they are regularly employed.

Many local jobs available are either part-time or are low paying. Individuals filling those positions find that it is nearly impossible to afford housing in the county.

Priority #3—Increased Number of Employment Opportunities in the County.

Three common threads were highlighted in the reports in this area. Those were:

- The need for **easily accessible job training and job retraining** classes. - This includes the need for training in technological skills that are most commonly needed by businesses. It must also be noted that the ongoing job skill training for developmentally delayed and handicapped adolescents and adults is woefully underfunded and in reality few meaningful training or placement opportunities exist.
- The vital need for a **more successful business development program** in our community was noted by several organizations interviewed. This solution goes hand-in-hand with the retraining of unemployed or underemployed County residents. Without jobs to transition into, the graduates of any type of retraining program would still be unemployed.
- One of the reasons given for many people not seeking to be employed was **the lack of affordable child care in our area**. Most if not all of the wages of a part-time or entry level job would be spent by the employee on the care of a child, even if that child attends school for part or all of the day. If no real income advantage is gained by working, it is an easy decision to remain at home unemployed.

Priority #4--Stronger and More Plentiful Mental Health Services

Those adults, children and families who are constantly struggling to meet their basic human needs (E.g.--shelter, food, clean water, health care) often succumb to common mental health issues such as depression and hopelessness. For both cost and transportation reasons, their mental health difficulties go untreated. That fact exacerbates their difficulties. If current mental health options were not overtaxed, then some problems might be averted (E.g. alcoholism; drug addiction; domestic violence; child abuse).

The need to assist struggling adults and children in developing coping skills is high. Training and, if necessary, ongoing therapy is not readily available to those needing it in our County.

Priority #5—Addressing a Variety of Social Needs

So many specific and varied social needs were mentioned in the interviews that were conducted that they were difficult to categorize. A listing of those specific needs is included in the appendix for more detailed information. Below is a compilation that categorizes social needs into three broad areas: Needs of Youth, Needs of the Aged and Needs of All Community Members.

- **Youth**—Activities and facilities for youth exist in El Dorado County and are often driven by the generous volunteering of parents. However, access to those organized activities is uneven based on the geography of our County (again transportation is an issue) and based upon the cost of the organized activity. Many group activities have fees involved that prevent economically disadvantaged youth from joining. (E. g. Little League baseball ; swimming teams; Foothills Softball programs; Junior Football leagues) Respondents described the need for non-fee based activities for youth, especially in the hours immediately after school when one or both parents are working. Activities mentioned were not all athletic in nature. The need for supervised study time and specifically access to technological resources was seen as vital. It was noted that among the youth attending County schools, there is a gap existing between those students who have access to computers and the internet and those who do not. The gap will continue to widen and negatively affect learning if not recognized and addressed.

Two specific cohorts of our youth were noted as well. Although not in our consciousness, youth who have become involved in the juvenile justice system have specific needs. Additional CASA advocates and Juvenile Hall mentors are needed to provide guidance and direction for youths who have made poor decisions. Also, youth from families whose first language is other than English are at an immediate disadvantage in school and society. Outside of the school system, resources to accelerate acquisition of English do not currently exist.

- **Needs of Our Aging Population**—The top of the list of needs for senior citizens in our County is the building of additional assisted living and comprehensive care facilities. Many people have come to El Dorado County to retire and as that population ages further, most will need to move from independent living arrangements to assisted living facilities. Governmental and non-governmental groups are becoming overwhelmed with the numbers of seniors needing health care, transportation and direct care.

Two subsets of our senior community were mentioned multiple times. Aging **veterans** and **developmentally delayed adults** of all ages have few resources to count on in our County. For veterans, in the area of health care alone, the nearest inpatient hospital is in Mather and the nearest outpatient clinic is in Auburn. M.O.R.E. is an invaluable community resource for developmentally delayed adults, but community employment and care is lacking in our County.

