



*Creating Opportunity in Partnership*

**Schenectady Community**

**Action Program**

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Schenectady, NY 12307

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**Schenectady  
County**

**Community  
Needs**

**Assessment**

***2<sup>nd</sup> Annual Update***  
***December 2017***

*Original Full Assessment:*  
*September 2015*

*1<sup>st</sup> Annual Update:*  
*December 2016*

## Table of Contents

I.	Introduction .....	3
II.	Key Finding Updates .....	3
III.	Conclusions .....	4
IV.	Methodology .....	5
V.	Schenectady Community Action Program Overview .....	5
VI.	Community Profile Updates.....	7
VII.	Demographic Updates .....	7
VIII.	Economic Profile Updates.....	8
IX.	Poverty Updates .....	9
X.	Employment Updates .....	17
XI.	Housing Updates .....	18
XII.	Child Care Updates .....	20
XIII.	Disabilities and Early Intervention Updates .....	21
XIV.	Health Overview Updates .....	21
XV.	Focus Group and Survey Updates .....	21
XVI.	Community Resources to Address Needs .....	21

## I. Introduction

Community Action Agencies (CAAs) are required to conduct a community needs assessment of their service areas every three years. Additionally, as a federal Head Start grantee, the Schenectady Community Action Program (SCAP) is required by law to complete a comprehensive needs assessment every three years with annual reviews/updates. SCAP's current three-year assessment cycle as both a Community Action Agency and Head Start grantee began with the full assessment completed by SCAP in September 2015. The first annual update was based on a thorough review of the 2015 assessment, as well as new data available through December 2016; completion of the annual update in December enabled inclusion of 5-Year American Community Survey (ACS) information for 2011 – 2015, which was posted by the US Census Bureau in December 2016. This second annual update incorporates a review of the 2016 update, as well as new data available through December 2017. It will help to inform SCAP's ongoing planning process (and Community Action Plan), and drive the development and implementation of services for the final year of this three-year planning cycle.

## II. Key Finding Updates

- The age cohort with the largest growth by 2020 continues to be projected to be the 65-74 years-old group, which is expected to increase by 55% or 5,901 from 2010.
- There continues to be a significant number of immigrants residing in Schenectady County, particularly in the City of Schenectady. Limited English skills contribute to higher rates of unemployment and lower income. This barrier can create a poverty trap for immigrant families.
- Overall, the largest percentage of residents living in poverty continues to reside in the City of Schenectady (73% of all residents in poverty are in the City of Schenectady). The percentages of minority residents which experience the highest poverty rates also continue to exist within the City of Schenectady. Of the city's population, 32.2% of households continue to make less than \$25,000 annually. It is worth noting that while most of the county's impoverished residents reside in the City of Schenectady, data suggests that poverty in the county's other communities has been increasing. While 73% of those in poverty reside in the City of Schenectady, this is down 5 percentage points from the 78% percent reported in SCAP's 2015 Community Needs Assessment. Additionally, the estimated 79.5% of children in poverty residing in the City of Schenectady is 12.5 percentage points less than the 92% reported in the 2015 Assessment. New York State School Report Card data for all school districts except the Schenectady City School District shows an increase in the number and percent of economically disadvantaged students (from 2013 – 2014 data reported in the 2015 Assessment).
- The cost of child care continues to be a challenge for low-income residents. This burden is further strained by the percent of income that parents must pay to be eligible for a child-care subsidy.
- A significant number of grandparents in Schenectady County continue to live with their grandchildren, with a significant percentage of these grandparents responsible for their care. This percent is highest in the Town of Glenville (41.6%), followed by the City of Schenectady (29.2%), and the Town of Niskayuna (26%).
- Schenectady continues to face many challenges related to education. The Schenectady City School District continues to have an extremely low four-year graduation rate; 61% (of 752 students) of the district's 2013 cohort graduated by August of 2017.
- Schenectady County's unemployment rate is the highest (along with Rensselaer County) within the immediate four-county Capital District Region area that includes Albany, Rensselaer, Saratoga and Schenectady Counties (2017 annual data). Increased education and skill levels continue to be required for new/returning jobs in the area.

- Homelessness and housing affordability remain key areas of concern, particularly in the City of Schenectady. According to the 2017 Point-in-Time (PIT) count for homeless persons in Schenectady County, a total of 274 individuals in 206 households were either unsheltered (23), in an emergency shelter (217), or in transitional housing (34). Cost burden, overcrowding and substandard, older housing stock continue to be of significant concern in the City of Schenectady. Almost half of the county's housing units continue to be located in the city, where over 50% of occupied units continue to be rental units, with close to half of all renters identified as cost burdened.
- As a result of its *2016 Community Health Needs Assessment (and Improvement Plan and Community Service Plan for Schenectady County)* the following priority areas will be the focus of the Schenectady Coalition for a Healthy Community for the three-year period ending in 2018: *Preventing Chronic Disease and Promoting Mental Health & Preventing Substance Abuse*. Specific interventions planned will focus on reducing obesity and diabetes in children and adults, and preventing substance abuse and other mental, emotional and behavioral disease.
- Customer surveys completed by Schenectady County Department of Social Services in 2016 reinforce the results of the community survey SCAP conducted in 2015: housing (25.2%) and crime (23.4%) were identified as the top concerns in the community.

### III. Conclusions

- **Remains relevant from 2015 Assessment:** Given the increasing number of Senior Citizens, partnerships and services should be considered to address systemic issues of this cohort.
- **Remains relevant from 2015 Assessment:** More assistance is needed for immigrants and individuals with limited English skills.
- **Remains relevant from 2015 Assessment:** The Community Crisis Network has filled a gap in the community to help coordinate services for those in need. Continuing to educate community partners and the community of this effort is necessary as expansion of SCAP's Community Resource Navigation services continues to occur.  
**Additional from 2016 Update:** Continued expansion efforts in this area should consider poverty increases in areas outside the City of Schenectady.
- **Remains relevant from 2015 Assessment:** With limited job opportunities for SCAP's target population, the need for SCAP's Career Readiness services, along with targeted employment and training, job internships, and development of partnerships with local businesses continues to be critical for low-income individuals to find sustainable employment.
- **Remains relevant from 2015 Assessment:** Given the increase in skills required to obtain employment, expanding higher education opportunities to include more training and support for entry- and mid-level jobs should be explored. These opportunities should match the needs of local employers, i.e. the casino, and other identified economic revitalization opportunities.
- **Remains relevant from 2015 Assessment:** The expansion of a two-generation approach to service provision will help both current and future generations. By offering comprehensive early learning programs, children are better prepared for their academic future, while the availability of affordable, quality child care allows parents to obtain and maintain employment. These opportunities can shorten and stop the cycle of poverty for families.
- **Remains relevant from 2015 Assessment:** Homelessness and housing affordability remain key concerns. Ongoing work with community partners to address these systemic issues should be expanded to fill the growing need.

