

UNION SETTLEMENT

2018 Community Assessment Survey Results

Executive Summary

Acknowledgements

Union Settlement would like to acknowledge the Silberman School of Social Work at Hunter College for its assistance in designing the survey, analyzing the data and compiling this assessment report. In particular, we express our thanks to Associate Professor Nancy Giunta and Doctoral Fellow Meredith Doherty for their leadership in this collaboration. Jessica Mercedes, Seoran Ok, and Albert Bencosme, all Master of Social Work interns are recognized for their meticulous data entry, language translation, analysis and report writing skills. Union Settlement would especially like to thank all program participants who completed the surveys. Without their responses, this community assessment report would not be possible. Their thoughts and feedback are essential to assessing and improving our programs throughout East Harlem.

Union Settlement Community Assessment Survey 2018

In 2018, 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 1,130 respondents, representing a diverse participant population. The large majority of respondents were female (70.3%). The age of respondents ranged up to 100, with a median age of 31 years-old and a mean of 35. Most respondents were adults, while 27.9% were under age 18. Older adults (age 60 or over) represented 16.8% of respondents. The majority of respondents identified as heterosexual or straight (81.6%), with the remaining 18.4 percent identifying as bisexual (4.4%), gay (0.6%), lesbian (0.4%), questioning (0.5%), and other sexual orientations (2.9%).

Respondents were from diverse ethnic and racial backgrounds. More than half (54.9%) were Latino or Hispanic and over one-third (35.6%) were African American or Black. The remainder of respondents identified as either Caucasian/White (3.2%), Asian, Pacific Islander or Native Hawaiian (1.9%), Indigenous or Native American (0.5%), or another race (4%). The majority of respondents reported their primary language spoken at home to be English (56.6%), while almost one-third reported their primary language as Spanish (29.8%). The remaining of participants indicated they spoke both English and Spanish (2.9%) or at least one of 24 other languages (10.7%). About 60% were born in the United States. Those born outside of the United States were from countries such as Dominican Republic (11%), Puerto Rico (9%), Mexico (5%), 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 are represented in this report?

The largest proportion of surveys received came from the Youth Services program (38.8%), followed by Early Childhood Education (17.7%), Senior Services (10.4%), Adult Education (8.3%), Family Child Care Network (8.7%), Mental Health Counseling (7.6%), Meals on Wheels (5.4%), College Readiness (3.5%), and Business Development (1.2%).

Are the staff courteous and friendly?

The Union Settlement staff received favorable reviews, with 75.6% of respondents indicating that staff was always friendly, and an additional 17.8% said staff was usually friendly. The highest staff satisfaction was among participants in the Early Childhood Education program with 88.5% 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, 92.9% of the respondents overall said they were always (72.1%) or usually (20.9%) satisfied with the service(s) they receive. This satisfaction is demonstrated in that nearly 91.6% 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 80 percent of participants rating all features as good or excellent.

What do you think are the most important needs are for the East Harlem community?

Respondents were provided a list of issues in the East Harlem community¹ 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.

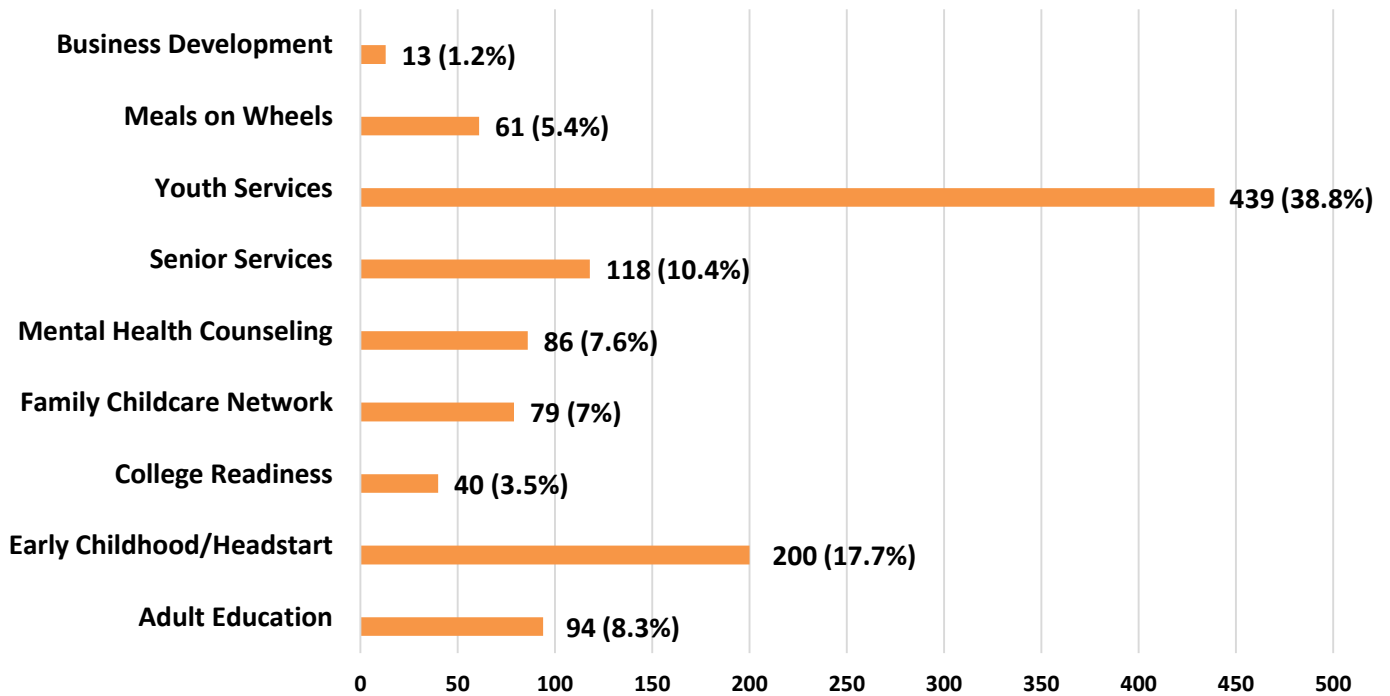
After answering this question, respondents were asked to rank what they considered to be the first, second, and third important issue from the same list. Respondents frequently chose these answers as the top three most important issues in East Harlem: **Improving our schools, reducing crime, and providing more affordable housing.**

¹ The list of issues was compiled based on content analysis of open-ended answers from previous years' responses.
Union Settlement 2018 Community Assessment

