

UNION SETTLEMENT

2014 Community Assessment Survey Results

Table of Contents

Introduction_____	3
Highlights of Major Findings_____	4
Union Settlement Association (Total)_____	5
Adult Education (Total)_____	20
Adult Education English_____	27
Adult Education Spanish_____	33
Childcare/Head Start Programs _____	37
College Readiness_____	47
Family Child Care Network_____	55
Mental Health Counseling_____	64
Credit Union_____	73
Senior Services Program _____	82
Youth Services _____	92
Appendix: Survey Instruments_____	101

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Union Settlement Community Assessment Survey 2014

In 2014, Union Settlement, in partnership with the Silberman School of Social Work at Hunter College, conducted an assessment of the services provided and the perception of community needs among its members. The assessment surveys were completed by 1,028 respondents, representing a diverse participant population. The large majority of respondents were female (72%). The age of respondents ranged from eight to 84, with a median age of 30 years-old. Most respondents were adults, while 24% were under age 18. Older adults (age 60 or over) represented 10% of respondents.

Respondents were from diverse ethnic and racial backgrounds. Slightly more than half (54%) were Latino or Hispanic and one-third (34%) were African American or Black. Four percent of respondents identified two or more races, while the remainder of respondents identified as either Caucasian/White (3%), Asian (2%), or other (4%). The majority of respondents reported their primary language spoken at home to be English (58%), while one-third reported their primary language as Spanish (32%), or at least one of 18 other languages. About six in ten respondents (61%) were born in the United States. Those born outside of the United States were from countries such as Mexico, the Dominican Republic, Ecuador, Honduras, Senegal, Yemen, Cuba, or many others.

Union Settlement participants of the following programs responded to the needs assessment survey: Adult Education, Childcare/HeadStart, College Readiness, Credit Union, Family Child Care Network, Mental Health Counseling, Senior Services and Youth Services.

The assessment survey consisted of multiple choice and short answer questions that focused on respondent's satisfaction with Union Settlement programs, as well as basic demographic information. All answers to open-ended questions were summarized in this report to reflect common themes/categories among the answers. Duplicate or similar answers were consolidated into one category.

Surveys were distributed in paper form to participants in each of Union Settlement's program settings and were completed on site. No personal identifying information was included on the survey forms, therefore surveys were anonymous. All surveys were logged and counted before being turned over to the researcher. A research team at the Silberman School of Social Work coded, entered and analyzed data using the IBM SPSS statistical software package. Open-ended responses were entered into SPSS, coded then sorted to identify major themes. Ongoing quality assurance was conducted to ensure accuracy and consistency of the quantitative and qualitative data, with all discrepancies investigated and resolved. In the few cases where data discrepancies were unable to be resolved, the cases were eliminated from the analysis (less than 1% of cases).

Highlights of Major Findings

Which Union Settlement Association programs do respondents participate in?

Among the survey respondents, Youth Services was the most widely used program (35% participate), followed by Childcare/Headstart (33%) and Adult Education (20%). The programs with the least participation included Meals on Wheels (3%), Credit Union (10%), and Senior Services (10%).

Are the staff courteous and friendly?

The Union Settlement staff received favorable reviews, with 84% of respondents indicating that staff was always friendly, and an additional 14% said staff was usually friendly. The highest staff satisfaction was among participants in the Mental Health Counseling program.

Are you satisfied with the services you have received?

Survey respondents reported high levels of satisfaction with the services at Union Settlement. Although there was some variation across programs, 97% of the respondents overall said they were always (80%) or usually (17%) satisfied with the service(s) they receive. This satisfaction is demonstrated in that 99% of respondents would recommend their program to someone else.

Ratings of program features (location, hours, quality, cost, language spoken...)

Respondents were asked to rate (on a scale of excellent, good, fair, or poor) the following features of the programs they attend at Union Settlement: location, hours of operation, quality of the program, cost of the program, quality of staff, and bilingual communications. Program features were rated high among all participants with the large majority rating all features as good or excellent.

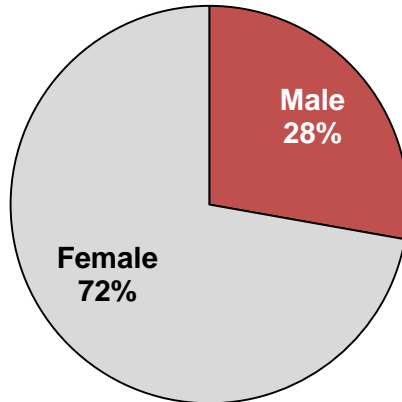
How important do you think each of the following needs is for the East Harlem community?

Respondents were provided a list of issues in the East Harlem community and were asked "How important do you think each of the following needs is for the East Harlem community?" Answer choices for each item included: Extremely important, very important, somewhat important, or not important. The list of issues was compiled based on previous open-ended answers from previous years' respondents. The issues rated as most important to respondents included: improving schools, reducing crime, and creating more job opportunities. Although the need for more affordable healthcare was reported as one of the most important needs in East Harlem in 2012, this need was not identified as one of the three most important in 2014.

Union Settlement Association Totals

The following graphs illustrate results of community assessment surveys from all Union Settlement Programs combined.

