

Needs Assessment for the Greater Waterbury Area Final Report

**United Way of Greater Waterbury
United Way of Naugatuck and Beacon Falls**



Community Results Center
March 2007

The Community Results Center (CRC) is a department of the United Way of Connecticut that seeks to improve community life by providing research and analysis that informs local planning, measures community change, and increases citizen decision-making capacity.

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EXECUTIVE SUMMARY

In order to help determine the best use of its resources to impact the lives of the communities it serves, the United Way of Greater Waterbury (UWGW) conducted a community needs assessment. The United Way of Naugatuck and Beacon Falls was also included in the assessment to determine the needs of those towns. This assessment provides an update to the community indicators provided in the 2002 Community Concerns report, as well as the results of input from community members about the needs of these towns. To assist with this effort, the Community Results Center (CRC) of the United Way of Connecticut used a multifaceted research approach. This assessment incorporated several collection methods:

- Focus groups were conducted with various community representatives, including undergraduate students from the University of Connecticut's Waterbury campus, to identify the issues and unmet needs of the community.
- Interviews with key informants from the social service and healthcare arenas within the Greater Waterbury area to gain deeper insight into common issues raised by people in the region.
- A web-based needs assessment survey completed by those who live and work for a broad-based understanding of community-perceived issues.
- Additional data from local, state and federal sources, as well as published reports, are used to provide perspective on the various issues discussed. Data listing service requests made to 2-1-1 are also included.

Results from the focus groups and the needs assessment survey provide the perspective of people who live and work in Greater Waterbury. Discussions with community representatives and social service providers were also conducted to better understand the needs of the region. There were a number of issues that were frequently raised during the discussions. This report is therefore organized around the following areas that recurred most often:

Basic Needs – Employment, Transportation, Food, and Shelter

Participants in many of the towns expressed concern over the increasing demands placed on social service and volunteer agencies that provide basic needs.

- **Employment** - The unemployment rate in the Greater Waterbury area is the highest in the state. Respondents to the needs assessment survey identify the need for more jobs as their number one concern.
- **Transportation** - Half of the towns in this region are not served by the public transit bus system. Those living outside of Waterbury identified the need for increased transportation options as their number one need. Those representing older adults suggest that transportation options provide door-to-door assistance.
- **Food** - The majority of residents in the area recognize the need for emergency food but many are not sure whether those needs are adequately being met.
- **Shelter** - The need for emergency housing continues to increase and statistics show that the length of time people spend in a shelter to be increasing. The high cost of housing continues to present a challenge for older adults, young people, and the working poor. The median price of a home exceeds the state average in most of the towns in this region.

Older Adults – Healthcare and Services

Those ages 65 and older comprise 14 percent of the population of the Greater Waterbury area, totaling over 38,000 residents. This age group comprises between 10 percent and 24 percent of a town's population. Main concerns revolved around access to healthcare and general services for older adults.

- **Healthcare** – There is a need for clinics to provide various health screenings, as well as support for those older adults identified as needing further medical attention. This is especially the case for needed treatment not covered by Medicare.
- **Services** - Senior centers need to be accessible and provide a full spectrum of programs for older adults to accommodate various levels of health and ability. Outreach for isolated older adults is also a critical need.

Youth – Education, After-School Programs, and Behavioral Health

Among the top issues identified in the survey as critical needs several concern children and youth. They are: after-school programs, affordable childcare, mentoring programs for children, and the need for teen community centers. Additionally, focus group discussions concerning youth also revolved around education, and access to behavioral healthcare.

- **Education** – There continues to be a disparity in school performance between children who live in Waterbury and those who live in surrounding towns as evidenced by lower test scores and higher dropout rates for children in Waterbury. Children in Waterbury are also less likely than those in surrounding towns to have preschool experience.
- **After-School Programs** - The need for after school programs was mentioned as a top concern by both those who live in Waterbury and in the surrounding towns. It is generally known that children and teens are most vulnerable to at-risk behaviors during the hours immediately after school.
- **Behavioral Health** – There is a growing need for services that support youth on a number of behavioral health issues. These issues primarily include mental health illnesses and substance abuse. Providers say they are frustrated by the challenges of meeting the needs of the community with current staffing levels.

Healthcare – Access to Healthcare

As healthcare costs continue to increase and insurance carriers continue to trim reimbursement rates, access to needed healthcare for those uninsured and underinsured becomes more challenging.

- **Access to healthcare** - In 2006, there were over 62,000 people in New Haven County who were uninsured. Sixty-one percent of all uninsured Connecticut residents are employed. Young adults (ages 19 to 29) have the highest risk of being uninsured. Twenty-two percent of this age group statewide are uninsured. Barriers to healthcare exist beyond the high cost of healthcare and health insurance. They include limited transportation options to medical appointments, language barriers for non-English speaking residents; the difficulty in understanding how to navigate the healthcare system; and the challenges of finding providers who offer services to those receiving state or federal assistance.

INTRODUCTION

The United Way of Greater Waterbury (UWGW) conducted a community needs assessment to help determine the best use of its resources to impact the lives of the residents in the 10 towns it serves. The United Way of Naugatuck and Beacon Falls was also included in the assessment to determine the needs of those towns. This assessment provides an update to the community indicators provided in the 2002 Community Concerns report, as well as the results of input from community members about the needs of their towns. To assist with this effort, the Community Results Center (CRC) of the United Way of Connecticut used a multifaceted research approach. This assessment incorporated several collection methods:

- Eight focus groups with various community representatives, including undergraduate students from the University of Connecticut's Waterbury campus, to identify the issues and unmet needs of the community.
- Thirteen interviews with key informants from the social service and healthcare arenas within the Greater Waterbury area to gain deeper insight into common issues raised by focus group participants.
- A web-based needs assessment survey completed by those who live and work for a broad-based understanding of community-perceived issues.
- Additional data from publicly available sources and published reports are used to provide perspective on various issues. These data provide information on population trends, economic conditions, education, health, and healthcare. Data listing service requests made to 2-1-1 are also included.

This approach sought to ensure that many of the perceptions and opinions of many segments of the community are included in the needs assessment. The focus groups sought to provide an understanding of the main issues faced by these towns and the needs community members perceive to be unmet. Based on the concerns raised by the focus group participants, the CRC then identified agencies in these areas to interview for further insight into these concerns.

The needs assessment survey sought to ascertain the perceptions of people who live in these towns with regard to a variety of social and economic issues. It is informative to compare and contrast the perceptions of survey respondents with the opinions of focus group participants and data from population and economic indicators.

