

# UNION SETTLEMENT

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## **2016 Community Assessment Survey Results**

### **Executive Summary**

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## ***Acknowledgements***

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## **Union Settlement**

### **Community Assessment Survey 2016**

In 2016, 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 1,199 respondents, representing a diverse participant population. The large majority of respondents were female (74.5%). The age of respondents ranged up to 102, with a median age of 34 years-old and a mean of 39. Most respondents were adults, while 14.1% were under age 18. Older adults (age 60 or over) represented 21.6% of respondents. The majority of respondents identified as heterosexual or straight (93.5%), with the remaining 6.5 percent identifying as bisexual (2%), gay (0.9%), lesbian (0.3%), questioning (0.6%), and other sexual orientations (2.7%).

Respondents were from diverse ethnic and racial backgrounds. More than half (58.5%) were Latino or Hispanic and over one-third (40.6%) were African American or Black. The remainder of respondents identified as either Caucasian/White (4.3%), Asian, Pacific Islander or Native Hawaiian (5.7%), Indigenous or Native American (1.1%), or another race (n=38). The majority of respondents reported their primary language spoken at home to be English (53.8%), while almost one-third reported their primary language as Spanish (27.6%). The remaining of participants indicated they spoke both English and Spanish (8.6%) or at least one of 24 other languages (10.1%). About 60% were born in the United States. Those born outside of the United States were from countries such as Puerto Rico (10.7%), Mexico (7.3%), Dominican Republic (7.2%), and many others.

Union Settlement participants of the following programs responded to the needs assessment survey: Adult Education, Early Childhood Education, College Readiness, Family Child Care Network, Mental Health Counseling, Senior Services, Youth Services, Meals on Wheels, and Business Development

The assessment survey consisted of multiple choice and short answer questions that focused on respondent's satisfaction with Union Settlement's 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 programs do respondents participate in?**

Among the survey respondents, Early Childhood Education was the most widely used program (15.1%), followed by Youth Services (11.2%), Senior Services (10.6%), Adult Education (10.5%), Family Child Care Network (8.7%), Meals on Wheels (8.0%), Mental Health Counseling (7.8%), College Readiness (6.6%), and Business Development (5.3%).

### **Are the staff courteous and friendly?**

The Union Settlement staff received favorable reviews, with 82.2% of respondents indicating that staff was always friendly, and an additional 14.1% said staff was usually friendly. The highest staff satisfaction was among participants in the Meals on Wheels program with 91.1% indicating staff were always courteous and friendly.

### **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, 96% of the respondents overall said they were always (75.5%) or usually (20.5%) satisfied with the service(s) they receive. This satisfaction is demonstrated in that nearly 95% of respondents would definitely or probably 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, quality of facilities, and bilingual communications. Program features were rated high among all participants with over 85 percent of participants rating all features as good or excellent.

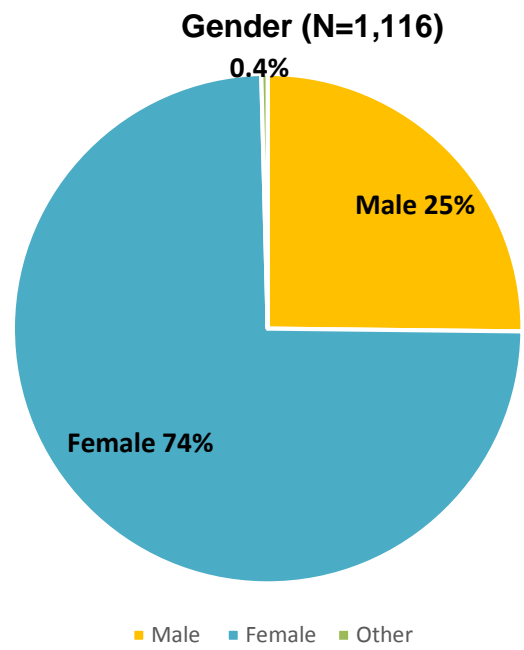
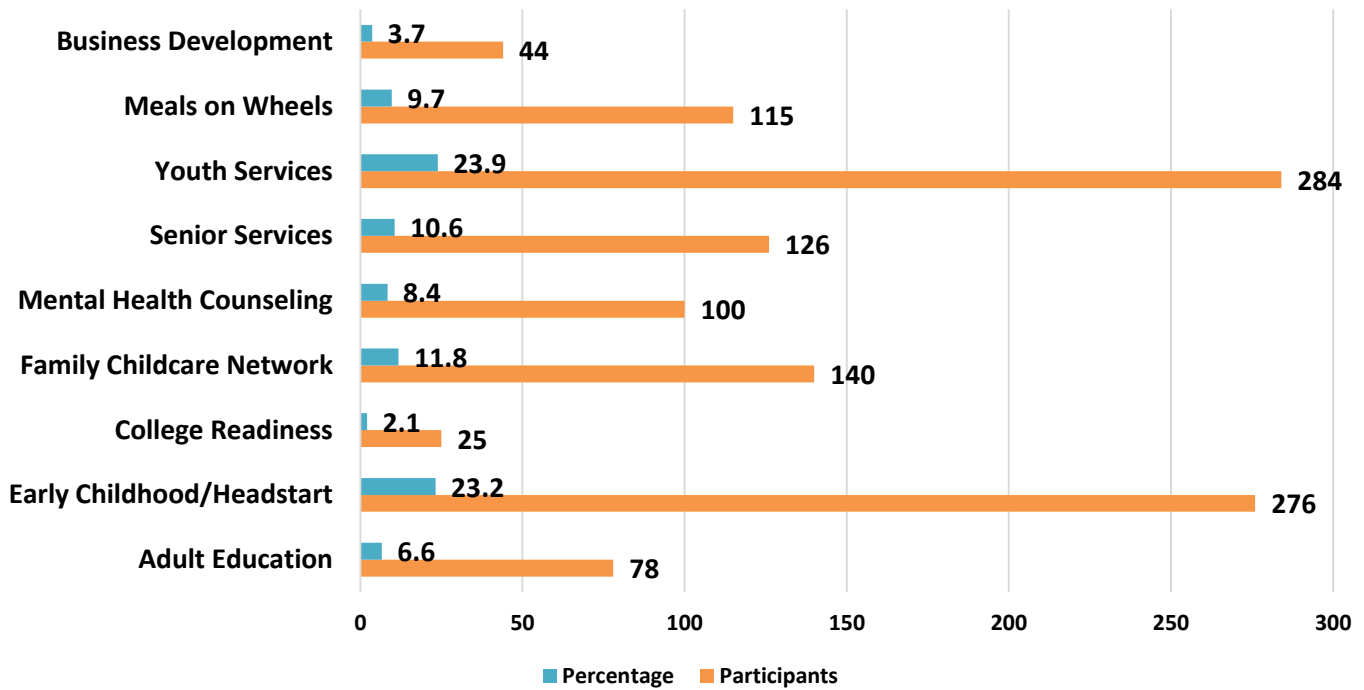
### **How important do you think each of the following needs is for the East Harlem community?**

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 most often rated as "extremely important" to respondents included: reducing crime (80%), improving schools (79%), and creating more affordable housing (77%). When asked which issue was most important, respondents overwhelmingly indicated improving schools (26.3%) and reducing crime (18.3%).