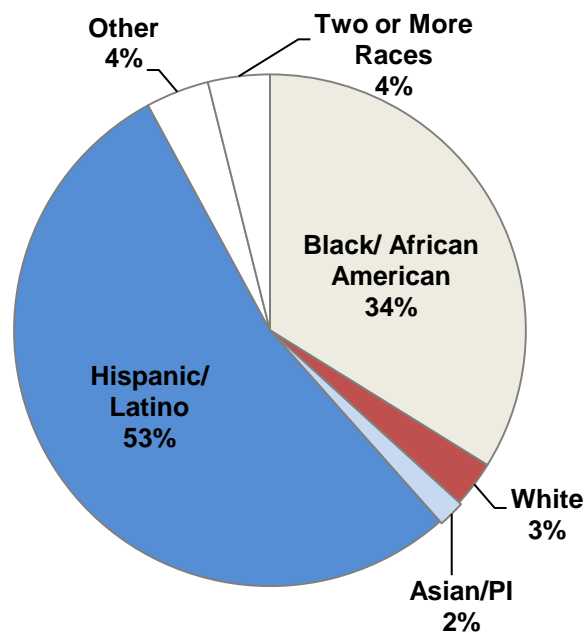
Gender (N=940)



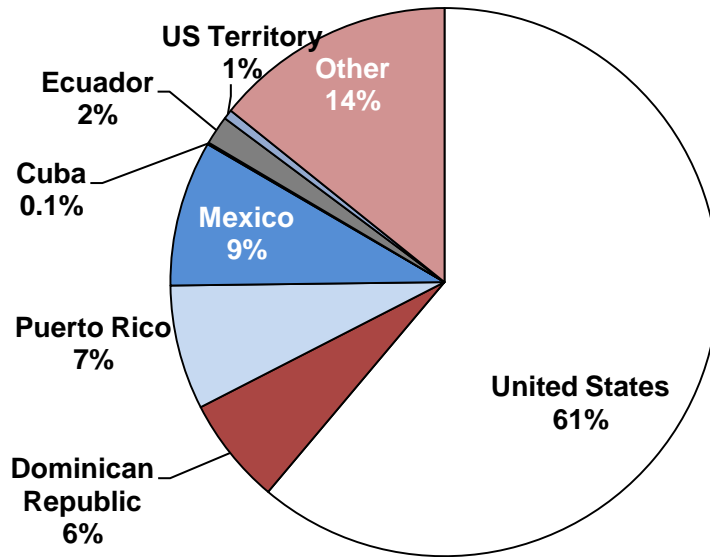
Age (N=922)

Respondent ages range from 8 to 84 years old. The median age was 30.

Race/Ethnicity (N=867)



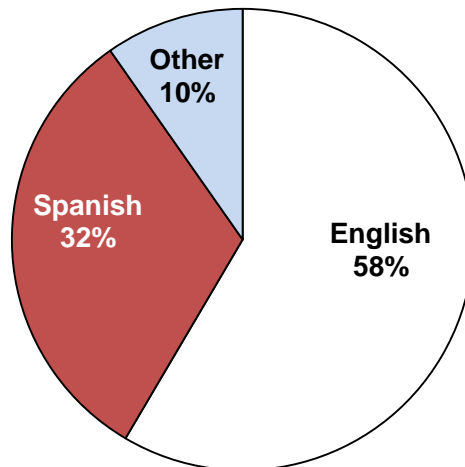
**Union Settlement (Total)
Country of birth (N=885)**



Other countries:

Country	#	Country	#
Honduras	13	Haiti	2
Senegal	11	Spain	2
Yemen	11	Venezuela	2
Africa (not specified)	6	Albania	1
China	6	Antigua	1
Guatemala	5	Belize	1
Jamaica	5	Benin	1
Ghana	4	Canada	1
Ivory Coast	4	Cote D'Ivoire	1
Mali	4	Dem. Rep. Congo	1
Trinidad or Tobago	4	Georgia	1
Argentina	3	Hispana	1
Bangladesh	3	Morocco	1
Egypt	3	Peru	1
Guyana	3	Italy	1
Nigeria	3	Sudan	1
Philippines	3	Suriname	1
Colombia	2	Togo	1
El Salvador	2	West Africa (Unspecified)	1
Guinea	2		

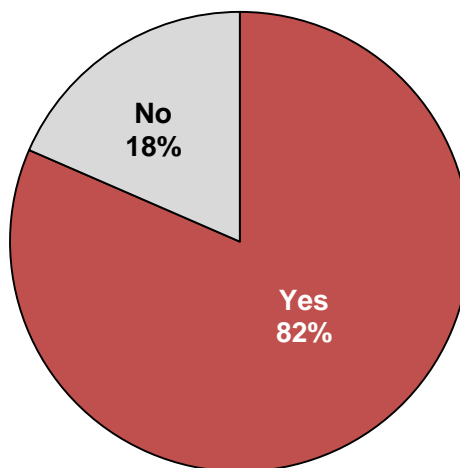
Union Settlement (Total)
Primary language spoken at home (N=845)



Other Languages:

- Arabic (12)
- French (9)
- Wolof (9)
- Chinese/Mandarin (6)
- Bambara (3)
- Mixteco (3)
- Bengali (2)
- Cantonese (2)
- Fulani (2)
- Tagalog (2)
- Bisaya (1)
- Castellano (1)
- Eman (1)
- Haitian Creole (1)
- Hausa (1)
- Mam (1)
- Mandingo (1)
- Yoruba (1)

Fluent in English (N=922)