- **Remains relevant from 2015 Assessment:** SCAP's continued involvement with the Schenectady Coalition for a Healthy Community and implementation of the Coalition's Community-wide Action/Service Plan will help to ensure improved health and quality of life outcomes for agency customers.  
**Additional from 2016 Update:** Given the Coalition's 2016 – 2018 focus on *Reducing Obesity and Diabetes in Children and Adults and Preventing Substance Abuse and other Mental, Emotional, and Behavioral Disease*, it continues to be essential for SCAP to maintain its active involvement to help ensure improved health and quality of life outcomes for agency customers.
- **Remains relevant from 2015 Assessment:** SCAP will need to continue to work in partnership with community-based organizations, community colleges, governmental programs and other entities in order to address the ongoing and future needs of low-income Schenectady County residents.

## IV. Methodology

The data collected for this 2017 Community Needs Assessment update represents the most current and relevant information available related to the people and communities of Schenectady County. Primary and secondary data sources utilized to inform assessment activities continue to include:

- **Primary Data:** survey & focus group activities
- **Secondary Data:** variety of local, statewide and national data sources, including (but not limited to) the US Census Bureau, US Department of Housing and Urban Development, NYS Department of Education, NYS Department of Labor and NYS Office of Temporary and Disability Assistance

## V. Schenectady Community Action Program (SCAP) Overview

SCAP continues to operate a comprehensive continuum of services in three areas:

**Housing & Community Services:** Sojourn House (transitional supportive housing for homeless women and their children); Permanent Supportive Housing for homeless families where the head of the household has a disability (scattered-site apartments); Shelter Plus Care support for Schenectady Municipal Housing Authority (SMHA); Supportive Case Management Assistance/Supportive Housing Solutions; Community Crisis Network (CCN); Homeless Prevention & Rapid Re-housing; Community Resource Navigation; and Volunteer Income Tax Assistance (VITA).

**Employment Services:** Comprehensive employment supports, including: assessment of skills and needs; Career Readiness training inclusive of workplace literacy and soft skills development; educational advancement and occupational training opportunities; goal planning; career and therapeutic counseling; and placement and retention supports. Services are also provided to employers to support retention of employees.

**Early Learning:** SCAP's Early Learning Programs (ELPs) provide comprehensive early childhood development services for low-income, at risk children, ages birth to five years, and their families. All ELPs provide a full range of services to meet the academic, social and emotional needs of enrolled children, including those with disabilities. Services include comprehensive health, mental health, oral health and nutrition screenings. Extensive family engagement and family development activities are an integral part of SCAP's early learning programs.

### 2016 Updates (Highlights):

- Continued expansion of satellite sites that increase the availability of SCAP's Community Resource Navigation services; resource navigation staff now maintain a scheduled presence at the following partner locations:

Schenectady County Community College (SCCC), Schenectady County Public Library, Hometown Health Centers, Ellis Health Center, and Lincoln Elementary School.

- Acquisition of funding that will enable the provision of supportive services for 13 homeless families provided with permanent housing at The Community Builder’s Hillside View apartments (apartments currently in development phase). Enhanced collaboration with Schenectady County’s Department of Social Services (DSS) is providing resources to increase rapid rehousing efforts on behalf of homeless families referred to SCAP by DSS.
- SCAP has been collaborating with the Alliance for Better Health Care, one of New York State’s 25 Performing Provider Systems (PPS) and has begun to participate in the Delivery System Reform Incentive Payment Program (DSRIP). The Alliance for Better Health Care serves an estimated 193,000 Medicaid and uninsured members in Albany, Fulton, Montgomery, Rensselaer, Schenectady and Saratoga Counties.

**2017 Updates (Highlights):**

- In collaboration with the Schenectady Municipal Housing Authority (SMHA) and the New York State Department of State’s Division of Community Services, SCAP began to pilot a Re-Entry program. Services provided include Intensive Case Management (ICM) for returning criminal justice involved individuals reuniting with their families.
- Work has been underway to transform unused, unfinished space (and reconfigure current program space) at SCAP’s Community Resource Center in the City of Schenectady into program office, case management and customer service space that will enable SCAP to increase both the quantity and quality of the essential services provided through our resource center.
- Development of revised mission and vision statements for the agency:

**Mission:** In partnership with the community, SCAP develops and implements lasting solutions for people of all ages to move out of poverty.

**Vision:**

SCAP envisions a community without poverty where everyone’s health, wellness and safety is a priority and where everyone:

- has safe and affordable housing;
- has quality education and learning experiences;
- seeking employment can earn a livable wage;
- is treated with dignity and respect; and
- feels invested in and connected to the community.

- Completion of a new Strategic Plan for 2017 – 2022 that incorporates goals in five focus areas: integration; community engagement; service expansion/sustainability; assessment, evaluation & quality improvement; and facilities/space.

## VI. Community Profile Updates

As reported in SCAP’s 2015 Community Needs Assessment, the agency’s primary service area of Schenectady County is geographically one of the smallest counties in New York State, and is the smallest county in the eight county area covered by the Capital Region Economic Development Council. Although the smallest county in size, Schenectady County contains the region’s second largest city. As estimated by the US Census Bureau’s 2012-2016 American Community Survey (ACS), the City of Schenectady is populated by 65,554 people.

## VII. Demographic Updates

American Community Survey 5-Year estimates up to 2012-2016 show Schenectady County’s population at 154,845 people, with approximately 42% of county residents continuing to live in the City of Schenectady. Glenville and Rotterdam continue to be the most populated municipalities outside of the City of Schenectady.

**Total Population, Schenectady County**

Municipality	ACS 2007-2011	ACS 2008-2012	ACS 2009-2013	ACS 2010-2014	ACS 2011-2015	ACS 2012-2016
Schenectady County	153,935	154,466	154,821	155,178	154,796	154,845
City of Schenectady	65,702	65,921	65,990	66,055	65,735	65,554
Duanesburg	6,006	5,889	6,012	6,218	6,280	6,407
Village of Delanson	280	352	373	367	390	379
Glenville	29,352	29,448	29,504	29,560	29,489	29,490
Village of Scotia	7,725	7,720	7,723	7,742	7,744	7,732
Niskayuna	21,646	21,784	21,895	22,022	22,050	22,177
Princetown	2,209	2,370	2,281	2,124	2,068	1,953
Rotterdam	29,020	29,054	29,139	29,199	29,174	29,264

Source: United States Census Bureau, 2007-2011, 2008-2012, 2009-2013, 2010-2014, 2011-2015, 2012-2016 American Community Survey 5-Year Estimates. Selected Characteristics of the Total and Native Populations in the US. Table S0601.