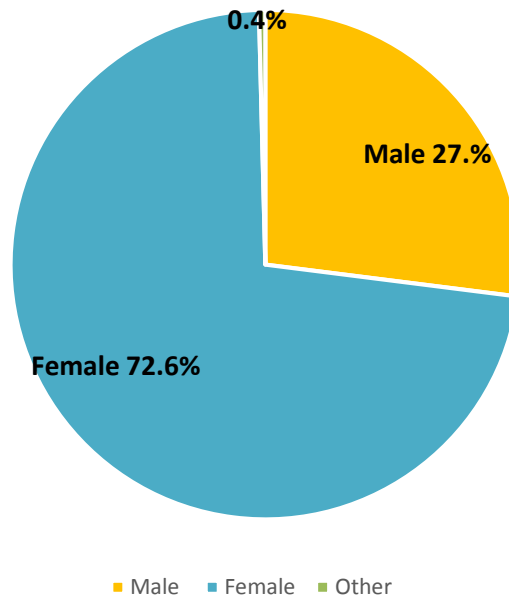
Union Settlement Association Totals

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

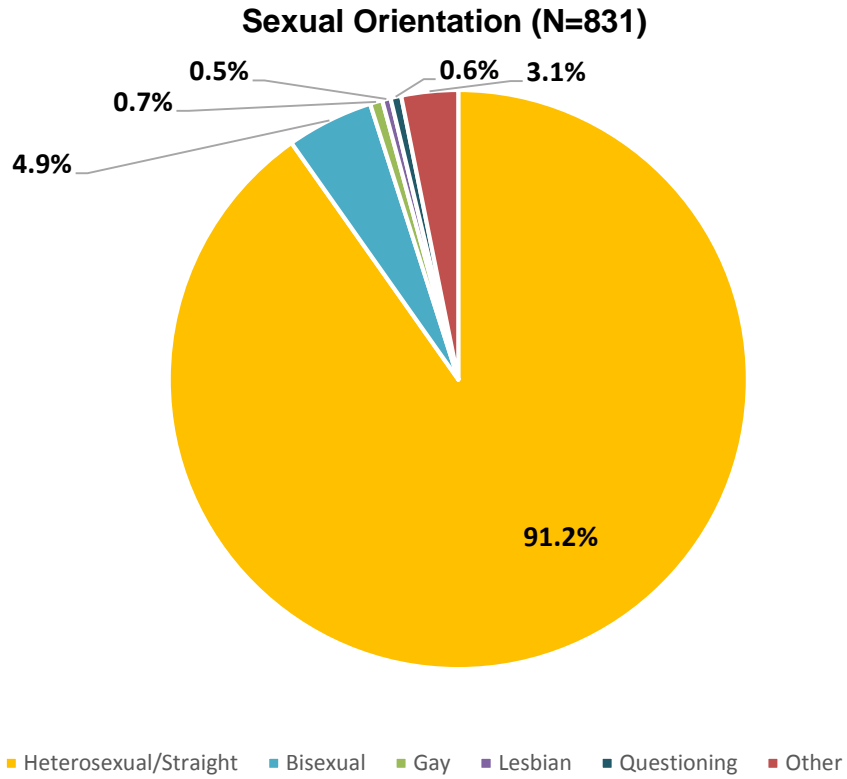
Number of participants in Each Program (N=1,130)



Gender (N=1,029)



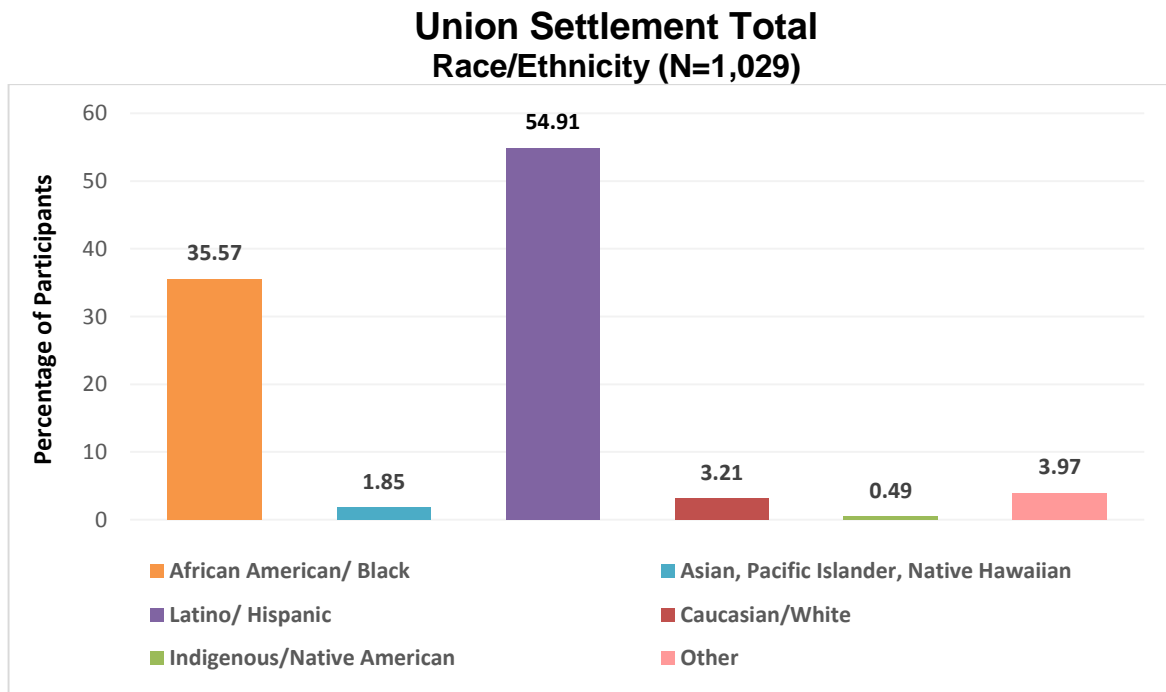
Other Genders specified: Non-binary



Other sexual orientations specified: Married, None, Normal, No Comment

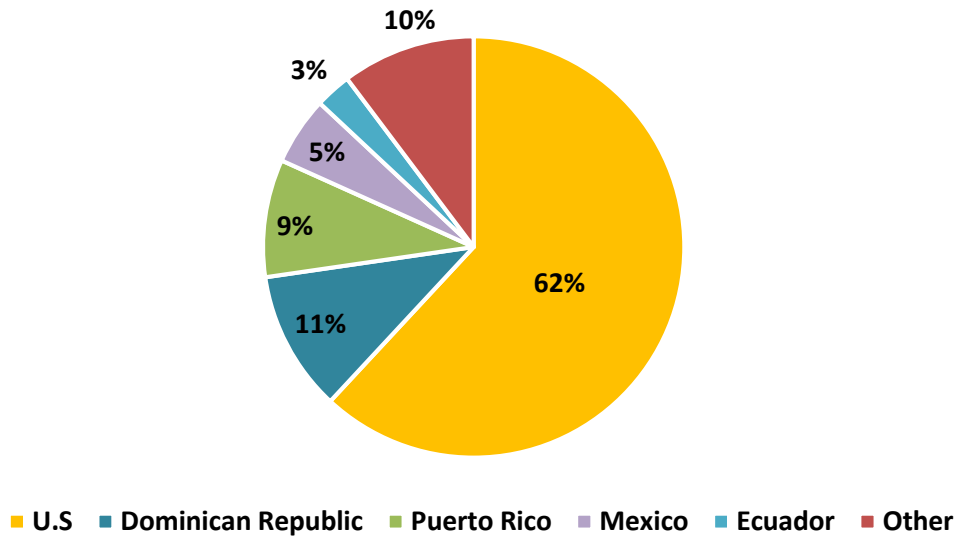
Age (N=966)

Respondent ages range up to 100 years old. The median age was 31.