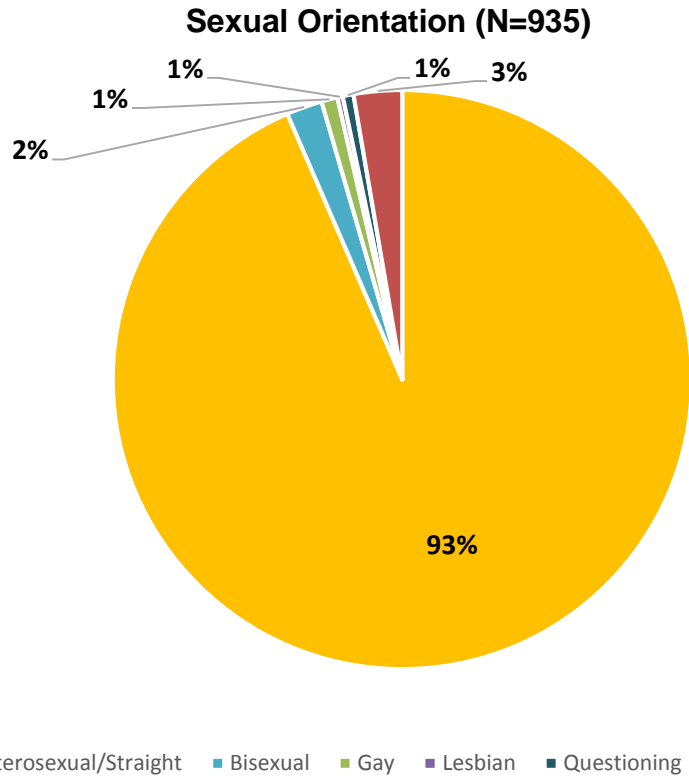
# Union Settlement Association Totals

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

**Name of Program by Survey Breakdown (N=1,188)**



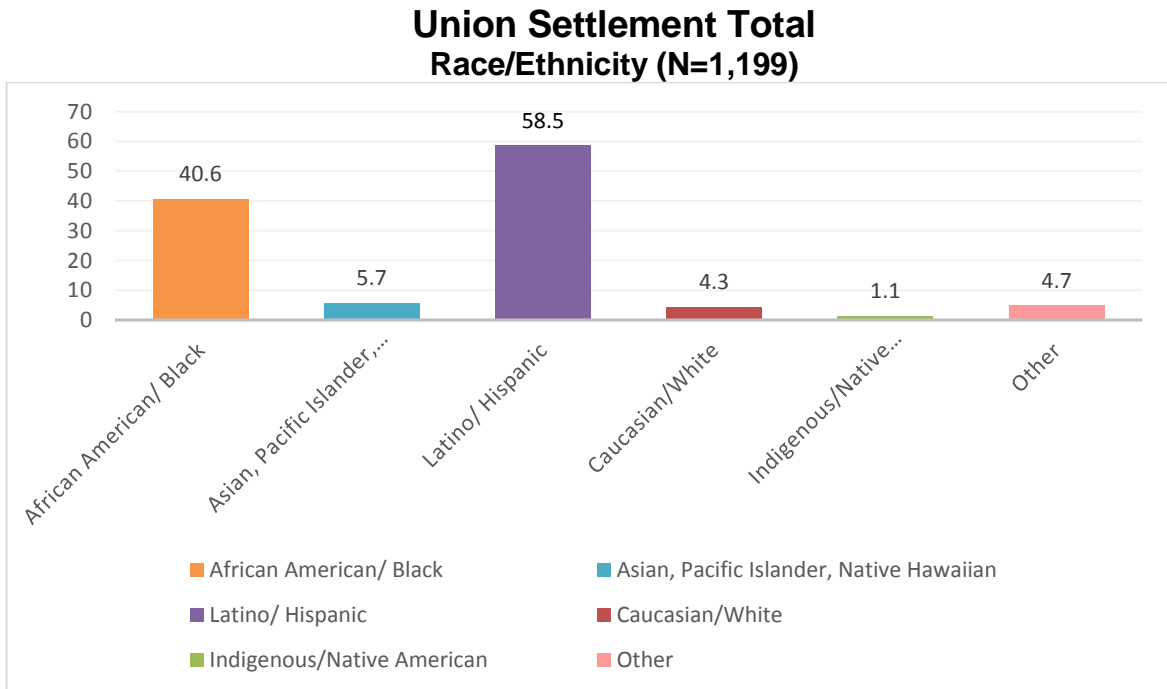
**Other Genders specified:** Transgender



**Other sexual orientations specified:** Any, Females & Males, Married, None, Normal, Not important, Pansexual, Queer

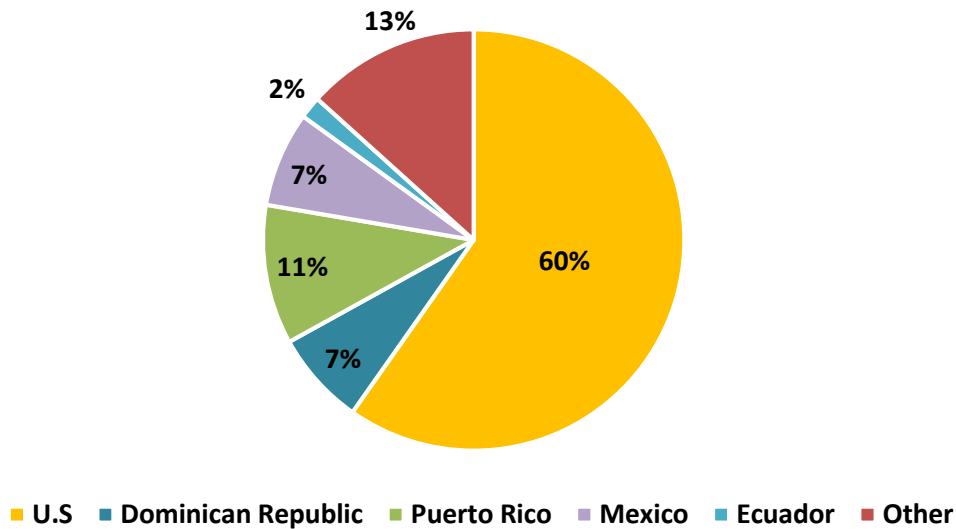
### Age (N=1,081)

Respondent ages range up to 102 years old. The median age was 34.



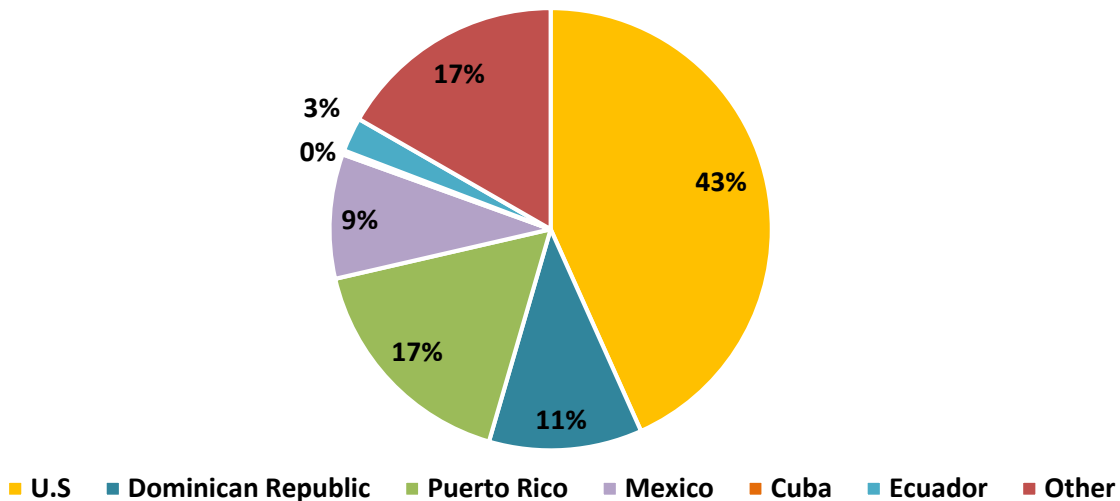
\***Other races/ethnicities include:** African, Brown, Everything, Mixed, Multiracial, Muslim, and Other  
 Union Settlement 2016 Community Assessment