**Age Distribution:** According to the 2012-2016 ACS 5-year Estimates, Schenectady County had a total population of 154,845. 48.7% were males and 51.3% were females. The lowest median age occurs in the City of Schenectady and Village of Delanson. The highest median age occurs in Princetown, followed by the Town of Glenville. While the City of Schenectady continues to have the highest total number of individuals in each age category listed on the following page, municipalities with the highest percentage of their total population in each age category varies. The three highest percentages of the total population in each age category are found in the following municipalities (not including Villages of Delanson and Scotia, or Princetown):

- Under 5 years: Niskayuna (6.9%), City of Schenectady (6.3%) and Rotterdam (6.0%)
- 5-17 years: Niskayuna (18.4%), Duanesburg (17.4%) and Rotterdam (16.3%)
- 18-64 years: Duanesburg (67.9%), City of Schenectady (65.7%) and Rotterdam (60.7%)
- 64 years and above: Glenville (18.8%), Niskayuna (18.6%) and Rotterdam (17.0%)

**Age Distribution, Schenectady County**

Municipality	Under 5 Years		5 – 17 Years		18 – 64 Years		65 Years and Above		Median Age (Years)
	Count	%	Count	%	Count	%	Count	%	
Schenectady County	9,082	5.9	24,630	16.0	95,901	62.3	24,322	15.8	39.9
City of Schenectady	4,139	6.3	9,855	15.0	43,166	65.7	8,607	13.1	35.8
Duanesburg	222	3.7	1,045	17.4	4,078	67.9	655	10.9	39.7
Village of Delanson	32	11.3	50	17.7	160	57.3	38	13.7	35.8
Glenville	1,497	5.1	4,755	16.2	17,582	59.9	5,518	18.8	43.7
Village of Scotia	417	5.4	1,360	17.6	4,758	61.6	1,190	15.4	37.8
Niskayuna	1,494	6.9	3,983	18.4	12,143	56.1	4,026	18.6	43.5
Princetown	38	1.7	318	14.4	1,356	61.4	497	22.5	48.6
Rotterdam	1,741	6.0	4,730	16.3	17,615	60.7	4,934	17.0	42.0

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates. Selected Characteristics of the Total and Native Populations in the US Table S0601.

Age cohort projections by the Capital District Regional Planning Commission remain the same as noted in SCAP’s 2015 Community Needs Assessment. The total population is not projected to change dramatically over the next decade; however, it is projected there will be notable changes in the population age profile for persons 45-54 and 65-74 years of age. By 2020, it is projected that there will be a 19% decrease amongst the age cohort of 45-54 years old from 2010. Conversely, the 65-74 age cohort is expected to increase by 55%.

**Ethnic Distribution:** 2012-2016 ACS 5-Year Estimates continue to show that the City of Schenectady remains a diverse community, while county residents outside the city continue to identify primarily as White.

**Ethnic Distribution, Schenectady County**

(Race alone or in combination with one or more other races)

Municipality	White		Black / African American		Asian		Some Other Race		Hispanic/ Latino (of any race)	
	#	%	#	%	#	%	#	%	#	%
Schenectady County	125,094	80.8	18,706	12.1	8,333	5.4	8,872	5.8	10,165	6.6
City of Schenectady	41,667	63.6	15,680	23.9	4,824	7.4	7,601	11.6	6,993	10.7
Duanesburg	6,183	96.5	41	.6	191	3.0	135	2.1	195	3.0
Village of Delanson	374	98.7	0	0	5	1.3	0	0	11	2.9
Glenville	28,333	96.1	736	2.5	565	1.9	310	1.1	1,025	3.5
Village of Scotia	7,390	95.6	322	4.2	34	.4	98	1.3	275	3.6
Niskayuna	19,224	86.7	1,125	5.1	2,167	9.8	309	10.6	773	3.5
Princetown	1,946	99.6	7	.4	0	0	0	0	29	1.5
Rotterdam	27,741	94.8	1,117	3.8	586	2.0	517	1.7	1,150	3.9

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates. Demographic and Housing Estimates. Table DP-05.

**VIII. Economic Profile Updates**

According to the US Census Bureau’s 2012-2016 ACS 5-Year Estimates, Schenectady County’s median household income of \$59,958 continues to be below the New York State median income of \$60,741. There continues to be significant





variation across municipalities within the county; the municipality with the highest median income continues to be Niskayuna (\$99,394), and the lowest remains the City of Schenectady (\$41,243).

**Schenectady County Median Household Income by Municipality**

Municipality	Median Income
Schenectady County	\$59,959
City of Schenectady	\$41,243
Duanesburg	\$82,123
Glenville	\$71,575
Niskayuna	\$99,394
Princetown	\$85,833
Rotterdam	\$66,281

Source: United States Census Bureau, 2012-2016 ACS 5-Year Estimates.

The county’s lowest median income, in the City of Schenectady, continues to be far above what people with low-income earn. People with low-income continue to struggle to meet basic needs such as clothing, food and shelter, and struggle with increased challenges to achieve self-sufficiency. A family of three, supported by one full minimum wage earner (at NYS’ 2017 minimum wage of \$9.70/hour), earns less than the federal poverty level of \$20,420. In comparison, as highlighted by the *The Self-Sufficiency Standard for New York State*, published in 2010 (most recent New York State self-sufficiency standard data available), a single parent with one infant living in Schenectady County would need to have an annual income of \$37,927 in order to be self-sufficient (equating to \$17.96 per hour based on a 40-hour work week).

The following table depicts updated information about household income in Schenectady County, by municipality. Countywide, over 20% of households continue to make less than \$25,000 per year and over 30% continue to make less than \$35,000. That percentage increases dramatically within the City of Schenectady where 32.2% of households make less than \$25,000 annually, far less than the self-sufficiency wage of \$37,927 needed for a family with one adult and one infant. 43.6% of city residents earn less than \$35,000 per year. After the City of Schenectady, the communities with the next highest percent of households with income less than \$25,000 per year are the Village of Scotia (24%), Town of Glenville (15.1%) and Town of Rotterdam (13.9%).