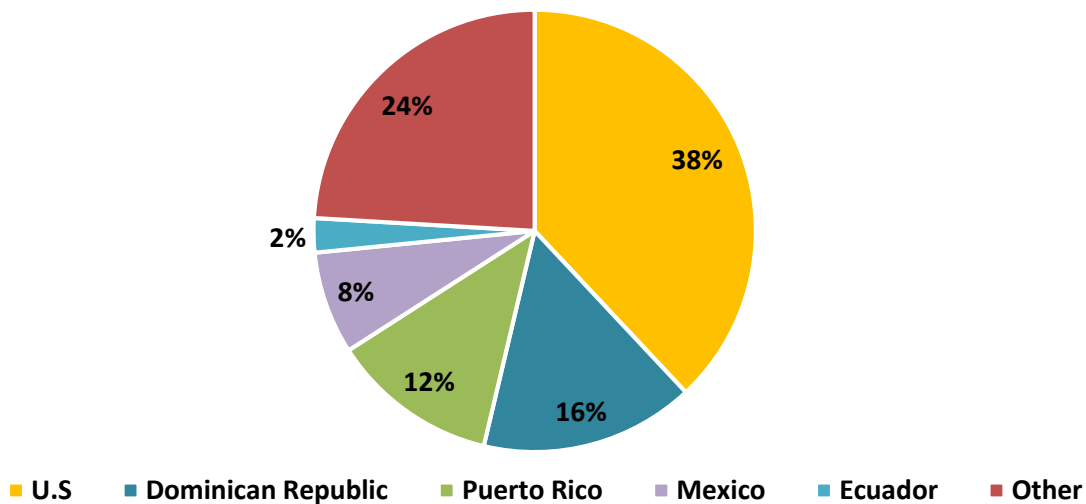
***Other races/ethnicities include:** African, Mixed, Multiracial, Multicultural, Garifuna

Union Settlement Total Country of birth (N=974)



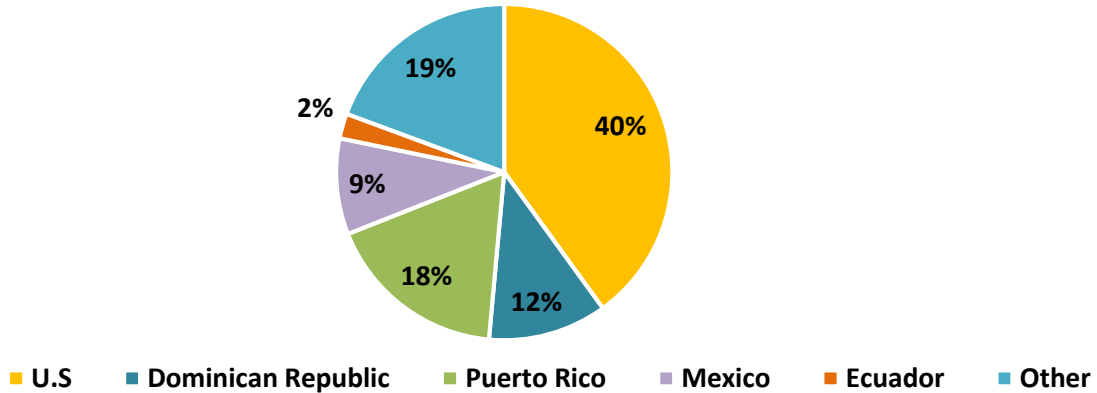
Other Countries: China (8), Africa – Unspecified (2), Ivory Coast (7), Guatemala (2), Mali (2), Senegal (4), Bangladesh (2), Honduras (6), Peru (1), Cuba (2), Morocco (1), Colombia (5), El Salvador (2), France (3), Germany (1), Ghana (2), Guyana (2), Haiti (4), Burkina- Faso(1), Cameroon (1), Canada (1), Costa Rica (1), France (3), Gambia(5), Germany (1), Grenada (1), Guinea (1), Honduras (6), Turkey (1), India (1), Jamaica (5), Panama (1), Paraguay (1), Peru (1), Italy (1), South Korea (1), St Croix (1), St. Vincent (4), Venezuela (3)

Union Settlement (Total) Country where your mother was born (N=919)



Other Countries: China (9), Africa – Unspecified (5), Ivory Coast (2), Guatemala (5), Jamaica (1), Senegal (5), Colombia (6), Guyana (3), Haiti (4), Honduras (3), Mali (6), El Salvador (3), Morocco (1), Antigua (2), Costa Rica (1), France (2), Grenada (1), Cameroon (1), Canada (2), Cuba (2), Gambia (5), Ghana (1), Guinea (1), Jamaica (1), Turkey (1), Italy (1), Sweden (1), Trinidad (3), Venezuela (3), Virgin Islands (1), West Indies (1), Bangladesh (1), Barbados (1), Burkina- Faso (1), Belize (1)

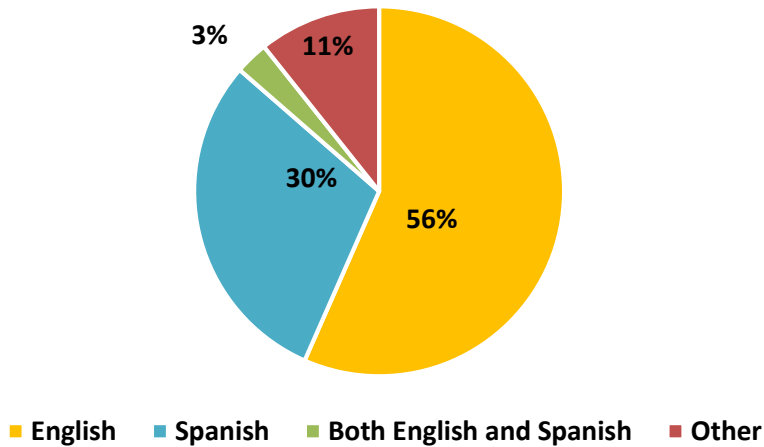
Union Settlement (Total)
Country where your father was born (N=883)



Other Countries:

China (9), Africa – Unspecified (5), Ivory Coast (2), Guatemala (5), Jamaica (1), Senegal (5), Colombia (6), Guyana (3), Haiti (4), Honduras (3), Mali (6), El Salvador (3), Morocco (1), Antigua (2), Costa Rica (1), France (2), Grenada (1), Cameroon (1), Canada (2), Cuba (2), Gambia (5), Ghana (1), Guinea (1), Jamaica (1), Turkey (1), Italy (1), Sweden (1), Trinidad (3), Venezuela (3), Virgin Islands (1), West Indies (1), Bangladesh (1), Barbados (1), Burkina Faso (1), Belize (1), Brazil (1), Spain (1), India (1), Guam (1), Panama (1), St. Croix (1), St. Thomas (1), Uruguay (1)

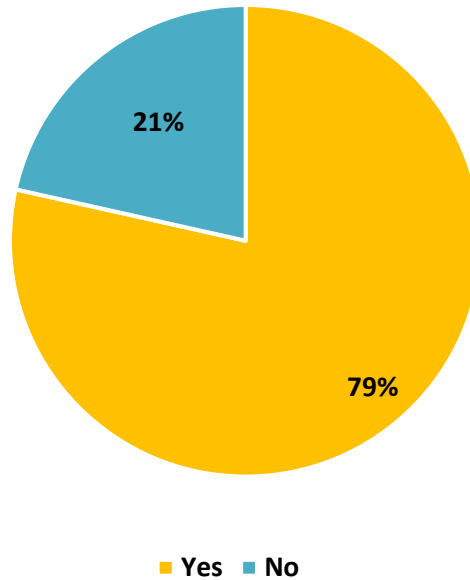
Primary language spoken at home (N=928)



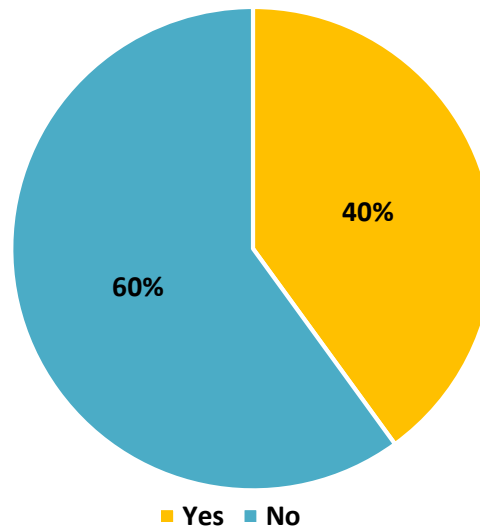
Other Languages:

African (unspecified, 1), Bamanaka & French (1), Bambara (5), Bengali (3), Chinese (Mandarin or unspecified) 7, Filipino (1), French (13), Fulani (1), Garifuna (1), Italian (1), Japanese (1), Mandingo (1), Turkish (1), Wolof (6)

**Union Settlement (Total)
Fluent in English (N=1019)**



Participants living in NYCHA Housing (N =999)



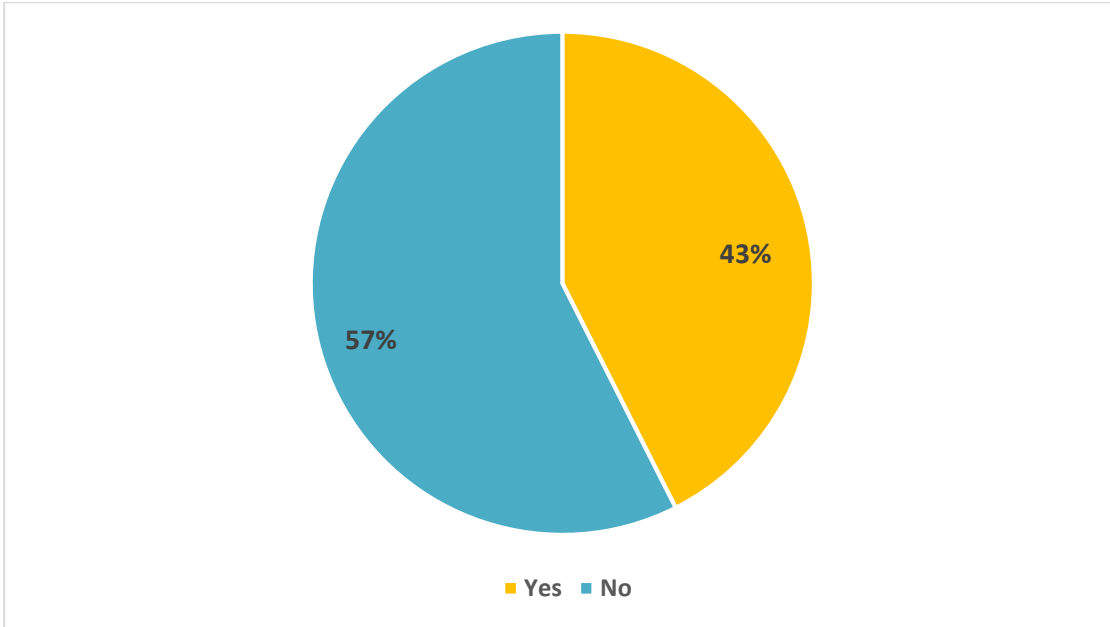
Which NYCHA Development do you live in? (N=260)

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: Washington (26), Jefferson (21), Wagner (20), and Johnson (10)

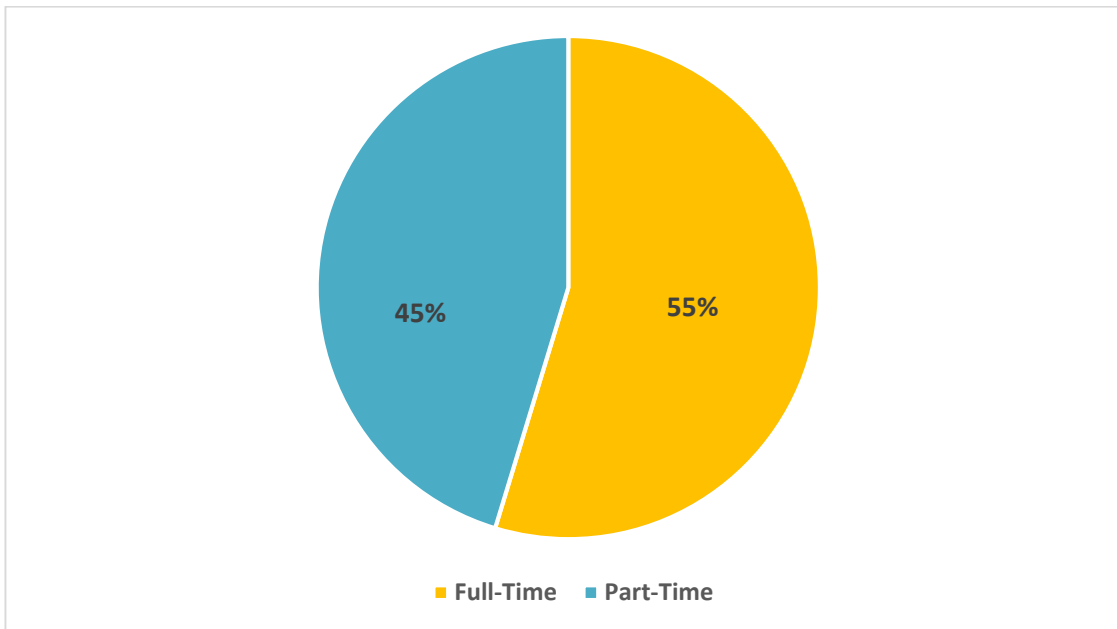
Union Settlement (Total)
Neighborhoods where participants live
(N=891)

Region	#	%
Manhattan – East Harlem (zip code 10029)	437	49%
Manhattan - East Harlem (zip code 10035)	135	15.2%
Bronx	131	14.7%
Manhattan – Central Harlem	67	7.5%
Manhattan – Other (Upper West Side, Upper East Side, Lower East Side, Chelsea/Clinton, Greenwich Village/Soho, Gramercy Park, Murray Hill, Inwood/Washington Heights)	41	4.6%
Brooklyn	9	1%
Queens	14	1.6%
Staten Island	2	.2%
Other	55	6.2%

Are you currently employed? (N=1014)



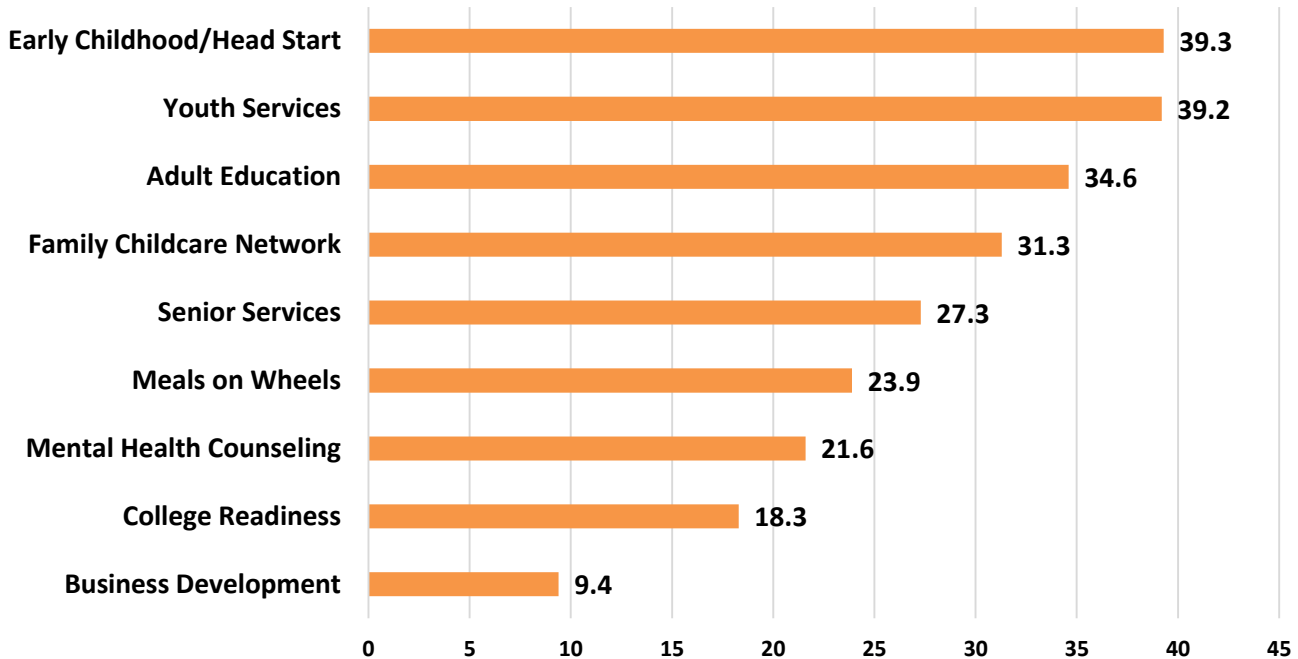
If you are employed, do you work part-time or full time? (N=371)