### Union Settlement Total Country of birth (N=1,063)



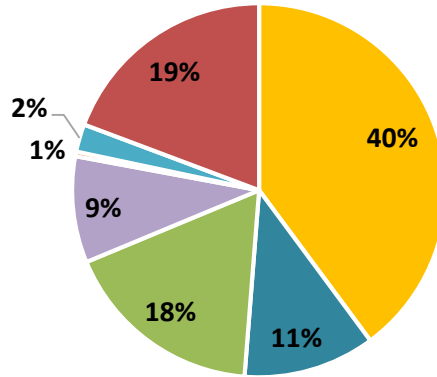
**Other Countries:** China (30), Africa – Unspecified (15), Ivory Coast (7), Guatemala (5), Mali (4), Senegal (4), Bangladesh (3), Honduras (3), Peru (3), West Africa (3), Cuba (2), England (2), Japan (2), Morocco (2), Yemen (2), Algeria (1), Azuo (1), Bosnia and Herzegovina (1), Brazil (1), Colombia (1), El Salvador (1), France (1), Germany (1), Ghana (1), Guyana (1), Haiti (1), Malta (1), Nigeria (1), Pakistan (1), Philippines (1)

### Union Settlement (Total) Country where your mother was born (N=1,033)



**Other Countries:** China (32), Africa – Unspecified (23), Ivory Coast (7), Guatemala (5), Jamaica (4), Peru (4), Senegal (4), Bangladesh (3), Colombia (3), Guyana (3), Haiti (3), Honduras (3), Mali (3), El Salvador (2), Japan (2), Morocco (2), Philippines (2), Yemen (2), Algeria (1), Antigua (1), Azuo (1), Bosnia and Herzegovina (1), Brazil (1), Costa Rica (1), Croatia (1), France (1), Germany (1), Grenada (1), Indonesia (1), Ireland (1), Malta (1), Nigeria (1), Pakistan (1), Paraguay (1).

**Union Settlement (Total)**  
**Country where your father was born (N=1,002)**

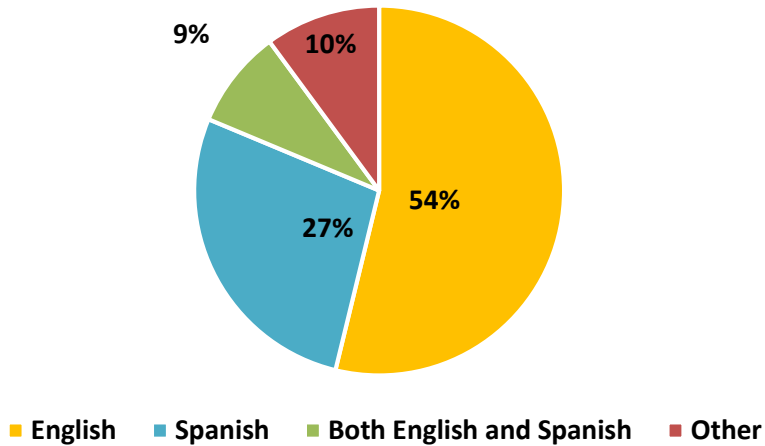


■ U.S.  
 ■ Dominica Republic  
 ■ Puerto Rico  
 ■ Mexico  
 ■ Cuba  
 ■ Ecuador  
 ■ Other

**Other Countries:** China (32), Africa – unspecified (20), Jamaica (8), Guatemala (7), Ivory Coast (7), Honduras (5), Senegal (5), Bangladesh (3), Colombia (3), Mali (3), Peru (3), Trinidad (3), West Africa (3), Barbados (2), Brazil (2), El Salvador (2), Guyana (2) Morocco (2), Philippines (2), Yemen (2), Algeria (1), Antigua (1), Azuo (1), Bosnia and Herzegovina (1), Costa Rica (1), Croatia (1), Egypt (1), France (1), Ghana (1), Grenada (1), Haiti (1), Japan (1), Nigeria (1), Pakistan (1), Panama (1), Paraguay (1), Poland (1), Puerto Rico (1), Savkye Talla (1), St. Thomas (1), St. Vincent (1), Thailand (1), Virgin Islands (1)



**Union Settlement (Total)**  
**Primary language spoken at home (N=1,044)**



**Other Languages:**

**One Language**

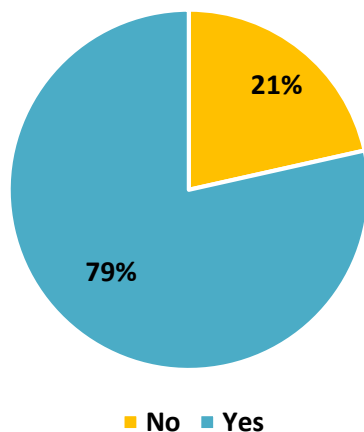
- Chinese (total) – 34
  - Unspecified – 16
  - Mandarin – 8
  - Cantonese – 5
  - Shanghainese – 4
  - Fujianese - 1
- French - 15
- Arabic - 6
- Bambara – 5
- Mandingo - 5
- Wolof - 4
- Bengali – 3
- Creole – 2

- African (unspecified) – 1
- Bosnian – 1
- Filipino – 1
- Fulani – 1
- Indonesian – 1
- Mixteco – 1
- Portuguese – 1
- Sicilian - 1
- Tagalog – 1
- Urdu – 1
- Yoruba – 1

**Multiple languages**

- Creole & French and/or English – 3
- French & English – 2
- Japanese & English - 2
- Mixteco & Spanish and/or English – 2
- Tagalog & English – 2
- Arabic & French and English – 1
- Bejan & English – 1
- Bilingual – 1
- Croatian & English – 1
- Filipino & English - 1
- Wolof & French -1

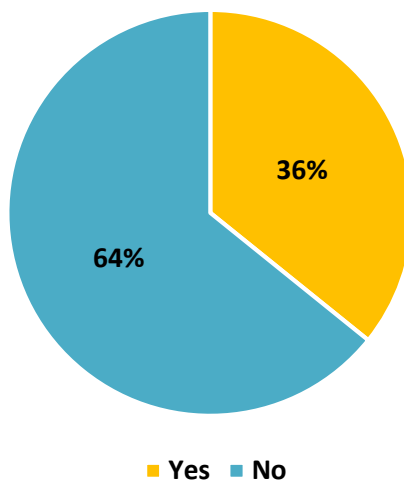
**Fluent in English (N=1108)**



**Union Settlement (Total)**  
**Neighborhoods where participants live**  
**(N=1,069)**

<b>Region</b>	<b>#</b>	<b>%</b>
Manhattan – East Harlem (zip code 10029)	490	45.8
Manhattan - East Harlem (zip code 10035)	191	17.9
Bronx	116	10.9
Manhattan – Central Harlem	111	9.3
Manhattan – Other (Upper West Side, Upper East Side, Lower East Side, Chelsea/Clinton, Greenwich Village/Soho, Gramercy Park, Murray Hill, Inwood/Washington Heights)	99	9.3
Brooklyn	26	2.4
Queens	20	1.9
Staten Island	1	0.1
Other	15	1.4