**Household Income by Municipality, Schenectady County**

	Less than \$10,000	\$10,000 to \$14,999	\$15,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$74,999	\$100,000 to \$149,999	\$150,00 to \$199,999	\$200K+
NYS	7.7%	5.1%	9.5%	8.7%	11.5%	16.2%	11.9%	14.6%	6.7%	8.0%
Schenectady County	5.7%	5.8%	9.5%	8.9%	12.5%	18.3%	14.7%	15.4%	5.4%	3.8%
City of Schenectady	8.7%	9.6%	13.9%	11.4%	15.3%	17.7%	11.3%	8.6%	2.2%	1.3%
Duanesburg	1.5%	6.0%	4.7%	4.1%	7.4%	18.8%	21.0%	27.6%	7.4%	1.5%
Village of Delanson	0.8%	0.8%	5.6%	7.2%	12.8%	22.4%	20.0%	23.2%	5.6%	1.6%
Glenville	4.8%	3.6%	6.7%	7.1%	11.8%	18.7%	16.8%	19.7%	7.0%	3.8%
Village of Scotia	8.2%	7.0%	8.8%	6.1%	15.0%	19.0%	16.2%	12.6%	6.7%	0.4%
Niskayuna	2.9%	1.9%	3.5%	4.7%	7.7%	15.3%	14.5%	23.9%	12.2%	13.4%
Princetown	5.1%	.7%	4.1%	6.3%	10.6%	14.8%	20.3%	22.1%	8.6%	7.5%
Rotterdam	2.9%	2.6%	8.4%	9.4%	11.8%	21.3%	18.6%	17.0%	5.4%	2.5%

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates. Selected Economic Characteristics. Table DP-03.

**IX. Poverty Updates**

The highest level of poverty in Schenectady County continues to be found in the City of Schenectady. According to the 2012-2016 ACS 5-Year Estimates, the percent of people living below the poverty level in New York State is 15.5%. While this continues to be higher than the 12.0% of Schenectady County residents living below the poverty level, both of these



percentages continue to be significantly lower than the 21.1% of residents in the City of Schenectady that live below the poverty level. Of all Schenectady County residents living below the poverty level, 73% reside in the City of Schenectady (down from 75% reported in SCAP’s 2016 Community Needs Assessment Update and 78% reported in SCAP’s 2015 Community Needs Assessment).

**Percent below Poverty Level by Municipality, Schenectady County**

Municipality	Below Poverty Level	Percent Below Poverty Level
Schenectady County	18,055	12.0
City of Schenectady	13,219	21.1
Duanesburg	327	5.1
Village of Delanson	16	4.2
Glenville	1,507	5.2
Village of Scotia	592	7.7
Niskayuna	1,184	5.4
Princetown	75	3.9
Rotterdam	1,743	6.0

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

Overall, the City of Schenectady continues to (by far) have a larger percentage of individuals living in poverty in all age categories: children under 18 years (38.3%), adults ages 18 to 64 (17.6%) and residents 65 and over (10.2%) when compared to the county’s other municipalities. According to 2012 – 2016 ACS 5-Year Estimates, the municipalities with the three highest percentages of their total population in each age category living in poverty are:

- Under 18 years: City of Schenectady (38.3%), Rotterdam (9.5%) and Duanesburg & Niskayuna (both at 5.9%)
- 18 to 64 years: City of Schenectady (17.6%), Niskayuna (5.6%) and Glenville (5.5%)
- 65 and over: City of Schenectady (10.2%), Duanesburg (8.5%) and Princetown (5.2%)

**Individuals Living in Poverty by Age**

Municipality	Under 18 years			18 to 64			65 and Over		
	Total	Number Below Poverty Level	Percent Below Poverty Level	Total	Number Below Poverty Level	Percent Below Poverty Level	Total	Number Below Poverty Level	Percent Below Poverty Level
Schenectady County	33,523	6,562	19.6	94,171	9,997	10.6	23,205	1,496	6.4
City of Schenectady	13,617	5,214	38.3	40,771	7,165	17.6	8,206	840	10.2
Duanesburg	1,354	80	5.9	4,355	188	4.3	698	59	8.5
Glenville	6,213	322	5.2	17,656	970	5.5	5,082	215	4.2
Niskayuna	5,599	331	5.9	12,441	691	5.6	3,971	162	4.1
Princetown	307	5	1.6	1,200	47	3.9	439	23	5.2
Rotterdam	6,433	610	9.5	17,748	936	5.3	4,809	197	4.1

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

The table below utilizes 2012-2016 ACS poverty data to update the estimated number of birth to two, and three- and four-year old children living in poverty. There are 9,128 children under age five living in the county, 2,073 of which live in poverty. The data continues to indicate that by far, the highest concentration of children under age five living in poverty, 87.4%, reside in the City of Schenectady. The 2012-2016 American Community Survey, percentage, however, continues to be nearly five percentage points lower than the 92% reported in SCAP’s 2015 Community Needs Assessment.

**Children Under Age Five in Poverty**

Municipality	Total # of Children		% < 5 in Poverty	Estimated # in Poverty	
	0-2 yrs.	3 & 4 yrs.		0-2 yrs.	3 & 4 yrs.
City of Schenectady	2,564	1,518	44.4	1,138	674
Town of Duanesburg	109	130	--	--	--
Town of Glenville	869	637	7.1	62	45
Town of Niskayuna	922	599	3.2	30	19
Town of Princetown	9	24	--	--	--
Town of Rotterdam	988	759	6.0	59	46
<b>Total:</b>	<b>5,461</b>	<b>3,667</b>	-----	<b>1,289</b>	<b>784</b>

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

**Single Parent Families:** Poverty rates for single parent female head of household families continue to be higher than those for married couple families. According to the US Census Bureau, 2012-2016 American Community Survey 5-Year Estimates, 39.3% of Schenectady County’s single parent/female head of household families with related children under 18 years old live in poverty. This number increases to 52.4% in the City of Schenectady.