- **Needs of the Entire Community**—Beyond the needs noted for the two specific populations listed above, individuals of all ages and families have many unmet needs. Often, for financial reasons, services either are not available or have been cut back. For example, the loss of library hours affects the lives of all community members. Other examples of limited or nonexistent services that were desired were community programs for social gathering or entertainment (for low cost or no cost), affordable or subsidized child care and more centralized County funded social services. (less fragmentation geographically and more efficiency including sufficient personnel to serve the needs of the County’s current and future population)

A separate subset of this general section included the difficulty for some to meet **basic human needs**. In addition to shelter, **nutritious food, basic clothing, usable furniture and emergency services**, were cited as unavailable or inaccessible for some residents of our County.

Many respondents, both governmental and especially non-governmental, lamented the lack of stable and consistent funding that could be counted upon from year to year. A corollary to the funding issue included multiple observations that ongoing maintenance of County facilities (E. g. roads, parks, libraries) has become worse in the past ten to twenty years. The same observation was made about County social services.

In the area of the entire spectrum of services and opportunities that a community and county can provide, countless specific and general needs were identified by our survey. The general conclusion is that communication and coordination among all organizations working for the betterment of our community need improvement.

Priority #6 The Lack of a Sense of Community in El Dorado County—

A phrase like “Sense of Community” carries a different definition for many people. It seems that for many, our area is just a place to live rather than a community, whatever that definition entails. Since our County covers a large geographical area and local communities are spread out from one another, a missing element for some is the lack of a real “town center” or central business district for many locales. Some would like to see a unified “Community Vision” developed by a large cross section of citizens (not by

government) and have that vision serve as a blueprint for all community organizations and agencies as improvements are considered.

Opportunities to gather together and enjoy activities and learning opportunities were seen as promoting everything from the increasing of community volunteers to creating a culture of acceptance (both seen as needed improvements). It was felt by some that standards of civil behavior somehow needed to be discussed and, if necessary, taught in a whole-community setting. One concern noted that without a community emergency shelter our communities were unprepared for a natural disaster. Another concern raised was the need to include and welcome currently isolated groups (E. g.—Native Americans, Hispanic Americans).

The expressed desire for a stronger “sense of community” seems focused on reducing the isolation some groups of our citizens feel. Whether you are a senior citizen, an economically disadvantaged or unemployed adult, a disaffected youth, an English Language Learner, a resident of the Shingle Springs Rancheria, or a person who just feels unconnected to his/her neighbors, you have particular needs. The demands on the county and on non-governmental organizations who are working feverishly to address the needs of the community are many and often costly. The responsibility for solving the often vexing problems identified in this needs assessment lies on the shoulders of all residents of El Dorado County. In a later section of this report, some avenues toward addressing these identified needs are suggested.

NEEDS ASSESSMENT— EXISTING RESOURCES

In analyzing the information we obtained from our survey effort, there appears to be a large number of resources available to help those in need. The major problem is connecting those in need with the resources to meet their needs. Primarily the need is for transportation. However, in some cases people need to know what resources are available. There also is a need to coordinate our resources so that they are used efficiently. The following is a summary of those resources we found. Please see the attached list in the appendix for more detailed information.

1) TRANSPORTATION NEED

The major transportation resource is El Dorado Transit, which includes Dial-a-Ride. Marshall Hospital does provide some transportation for low income patients. There are a few school and church auto repair shops.

2) HOMELESS SHELTER NEED

The Community Resource Center is a starting point for any homeless person in El Dorado County. They have tents, tarps, and bags. There are several temporary housing programs in the County. Something like “Hangtown Haven” is needed to provide safe transitional shelter and a central place for more effective transportation pick up. There is some housing available for a few nights. But we did not find housing of the transitional type.

3) UNEMPLOYMENT

There is an unemployment resource center (i.e. Job One and Golden Sierra Job Training Agency). Also, Mother Lode Rehabilitation Enterprises Inc. (MORE) provides training for people with disabilities.

4) MENTAL HEALTH SERVICES

The mental health facility at the Shingle Springs Rancheria is underutilized. The County has a mental health facility. New Morning Youth and Family Services provides some services for mental health and drug abuse.

5) ADDRESS SOCIAL NEED PROBLEMS

Carolyn Gilmore of the Salvation Army stated, “Our community is rich with resources”. This is supported by the information we found during our surveys. In order to better comprehend the resources available they have been grouped into categories.