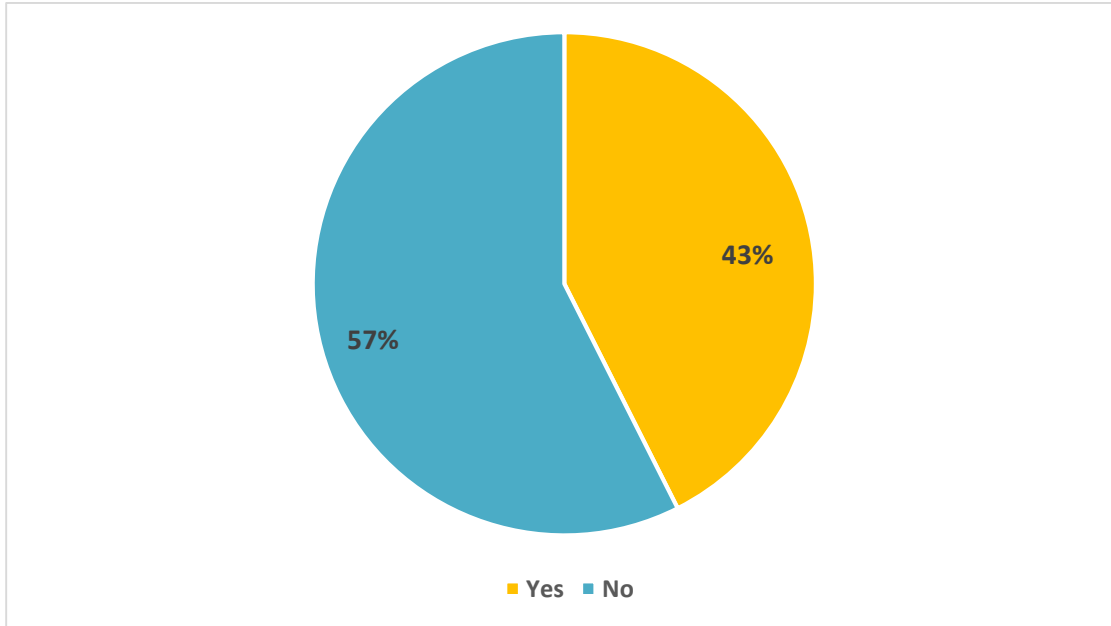
**Union Settlement Total**  
**Participants living in NYCHA Housing (N =1,099)**



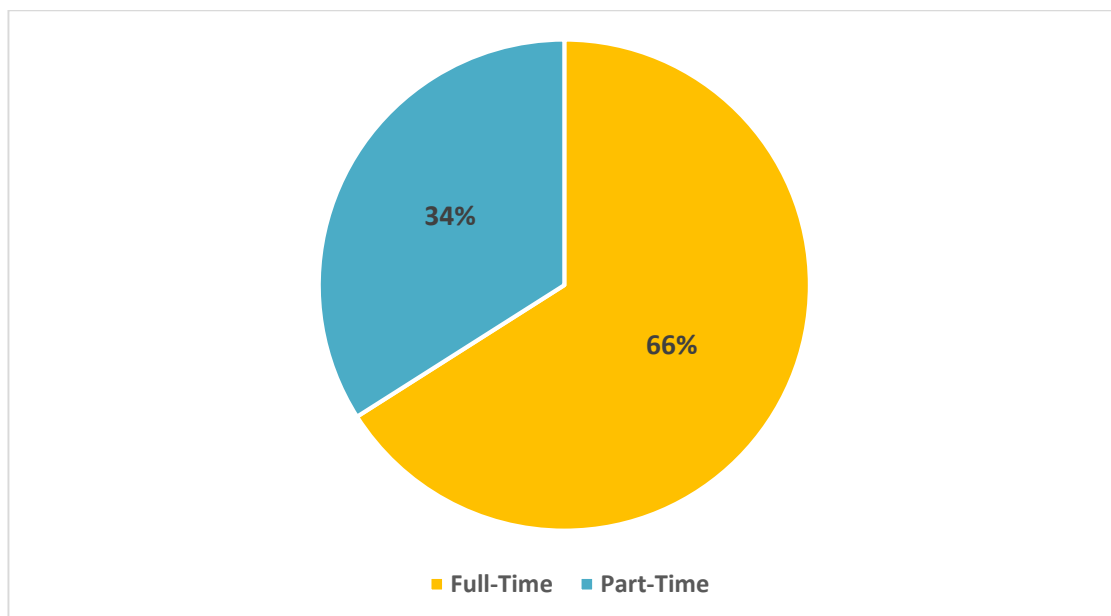
### Which NYCHA Development do you live in? (N=852)

Program participants report living in over 60 different NYCHA Housing developments. Over one-third (n=121) did not specify which development. The residences with the most participants are: Jefferson (21), Wagner (21), Johnson (18), Taft (13), and Polo Grounds (13).

### Are you currently employed? (N=1105)



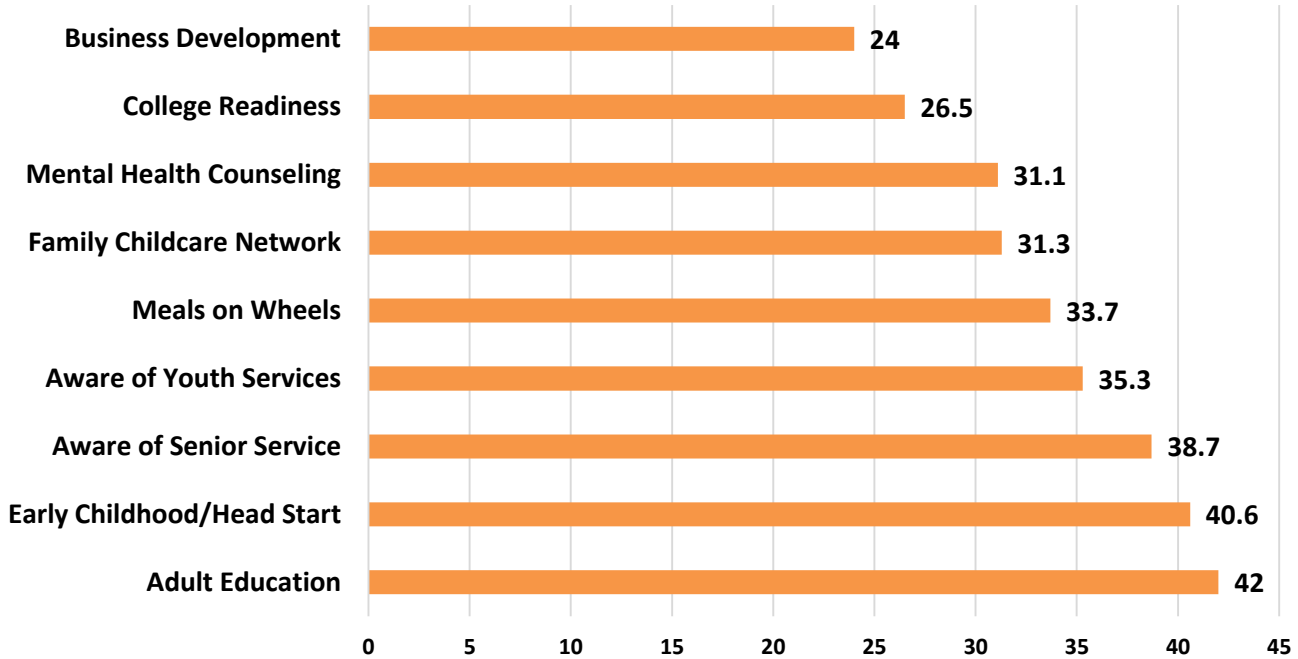
### If you are employed, do you work part-time or full time? (N=394)



## Union Settlement (Total)

Which of the following Union Settlement services are you personally aware of?  
(N = 1,127)