The issues discussed in this report are those most commonly raised during the focus groups. Those issues fall into four categories:

- Basic Needs – including employment, transportation, food, and shelter
- Older Adults – including healthcare and services
- Youth – including education, after school programs, and behavioral health
- Access to healthcare services

As mentioned above, subsequent interviews were conducted with key informants to provide further insight into these given areas.

The report begins with a profile of the Greater Waterbury region using population and economic indicators, and an overview of the results from the focus groups, interviews, needs assessment survey, and 2-1-1 call data. The report then continues with a review of each of the issues raised during the focus groups.

PROFILE OF THE REGION AND COMMUNITY PERSPECTIVE

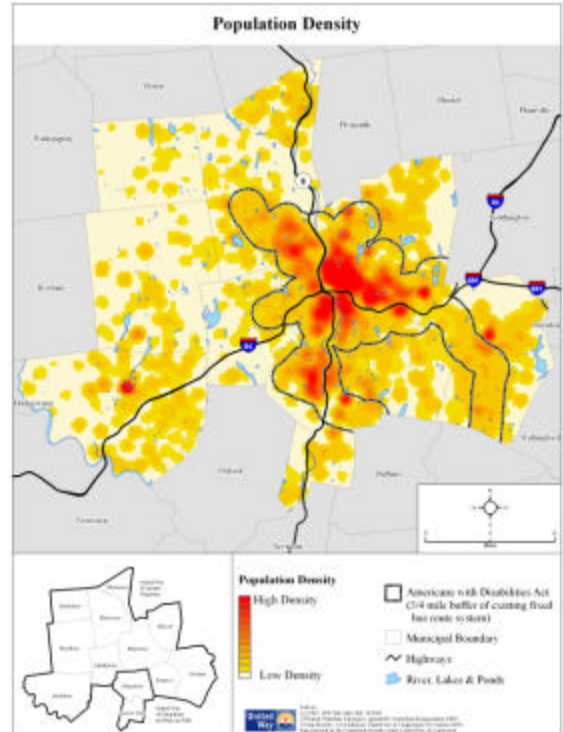
Profile of the Region

Greater Waterbury is a demographically and economically diverse area. The region contains small rural towns, growing suburbs, and one moderately large urban area. A review of population data, racial composition, and income provide the following profile of the area:

Population

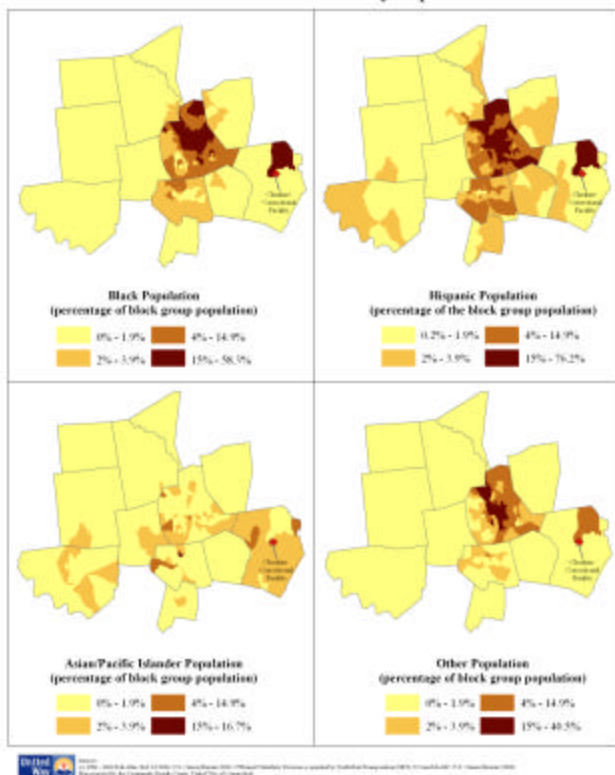
- The total estimated population in 2005 for these 12 towns is just over 270,000, an increase of close to three percent from the 2000 U.S. Census (Table 1).¹ Map 1 shows the concentration of population across this region.
- While several of the smaller towns showed growth that exceeded the area's average, this region grew at a rate slower than the State of Connecticut (4.2 percent) (Table 1).
- The region has a slightly higher percentage of residents 65 years of age and older (14.4 percent) than the state as a whole (13.8 percent) (Table 1).

Map 1



Map 2

Concentration of the Minority Populations



- Eighty-one percent of the population is identified as white, while 13 percent is identified as Hispanic (of any race) and eight percent is identified as black or African American (Tables 2 and 3).
- For the most part, the minority populations are concentrated in Waterbury. Close to 27 percent of those living in Waterbury are identified as Hispanic (of any race) and just over 16 percent are black or African American. Map 2 shows concentrations of minority populations by race and ethnicity.

Economics

- Median household income ranges from just over \$38,500 in Waterbury to over \$91,000 in Cheshire (Figure 1). Nine of the towns exceed the state's median household income of \$61,879.
- According to the Self-Sufficiency Standard for Connecticut, the annual household income needed to achieve self-sufficiency (which includes covering expenses for housing, child care, food, transportation, and healthcare) for two adults and two school age children in Waterbury is \$49,263, much greater than the city's median income level of \$38,512.²
- In 2004, those living at or below poverty in New Haven County was 10.7 percent, while for those under age 18, the rate is 14.2 percent.³
- At 7.9 percent, Waterbury has the highest unemployment rate in the region. Nine of the 12 towns exceed the overall unemployment rate for the State of Connecticut (3.7 percent) through January 2007.⁴

Table 1
2006 Estimated Population

	Population (2006)	Growth 2006/2000	Population 65 and older (2006)	Percent 65 and older	Growth 65 and older 2006/2000
Connecticut	3,551,413	4.28%	488,984	13.8%	4.00%
Greater Waterbury	270,568	2.97%	38,825	14.4%	1.05%
Beacon Falls	5,347	1.93%	535	10.0%	5.73%
Bethlehem	3,720	8.71%	491	13.2%	11.59%
Cheshire	29,439	3.14%	3,725	12.7%	3.70%
Middlebury	6,827	5.83%	1,060	15.5%	-0.66%
Naugatuck	31,594	1.95%	3,748	11.9%	3.17%
Prospect	9,150	5.09%	1,183	12.9%	2.60%
Southbury	19,276	3.82%	4,606	23.9%	-4.85%
Thomaston	8,152	8.65%	1006	12.3%	10.67%
Waterbury	108,920	1.54%	15,877	14.6%	-1.05%
Watertown	22,833	5.41%	3,299	14.5%	8.16%
Wolcott	15,566	2.31%	1,994	12.8%	0.10%
Woodbury	9,744	5.94%	1,301	13.4%	9.05%