FOOD ASSISTANCE

There are about 20 food programs that we found. Programs are available such as the El Dorado County Food Bank and those that provide meals such as senior nutrition, lunch programs, and food closets. The EDC Food Bank has begun an outreach program to serve outlying areas.

CLOTHES AND FURNITURE

There are a number of sources for clothing and furniture. Some clothes closets operate all year. Other programs are available at specific times such as the beginning of the school year and these provide clothes and school supplies for kids. Snowline Hospice has thrift stores where inexpensive furniture can be found. Lack of transportation may limit access to these resources.

LEGAL ASSISTANCE

Legal services are available for seniors, children, veterans, and low income people.

EMERGENCY ASSISTANCE

Emergency assistance is available in a number of situations. The most obvious are police and fire protection. In addition there is help for those experiencing a violent relationship, energy needs, and housing. One place that had good knowledge about what is available was the Salvation Army.

SENIORS INFORMATION AND ASSISTANCE

We have programs for protecting seniors, lunch programs, and care facilities. One area that was identified as needing more resources is senior recreation opportunities due to a large retirement population.

RECREATION ASSISTANCE

Community Services Districts (CSDs) and several sports leagues have scholarships for low income kids. The Boys and Girls Club and Little League also have some scholarships for low income kids.

MEDICAL AND MENTAL HEALTH

There are government health programs, as well as private health programs, for low income residents. The Shingle Springs Rancheria has a medical facility that is underutilized. Several health education programs are available.

VETERANS ASSISTANCE

Resources are available from government agencies and veterans organizations.

GIFT PROGRAMS AND GRANTS

We have programs for gifts of backpacks, school supplies, bicycles, Christmas gifts, meals, and gift cards. Also there are community grant programs available.

The list of resources available is very large and is difficult to navigate. Also, there is a problem of getting to the resources for those in need.

6) SENSE OF COMMUNITY

Resources available here are the community centers, CSDs, libraries, and fire departments. Voluntary service organizations exist that help create a sense of community and serve others in need.

NEEDS ASSESSMENT REPORT SUMMARY

The goal of this assessment effort was to identify the needs of the community and to identify the community assets available to meet those needs. The scope of the surveys did not provide an assessment of the sufficiency of the resources available to meet everyone's needs.

In order to describe the community needs it was necessary to divide them by priority and category. However, it is apparent that the categories are linked together and that resources must be available for several categories if needy people are going to improve their situation. For example, someone who is homeless, who needs mental health services, may also need job training. They will need transportation to access those services/resources. However, if there are no jobs for them, they can make no transition to improve their situation.

There are many resources available, but there needs to be more effective coordination to insure that these resources are used effectively. Also there was an indication that some resources were fragmented and not directed toward the areas where they could do the most good.

Several people expressed an opinion that some in the community felt that if the problem were ignored that it would go away, in reference to homelessness. Actually by addressing the problem we could reduce the cost of government services such as law enforcement.

There was a suggestion, by several groups, that the community should develop a community vision which expresses the desire to work together to help those in need and to develop the will to make that happen. This effort should not be driven by governmental agencies, but should be a community effort.

RECOMMENDATIONS—A CALL TO ACTION

The Task Force Recommends:

1) That the needs assessment report be studied and analyzed by all agencies and organizations receiving copies for the purpose of understanding the current needs and the resources for meeting those needs.

2) That there be initiatives by an ad-hoc community group or groups to study each of the priority needs areas and identify areas in which there is lack of services or an overlap of services, using the information in this report as a starting point.

3) That an umbrella group (executive committee) be formed to coordinate any initiatives that result from the study of present efforts to address the priority needs of the County's residents and to develop a forum for creating a comprehensive community vision.

4) That there be a concerted effort by all community groups to reach out to the leadership of the Shingle Springs Rancheria for the purpose of helping them to participate in community activities, maximize the use of their community-based resources and assist in efforts to promote school attendance and integration in available activities for their youth.