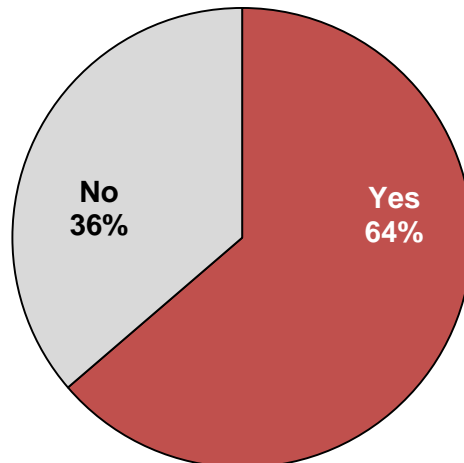


Union Settlement (Total)

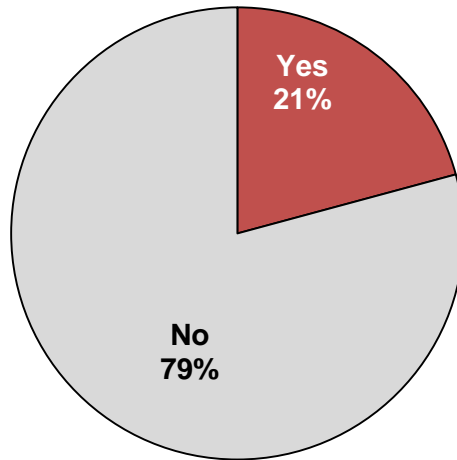
Neighborhoods where participants live (N=879)

Region	#	%
Manhattan – East Harlem (zip code 10029)	445	50.6
Manhattan - East Harlem (zip code 10035)	125	14.2
Bronx	110	12.5
Manhattan – Central Harlem	67	7.6
Manhattan – Other (Upper West Side, Lower East Side, Chelsea/Clinton, Greenwich Village/Soho, Gramercy Park, Murray Hill, Inwood/Washington Heights)	56	6.4
Brooklyn	27	3.1
Queens	20	1.7
Manhattan – Upper East Side	19	2.2
Staten Island	3	0.3
Other	7	0.8

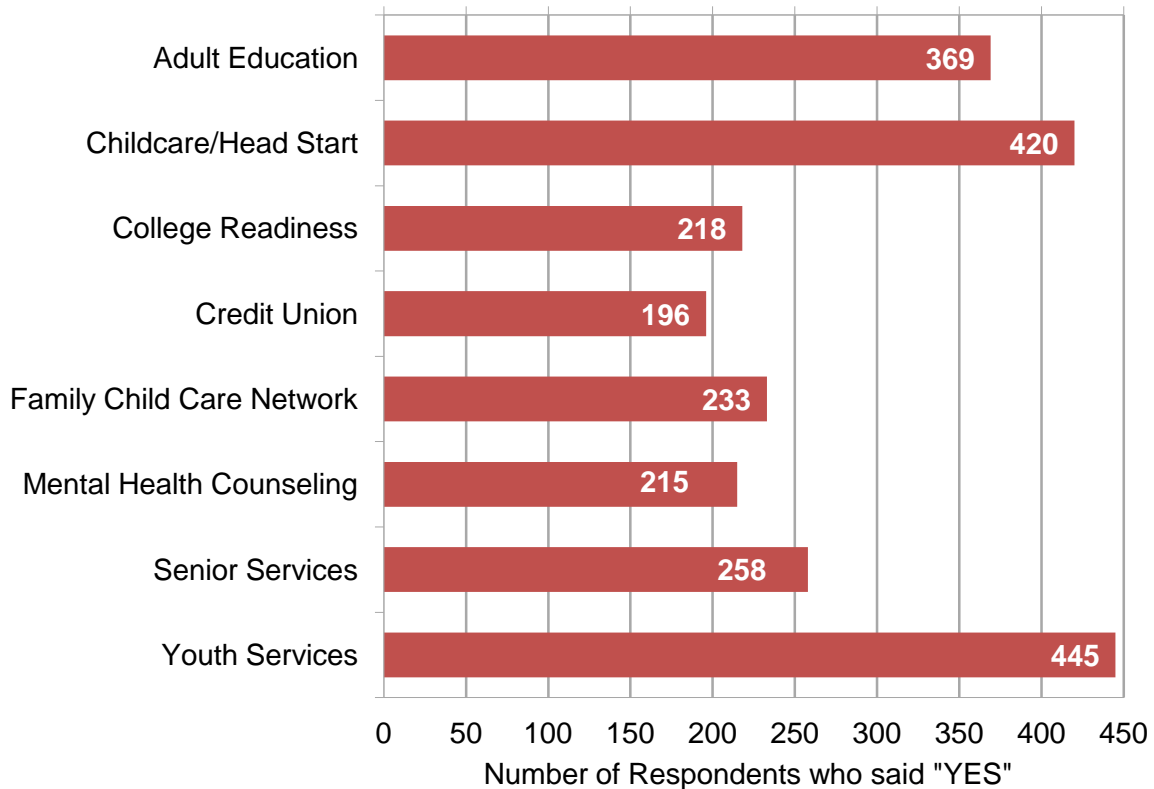
Participants living in NYCHA Housing (N = 932)



Union Settlement (Total)
Do you pay a fee for this program? (N=978)