Source: CERC Town profile 2007

Table 2
2006 Estimated Race/Ethnicity

	White	Black	Hispanic (any race)	Asian/Pacific	Native American	Other/Multi- Race
Beacon Falls	5,012	119	159	89	3	124
Bethlehem	3,595	14	39	43	1	67
Cheshire	25,386	1,708	1,499	1,052	37	1256
Middlebury	6,405	129	126	136	2	155
Naugatuck	28,009	1,299	1,830	767	47	1,472
Prospect	8,525	263	248	118	5	239
Southbury	18,125	385	447	351	10	405
Thomaston	7,919	64	187	61	5	103
Waterbury	70,905	17,680	29,341	2,307	250	17,778
Watertown	21,782	214	683	420	17	400
Wolcott	14,500	423	396	208	15	420
Woodbury	9,399	68	256	160	12	105

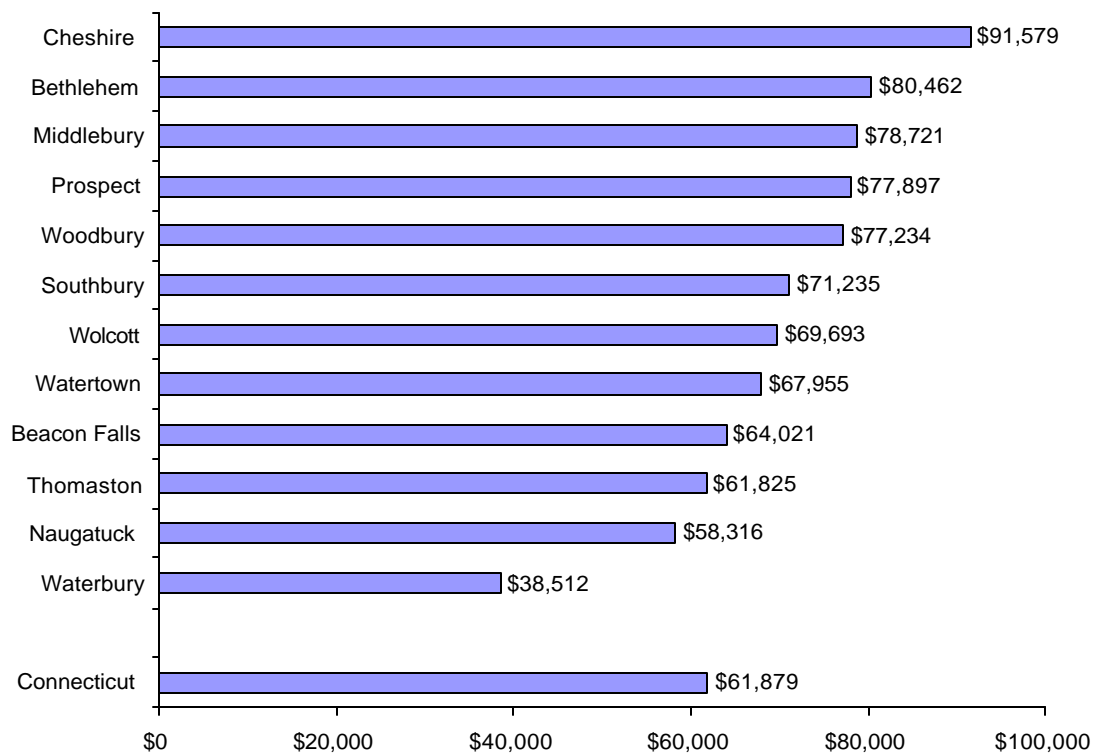
Source: CERC Townprofile 2007

Table 3
Percent 2006 Estimated Race/Ethnicity

	White	Black	Hispanic (any race)	Asian/Pacific	Native American	Other/Multi- Race
Beacon Falls	93.7%	2.2%	3.0%	1.7%	0.1%	2.3%
Bethlehem	96.6%	0.4%	1.0%	1.2%	0.0%	1.8%
Cheshire	86.2%	5.8%	5.1%	3.6%	0.1%	4.3%
Middlebury	93.8%	1.9%	1.8%	2.0%	0.0%	2.3%
Naugatuck	88.7%	4.1%	5.8%	2.4%	0.1%	4.7%
Prospect	93.2%	2.9%	2.7%	1.3%	0.1%	2.6%
Southbury	94.0%	2.0%	2.3%	1.8%	0.1%	2.1%
Thomaston	97.1%	0.8%	2.3%	0.7%	0.1%	1.3%
Waterbury	65.1%	16.2%	26.9%	2.1%	0.2%	16.3%
Watertown	95.4%	0.9%	3.0%	1.8%	0.1%	1.8%
Wolcott	93.2%	2.7%	2.5%	1.3%	0.1%	2.7%
Woodbury	96.5%	0.7%	2.6%	1.6%	0.1%	1.1%

Source: CERC Townprofile 2007

Figure 1
2006 Median Household Income



Source: CERC Townprofile 2007

Community Perspective

Results from the focus groups and the needs assessment survey provide the perspective of people who live and work in Greater Waterbury. Discussions with community representatives and social service providers from these towns were conducted to better understand the concerns and needs of the region. Of the issues raised during the discussions, the following areas recurred most often. The report is therefore organized around the following areas:

▪ **Basic Needs – Employment, Transportation, Food, and Shelter**

Participants in many of the towns expressed concern over the increasing demands placed on social service and volunteer agencies that provide basic needs. They discussed:

- the high unemployment rate in Waterbury
- the limited transportation options in the towns surrounding Waterbury
- the challenge food pantries experience in keeping up with demand
- the lack of emergency and affordable housing in the area

▪ **Older Adults – Healthcare and Services**

Focus group participants and those interviewed discussed:

- access to health screenings and transportation to medical appointments
- the need for comprehensive services to be available for older adults

▪ **Youth – Education, After School Programs, and Behavioral Health**

There was concern for young children and teens over:

- the effort needed to ensure that children are ready to enter the school system
- the lack of adequate options available for older children in the after-school hours
- the lack of facilities dedicated to behavioral health

▪ **Access to Healthcare Services**

Providers discussed

- concerns over access to affordable healthcare services for both physical and mental health issues.