5) That a workshop be conducted with the Board of Supervisors to review the Needs Assessment report. All of the groups interviewed should be invited to join in this work shop.

Appendix A

Community Needs Assessment Survey Questions

1. From your perspective, list the most pressing needs of our local community. (As many as you can think of—large or small)

2. Looking at your list above, which 3 needs would you identify as most urgently needing attention?

3. Describe the reasons you prioritized these 3 needs as the most urgent.

4. What are the current community assets, including those represented by your organization, that are available to improve community life in our area?

5. Are the existing community assets, including those represented by your organization, accessible to those in need and are they effective? (Give reasons or examples for your response)

6. If you were to do so instantly, what immediate changes would you make for the benefit of all in our community? (Limit = 3 total)

APPENDIX B

NEEDS LISTED BY CATEGORY

Community needs found by our survey:

- 1) Transportation, connecting people to needed services
 - Homeless people
 - Seniors
 - Low income/impoverished
 - Getting to after school programs for youth
 - Probationers
- 2) Homeless shelter and resource center
 - Transitional housing (probationers, 18 yr. olds, unemployed)
 - Foster care
 - Affordable housing
 - Stronger parole supervision
- 3) Employment Opportunities
 - Tech training
 - Better trained special needs teachers
 - Business development
 - Placement options for Developmentally Disabled Adults (DDA)
 - Job retraining
 - Affordable child care
- 4) Stronger mental health services (coping skills training)
 - Alcohol/drug education
- 5) Address social need problems
 - More assisted living facilities
 - ELL classes that are safe for language learners
 - More juvenile hall mentors
 - Veteran's assistance
 - After school activities/study for kids
 - Non-fee based activities for kids
 - Food for those in need
 - Independent living classes
 - Community programs for social entertainment
 - Library open on Saturday
 - Care and care givers for elderly
 - Affordable child care
 - Fragmented social services
 - More training for Emergency Medical Technicians (EMTs)
 - Stable funding for Govt. services (libraries, Community Appointed Special Advocates, parks)
 - Ongoing maintenance for County facilities/services

6) Sense of community

Sidewalks and trails

Town center for Cameron Park

Increase community involvement (community vision)

Create a culture of acceptance

More community volunteers

Funding for charitable services

“Acceptable behavior” classes for adults and kids

Emergency shelter/emergency fund

APPENDIX C

RESOURCES LISTED BY CATEGORY

1) Transportation, connecting people to needed services

- *Marshall Hospital
 - Pay for transportation for low income patient after care
 - Transportation for cancer patients for Cameron Park facility
- *El Dorado County Transit
- *School auto shop to repair autos
- *Green Valley Community Church has a small auto shop

2) Homeless shelter and resources

- *Housing Emergency Lodging Program (HELP)
 - Housing choice voucher
- *Community resource center
- *Nomadic shelter
- *Hangtown Haven (previously)
- *Foster care

3) Employment Opportunities

- *Job One - one stop employment resource center
- *MORE (handicapped/disabled job training)

4) Mental Health Services

- *Shingle Springs Rancheria medical facility
- *El Dorado County Mental Health facility

5) General Social Needs Resources for All Residents

FOOD ASSISTANCE

- * Brown Bag program
- *Free lunch program (schools)
- *Senior nutrition program (senior centers)
- *Meals on Wheels
- *Food stamps
- *Food Bank
- *Women, Infant, Children Program (WIC)
- *Food Closets (5)

- *Hot Meals (Pollock Pines Baptist Church & Upper Room)
- *Federated Church
 - Backpacks w/food
 - food closet in cooperation with ten other churches
- *Hands 4 Help – food (food bank)
- *Marshall Hospital-food baskets

***CLOTHES AND FURNITURE**

- *Seventh Day Adventist Church
- *St. Patrick's Aid-Ministry Closet
- *Snowline Hospice Thrift Stores
- *Green Valley Community Church
- *Partners in Care
- *Federated Church – jackets & shoes
- *Hangtown Active 20 - 30 – clothing
- *Gold Rush Active 20 – 30 – kids coats and shopping spree
- *Hands 4 Hope – Clothes, blankets (Union Mine HS), Coats for Kids