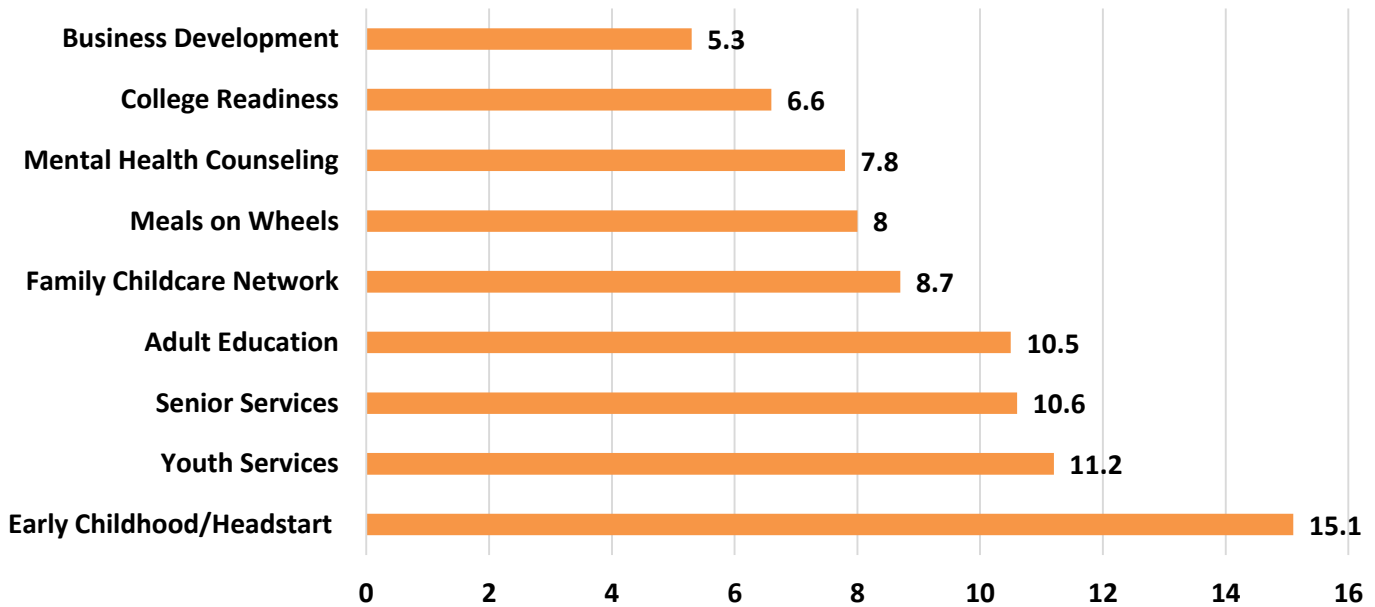
Percentage of respondents who answered "Yes"



## Union Settlement (Total)

Which programs do you currently participate in at Union Settlement?  
(N = 1,125)

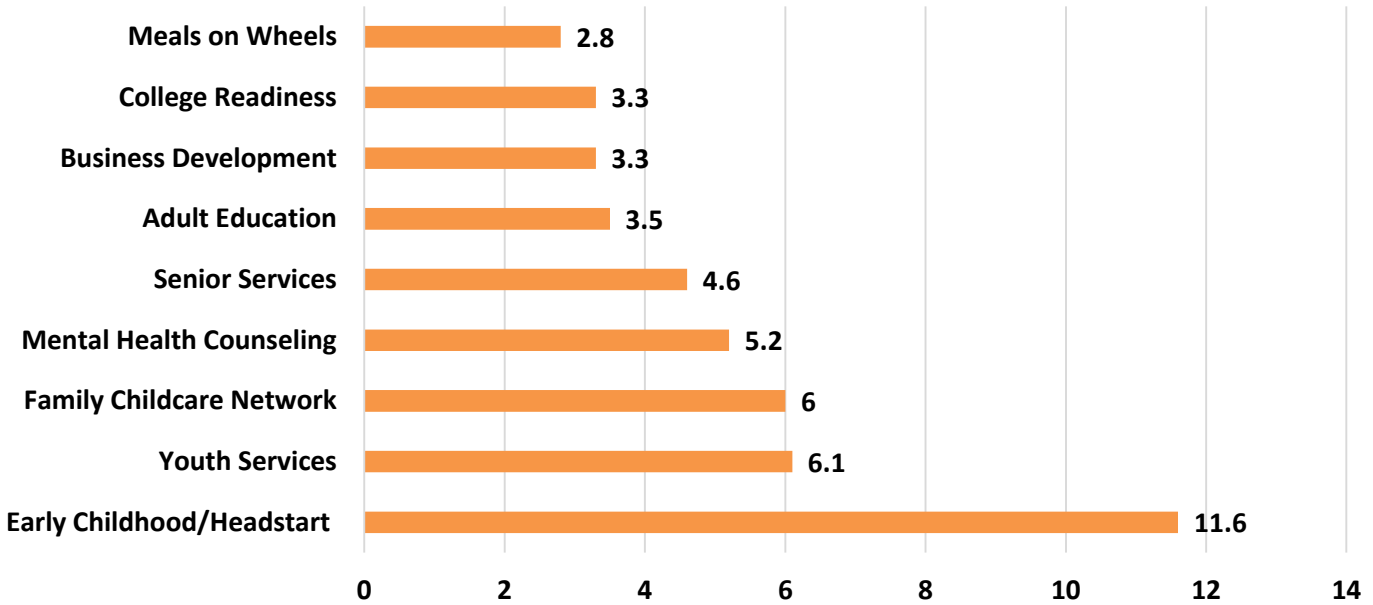
Percentage of respondents who answered "Yes"



### Union Settlement (Total)

Which programs do members of your family currently participate in at Union Settlement?  
(N = 1,125)

Percentage of respondents who answered "Yes"

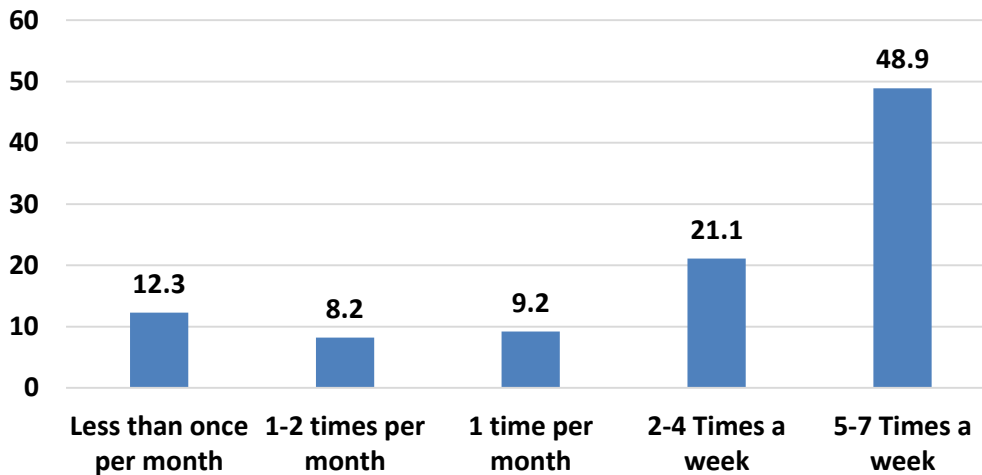


### Union Settlement (Total)

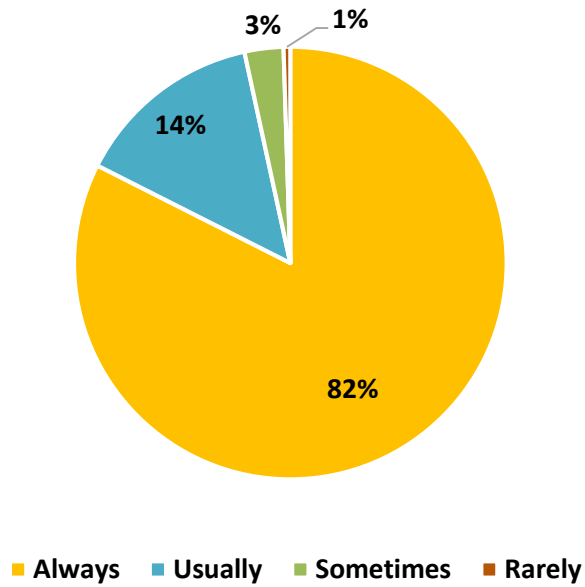
How frequently do you or a family member currently participate in Union Settlement program?