Union Settlement (Total)

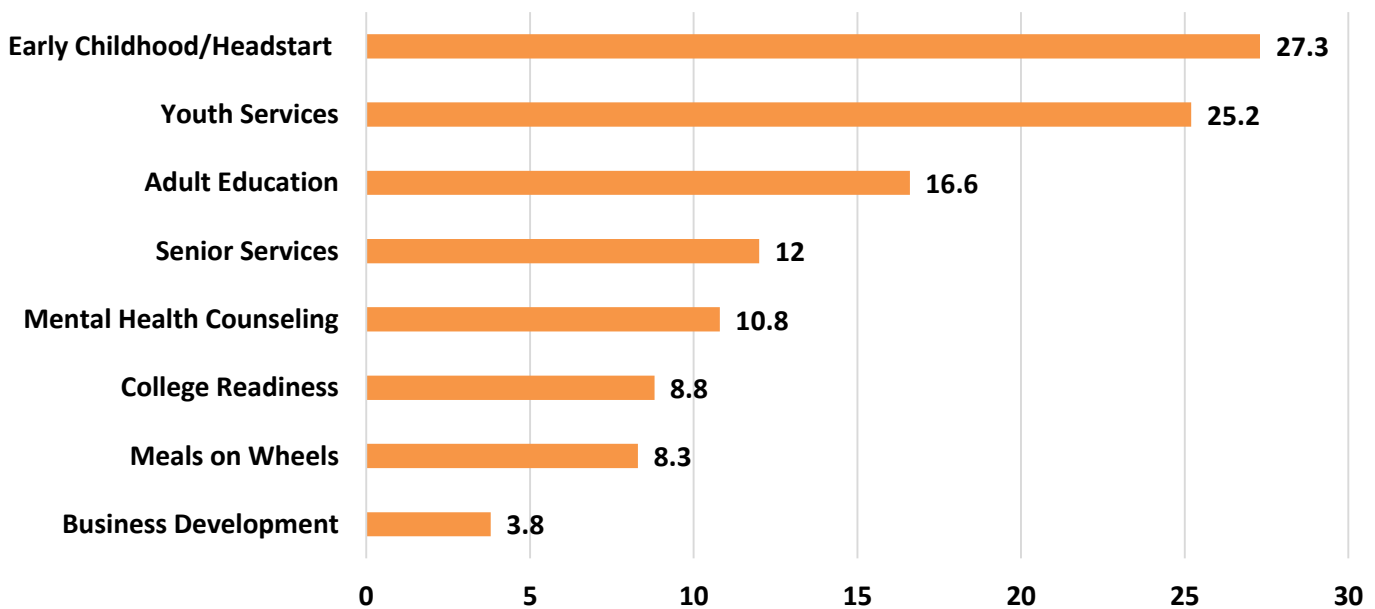
Which of the following Union Settlement services are you personally aware of?
(N = 1,130)

Percentage of respondents who answered "Yes"



Which programs do you or a family member currently participate in at Union Settlement? (N = 1,130)

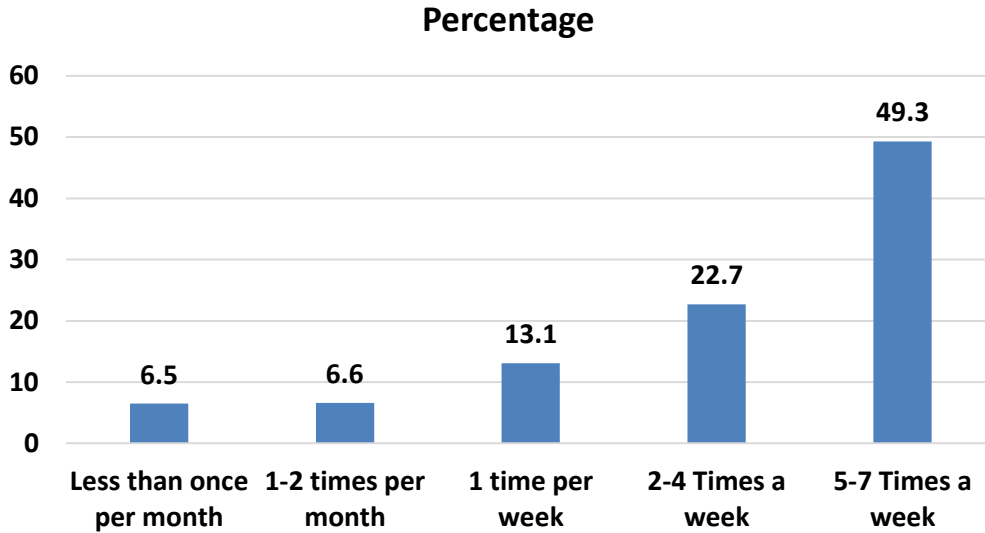
Percentage of respondents who answered "Yes"



Union Settlement (Total)

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

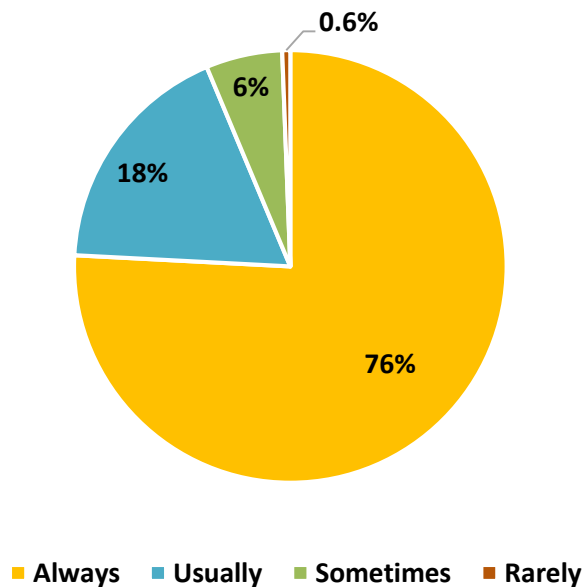
(N = 1,102 – based on # of Participants Responded)



Union Settlement (Total)

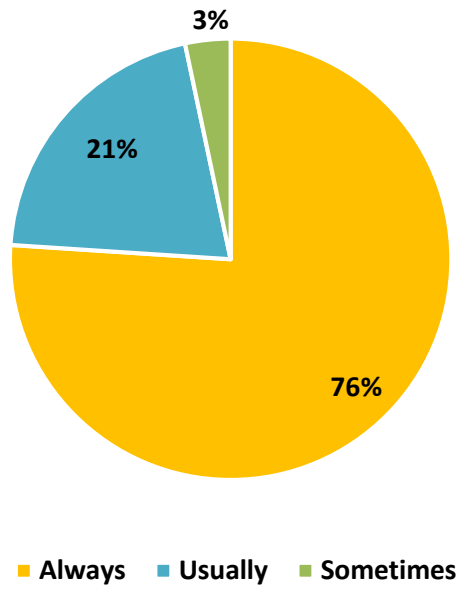
Are the staff courteous and friendly?