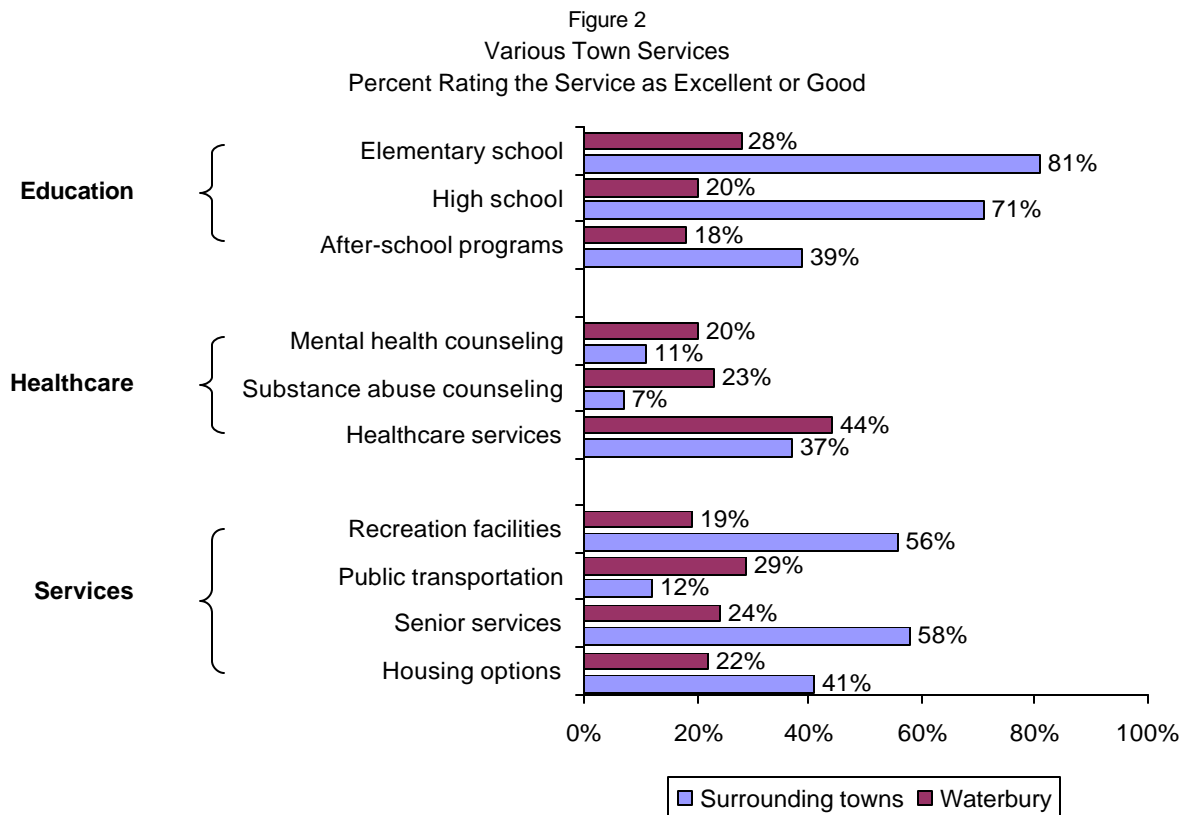
The needs assessment survey asked respondents to identify the top five needs in the town they live. For those living in Waterbury, the need for more jobs is of most concern, while for those outside of Waterbury, the top need is increased public transportation options. While there are some differences in the needs listed by those who live in Waterbury and those in surrounding towns, the need for after-school programs and affordable childcare were included on both lists (Table 4).

Table 4
Top Five Needs

Waterbury	Surrounding Towns
Increased number of jobs	Increased public transportation options
After-school programs	Teen community center
Affordable childcare	After-school programs
Access to affordable healthcare	Access to affordable homes
Mentoring programs for children	Affordable childcare

The needs assessment survey also found differences between how those who live in Waterbury and those who live in surrounding towns rate various services on a scale from excellent to poor:

- The largest difference exists on the rating of high schools and elementary schools. Those in surrounding towns rate their elementary and high school very highly, compared with those who live in Waterbury (Figure 2). After-school programs, however, are rated less highly both in Waterbury and in surrounding towns.
- While healthcare services are rated more favorably by respondents who live both in Waterbury and outside of Waterbury, mental health counseling and substance abuse counseling are rated less favorably in both areas.
- In terms of other services, public transportation is rated more highly by those who live in Waterbury compared to those who live in surrounding towns. Conversely, housing options, senior services, and recreation facilities are rated more highly by those who live outside of Waterbury.



A review of calls to 2-1-1 lends further perspective on the issues that may be of concern to residents. There were over 34,400 calls made to 2-1-1 from the area served by the United Way of Greater Waterbury in 2005 and over 3,600 from the area served by the United Way of Naugatuck and Beacon Falls. In both areas, service requests relating to utility assistance and temporary financial assistance top the list (Table 5). A more detailed review of service requests made to 2-1-1 in 2006 is listed in Appendix A.

Table 5
Top Five 2-1-1 Service Requests 2006

United Way of Greater Waterbury		United Way of Naugatuck and Beacon Falls	
Service Request	Number of Service Requests	Service Request	Number of Service Requests
Utility assistance	2,212	Utility assistance	362
Temporary financial assistance	1,077	Temporary financial assistance	197
General information	1,055	Food pantries	127
Food pantries	745	General information	93
Homeless shelter	695	WIC	77

Source: 2-1-1

Summary

The profile of the Greater Waterbury area is in sync with the general findings of the focus groups, interviews, 2-1-1 call data, and the needs assessment survey. The region is growing at an overall slower rate than is the State of Connecticut and unemployment rates for the region are among the highest in the state and have increased since the last needs assessment was conducted in 2002. It is not surprising, therefore, that group discussions with community leaders often focused on issues relating to the fulfillment of basic needs, or that the needs assessment survey identified an increase in the number of jobs as the top concern in Waterbury. Neither is it surprising that the predominant subject of calls to 2-1-1 revolved around the need for utility and financial assistance as well as around emergency food and shelter.

The profile also shows that while the percent of those ages 65 and older is remaining relatively flat in Greater Waterbury; however, nationally and statewide, population projections forecast that the oldest age groups will show the largest percentage of growth. Issues concerning the needs of older adults were raised in many of the focus groups. The primary issues raised were the need for more transportation options and access to healthcare services.

The overall findings of the needs assessment survey also show a concern with many issues affecting young children and youth. Those who live in Waterbury as well as those in surrounding towns identified the need for affordable childcare and after-school programs as a top five need. Those who live in Waterbury are also much less inclined than those who live in surrounding towns to rate their public school systems highly.

Access to affordable healthcare was also identified as a major concern, especially by those who live in Waterbury. Overall healthcare services are rated more favorably by those who live both in Waterbury and outside of Waterbury, than mental health counseling and substance abuse counseling services.

COMMUNITY CONCERNS

The following pages outline several of the areas of concerns raised during the focus groups and during the subsequent interviews. For each topic area discussed, the report includes findings from the focus groups, interviews, needs assessment survey, and 2-1-1 call data. Also included are publicly available data to provide relevant information on the extent of the issue. Commentary from focus group participants and those interviewed are presented throughout the report as *Comments from Focus Groups*. The quotes that appear in this report were chosen because they reflected the comments made by many of the participants. Each section concludes with a list of challenges for the future which stem from the overall results of the research.