**Percentage of Families Living in Poverty by Type and Municipality**

Municipality	All Families	% in poverty	With Related Children Under 18	% in poverty	Married Couple Families	% in poverty	With Related Children Under 18	% in poverty	Families with Female Head of Household	% in poverty	With Related Children Under 18	% in poverty
Schenectady County	33,239	7.9	14,532	14.5	25,211	2.8	9,629	4.2	6,094	27.4	3,715	39.3
City of Schenectady	11,811	16.2	5,435	29.5	7,504	5.8	2,673	11.4	3,232	37.7	2,071	52.4
Duanesburg	1,501	3.1	659	4.9	1,287	3.7	462	6.9	116	--	114	--
Glenville	7,064	2.4	2,844	4.3	5,853	.6	2,171	.4	1,014	13.2	587	19.6
Niskayuna	5,526	3.4	2,630	4.8	4,865	1.9	2,245	1.7	499	19.4	291	29.9
Princetown	511	3.3	152	--	470	2.1	138	--	31	22.6	9	--
Rotterdam	6,826	4.5	2,812	8.0	5,232	1.4	1,940	1.1	1,202	17.1	643	26.7

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

As highlighted in the updated chart below, ethnic populations who identify as a race other than White continue to disproportionately live in the City of Schenectady. Estimates based on the US Census Bureau 2012-2016 American Community Survey indicate a poverty rate for Black/African Americans of 34.0% in the City of Schenectady, which is over twice as high as the 15.8% for people who identify as White. The percentage in poverty for those in the City of Schenectady who identify as Hispanic is even higher (41.6%).

**Poverty Status in the Past 12 months, Race and Hispanic or Latino Origin**

County	White			Black/African American		
	Total	Below Poverty Level	%	Total	Below Poverty Level	%
New York State	12,350,725	1,387,004	11.2	2,961,512	678,013	22.9
Schenectady County	117,712	10,402	8.8	15,094	4,566	30.3
City of Schenectady	36,846	5,826	15.8	13,131	4,470	34.0
Duanesburg	6,096	326	5.3	14	1	7.1
Village of Delanson	374	16	4.3	0	0	0
Glenville	27,399	1,420	5.2	474	18	3.8
Village of Scotia	7,278	574	7.9	254	1	.4
Niskayuna	18,533	1,099	5.9	816	32	3.9
Princetown	1,939	68	3.5	7	7	100
Rotterdam	26,899	1,663	6.2	652	38	5.8
County	Hispanic/Latino			Two or more races		
	Total	Below Poverty Level	%	Total	Below Poverty Level	%
New York State	3,582,326	910,625	25.4	558,200	118,209	21.2
Schenectady County	9,879	3,197	32.4	5,587	972	17.4
City of Schenectady	6,739	2,804	41.6	3,763	944	25.1
Duanesburg	195	0	0	143	0	0
Village of Delanson	11	0	0	0	0	0
Glenville	1,019	66	6.5	429	15	3.5
Village of Scotia	275	2	.7	112	0	0
Niskayuna	763	257	33.7	620	13	2.1
Princetown	29	0	0	0	0	0
Rotterdam	1,134	70	6.2	632	0	0

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

**Immigration:** According to the 2012-2016 American Community Survey, the number of non-US citizens residing in Schenectady County remains over 5,000, with 64.1% residing in the City of Schenectady. Continuing to be of note is the fact that over 85% of US citizens born in Puerto Rico or US island areas that reside in Schenectady County live within the City of Schenectady.

**Nativity and Citizenship Status in the United States**

	Schenectady County	City of Schenectady
Total:	154,845	65,554
US Citizen, born in the U.S	136,507	53,882
US Citizen, born in Puerto Rico or US Island Areas	1,530	1,340
US Citizen, born abroad of American Parent(s)	986	359
US citizen by naturalization	10,321	6,449
Not a US Citizen	5,501	3,524

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

**English as a Second Language:** Updated estimates indicate that nearly 6,000 county residents speak English less than very well.

**Language Spoken at Home and Ability to Speak English**

Subject	Schenectady County	City of Schenectady
Population 5 years and over	145,693	61,449
Speak language other than English	15,382 / 10.6%	8,651 / 14.1%
Speak English less than “very well”	5,950/ 4.1%	3,764 / 6.1%

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

**Educational Attainment and Poverty:** Updated estimates, from the US Census Bureau’s 2012-2016 American Community Survey, continue to indicate that the largest number and highest percent of residents with less education living in poverty reside in the City of Schenectady.

**Poverty Status in the Past 12 Months, Educational Attainment (Population 25 Years and Over)**

County	Less than High School Graduate			High School Graduate (Includes Equivalency)		
	Total	Below Poverty Level	%	Total	Below Poverty Level	%
New York State	1,838,922	5460,128	29.4	3,488,203	525,328	15.1
Schenectady County	10,034	1,973	19.7	30,847	3,642	11.8
City of Schenectady	6,893	1,707	24.8	14,800	2,420	16.4
Duanesburg	280	16	5.7	1,327	59	4.4
Village of Delanson	3	0	0	73	13	17.8
Glenville	873	42	4.8	5,112	457	8.9
Village of Scotia	206	4	1.9	1,465	199	13.6
Niskayuna	475	103	21.7	2,456	212	8.6
Princetown	137	20	14.6	451	37	8.2
Rotterdam	1,376	85	6.2	6,701	457	6.8
County	Some College, Associate’s Degree			Bachelor’s Degree or Higher		
	Total	Below Poverty Level	%	Total	Below Poverty Level	%
New York State	3,307,293	359,830	10.9	4,668,594	244,382	5.2
Schenectady County	31,564	3,040	9.6	32,279	1,072	3.3
City of Schenectady	12,350	2,007	16.3	9,123	603	6.6
Duanesburg	1,498	147	9.8	1,178	0	0
Village of Delanson	105	1	1	65	0	0
Glenville	7,080	351	5.0	7,342	150	2.0
Village of Scotia	1,953	87	4.5	1,671	66	3.9
Niskayuna	3,118	289	9.3	8,938	204	2.3
Princetown	375	0	0	586	6	1
Rotterdam	7,143	246	3.4	5,112	109	2.1

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.



**Kinship Care:** The number of grandparents in Schenectady County living with their own grandchildren under 18 years of age continues to be of note. Of further note is the high percentage of grandparents responsible for grandchildren within the Town of Glenville (41.6%), City of Schenectady (29.2%) and Town of Niskayuna (26.0%). Glenville continues to have the highest percentage rate in the county.

**Grandparents as Caregivers**

	Schenectady County	City of Schenectady	Duanesburg	Glenville	Niskayuna	Rotterdam
Number of grandparents living with own grandchildren under 18 years	2,931	1,444	78	462	396	510
Responsible for grandchildren	832	422	17	192	103	72
Years responsible for grandchildren						
Less than 1 year	139	51	1	22	50	15
1 or 2 years	251	107	0	123	4	17
3 or 4 years	78	19	16	27	0	16
5 or more years	364	245	0	20	49	24

Source: United States Census Bureau, 2012-2016 American Community Survey, 5-year estimates.