***LEGAL ASSISTANCE**

- *Senior legal services
- *Legal Services of Northern California, Auburn, CA
- *Free legal clinic - Placerville main court house
- *Child Support and Revenue Recovery
- *Teen Court
- *CASA
- *Veteran's Court

***EMERGENCY ASSISTANCE**

- *Center for Violence Free Relationships
- *Salvation Army
- *Home energy assistance
- *American Legion hall for emergency housing for disasters
- *Government general assistance (Dept. of Human Services)
- *Social Security Administration
- *Cal Works
- *Child Protective Services
- *El Dorado County fire departments
- *Placerville Police Dept.
- *Poison Control Center
- *Sheriffs Department
- *Juvenile Service Council
- *Community Correction Center (Health & Human Services, El Dorado County Office of Education, El Dorado County Probation Department)
- *School Resources Officers

***SENIORS INFORMATION AND ASSISTANCE**

- *Adult Protective Services
- *In Home Support Services
- *Public guardian
- *Skilled nursing facilities
- *Multi-purpose Senior Services Programs (MSSP)
- *Family care giver support

***EMERGENCY ENERGY ASSISTANCE PROGRAMS**

- *Home Energy Assistance Program (HEAP)
- *Weatherization (emergency conservation services)
- *Relief for Energy Assistance through Community Help (REACH)

***GRANTS**

- *Women's fund of El Dorado (grants)
- *El Dorado Community Foundation (grants)
- *El Dorado County Office of Education – education programs for 0-5 yrs. and low income students

***RECREATION ASSISTANCE**

- *El Dorado Hills CSD grants for kids for fee-based activities
- *Assistant League of Sierra Foothills
 - sports locker equipment and scholarships for fees (sports)
 - Bags for belongings (backpacks duffle bags, etc.)
- *Recreation resources
 - El Dorado Hills CSD facilities and parks
 - Cameron Park CSD facilities and parks
- *Boys and Girls Club

MEDICAL AND MENTAL HEALTH

- *Shingle Springs Rancheria medical facility
 - Mental health
 - Health clinic
 - Dental clinic
 - Meeting room
 - Future community center
- *Snowline Hospice
 - Scholarships for attending (low income)
- *Cameron Park Marshall Hospital
 - Free breast and prostate screenings
- *Marshall Hospital education on diabetes, cancers, heart disease,
 - Smoking cessation, and drug prevention
 - Community health library in Cameron Park
 - Scholarships for education on diabetes at Cameron Park location
- *El Dorado County Mental Health
- *Marshall Medical Center (grants)
 - High school prevent alcohol and risk trauma in youth
 - Boys and Girl Club health programs (Placerville schools)
 - The Center, Cameron Park CSD, and El Dorado Hills CSD

***VETERANS ASSISTANCE**

- *Veteran's court (arbitrate veteran's issues)
- *Veterans Affairs help on non-service pensions
- *Hire a Vet program
- *El Dorado County veterans services
- *American Legion

***GIFT PROGRAMS**

- *California Highway Patrol – Christmas gifts
- *Camino Cares – gifts for Christmas
- *Placerville Union School District - Backpack giveaway
- *Camino Community Giving Tree
- *CASA
 - scholarships
 - \$100 enrichment fund
 - Christmas gifts
- *El Dorado County Office of Education – backpacks and school supplies
- *Christmas giving Western Slope Marshall Hospital
- *Lord's Gym backpacks and school supplies, outlying areas
- *Boys and Girls Club
 - School supplies, coats, lice kits, books, sports equip. game room supplies,
 - Garden supplies, and computers (Georgetown, Cameron Park, Pollock Pines)
 - Christmas gifts for members
 - Gift cards to members
- *Choices for Children community gift tree
- *Hands 4 Hope-Toiletries (through agencies)

6) Sense of community

- *Shingle Springs Community Center
- *El Dorado Hills CSD
- *Cameron Park CSD
- *County Branch Libraries
- *Rescue Community Center
- *Service Organizations
- *Chambers of Commerce