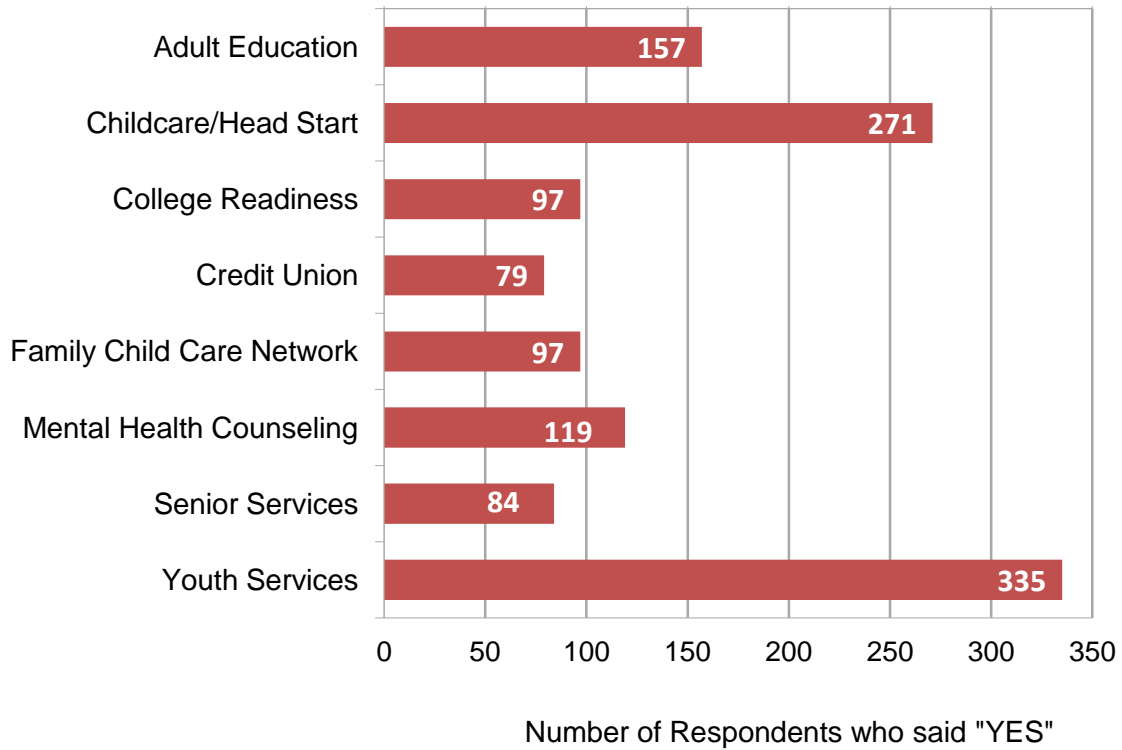


Union Settlement (Total)
Which of the following Union Settlement services are you personally aware of? (N = 948)



Union Settlement (Total)

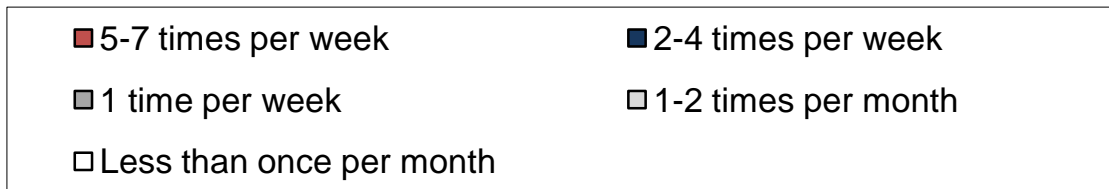
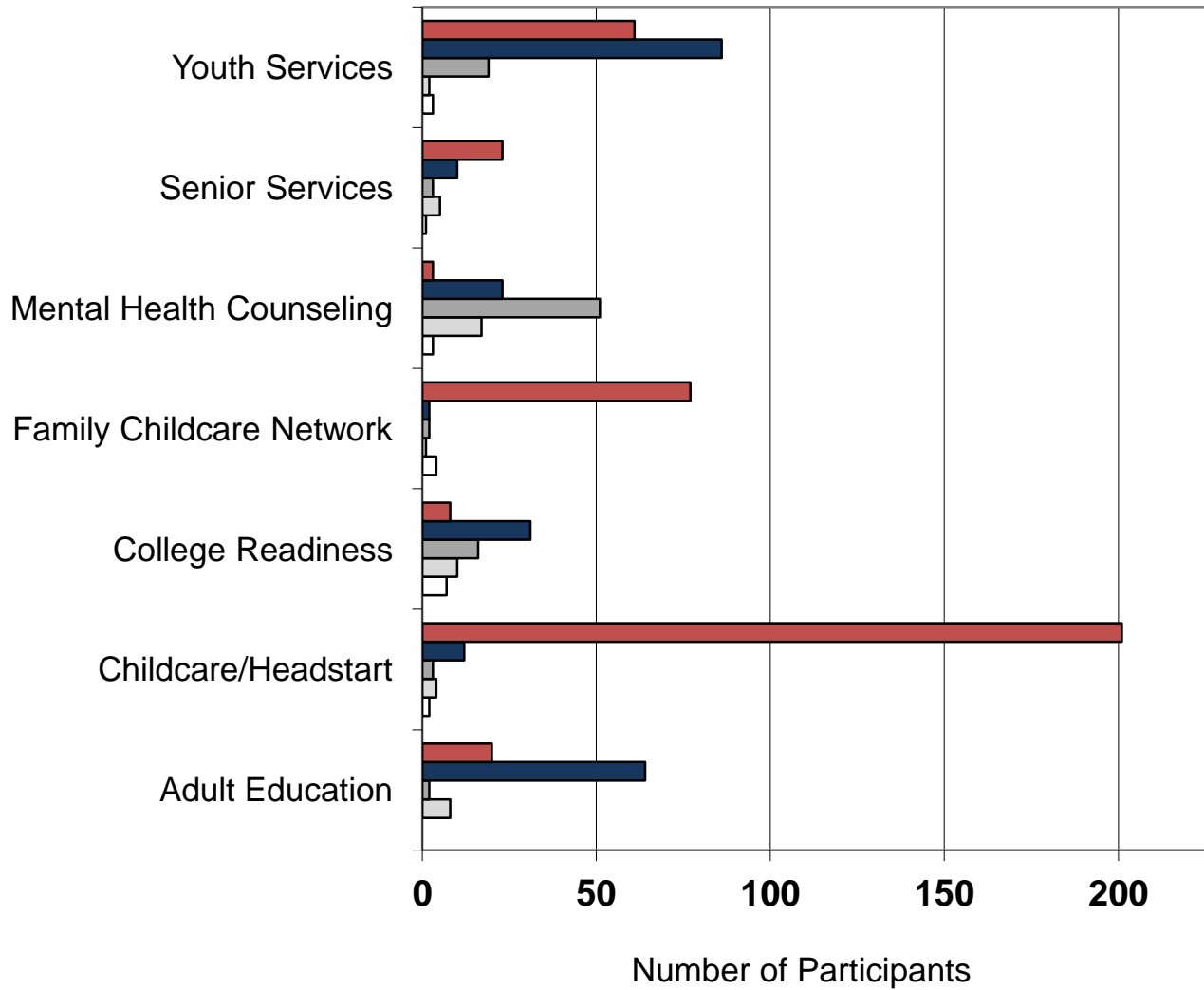
Which programs do you or a family member currently participate in at Union Settlement?
(N = 959)