BASIC NEEDS
Employment · Transportation · Food · Shelter

The first issues often identified as critical needs in many of the towns dealt with the need to increase employment opportunities, increase transportation options, improve the availability of emergency food and shelter, and increase the stock of affordable housing. Participants in all groups suggested that there is a constant effort required to help people meet these basic needs, which often stem not only from crises but also from a lack of jobs and affordable housing.

Employment

Increasing the number of jobs was identified as the highest priority for those living in Waterbury. This is not surprising since, in January 2007, Waterbury posted the third highest unemployment rate in Connecticut at 7.9 percent (behind Windham and Hartford) (Table 6). In all towns the unemployment rate is higher or unchanged from 2002. Further, the unemployment rate for the overall Waterbury Labor Market area is highest in the state at 6.4 percent.⁵ Nine of the 12 towns in this area exceeded the overall unemployment rate for the State of Connecticut (3.7 percent).

While Waterbury remains the area's largest employment center, jobs continue to shift to the suburbs. In 1980, 55 percent of the region's jobs were located in Waterbury, while in 2005 that number fell to 42 percent. Historically, the Waterbury area had a strong manufacturing base but manufacturing jobs have experienced a decrease of 29 percent from 2000 to 2005 (Table 7).⁶ Few employment areas posted growth in employment during this period, among them are the government, health and education and professional and business service sectors.

Table 6
Unemployment Rate

	2002	January 2007
Beacon Falls	4.5%	4.4%
Bethlehem	3.2%	4.4%
Cheshire	3.1%	3.9%
Middlebury	3.4%	3.5%
Naugatuck	5.1%	5.9%
Prospect	3.9%	4.9%
Southbury	3.2%	4.1%
Thomaston	4.8%	5.6%
Waterbury	7.4%	7.9%
Watertown	4.5%	4.9%
Wolcott	4.3%	4.3%
Woodbury	3.4%	3.4%

Source: Connecticut Department of Labor

Table 7
Employment by Industry for the Waterbury Labor Market Area

Nonagricultural Jobs	Percent of Total 2005	Employment 2005	Percent change 2005/2000
Goods producing	19.1%	13,200	-25.0%
Construction, Natural Resources and Mining	4.2%	2,900	0.0%
Manufacturing	15.0%	10,400	-29.3%
Service Producing	80.9%	56,000	2.8%
Trade, Transportation and Utilities	19.8%	13,700	-2.1%
Information	1.3%	900	-10.0%
Financial Activities	3.8%	2,600	-16.1%
Professional and Business Services	9.4%	6,500	8.3%
Education and Health services	20.5%	14,200	8.4%
Leisure and Hospitality	7.1%	4,900	-7.5%
Other Services	3.9%	2,700	-3.6%
Government	15.0%	10,400	13.0%
Total	100.0%	69,200	-4.0%

Source: Council of Governments of the Central Naugatuck Valley

Comments from Focus Groups

- *There's a lack of jobs that pay a livable wage. Factories for working class jobs are gone, and service jobs don't pay enough. People working multiple jobs often without health insurance.*
- *Waterbury is service economy now, tough to sustain family on that economy.*
- *We need to bring more trade schools into Waterbury.*
- *Youth feel they are underemployed can't find jobs so they move out of state. This leaves older people in community. We are losing great number of youth.*

Transportation

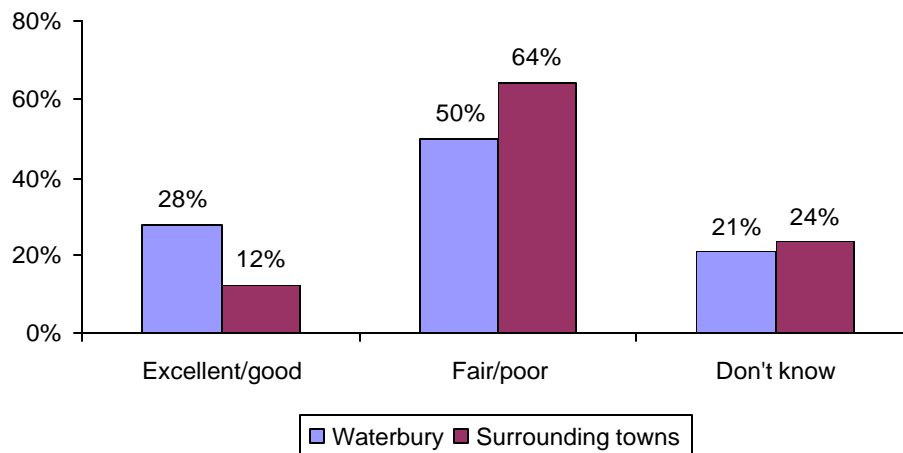
Increasing public transportation options was ranked as the top need for those who live in the towns surrounding Waterbury. Close to two-thirds of these residents rated public transportation options as fair or poor, compared with 50 percent of those who live in Waterbury (Figure 3). Focus group comments relating to transportation mainly concerned the challenge those living outside of Waterbury have in finding transportation to medical appointments. While there are a number of transportation services available, they do not cover all towns and do not provide assistance for those who need door to door escort assistance (Table 8).

Table 8
Medical Transportation Options in Greater Waterbury

Agency	Type of Transportation
Town of Southbury Dial-a-ride	Medical Transportation
Curtin Transportation Waterbury	Medical/Disability Transportation
Waterbury Hospital Health Center - Be Well Bus	Medical Transportation
Town of Prospect Chapel Senior Center	Medical/Disability Transportation, Senior rides
FISH of Woodbury	Medical Transportation
Town of Thomaston Dial-a-Ride	Medical/Disability Transportation, Senior rides
Mount Olive AME Zion Senior Center	Medical Transportation/Senior rides
Waterbury Senior Shuttle	Medical Transportation/Senior rides