APPENDIX D

ROTARY VOLUNTEERS WHO CONDUCTED SURVEYS

Dave Sargent	Art Cort	Mike Collom	John Zanatta
Jana Ellerman	Ken Thurman	Bob Clarke	Dee Russo
Debbie Miller	Ken Reid	Ian Marshall	Tony Marshall
Ron Losel	Bill Hughes	Joe Ryan	Gail Lohmann
Jim Buckley	Bob Dorr	Bill Ettlich	Jeanne Knowles
Chuck LePere	Alan Clarke	Cindy Sutorka	Walt Philipp
Greg Wood	Dave Tavernetti	Vickie Christensen	Shiva Frentzen
Rube Jessop	Steve Long	Mark Scott	Caroline Mohlstrom

APPENDIX E

NEEDS ASSESSMENT LIST OF PARTICIPATING ORGANIZATIONS

Church of the Foothills	Boys and Girls Club of E. D. County
Faith Episcopal Church	S.S. and C.P. Chamber of Commerce
Foothills United Methodist Church	E.D. County CAO
Federated Church	Cameron Park C.S.D.
Invision	E. D. County Food Bank
S.S. Rancheria	E.D. County Foster Parent Assn.
American Legion	Snowline Hospice
Veterans of Foreign Wars	Salvation Army
E.D. County Veterans Office	Marshall Medical Center
HELP	E.D. County Library (Cameron Park)
EDC C.P.S. and Adult Protection Svs.	Eskaton
E.D. County Senior Services	ALTA Regional Center
E.D. County Probation Department	Hangtown Haven
E.D. County Community Foundation	New Morning Youth and Family Services
M.O.R.E.	Center for Violence Free Relationships
E.D. County Office of Education	
E. D. County C.A.S.A.	
C.P. Friends of the Library	

APPENDIX F

NEEDS ASSESSMENT COMMENTS FROM INTERVIEWEES

Salvation Army is an “emergency need” organization, but need is on a one-time basis.

Without employment our system falls apart.

General community needs to reach out and include Rancheria people in their activities/education.

Public agencies face a divided view on how assets should be allocated.

We need a truly shared vision/culture of what El Dorado County should be.

There needs to be more awareness of human trafficking

There needs to be an improvement in parenting skills

There is a need for aggressive after school programs which include academics and athletics, to divert kids from gang appeal by providing supervision and direction.

There is a need for a 211 phone number to direct needy to a place for answers.

There is a large number of “homeless” who are responsible and who need and want a temporary hand to pull them up and assistance in getting back on the track of life.

Procure a van and provide transportation to medical appointments and screenings.

Develop a comprehensive brochure listing resources in the area.

Increase foster care housing.

Kids in rural areas are underserved and have less access to resources than other kids have.

There is a need for more primary care physicians.

Create appropriate partnerships for forward movement.

How can we attract more businesses? (Employment and services locally)

APPENDIX G

NEEDS ASSESSMENT OBSERVATIONS BY PRIORITY CATEGORY

Disclaimer:

Although this assessment is meaty, it is not meant as a total compendium of needs nor resources available. This investigation opens the door for a more intense query which could have more positive and far reaching results for the residents of the Western Slope of our County.

The agencies surveyed provided their honest assessment of the questions from their perspective. The conclusions drawn are opportunities for collaboration and/or partnerships resulting in an abundance of services to meet the specific tenants of the needs.

Priority #1: Transportation

- It appears that the ridership and routes of the El Dorado Transit (EDT) do not serve the specific needs of the County's public transit dependent populations.
- It appears, according to the data received, that route modifications and pick-up times need to reflect a different client-use model.
- It appears that the fleet of EDT's Dial-a-Ride is insufficient to meet the needs of the transportation deprived in the outer reaches of the reporting area.
- A possible solution is that "transportation-subsidies" (vouchers) could become a part of the contract with the three cab companies on the Western Slope of the County.
- **Conclusions:**
 - **Based on the reports received, transportation must be the center of focus groups resolving transportation issues for all socio-economic levels on the West Slope including fringe-employed-families, job seekers, medically needy, parolee, poverty-level and low income residents, and homeless individuals.**

