



## Human Services Community Needs Assessment Focus Group Summary Report May 2018

**Purpose:** The purpose of this report is to summarize the results from a series of focus group sessions that were part of the research and data collection process for the Human Services Community Needs Assessment conducted by Housing and Community staff in the spring of 2018.

Focus Group	# of Participants	Gender	Age	Race/Ethnicity	Years Lived in Chapel Hill
Inter-Faith Council Community House	10	Male	23- 72	Caucasian, African-American, German/ Puerto-Rican	3- 15
South Estes Public Housing Community	4	Female	25- 59	African-American, Burmese	6- 59
CHCCS Social Workers	4	Female	48- 55	Caucasian	9- 25
Teens from Boomerang Youth, Inc.	12	Mixed	12- 18	Caucasian, Asian, African-American, Latino	0- 20

### Key Themes

The four focus groups identified the following as the greatest human service needs:

#### Education

*“There needs to be more groups to help the parents connect with their children and to learn the signs that their child can’t read. There needs to be more involvement with the parent connecting to the community. Sometimes the parents don’t have enough time to observe their kids because of other responsibilities.” – S. Estes Community Member*

#### *Children*

- Need more affordable day care and summer camps
- Need to improve literacy

- Need programs to help adults understand their child’s curriculum

#### *Teens*

- Need more experiential and job opportunities for teens
- Need better teen spaces and transportation to those spaces
- Need mentor for teens
- Need 1:1 ratio of laptops to students in schools

## **Livelihood Security/Safety Net Services**

*“Rather than a hand-out, give a helping hand.” – IFC Community Member*

#### *Employment*

- Lack of vocational training opportunities
- Need for adult internships
- Need to improve adult literacy
- Need job opportunities for felons

#### *Housing*

- Lack of affordable housing options
- Need transitional housing for teens (18+)

#### *Immigrants & Refugees*

- Need greater translation and interpretation services in human service agencies, schools, and Town of Chapel Hill departments

#### *LGBTQ*

- Need to provide greater inclusion of LGBTQ youth
- Need program involving LGBTQ community
- Need to encourage practice of asking personal pronouns in schools

#### *Preserving Community History*

- Balancing development with respecting the community’s history

#### *Transportation*

- Limited schedule on weekends and early in the morning
- Need greater transportation services to education centers (e.g. Durham Tech)

## **Health**

*“Wellbeing is understanding your surroundings, the community around you, and learning how to interact with them.” – Teen from Boomerang Youth, Inc.*

#### *Food Insecurity*

- Need to maintain current resources
- Need to expand PORCH backpack program beyond elementary school

- Need to provide greater access to fresh produce

#### *Homelessness*

- Need to maintain current resources

#### *Health Services*

- Need greater long-term mental health treatment options
- Need greater communication about available health services
- Need greater access to healthcare
- Need to expand health service hours to the evening