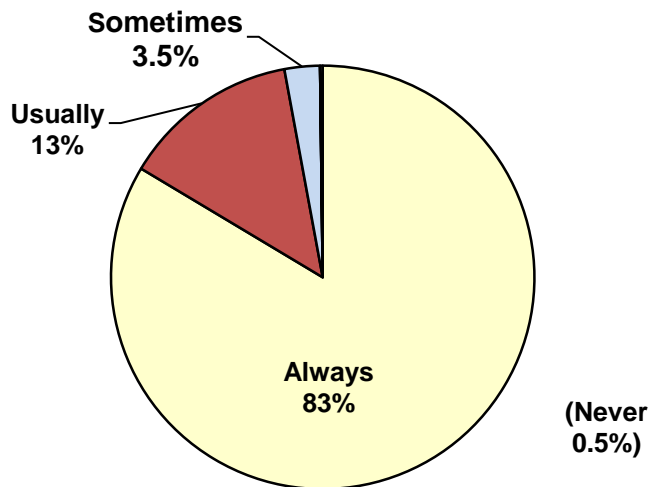
Union Settlement (Total)

How frequently do you or a family member currently participate in Union Settlement program?

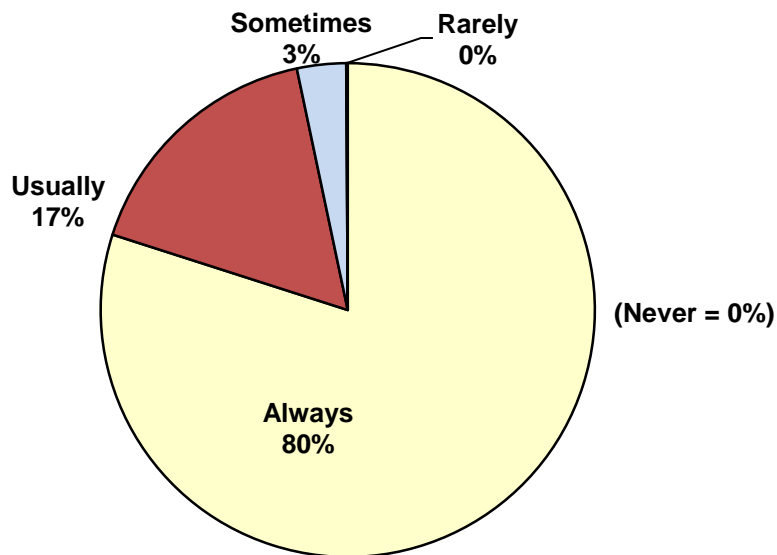
(N = 222)



**Union Settlement (Total) Are the staff courteous and friendly?
(N=988)**



**Union Settlement (Total)
Are you satisfied with the services you have received in this program?
(N= 978)**



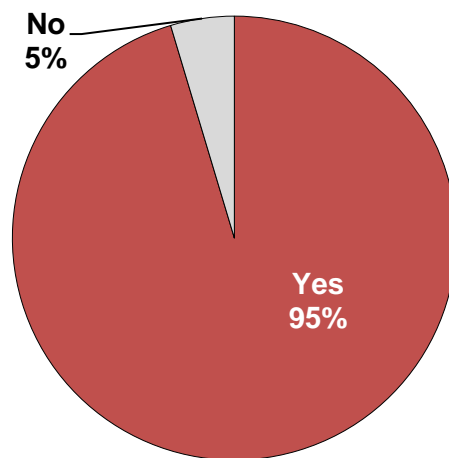
Union Settlement (Total)