- **It is possible that "volunteer-on-call" drivers from the community and/or agency drivers become a part of the solution.**
- **It is possible that a community driven education event needs to occur for those who rely on "public" transportation. It may be a way to seek alternative solutions for their particular transportation needs.**

Priority #2: Multi-level Homelessness

- According to reporting agencies, there are those who are on-the-edge of homelessness who remain unidentified. Additionally, there are those families who have combined household resources and living accommodations (i.e. several families that are living together in one household) that are just holding on.
- A very large percentage of the emancipated foster youth who have become patrons of the law enforcement network, who are eligible for services until the age of 24, have also become a part of the invisible network of the homeless.
- **Conclusions:**
 - **Based on the reports submitted, there are insufficient resources to resolve the on-going homeless issues on the Western Slope.**
 - **A cross-over from transportation needs asks the question as to whether the significantly limited low-income housing is located near transportation routes.**
 - **Based on submissions, affordable transitional housing for currently "homeless" but employed low-income individuals**

and families is not available on the Western Slope with the exception of temporary motels/hotels.

- **It is also possible that "affordable-housing," whether duplex/four-plex, manufactured housing, etc. may be a part of the solution.**
- **It appears that the submissions indicate that there is an inter-relationship between transportation, multi-level homelessness, and employment.**

Priority #3: Employment Opportunities

- Based on the reports submitted, there are limited mid-level and high-level training opportunities on the Western Slope.
- There are limited low cost/no-cost job skills training opportunities in El Dorado County. Those that are provided are provided primarily by the Los Rios Community College system at their local campus on the Western Slope.
- Regional Occupation Programs and Career Technical Education (vocational education) offered through the El Dorado Union High School District is focused on providing high school students with entry-level technical skills with a very restricted adult component.
- The County Office of Education provides job skill development for a limited number of lower performing or less academically focused adolescents (high school age) and Graduate Equivalency Diploma preparation.
- Golden Sierra Placerville (another not-for-profit agency) provides limited assistance in job interview/resume skill development.

- MORE provides skill development and job placement for community members with special needs.
- **Conclusions:**
 - **The limited skilled employment training or retraining opportunities for job seekers on the Western Slope does not address the need for mid-level business, research, and technology training.**
 - **Lack of affordable housing, limited job skill training opportunities, and a limited transportation infra-structure, combine to restrict the County's ability to attract new businesses.**
- **Priority #4: Mental Health Services**
- Cuts to mental health services have left many of those marginalized by lack of education, job search/skill development, and lack of work history with minimal mental health resources.
- Public licensed counseling services are limited due to lack of budgetary priority.
- The County has contracted out mental health services to school districts to assist in student success. Both New Morning Youth and Family Services and Sierra Child and Family Services have received limited contracts.
- **Conclusions:**
 - **Community mental health service needs are noted in several of our prioritized areas: Transportation, Homeless, and Employment Opportunities.**
 - **According to interviews, a part of the "big-picture" regarding the overall health of the community, is that mental health services need to be expanded and strengthened.**

- **Priority #5: A Variety of Social Needs**

- *Food Assistance:*

- Much attention has been focused on food assistance by the El Dorado County Food Bank. There are more than 20 food programs on the Western Slope. In spite of the many food assistance programs, the number of residents needing that assistance continues to grow, particularly in outlying areas.
- In response, Food Bank has a mobile food trailer that travels to remote areas where the need is the greatest on a regular weekly schedule.
- It appears, according to food closet personnel, that families have moved in together to further food resources.
- Non-Subsidized Senior-food programs have increased in our communities since the County has stepped away from being the primary senior nutrition provider. Privately supported senior meals have been established at churches and community centers. These services are not eligible for many of the federal/state surplus food programs, and therefore request a small donation to assist in providing meals.
- According to conversations with food bank volunteers, Supplemental Nutrition Assistance Program (Federal food stamp program) has been cut, changing the dynamics of food service and distribution. The effect is increased pressure on private food service providers.
- Meals-on-Wheels has been somewhat diminished county-wide, and depends on volunteers for delivery (some volunteers delivering up to 50 meals per day).
- **Conclusion:**