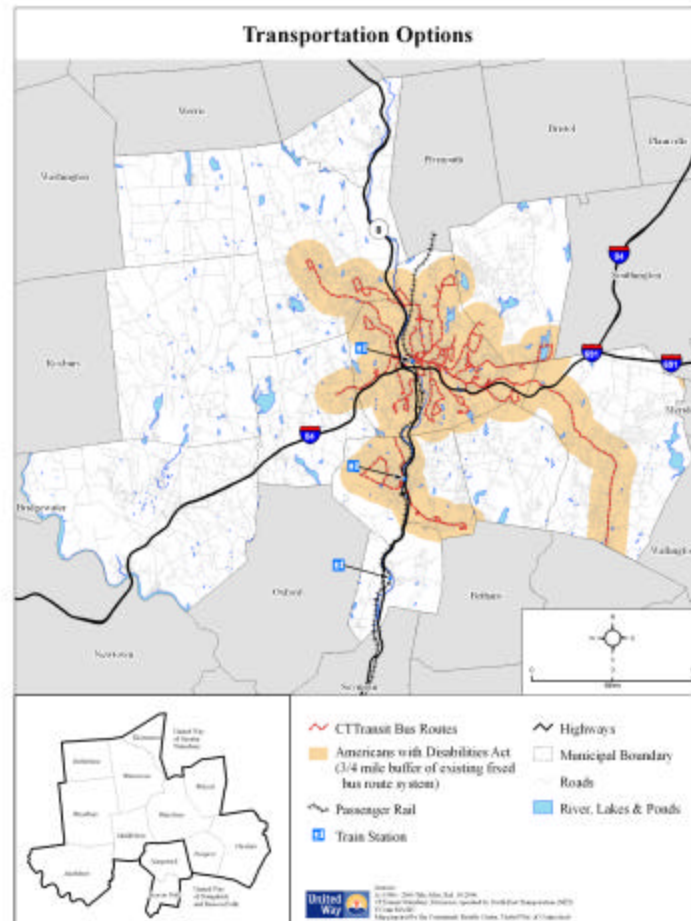
Source: 2-1-1

Figure 3
Rating Public Transportation Options



Map 3 shows various transportation options for Greater Waterbury including the areas served by Connecticut Transit bus system. The map indicates that this public transit bus system provides service to Waterbury, Naugatuck, and parts of Middlebury, Watertown, Wolcott, and Cheshire. Beacon Falls, Bethlehem, Prospect, Southbury, Thomaston, and Woodbury receive no service from the public transit bus system. The Council of Governments for the Central Naugatuck Valley recommends improving public transportation service for those who are dependent on public transit. The Council reports that as jobs continue to move to the suburbs, low-income residents who cannot afford a car can be increasingly cut off from employment opportunities.⁷

Map 3



The Voice of the Community

- *Public transportation network is inadequate, stops at 6:00 pm, multiple transfers needed to get to destinations.*
- *The bus system needs better, more understandable signage. The bus system is behind the times; often the stops do not have signage or shelters.*
- *Bus pass subsidies for low income individuals are needed.*
- *There are limited transportation services for seniors; there is no opportunity for transportation for social events or shopping.*
- *No transportation to get to food pantry, church offers some transportation to get food to folks.*

Food

Discussions around basic needs often focused on the growing demands placed on local food pantries. Focus group participants and those interviewed said that the need for emergency food is felt in urban areas as well as in the more affluent rural communities within this region. Similar concerns were shared by many of the towns about emergency food supplies; the food pantries are often empty, they do not offer fresh produce, and they are often located in areas that lack privacy desired by some uses of the pantries.

The needs assessment survey shows an understanding of the fact that many people in this twelve town region do not have enough to eat, but less of an understanding about how well local food pantries are able to meet the needs of those who need help. Eighty-five percent of those who live in Waterbury, and 53 percent of those outside Waterbury agree or strongly agree that people do not have enough to eat, but close to half (48 percent) of those who live outside of Waterbury do not know whether their town's food pantry adequately provides for the needs of the community (Figures 4 and 5). For those who live in Waterbury, just over a third are unsure. This suggests a lack of awareness about whether those in need of emergency food can find help in these towns.

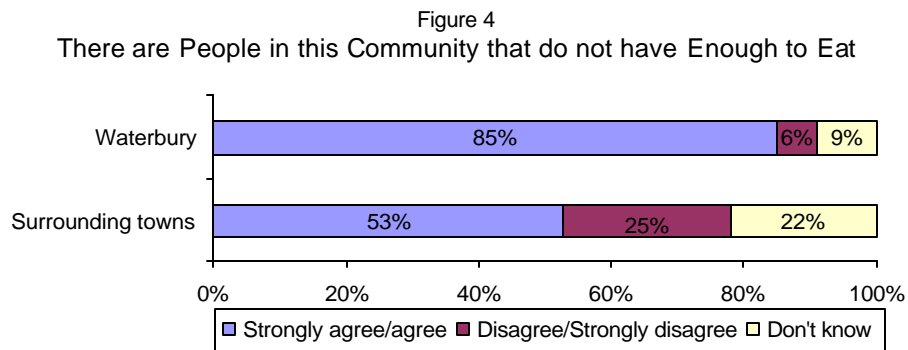
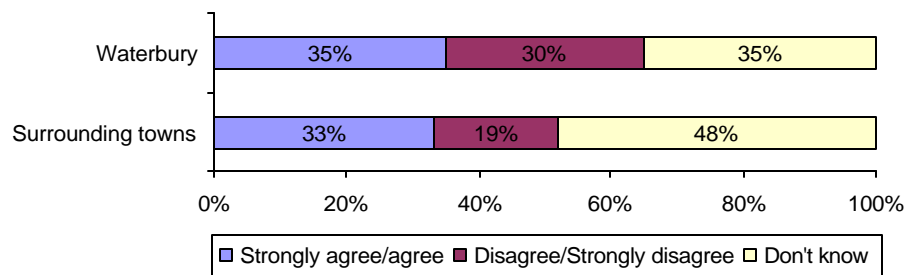


Figure 5
My Community's Food Pantry Adequately Provides for the Needs of the Community



Connecticut Department of Social Services (DSS) statistics show a 3.6 percent increase in food stamp use in this region from January 2006 to January 2007. Over 22,000 residents served by the Waterbury district of office of DSS are currently receiving food stamps while another 16,000 are eligible but are not currently enrolled (Table 9). The Connecticut Food Bank served close to 8,900 hundred people in the Waterbury region in 2006 (Table 10).