Would you recommend this program to someone who needs this service? (N=954)

99% of respondents answered “Yes” to this question. Open-ended descriptions of why participants would recommend this program to others varied by individual program. Common themes across programs showed that many participants have recommended Union Settlement’s services to others. Reasons that participants would recommend services include: the services have been helpful; positive views of staff, they are conveniently located in the neighborhood, they allow participants to meet their everyday needs (work, school, childcare, etc.),

Union Settlement (Total)

**Has Union Settlement helped you to achieve your goals?
(N=866)**



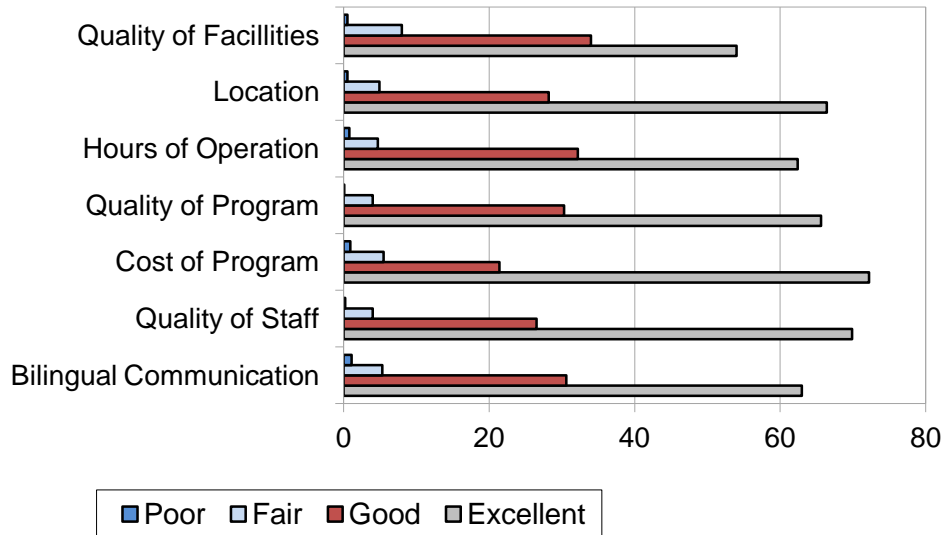
Open-ended responses:

Participants who filled in an explanation to their answer generally described specific outcomes related to the individual programs. Examples include:

- I come to school on time
- One of my goals is to get better at Math I'm doing pretty goof so far in Math.
- I'm able to go to work knowing that my kids are in a safe place.
- Currently been serious about becoming more fit and Union Settlement has helped become motivated to continue and expanding my goal.
- The behavior of my child changed

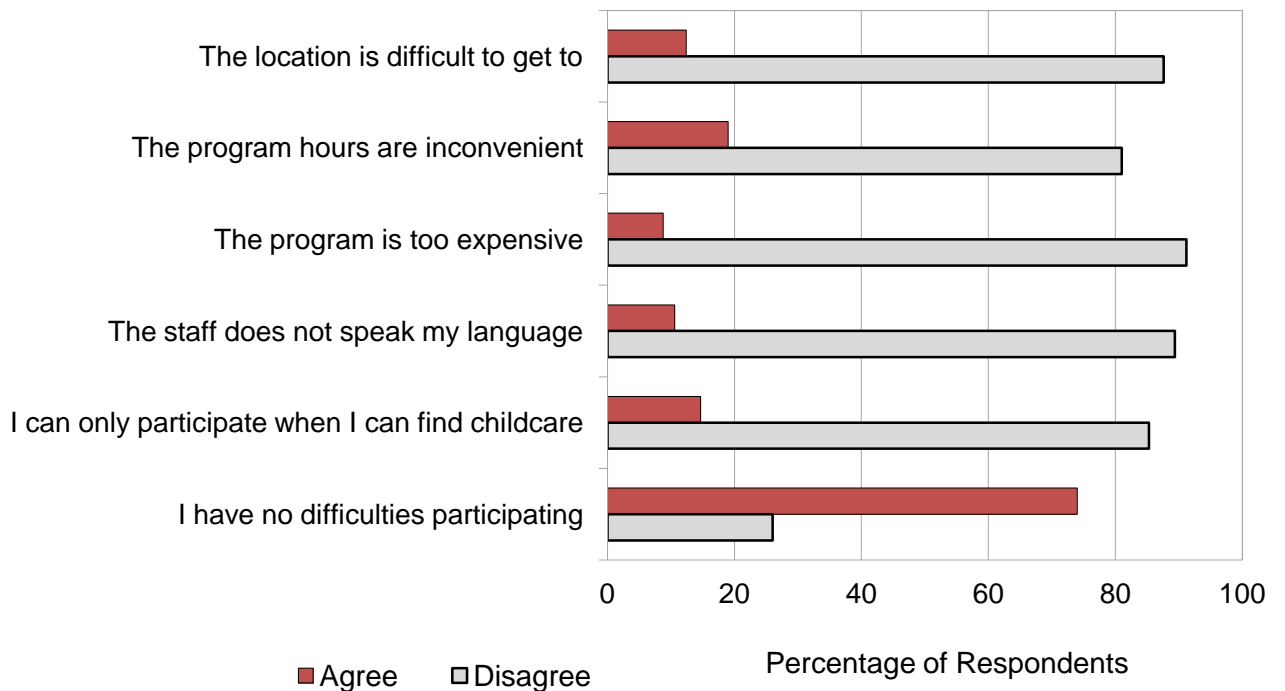
Union Settlement (Total)