- **Although food programs are available in populated areas, the outlying reaches of the County are still in need of resources beyond the Food Bank's Mobile Trailer.**
- *Clothing and Furniture Availability:*
 - **Conclusion:**
 - **The reports submitted have indicated that there are numerous free and low-cost providers and exchanges for this service.**
- *Legal Assistance:*
 - **Conclusions:**
 - **Legal services are available. However, transportation accessibility for seniors, children, veterans, and low-income individuals and families is limited.**
 - **El Dorado Transit, Dial-a-Ride and County bus transport are available to the center of this activity in Placerville.**
- *Emergency Assistance:*
 - **Conclusions:**
 - **Surveys indicate that there are resources available for a wide variety of emergencies affecting every level of community need through private non-profit agencies and County resources.**
 - **However, response times for emergencies vary due to the fact that emergencies do not only occur in populated areas. Response times for emergencies vary as to how far from centers of population the emergency occurs.**

- **The population of the Western Slope is aging. Services for that segment of the population require more numerous trips and follow-up by agencies. If transportation was more accessible seniors and others would access preventative services reducing the number of emergencies and follow-ups.**

- *Senior Information:*
 - **Conclusions:**
 - **Although many senior information and senior programs are available, access is limited by transportation and ineffective communication and informational distribution to clients. Local senior programs are advertised in Senior Living, Gold Panner, Mountain Democrat and through automated phone messages.**

 - **Information has not been effectively communicated about senior recreation programs available at community service districts and city parks.**

 - **Senior Legal Services, Adult Protective Services and Adult Day Care programs are available from the County in one central place. However, clients must have reliable and timely transportation to take advantage of them.**

- *Recreation Assistance:*
 - Recreation programs are not accessible to many due to the prohibitive cost of participation and/or equipment.

 - Some Community Service Districts and organizations like the Boys and Girls Club and Little League have limited "scholarships" available to financially challenged families.

- The loss of school based programs leads to private programs supported by parents or relatives. This limits the number of residents (young and old) that have access.
- **Conclusion:**
 - **Program and transportation costs often limit the ability of financially challenged residents from participating in available recreational programs.**
- *Medical and Mental Health:*
 - Low income and financially challenged families have limited access to low cost medical/mental health services. Increased access to lower cost health insurance should reduce the pressure on emergency rooms.
 - **Conclusion:**
 - **The Shingle Springs Rancheria Medical Services facility is an underutilized opportunity for low-income and financially challenged families in our community. (One does not need to be a tribal member to take advantage of their services.)**
- *Veterans Assistance:*
 - According to the information submitted, there are a variety of programs aimed at assisting veterans.
 - **Conclusions:**
 - **It appears that reintegration and medical/mental health services offered through the County Veterans Affairs office, American Legion, and Hire-a-Vet, are effective, but underutilized.**
 - **Transportation to the nearest Veterans Medical Hospital (Mather Field Center) is limited.**

- *Gift Programs:*
 - **Conclusions:**
 - **It appears that there are limited volunteer programs to provide gifts at various holiday periods throughout the year through school districts, public agencies, and volunteer service organizations reaching many, but not all those in need.**

Priority #6: Sense of Community

- The diversity of community interests and locations makes it difficult to develop a comprehensive "sense of community" that is cohesive and easily identified.
- All the County "communities" with the exceptions of Placerville and South Lake Tahoe, are census-designated-areas with loosely associated ties referred to as spheres of influence. The term "connected" has a different connotation to each of the census designated areas.

Other Observations:

- The El Dorado County Food Bank has recently embarked on a new direction to provide more food distribution services for those away from a centralized food closet distribution center. They travel to the outer-reaches of the County with a food-distribution-trailer as a regularly scheduled weekly event.
- The ability to read and comprehend at a functional level presents another obstacle for some adults.
- Crime was not been addressed as a priority by any of the needs assessment responders. However, the needs of those who are in the justice system were frequently noted.
- It appears that, based on the rich community resources identified in this report, there are many solutions to Priority's 1-6. The intra-communication between resources available may provide the resolution.