Table 9
Number of Food Stamp Participants in the Waterbury DSS Service Area

Town	Participating January 2006	Participating January 2007	Eligible but not participating January 2007
Beacon Falls	63	95	68
Cheshire	168	209	151
Middlebury	49	51	37
Naugatuck	1,465	1,506	1,091
Oxford	103	106	77
Prospect	78	98	71
Southbury	91	80	58
Waterbury	19,086	19,699	14,265
Watertown	345	418	303
Wolcott	249	228	165
Total	21,697	22,490	16,286

Source: Connecticut Department of Social Services

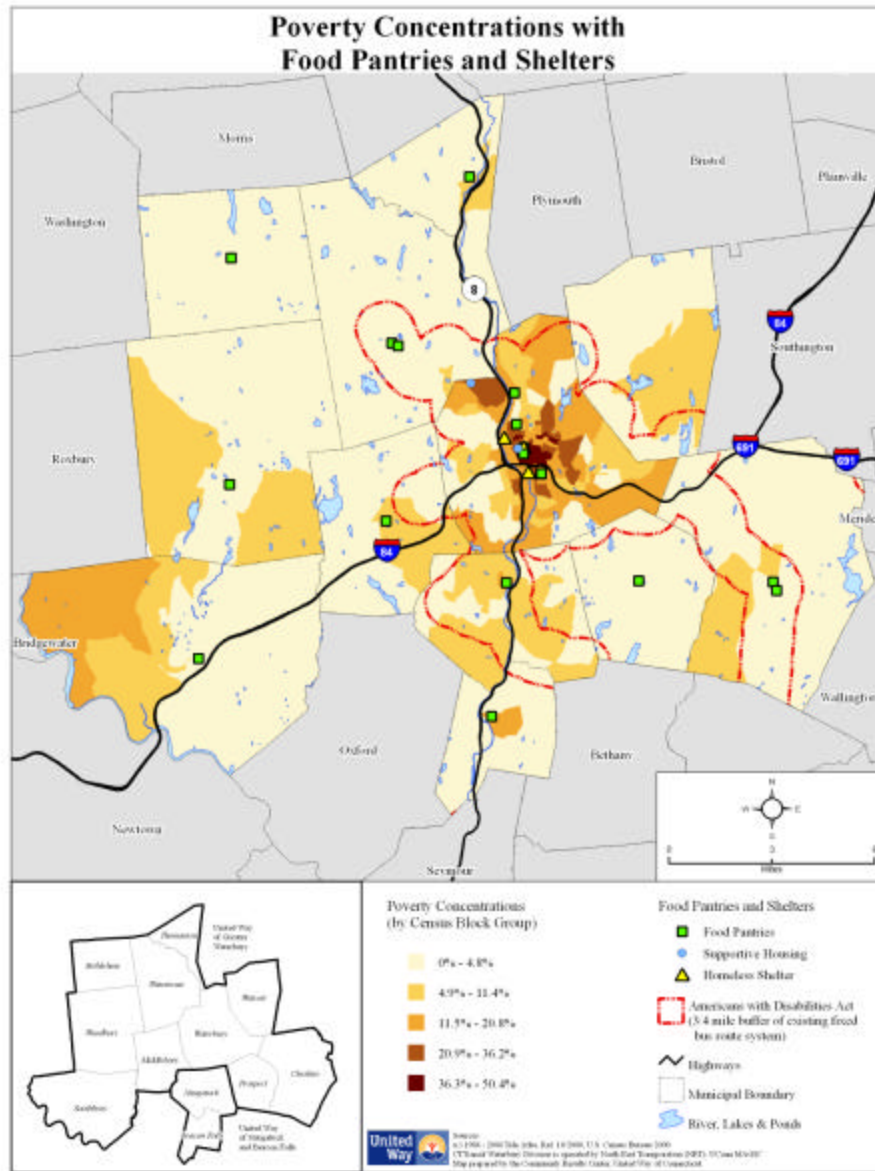
Table 10
Number of clients served
by the Connecticut Food Bank – 2006*

Bethlehem	3
Middlebury	39
Naugatuck	539
Southbury	na
Waterbury	8,054
Watertown	61
Wolcott	3
Woodbury	162
Total	8,864

*No clients in Beacon Falls, Cheshire,
Prospect, Thomaston were served
Source: Connecticut Food Bank
na not available

In 2006, there were close to 900 service requests made to 2-1-1 relating to food pantries by those in the towns served by the United Way of Greater Waterbury and the United Way of Naugatuck and Beacon Falls (Appendix A). Calls relating to food stamps or food pantries were among the top five service requests in eight of the 12 towns. Map 4 shows the location of the food pantry in each of the towns compared to the concentrations of people in poverty.

Map 4



Comments from Focus Groups

- *The food banks are always empty and they can't provide lean meats and fresh fruits and vegetables.*
- *The resources that we have are overburdened – bare bones – but the publicity of these resources is needed to communicate to the population that there are needs out there. Unless you have sought services through social services – you would not know that these things are needed. I was in a meeting with 40 people and not one knew that the food bank had no food. People don't know that the need is there.*
- *Food pantries need to be in a private area. We serve 110 families. The need for the food pantry has grown. We need a bigger more private space but we spend all of our donations on food.*