How would you rate each of the following features of this program?
(N = 882)



Union Settlement (Total)

Please check whether you agree or disagree with the following statements about potential obstacles to participating in this program? (N = 882)



Union Settlement (Total)

Additional obstacles to participating in this program

The following selected responses reflect common themes:

- I have to pick up my sibling from school
- Sometimes I don't have childcare
- Taking care of kids
- Talking, communication
- Communicating with others
- Sometimes it's hard to contact people at the office. Sometimes it take them long to call you back
- Homework and free time
- I don't know much English
- The location is difficult for me to get to
- I wish there were more than one teacher teaching math since I need more attention in that subject
- Bullying/disrespect
- My physical ailments are my only obstacle but I still make it here
- Didn't feel like coming to the program
- Myself
- The problems I deal with outside of the program
- The fact that it is after school and I want to go home after school
- Not enough teachers!
- I have many other afterschool activities
- Because of my work schedule I have to leave and pick up my son but its hard when the job requires you to stay
- Just time convenience (should be open on Saturdays)
- I am a fulltime student and it is difficult for me to participate in group workshops for parents
- Some workshops I hear about that I would like to participate in are during the day and I work
- Time to pick up my kids
- Transportation from the Bronx to Manhattan
- Metrocard, I need it to get to class on time
- I want to participate sometime but I have to go to work
- Sometimes I get out of work late and can't attend the meetings

Union Settlement (Total)

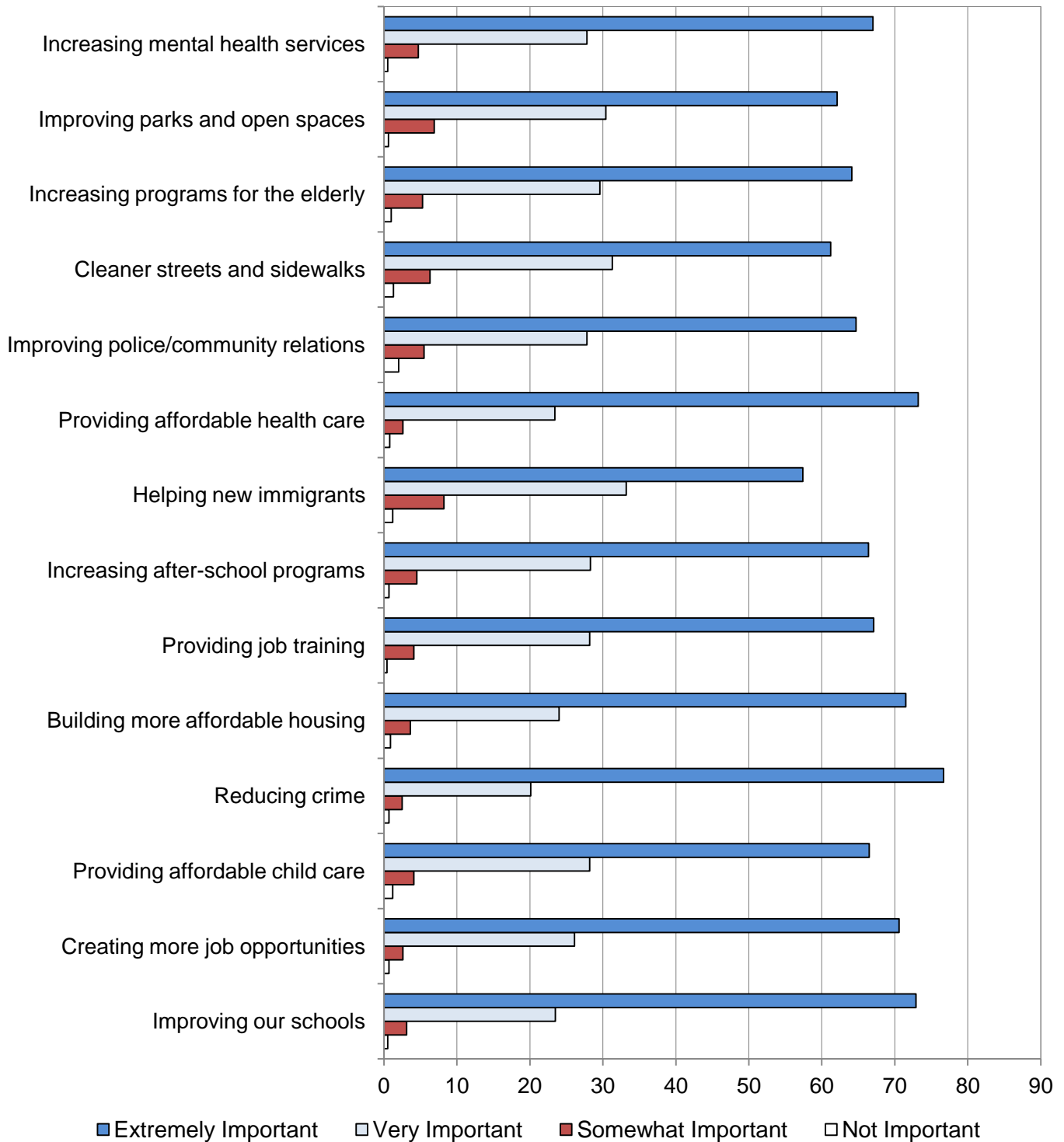
Please tell us what we could do to make you even more satisfied with the services you currently receive from Union Settlement.