**Disabilities:** As the following updated table demonstrates, for people with disabilities who have earnings (i.e. not including public benefits), the differential in median income vs. people who are not disabled continues to be substantial.

**Median Earnings in the Past 12 Months by Disability Status by Gender for the Civilian Non-institutionalized Population 16 Years and Over with Earnings**

	New York	Schenectady County
Median Earnings	\$35,440	\$31,686
With a disability	\$23,171	\$20,682
Male	\$26,235	\$21,486
Female	\$20,811	\$18,047
Without a disability	\$35,979	\$32,302
Male	\$41,063	\$38,261
Female	\$31,306	\$28,489

Source: United States Census Bureau, 2012-2016 American Community Survey, 5 year estimates.

**SSI (Supplemental Security Income):** As of September 2017, 5,869 individuals in Schenectady County were receiving SSI. Maximum benefit amounts for 2018, which include both federal and state SSI benefits, are shown below (not all recipients receive maximum benefit amount).

**Maximum Monthly SSI Payments effective January 1, 2018**

Category	Maximum Amount
Individual Living Alone	\$837
Individual Living with Others (paying own expenses)	\$773
Couple Living Alone	\$1,229
Couple Living with Others (paying own expenses)	\$1,171
Couple living with Others (receiving some amount of free or subsidized food & shelter)	\$796

Source: New York State Office of Temporary and Disability Assistance.

**Living Wage Update:** The living wage for Schenectady County, updated for 2016, shows the hourly rate that an individual must earn to support their family if they are the sole provider and are working full-time (2,080 hours/week per year). The poverty rate is typically quoted as gross annual income. It has been converted to an hourly wage for the sake of comparison.

**Schenectady County Hourly Living Wage, 2016 Update**

Hourly Wages	1 Adult	1 Adult, 1 Child	1 Adult, 2 Children	1 Adult, 3 Children	2 Adults (1 working)	2 Adults (1 working), 1 Child	2 Adults (1 working), 2 Children	2 Adults (1 working), 3 Children
Living Wage	\$11.51	\$25.89	\$33.77	\$43.08	\$18.58	\$23.23	\$25.77	\$28.42
Poverty Wage	\$5.00	\$7.00	\$9.00	\$11.00	\$7.00	\$9.00	\$11.00	\$13.00
2016 Minimum Wage	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00

Source: Massachusetts Institute of Technology Living Wage Calculator.

**Income/Public Benefits:** As reported in August 2015, 2016 and 2017, the number of SNAP, TANF and Safety Net Assistance recipients in Schenectady County continued to decrease, following steady increases from 2010 to 2014. As reported in August 2017, for the first time since at least 2010, there was a decrease in the number of SSI recipients.

**Schenectady County Public Benefit per Household, August 2010 - 2017**

Program	August 2010	August 2011	August 2012	August 2013	August 2014	August 2015	August 2016	August 2017
SNAP Recipients	21,387	23,587	24,483	25,519	25,673	24,764	23,259	22,096
Temporary Assistance to Needy Families (TANF)	3,179	3,535	3,659	4,174	4,536	4,207	3,738	3,522
Safety Net (SN) Assistance Recipients	1,433	1,567	1,681	1,815	2,072	1,899	1,681	1,601
Supplemental Security Income (SSI) Recipients	5,029	5,260	5,477	5,570	5,758	5,971	6,027	5,885

Source: New York State Office of Temporary and Disability Assistance.



**Current SNAP Income Guidelines (effective October 1, 2017)**

Households without Earned Income (no elderly or disabled member)			Households with Earned Income (no elderly or disabled member)			Households with an Elderly or Disabled Member and Households with Dependent Care Expenses		
Family Size	Monthly Gross Income	Annual Gross Income	Family Size	Monthly Gross Income	Annual Gross Income	Family Size	Monthly Gross Income	Annual Gross Income
1	\$1,307	\$15,684	1	\$1,508	\$18,096	1	\$2,010	\$24,120
2	\$1,760	\$21,120	2	\$2,030	\$24,360	2	\$2,707	\$32,484
3	\$2,213	\$26,556	3	\$2,553	\$30,636	3	\$3,403	\$40,836
4	\$2,665	\$31,980	4	\$3,075	\$36,900	4	\$4,100	\$49,200
5	\$3,118	\$37,416	5	\$3,598	\$43,176	5	\$4,797	\$57,564
6	\$3,571	\$42,852	6	\$4,120	\$49,440	6	\$5,493	\$65,916
7	\$4,024	\$48,288	7	\$4,643	\$55,716	7	\$6,190	\$74,280
8	\$4,477	\$53,724	8	\$5,165	\$61,980	8	\$6,887	\$82,644
Each Additional Person	\$453+	\$5,436+	Each Additional Person	\$523+	\$6,276	Each Additional Person	\$697+	\$8,364

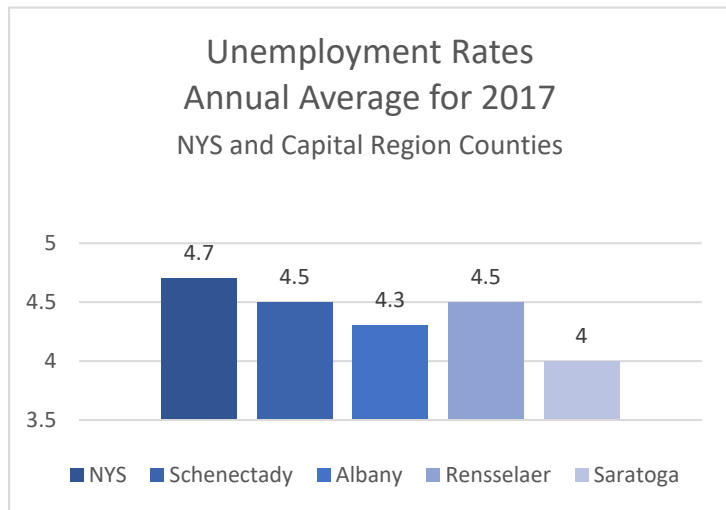
Source: New York State Office of Temporary and Disability Assistance.

**X. Employment Updates**

**Current Unemployment:** The annual unemployment rate for Schenectady County (4.5% for 2017) tied with Rensselaer County for the highest within the four county Capital Region area.