(N=1,120)



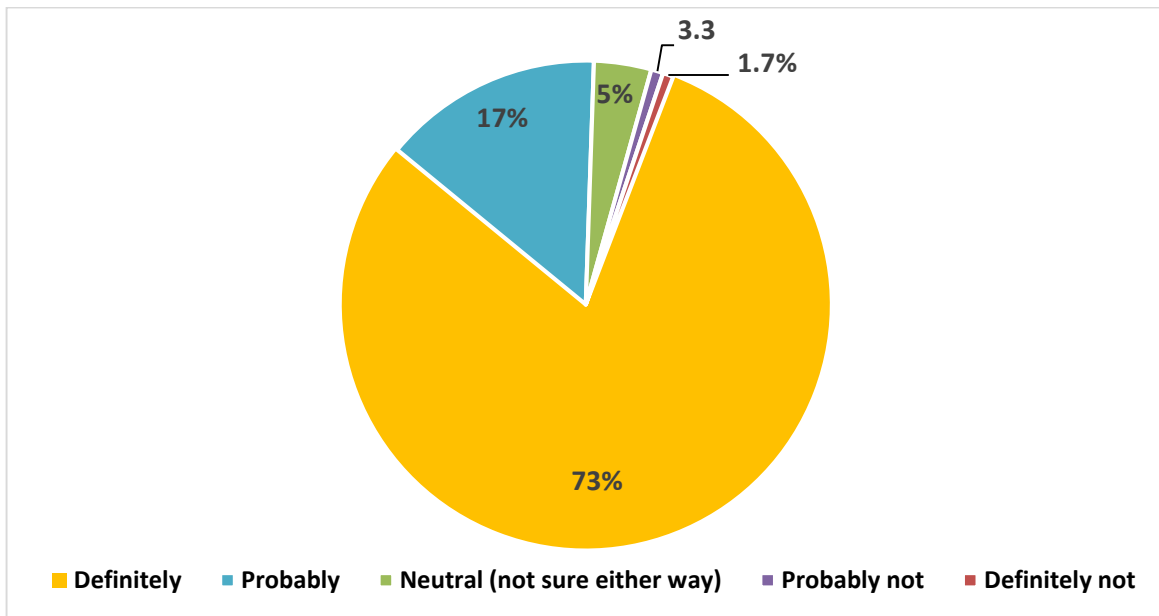
Union Settlement (Total)

Are you satisfied with the services you have received in this program?
(N= 1,120)



Union Settlement (Total)

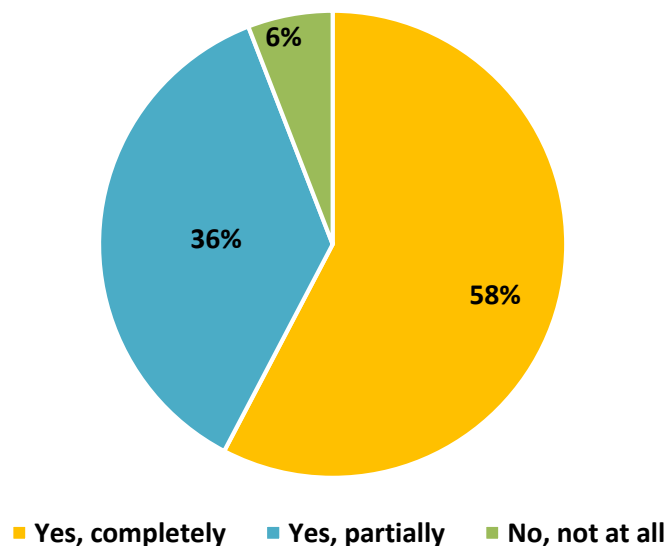
Would you recommend this program to someone who needs this service?
(N=1,146)



73% 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, the programs are great, and the programs really help my child.

Union Settlement (Total)

Has Union Settlement helped you to achieve your goals?
(N=990)



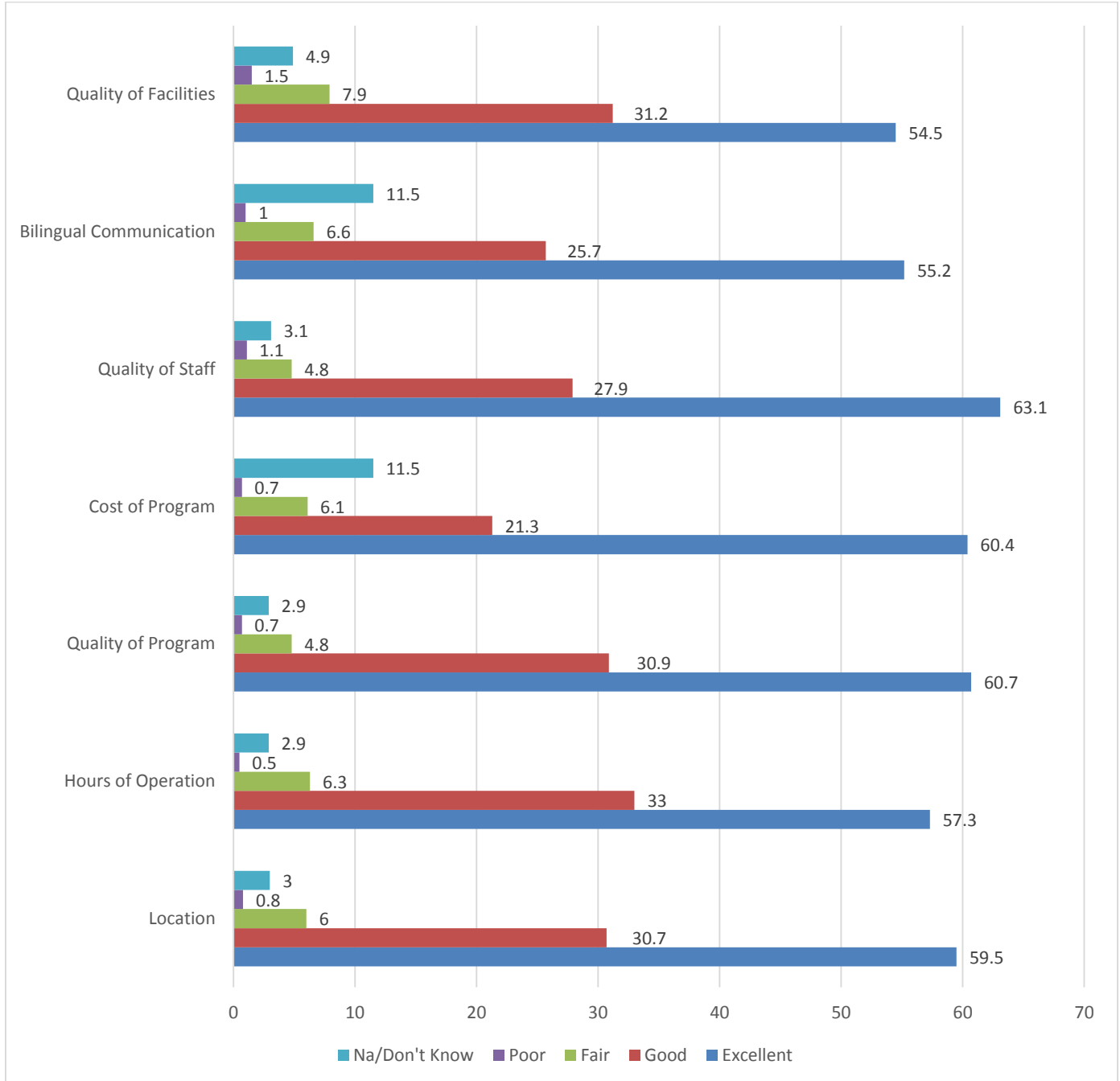
Open-ended responses:

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

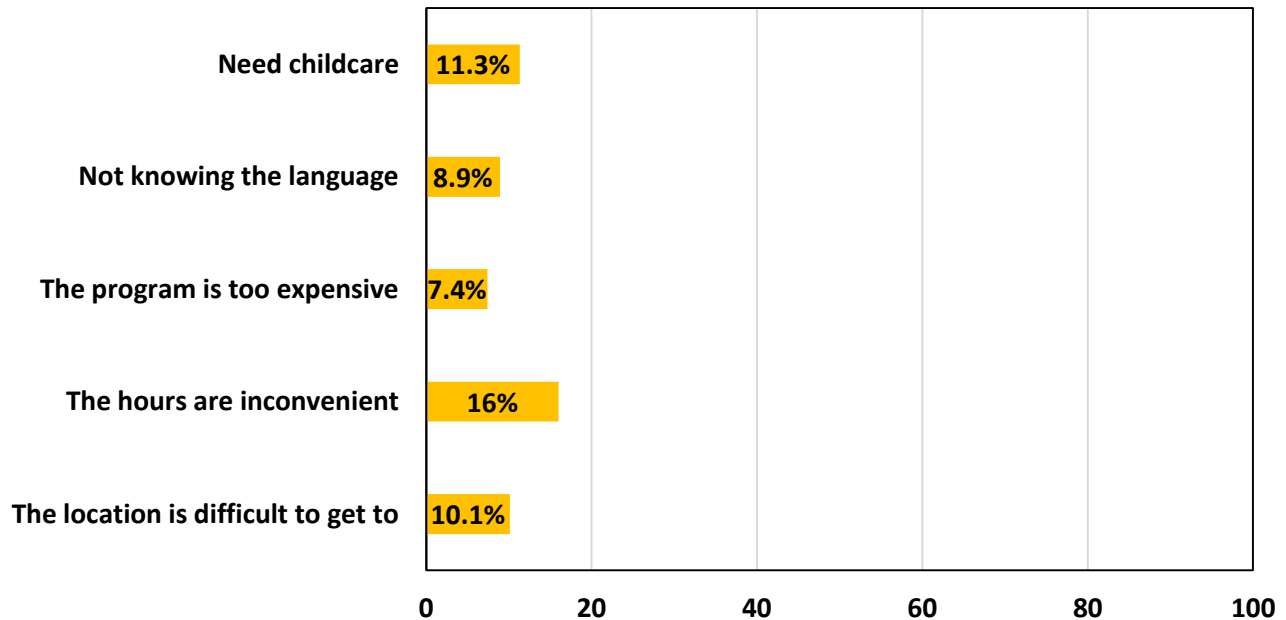
- I was able to find a better job which eventually will help me find a better apartment
- A place to go and interact with other seniors and become aware of senior activities
- Able to do my full shift and redeem my child in a timely manner
- If I learn English I could get a better job
- Guidance with the college application process
- I have been able to go to work without any worries and that alone is the best feeling ever.
- I am more respectful
- It's given me time to get my GED
- I have a place to come to daily.
- They help me with my homework.
- Now I get to eat every day!
- My kids are more socialized and are more open.
- My daughter used to be very quiet and does not get along with other now she is outgoing, making friends, and playing with other kids.
- I am happy that I am learning.
- I am on my way to achieving my goals and it has helped to give me a big push.
- It has helped to stay in school and its teaching my son and preparing him for kindergarten

Union Settlement (Total)
How would you rate each of the following features of this program?
(N = 1,130)

Percentage



Union Settlement (Total)
Percentage who “Agree” the following are potential obstacles
to participating in this program.
(N = 1,130)



Union Settlement (Total)
Additional obstacles to participating in this program
The following selected responses reflect common themes:

- The community has a growing need for services such as afterschool care or full time daycare for special needs children with down syndrome/Autism
- Available providers
- Our week schedule differs
- Classes fill up too quickly
- Off days sometimes don't match with the charter school calendars
- My job does not accommodate hours
- Office hours are too short
- Lack of recreation such as billiards, ping pong, chess, cards, and other ways to utilize hands and eye coordination
- I would like more follow up for my son's early intervention
- I am not able to walk very far
- My health
- Walking the stairs when the elevator isn't working
- Enrollment process
- Improve meals
- Sometimes I cannot make it because I have appointments
- I would prefer a Spanish speaking person
- Children need to be picked up from school
- I take care of my mother and can't leave her alone
- The age requirements is difficult because my son is 6

Union Settlement (Total)

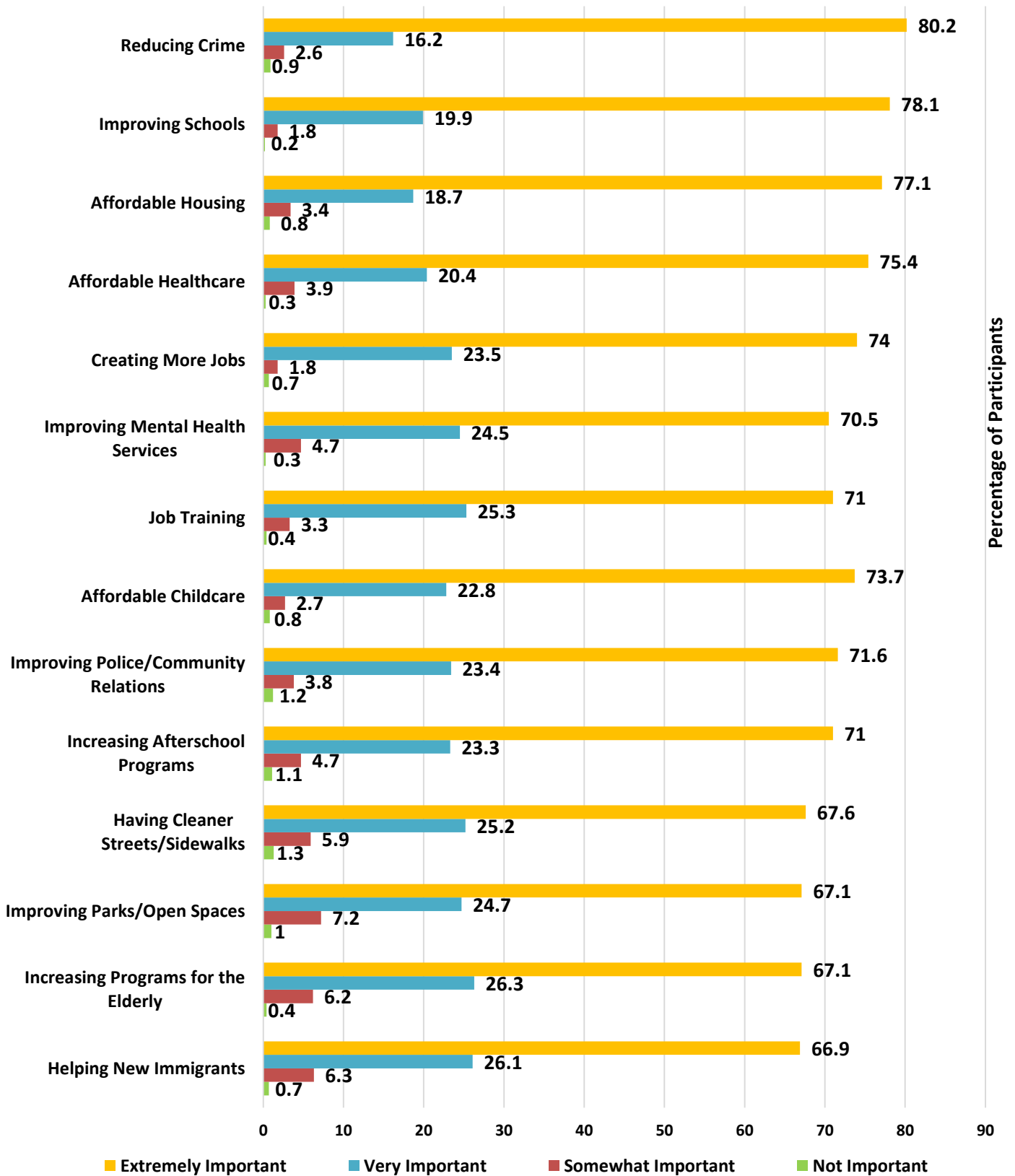
Please tell us what we could do to make you even more satisfied with the services you currently receive from Union Settlement.