(N = 1,117 – based on # of Participants Responded)

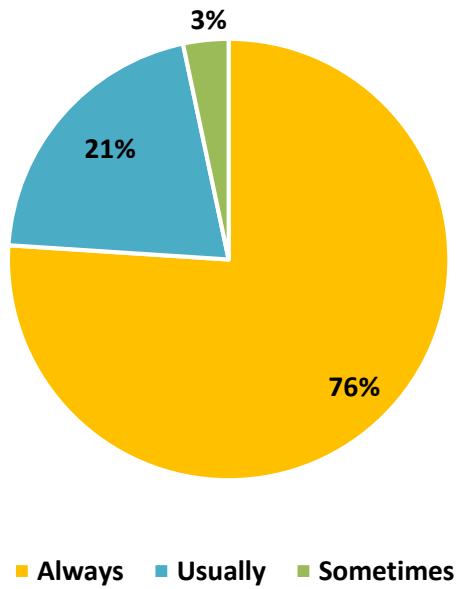
Percentage



**Union Settlement (Total)**  
**Are the staff courteous and friendly?**  
**(N=1,153)**

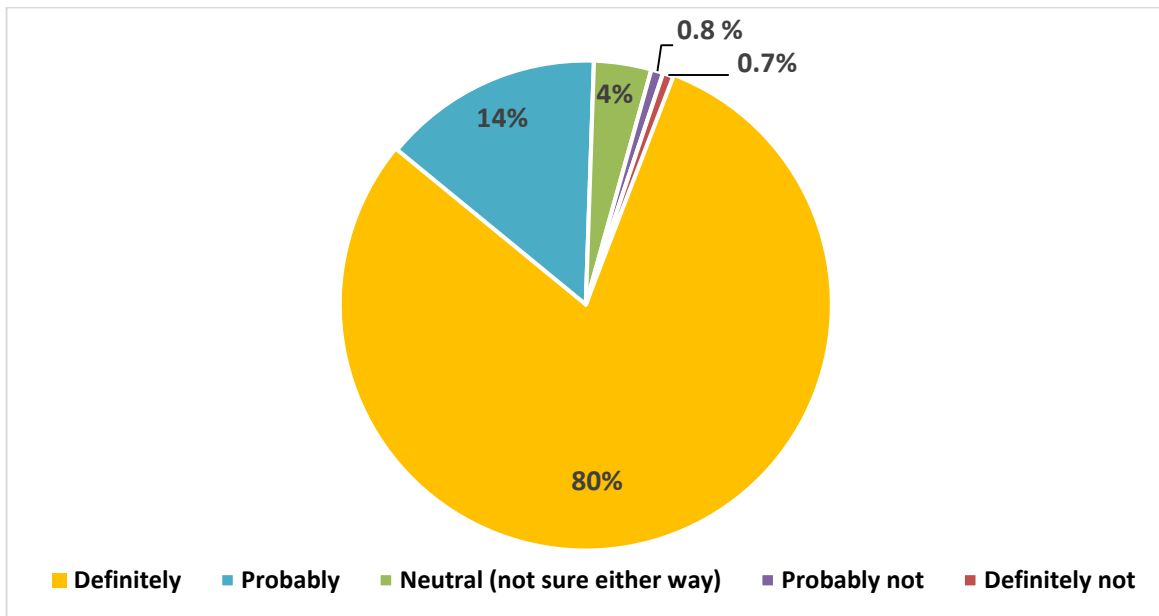


**Union Settlement (Total)**  
**Are you satisfied with the services you have received in this program?**  
**(N= 1,144)**



### Union Settlement (Total)

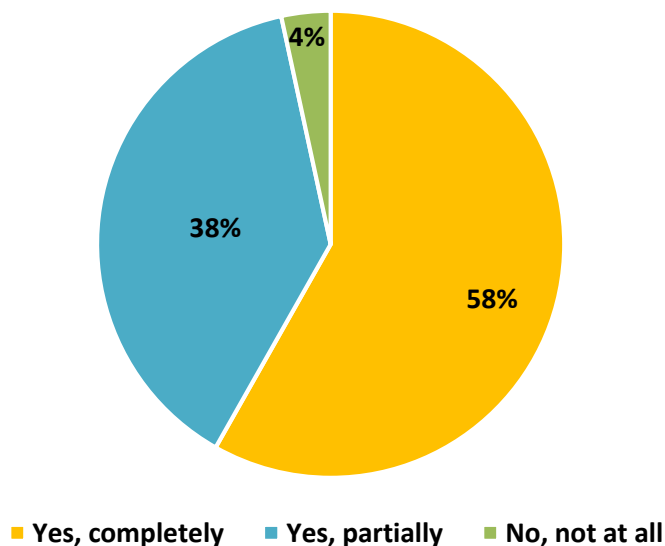
Would you recommend this program to someone who needs this service?  
(N=1,146)



80% of respondents answered “*Definitely*” 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 allow participants to meet their everyday needs (work, school, childcare, etc.).

### Union Settlement (Total)

Has Union Settlement helped you to achieve your goals?  
(N=1,043)



*Open-ended responses:*

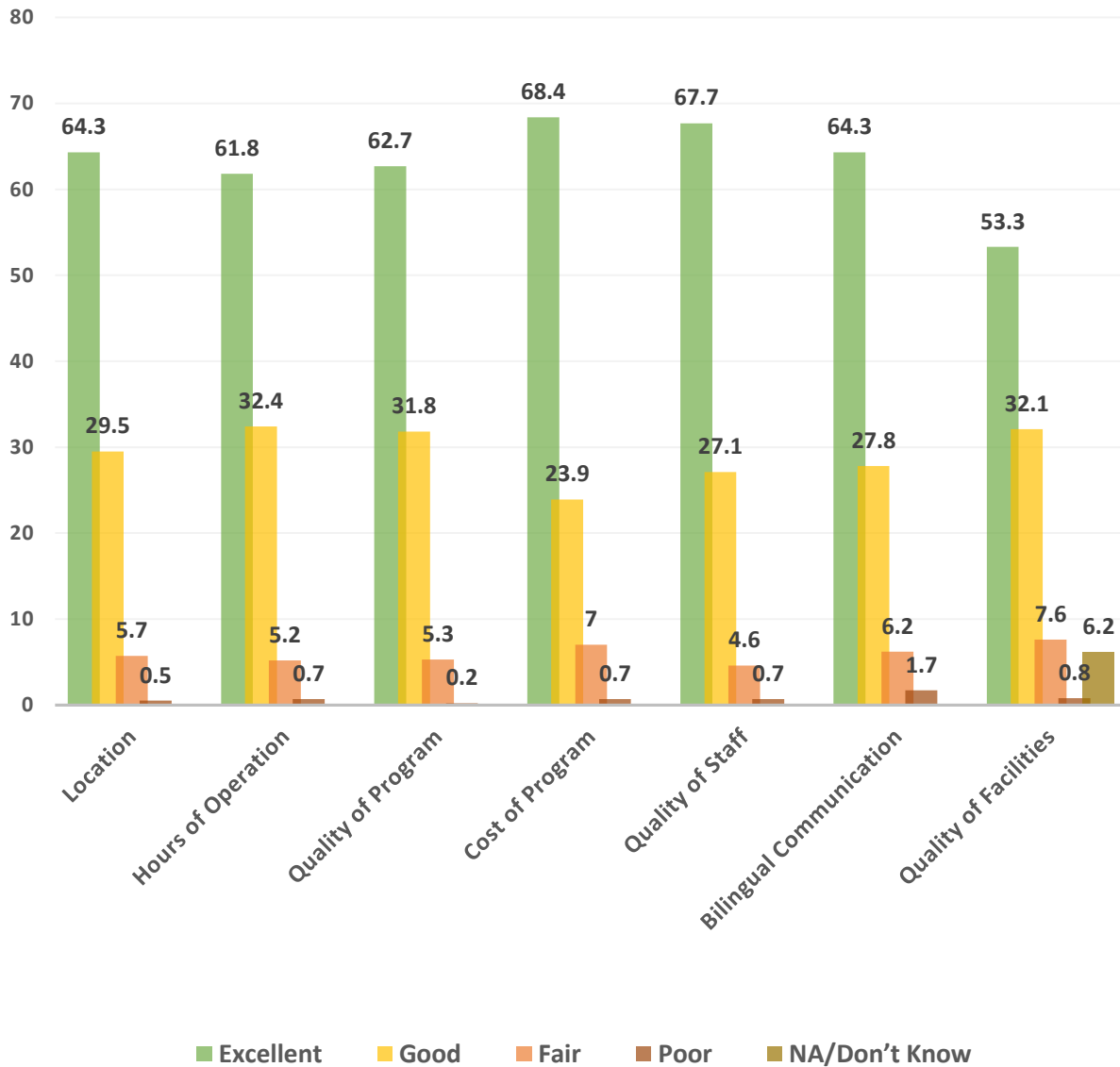
Participants who filled in an explanation to their answer generally described specific outcomes related to the individual programs. Examples include:

- Able to work and provide for my family
- Gives me opportunities to meet my goals
- Helps me stay out of trouble
- I am doing better in math
- I built a great resume and got a great internship which has helped me get other great job opportunities
- I have continued to develop my skills and currently earning more money since completing several programs at Union Settlement
- I haven't finished achieving my goal to obtain my high school equivalency diploma, but I have the best teacher to prepare me for the exam.
- I haven't gotten my diploma yet but I'm learning and am on my way.
- I'm able to work knowing my son is in a safe environment
- I'm eating healthier meals.
- I'm enrolled in college and doing well because of the programs
- I'm learning to be a better father
- I'm half way on my way. It's a process, but the services here have helped a lot so far.
- It has definitely helped me start but there's more ahead
- Noticeable improvement in my child's academic skills
- They have helped me understand how to handle certain situations and how to go about them
- This program continues to be a resource as I grow my business.
- This program helped me plan out how to achieve my goals. Then take steps.
- This program taught me to be more kind



**Union Settlement (Total)**  
**How would you rate each of the following features of this program?**  
**(N = 1,066)**

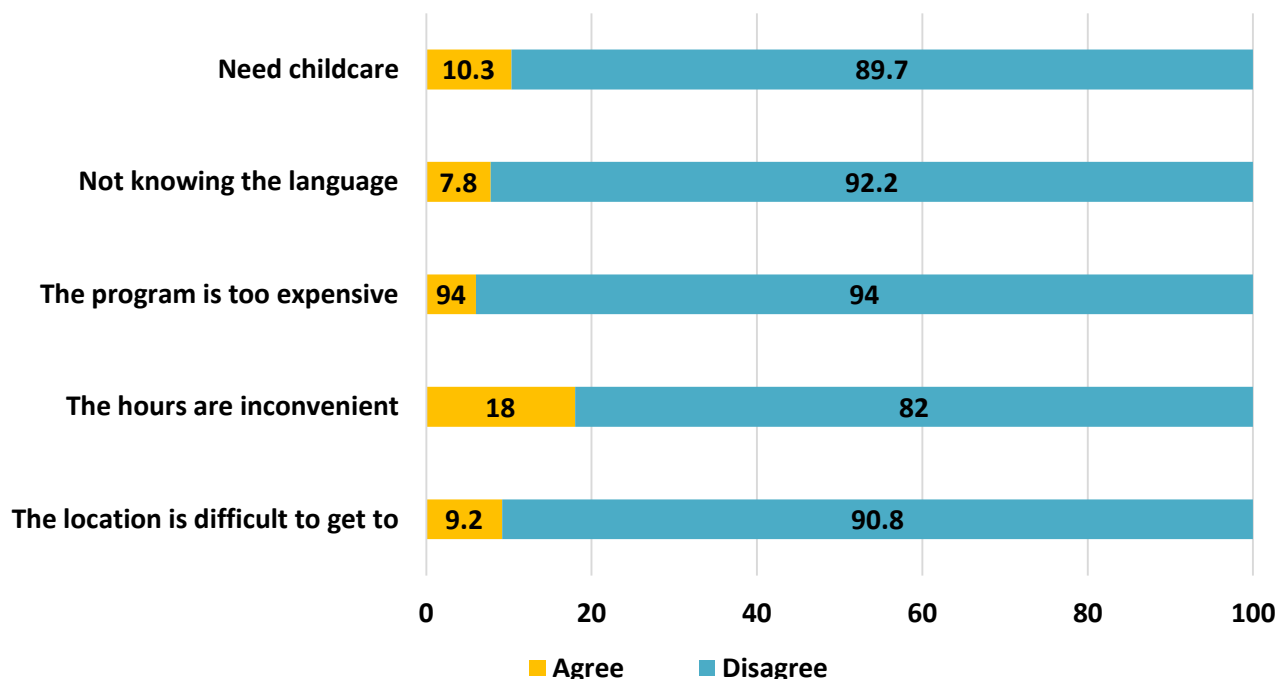
**Percentage**



## Union Settlement (Total)

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

(N = 1,069)



## Union Settlement (Total)

**Additional obstacles to participating in this program**

*The following selected responses reflect common themes:*

- Changing of staff
- Available providers
- Sometimes I don't want to come
- Classes fill up too quickly
- No aftercare, wish hours were longer
- Timing of programs
- Finding childcare when the center is closed and I need to work
- Some people come here to start trouble
- Just the location, we live far from here
- When I was in the shelter, I had difficulty getting here
- Should be more lenient of parents in the shelter system that have to travel for children to attend
- Mobility issues
- My health
- Walking the stairs when the elevator isn't working
- Being forced into activities based on gender
- Improve meals
- The smell
- It's hard to contact people at the office
- They rarely pick up phones and don't return messages
- Children need to be picked up from school
- I take care of my mother and can't leave her alone
- The age requirements may stop me in the future

## Union Settlement (Total)

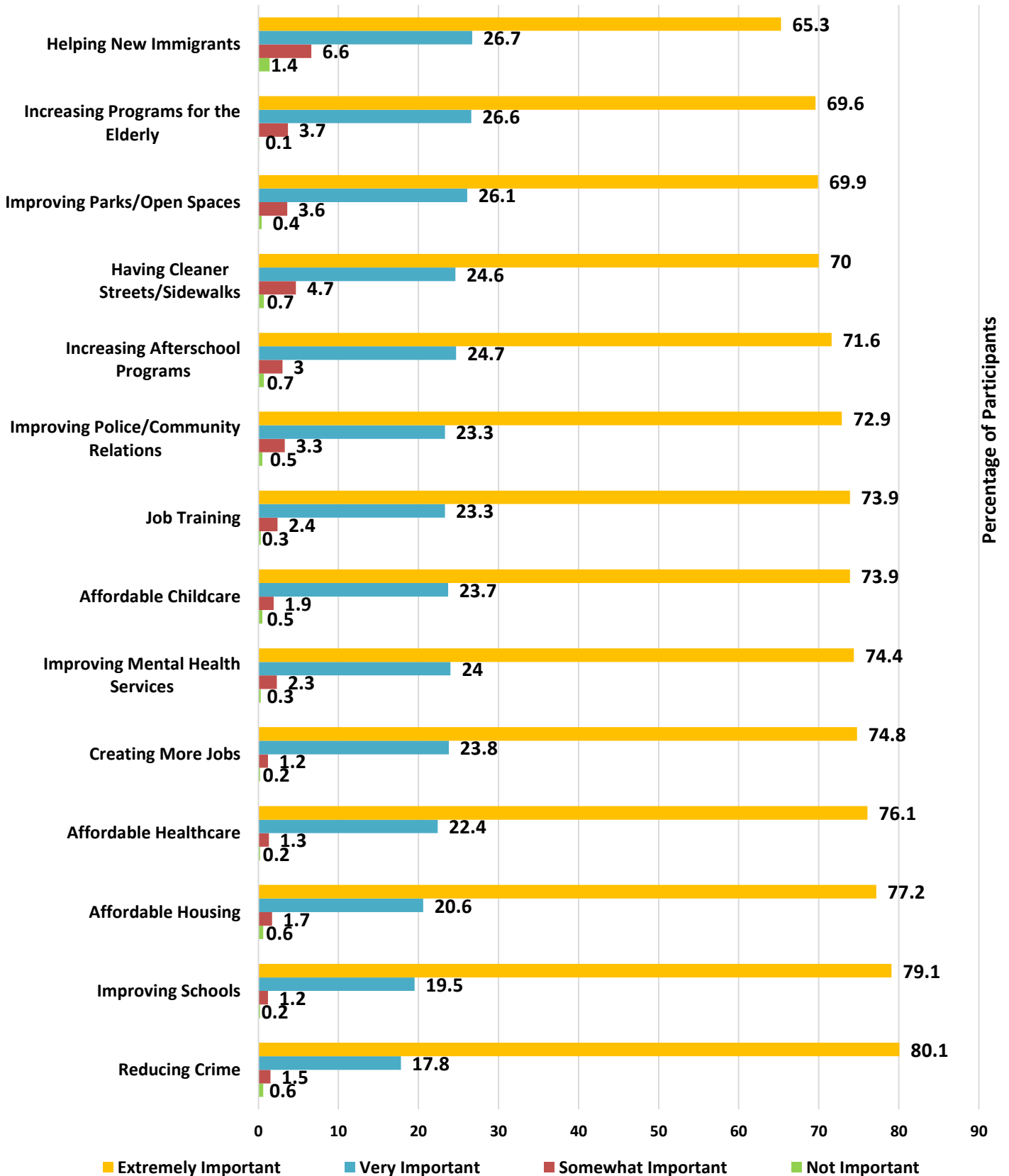
Please tell us what we could do to make you even more satisfied with the services you currently receive from Union Settlement.