Updated Census data for Schenectady County (2012-2016 ACS Estimates) having implications for the workforce includes:

- 10.6% residents speak a language at home other than English
- 39.5% of people over the age of 25 have only a high school diploma or less
- Continued high level of poverty within the City of Schenectady



**Education:** As indicated by the chart on the following page, the four-year graduation rate for the Schenectady City School District continues to be low. With regards to economically disadvantaged students, it is significant that compared to the 2013-2014 school report card data reported in SCAP’s 2015 Community Needs Assessment, 2016-2017 report card data shows an increase in the number of economically disadvantaged students in every school district. While the percent and number of economically disadvantaged students remains highest for the Schenectady City School District, this district experienced the smallest increase between 2013-2014 and 2016-2017. The percent of economically disadvantaged students in the Duaneburg School District increased by 11% (17% to 28%). In the Rotterdam-Mohonasen District, the percent increased by 7% (34% to 41%); in the Schalmont District it increased by 3% (27% to 30%); in the Scotia-Glenville District it increased by 3% (26 – 29%); and in the Niskayuna District it increased by 2% (10% to 12%).

The New York State School Report Card Data, 2016-2017

Student Group	Schenectady CSD	Niskayuna CSD	Duanesburg CSD	Rotterdam-Mohonasen CSD	Schalmont CSD	Scotia-Glenville CSD
2013 Cohort Four – Year Graduation Rate – as of August 2017 (all students)	61% of 752	94% of 339	93% of 70	88% of 239	88% of 154	87% of 210
Total # of students in district	9,251	4,179	715	2,755	1,808	2,434
White	2,243 / 24%	3,004 / 72%	665 / 93%	2,291 or 83%	1,596 / 88%	2,233 or 92%
Black/African American	2,933 / 32%	172 / 4%	8 / 1%	96 / 3%	33 / 2%	82 / 3%
Multiracial	566 / 6%	149 / 4%	9 or 1%	106 / 4%	56 / 3%	8 / 0%
Asian or Native Hawaiian/ Other Pacific Islander	1,594 / 17%	711 / 17%	5 / 1%	70 / 3%	38 / 2%	39 / 2%
American Indian or Alaska Native	19 / 0%	2 / 0%	2 / 0%	16 / 1%	3 / 0%	4 / 0%
Hispanic or Latino	1,896 / 20%	141 / 3%	26 / 4%	176 / 6%	82 / 5%	68 / 3%
English Language Learners	402 / 4%	111 / 3%	-----	36 / 1%	5 / 0%	11 / 0%
Students with Disabilities	1,672 / 18%	458 / 11%	56 / 8%	363 / 13%	238 or 13%	364 / 15%
Economically Disadvantaged Students	7,761 / 84%	519 or 12%	200 / 28%	1,119 / 41%	548 / 30%	713 / 29%

Source: New York State Department of Education.

**English Language Arts (ELA) and Math Assessments:** According to New York State Report Card Data for Grades 3 – 8 ELA and Math Assessments, overall proficiency rates for students at all school districts in Schenectady County (including the six districts in the chart above plus Burnt Hills-Ballston Lake CSD, which includes students from more than one county) increased slightly from 2016 (32% ELA proficient; 33% math proficient) to 2017 (36% ELA proficient; 34% math proficient). 2017 proficiency rates are lowest for students at the Schenectady City School District: ELA proficient – 19%; Math Proficient: 12%. Due to changes in the 2016 exams, the proficiency rates from exams prior to 2016 are not directly comparable to the 2016 and 2017 proficiency rates.

## XI. Housing Updates

**Housing Occupancy, Conditions and Affordability:** The table on the following page shows updated Housing Occupancy data for Schenectady County, the City of Schenectady and the county’s five townships. As updated, 46% of all housing units remain located in the City of Schenectady. The city continues to contain the largest percent (63.5%) of vacant units in the county. Of continuing note is the fact that 76.9% of the city’s housing stock was constructed prior to 1960, with 58% of the housing stock constructed prior to 1940.

**Housing Occupancy**

County	Total Housing Units	Occupied Housing Units	Vacant Housing Units	Homeowner Vacancy Rate	Rental Vacancy Rate
Schenectady County	68,236	55,027	13,209	2.3	8.1
City of Schenectady	31,676	23,284	8,392	3.7	8.8
Duanesburg	2,634	2,027	607	0.0	0.0
Glenville	12,487	10,814	1,373	1.6	8.8
Niskayuna	8,171	7,629	542	0.2	6.8
Princetown	920	710	210	0.8	17.3
Rotterdam	12,348	10,563	1,785	3.0	5.2

Source: United States Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

Updated Comprehensive Housing Affordability Strategy (CHAS) data published by the US Department of Housing and Urban Development, which demonstrates extent of housing problems and housing needs, particularly for low-income households, is based on the Census Bureau’s 2010 – 2014 American Community Survey (ACS). Overall, the updated data is similar to that reported in SCAP’s 2015 Community Needs Assessment and 2016 update:

- 57,845 occupied housing units in Schenectady County are inhabited by 38,570 homeowner and 19,275 renter households. In the City of Schenectady, over 50% of 24,555 occupied units are rental units (12,805 rental units compared to 11,755 homeowner units).
- The percent of households in the City of Schenectady with incomes below 80% of the HUD Area Median Family Income (61.4%) is significantly higher than the percent of Schenectady County households with incomes below 80% of the HUD Area Median Family Income (45%).
- Close to one third (32.5%) of all households in Schenectady County are cost-burdened, defined as over 30% of income expended on housing related costs. In the City of Schenectady, 40.4% of households are cost burdened. Approximately 49% of renters in the county and 49.6% of renters in the city (up from estimates in the 2016 update, which were up from SCAP’s 2015 Community Needs Assessment) are cost burdened. Comparatively, 29.5% of homeowners in the city are cost burdened, compared to 24.2% of homeowners countywide.
- 78.7% of the lowest income households in Schenectady County (9,025 households with incomes at or below 30% of the HUD Area Median Family Income) continue to experience at least one of four “housing problems”, defined as incomplete kitchen facilities, incomplete plumbing facilities, more than one person per room, and cost burden greater than 30%. The majority of these lowest income households, 69.9%, continue to be located in the City of Schenectady.
- Renters in the City of Schenectady continue to be more likely to experience housing problems than homeowners. 51.8% of renters experience housing problems, and 34% of renters experience severe housing problems. 30.5% of homeowners experience housing problems and 12.6% of homeowners experience at least one of four “severe housing problems”, defined as incomplete kitchen facilities, incomplete plumbing facilities, more than one person per room and cost burden greater than 50%.