The following selected responses reflect common themes:

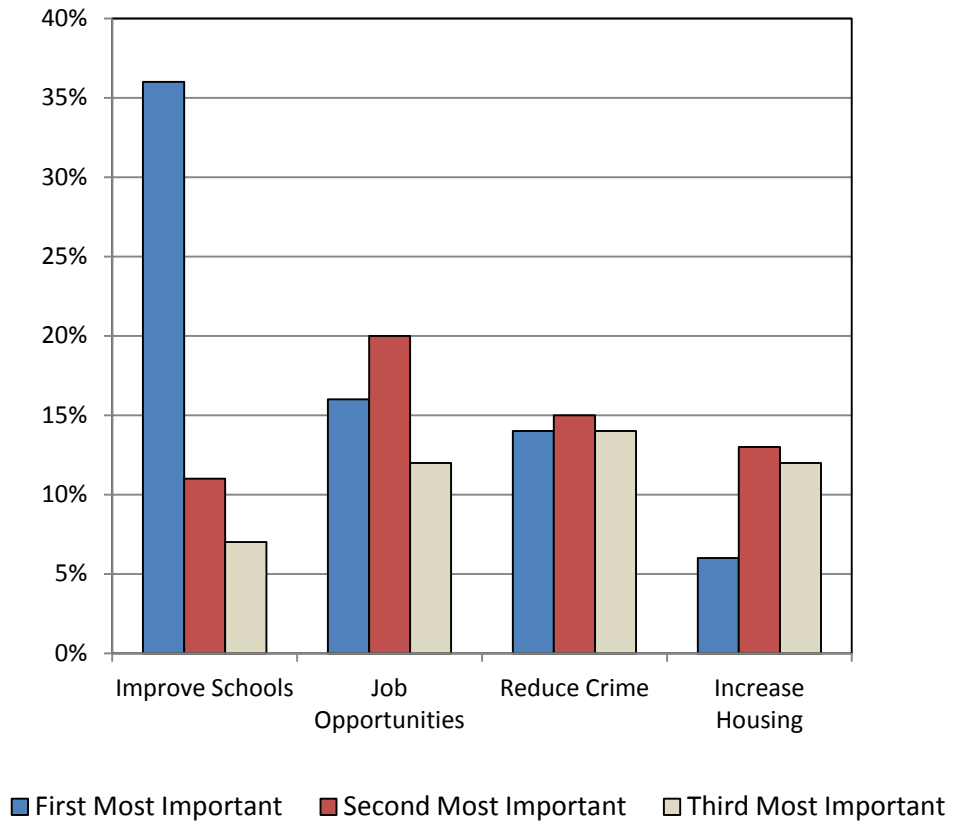
- More activities
- More ESL class and HSE for Adult Education for free
- If Union Settlement provided evening Adult Education classes for the working class
- U should have child care available for those family that want to be in the program
- Having more childcare service
- Advertise more of what you offer to the community
- Be made aware of other services via this program
- Weekly update on my child's progress would help me to help the teachers
- Cleaner facilities
- Better meals
- Allow parents to pack snacks
- Better breakfast and lunch for the children!
- Serve better food
- More fun activities
- More fun workshops
- Allow homework & written classwork to be provided to pre-kindergarteners
- Help my child with homework
- Help me get a job and better my life
- Help us with jobs and resumes and how to make them so we can work and go to school
- Someone to translate Arabic
- We need more personnel that speak Spanish
- Better location
- Have various locations
- More math tutoring
- Give us metrocards
- If we had a basketball team
- Some of the teachers need more training to work with the parents of the children
- Hire friendly staff
- More teachers to be patient and love children and love to work
- More counselors (more staff)
- More teachers in the classrooms
- Extend the hours
- More hours
- Longer hours of operation and more staff
- Provide longer hours for child care
- More options of doing programs on the weekends
- Open Saturdays
- Later center hours
- More time
- Rides for children
- Transportation
- Provide more services like college trips
- I would like there to be more educational trips and funding to assist with a lot of the programs that exist
- More academic help, tutoring
- More tutors for different subjects
- More workshops, teachers & more food, rides

Union Settlement (Total)

How important do you think the following needs are in the East Harlem community?
(N = 728)



Union Settlement (Total)
What issues are rated as most important
in the East Harlem community?
(N = 728)



Union Settlement (Total)

Additional needs of the East Harlem community:

- Access to health resources
- Adult learning programs (Example: GED)
- Arts, Crafts
- College & graduate degree programs
- More programs for youth and for their job training.
- Healthy, non GMO, organic food
- Help youth out of gangs & get rid of drugs & stop violence
- Higher wages
- Increasing affordable sports programs for the age of 3-5 / Talent shows for the classes/plays
- Martial Arts/Fitness/Nutrition
- More tutoring programs for our children
- Please provide home making services. Also create weekend child care as some/majority of parents works weekends
- Religion in school
- Repairing senior NYCHA buildings.
- Helping unemployment
- More communication between people
- Open Spaces
- Security in Housing