*The following selected responses reflect common themes:*

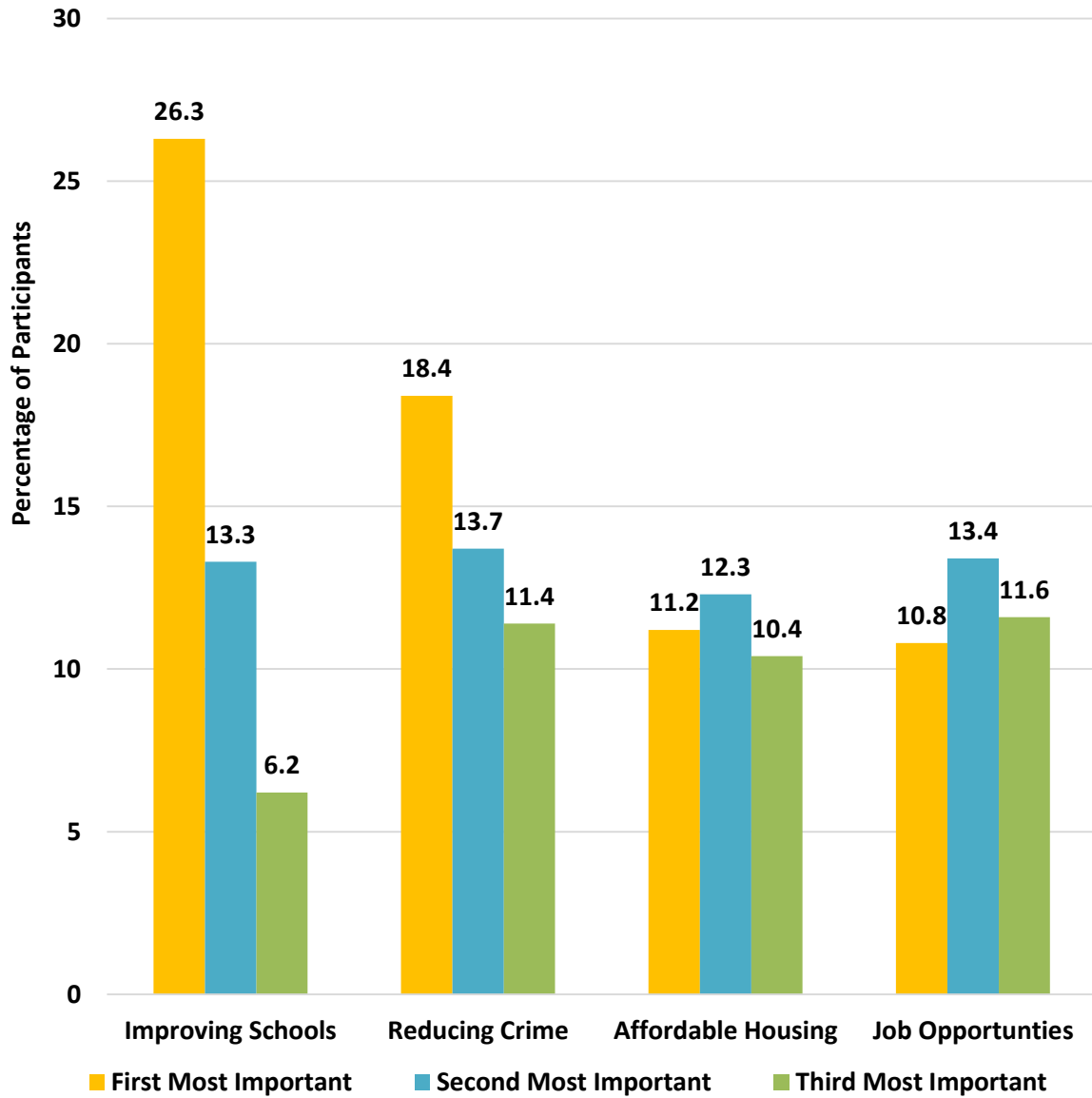
- Answer the phone
- Be more organized with what you are going to teach
- Better communication
- Better food quality
  - Better Meals on Wheels delivery time
- Car service
- Change food menu
- Computer lab
- Deliver lunches early
- Do more workshops
- Do not close on non-holidays
- Expand to different locations
- Extend grades so children can stay longer
- Extended day – even 2 days a week
  - Assign more homework
- Get more social workers to help people in need
- Get NYCHA to find & fix the problem that makes the office smell like a sewer
- Have more days in the gym
- Have more sports activities
- Household help
- Johnson Center smells very bad
- Let us use our phones
- Lower the fees
- Make the snacks cheaper
- More bilingual staff
  - Spanish
  - Mandarin
- More classes
- More clubs
- More education for my child
- More focus on writing
- More jobs for teens
- More respect
- More trips
- Movie nights
- Open center earlier
- Programs for younger kids
- Provide college trips
- Provide more books & materials for the classes
- Report cards for children
- Teach staff cultural competency
- Teach the children foreign languages
- Tell everyone to be understanding and kind
- Tutoring services for math and reading
- Use eco-friendly products to clean the facility
- Work with us as a family to help our child be ready for school

## Union Settlement (Total)

How important do you think the following needs are in the East Harlem community?  
(N =990)



**Union Settlement (Total)**  
**Issues rated most important in the East Harlem Community**  
**(N = 779)**



**Union Settlement (Total)**  
**Additional needs of the East Harlem community:**

- Affordable child healthcare
- Affordable housing
  - For middle-income residents
  - For seniors
  - For veterans
  - For young people
- Afterschool programs for teens
- Better transportation
- Cleaner buildings
- Community education on mental illness
- Drug treatment programs
- Educational events for all ages
- Fewer liquor stores
- Healthy food options
  - Healthy cooking classes
  - Quality supermarkets
- Parenting support groups and workshops
- Programs for veterans
- Reducing homelessness
- Summer programs for children and teens
- Tutoring services
- Weekend programming and childcare