As updated by the US Department of Housing and Urban Development (HUD), FY2017 Fair Market Rents (FMR) for both Schenectady County and the Albany-Schenectady-Troy Metropolitan Statistical Area (MSA) are listed below:

**FY2017 Fair Market Rents (FMR) for Schenectady County & Albany-Schenectady-Troy MSA and  
Hourly Wage to Afford a Fair Market Rent**

	Efficiency	1 Bedroom	2 Bedrooms	3 Bedrooms	4 Bedrooms
FMR	\$690	\$817	\$1,006	\$1,259	\$1,387
Hourly Wage Needed for FMR	\$13.27	\$15.71	\$19.35	\$24.21	\$26.67

Sources: HUD and National Low Income Housing Coalition.

The table above indicates that the hourly wage needed to afford an apartment at FMR (with affordable defined as not more than 30% of gross income spent of gross housing costs), remains without significant change. According to the National Low Income Housing Coalition’s **2017 Out of Reach** report, the maximum affordable monthly housing cost for families with an annual income at 30% of the Area Median Income (AMI) is \$623 per month. As detailed above, the 2017 FMR for a two-bedroom unit in Schenectady County is \$1,006. A family in Schenectady County would need to earn at least \$40,240 per year, with an hourly wage of \$19.35, to afford a two-bedroom rental unit at Fair Market Rent. However, the county’s hourly mean renter wage is only \$13.48.

**Housing Evictions:** The threat of eviction for low-income renters continues to be of significant concern, particularly in the City of Schenectady. In 2016, there were 2,799 evictions filed in Schenectady City Court, with 850 evictions executed by the Schenectady County Sheriff’s Department.

**Homelessness:** The most recent Homeless Management Information System (HMIS) report available, for the fourth quarter of the federal fiscal year of 2017 (July 1, 2017 to September 30, 2017), indicates that 2,509 individuals in Schenectady County received one or more homeless-related supportive services. From the report:

- 1,399 people were served in residential programs, with an additional 1,221 served in supportive services only programs.
- Of 2,035 adults or heads of household, 808 (39.7%) indicated a prior residence of Emergency Shelter, the streets or Safe Haven. Of these clients, 466 (57.7%) reported no previous episodes of homelessness within the last three years while 144 (17.8%), 63 (7.8%), and 152 (18.8%) had been homeless 2, 3, or 4+ times (respectively) during the same time frame.

According to the 2017 Point in Time (PIT) count of homeless persons in Schenectady County, 274 people in 206 households were unsheltered (23 people), in an emergency shelter (217 people) or in transitional housing (34 people).

**XII. Child Care Updates**

According to the **2017 Picture of Child Care in the Capital Region**, produced by the Capital District Child Care Council, there are 38 licensed child care centers in Schenectady County with a total of 3,094 slots for infant to school-age children:

	Number of potential slots	Utilization rate as determined by random sample
Infant Slots	264	91%
Toddler Slots	534	89%
Preschool Slots	1,838	92%
School-age Slots	458	88%
Total	3,094	

Source: 2017 Picture of Child Care in the Capital Region, Capital District Child Care Council.



Additionally, there are 61 family child care homes with 488 slots, 41 group family child care homes with 656 slots, and 25 school-age programs with 1,394 slots. None of Schenectady's Child Care Centers offer evening, overnight or weekend care, with only three offering care for mildly/moderately ill children. Based on Schenectady County's demographics combined with demand, the Child Care Council reports a shortage 247 slots needed in child care centers for children under three, a shortage of 152 slots needed in family child care homes for children under three, and a shortage of 3,193 slots needed in school-age programs. Key findings cited in the report include:

- **Supply & Demand for Care:** Infant care, in all modalities, is needed in the Capital Region with specific need in Rensselaer, Saratoga, and Schenectady Counties. Infant and toddler care is expensive and quality, affordable, care is needed in all areas across the region. There is need for regulated out-of-school time opportunities in Fulton, Montgomery, Saratoga, and Schenectady Counties.
- **Economic Impact of Child Care:** Families struggle with the cost of child care, whether they receive a subsidy or not. In a recent survey, families reported that they have borrowed money, paid on credit, and cut back on work hours in order to afford care. Lack of child care options leads to employee absence. Unlike other areas of education investment, including higher education, families pay the majority of costs for early education.

### XIII. Disabilities and Early Intervention Updates

**Children with Disabilities:** Preschool Special Education and Early Intervention services in Schenectady County continue to be coordinated through the county's Children with Special Needs Program. To be eligible for Early Intervention services, children must be under 3 years of age and have a confirmed disability or established developmental delay, as defined by New York State, in one or more of the following areas of development: physical, cognitive, communication, social-emotional, and/or adaptive. Preschool Special Education services continue to be available for children ages three to five who are approved by their individual school district's Committee on Preschool Special Education as eligible for services in accordance with Part 200 of the New York State Regulations of the Commissioner of Education. During the 2016-2017 school year, SCAP Early Learning Programs served 495 children. 88 of the children served that were between the ages of 3 and 5 had an Individualized Education Plan (IEP), indicating that they had been determined eligible to receive Preschool Special Education and related services. According to the 2016-17 NYS School Report Cards, public school districts in Schenectady County served 3,151 special education students, representing 15% of 21,142 students.

### XIV. Health Overview Updates

During SCAP's most recent agency-wide reporting year, 517 (7%) out of 7,445 customers did not have health insurance. Nineteen percent of customers had one or more disability. For the 2016-2017 program year, 93% of all children ages zero to five enrolled in SCAP's Early Learning programs were up-to-date on a schedule of preventative and primary health care, and 97% of children had an ongoing source of continuous accessible health care.

### XV. Focus Group and Survey Updates

**Focus Groups:** SCAP continues to utilize the feedback received through the focus groups and surveys conducted as part of the full assessment completed in 2015. Customers served through each service area of the agency – Early Learning, Employment, and Housing & Community Services, continue to be asked to complete customer evaluation/satisfaction surveys on a regular basis. SCAP's PHP (Permanent Housing Program) participants, who made up one of the six focus groups convened as part of SCAP's 2015 full assessment process, continue to come together twice each year in a focus group setting. SCAP worked with the Alliance for Better Health Care to conduct a community-based "listening session" in early 2017 to learn about what's working well for access to care and what consumers would like to see changed.

### XVI. Available Community Resources to Address Needs

SCAP's Resource Navigation component continues to maintain up-to-date knowledge of the range of human services available in Schenectady County. In August 2017, with assistance from VISTA Fellows, Schenectady County created an up-to-date Resource Book of Schenectady County services.