The following selected responses reflect common themes:

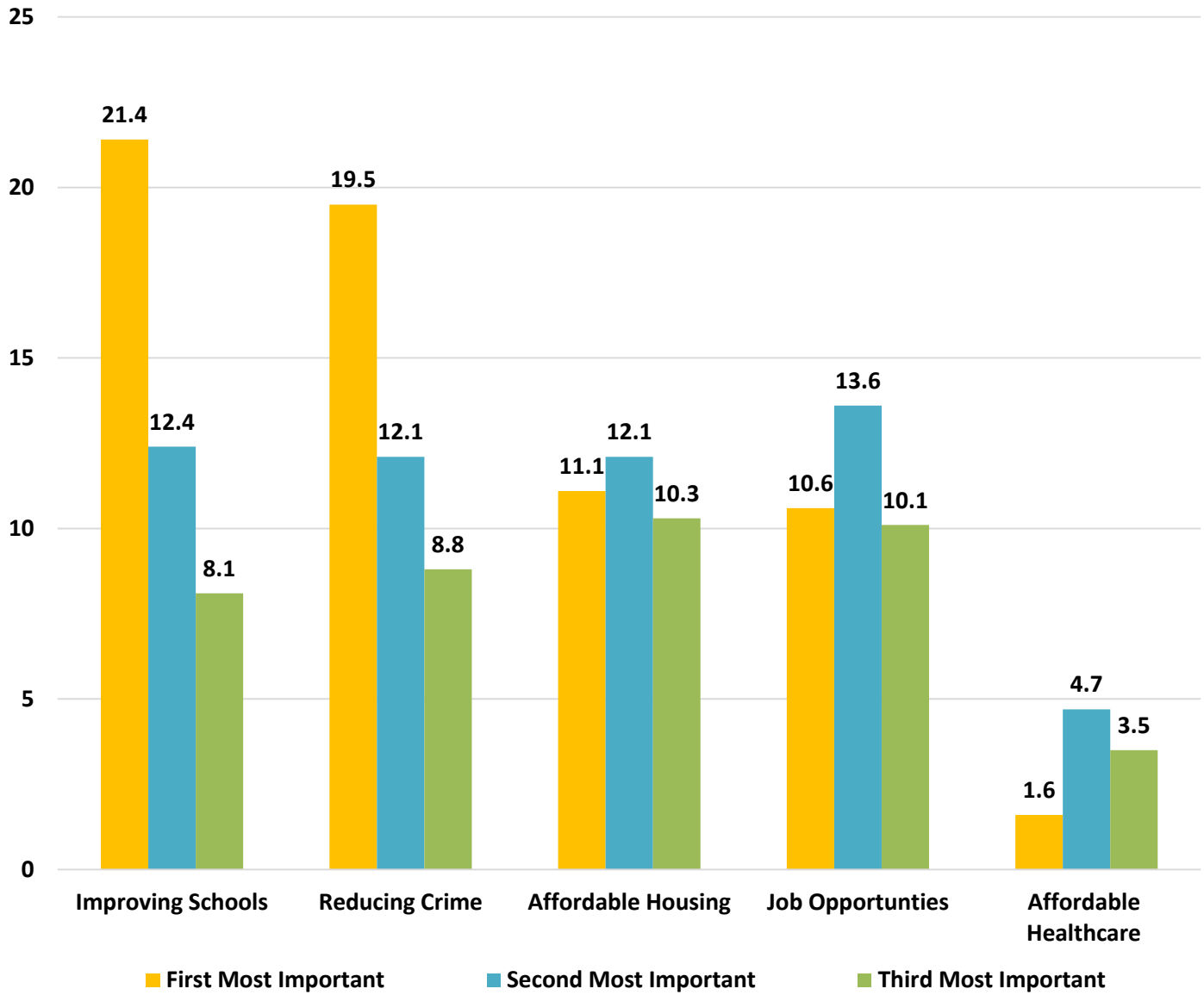
- Answer the phone
- Be more organized with what you are going to teach
- Better communication
- Better food quality
 - Better Meals on Wheels delivery time
- Car service
- Change food menu
- Computer lab
- Deliver lunches early
- Do more workshops
- Do not close on non-holidays
- Extended pick up hours
- Give information in Chinese, Mandarin, Cantonese
- Location is far from my school.
- Have more creative activities or any other that will benefit the children
- Extend time so children can stay longer
- It would be helpful if the meetings be held after 5pm for working parents Keep communication with parents
- More bilingual staff
 - Spanish
 - Mandarin
- More classes
- More clubs
- More education for my child
- More focus on writing
- More jobs for teen
- More respect
- More resources i.e. ideas to get your business started. maybe a website dedicated to starting up a business
- More team building activities
- More trips
- Need materials of programs offered
- Open earlier
- People who speak my language
- Please serve more variety of foods
- Provide a tutor for certain subjects for the children i.e. Reading, Math, and Comprehension
- Provide jobs
- Set up program for senior e.g. computer class, exercise class etc.
- The only difficulty are the half days at school with no after school.
- Teach staff cultural competency
- The price is a little high. It steadily rose throughout the duration of our daughter's time.
- The services have been awesome.
- This is a good program
- Tutoring services for math and reading
- Use eco-friendly products to clean the facility
- Union settlement is great and I am satisfied with the services i am receiving
- Water fountains for kids throughout the building

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 = 1130)
Percentage of Participants



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
- Children's safety
- Cleaner buildings
- Community education on mental illness
- Drug treatment programs
- Educational events for all ages
- Employment for previously incarcerated people
- Fewer liquor stores
- Gun Violence
- Increase security in residential buildings
- Parenting support groups and workshops
- Preventing Homelessness
- Poverty
- Programs for veterans
- Reducing homelessness
- Tutoring services
- Weekend programming and childcare