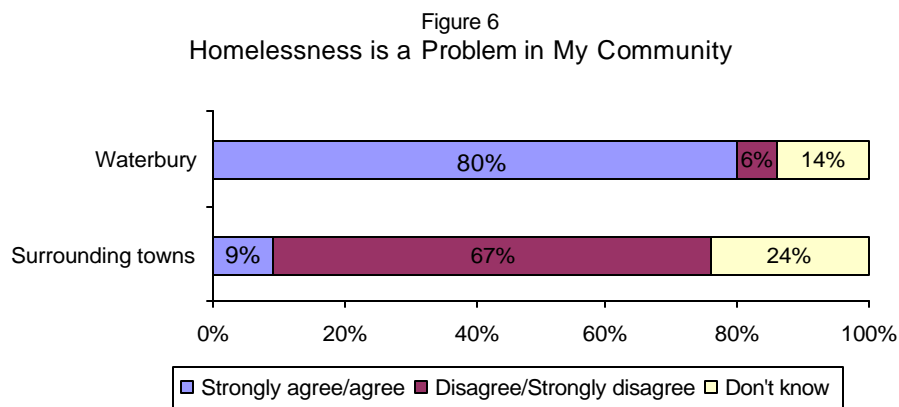
Shelter

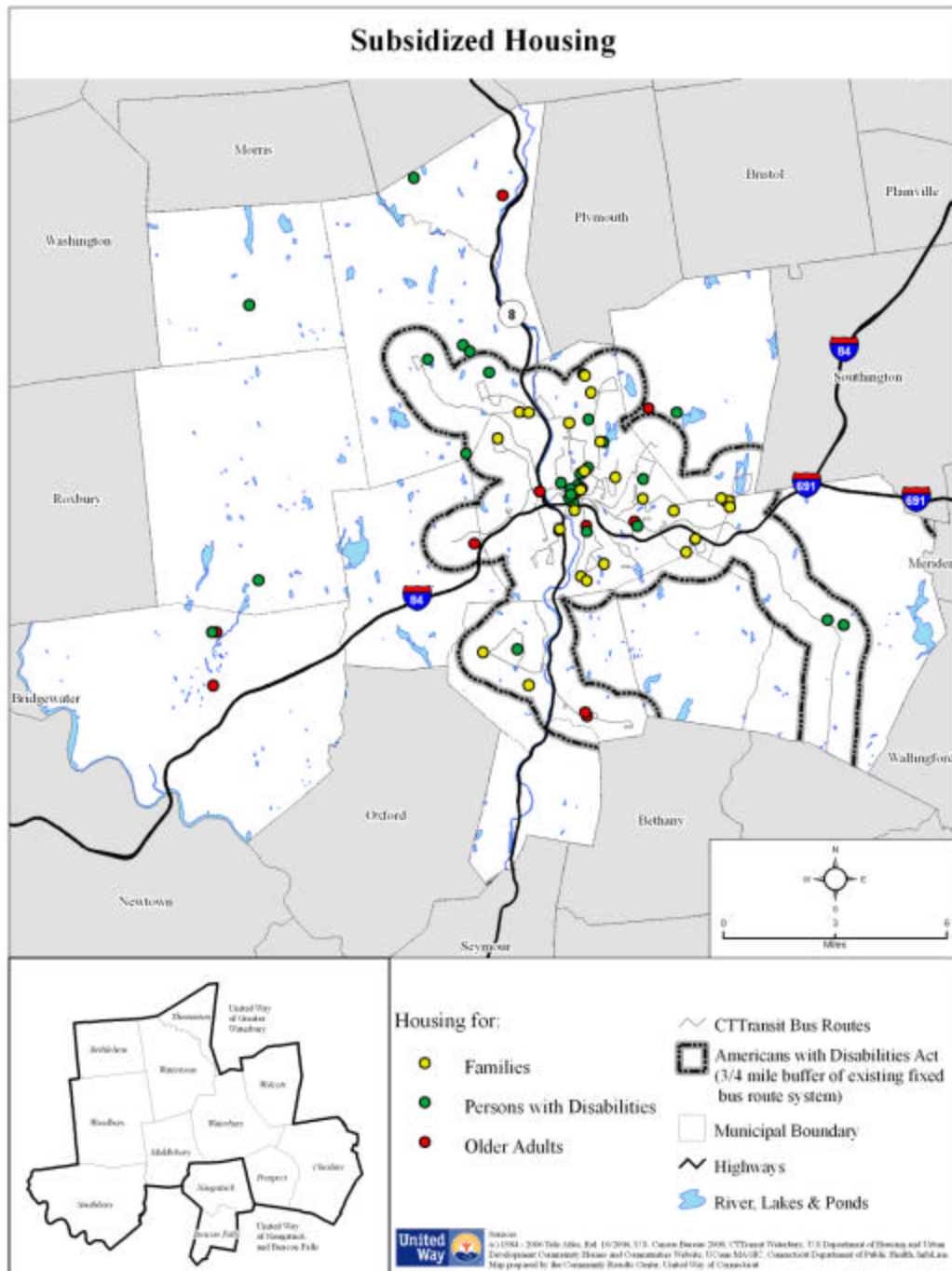
Focus group and interview discussions about shelter revolved around two main issues, the need for emergency housing and the lack of affordable housing for both rent and for purchase.

Emergency Housing

At any point in time in Connecticut, it is estimated there are close to 7,000 people who are homeless.⁸ In Waterbury, from October 2005 through September 2006, two of the homeless shelters in town served over 1,200 clients and turned away 700 people due to a lack of beds.⁹ Focus group discussions and interviews around the issues of homelessness revealed that there is a rising need for shelter beds in the Waterbury area. In addition, one agency director interviewed reports that due to the lack of available/affordable housing in the Greater Waterbury area, the length of time people spend in shelters has increased. In previous years the average time spent was around 117 days, while in 2006 it was closer to 150 days.¹⁰ A census of the homeless in Waterbury was recently undertaken, but the results have not yet been released. It remains difficult to get a true count of the homeless population since those who are homeless that are living temporarily with friends or relatives are not included. Map 4 shows the location of homeless shelters and supportive housing in the area compared to poverty concentrations. Map 5 shows the location of designated Section 8 housing.

Eighty percent of people who live in Waterbury believe homelessness is a problem in that community. In comparison, only nine percent of those who live outside of Waterbury feel it is a problem in their community but close to a quarter of those respondents say they really do not know whether homelessness is a problem in their town (Figure 6). This indicates a limited awareness of the issue of homelessness in the towns surrounding Waterbury.





Comments from Focus Groups

- No shelters in town – except for emergencies like a snowstorm or power outage. There's no shelter; we use Waterbury but those shelters are full.
- Healthcare of the homeless is a critical issue. If they have health issues they lose their jobs and end up back in the shelter.

Affordable Housing

The availability of affordable housing is critical for supporting the overall economic health of an area. The lack of affordable housing is one of the key causes of homelessness since high housing costs can consume more than the recommended 30 percent of individual or family income.¹¹ Over half of households in Greater Waterbury with incomes below the area's median are spending at this level for their housing costs.¹²

Affordable housing is key to attracting and retaining both employers and employees to an area. Overall, in Connecticut, between 2000 and 2005, housing prices have risen by close to 64 percent, while wages have risen by just over 18 percent. In the Greater Waterbury area, five of the towns have a median home price that exceeds the overall median for Connecticut of just over \$275,000 (Table 11). Over a quarter of respondents who live in Waterbury say access to affordable rental housing is one of the top five needs of the city, while 30 percent of those living in surrounding towns identify access to affordable housing for purchase as a top five need. Further, 64 percent of those who live in Waterbury and 45 percent who live outside of the city rated housing options for their towns as only fair or poor (Figure 7).

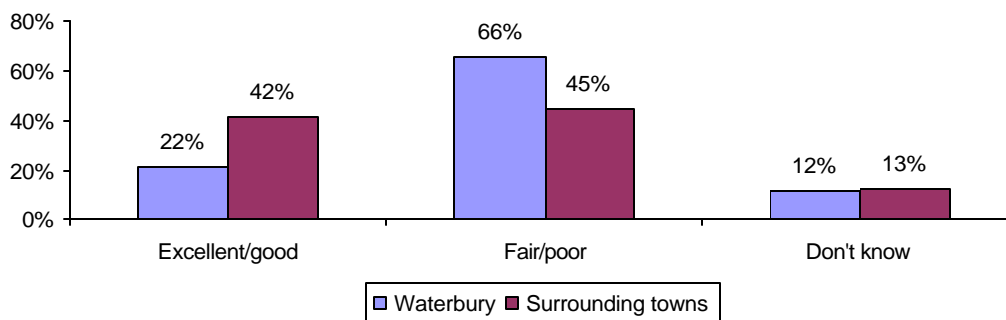
There is also consensus among focus group participants on the need for more affordable housing for older adults seeking to downsize and/or reduce their property tax burden and remain in their town.

Table 11
Median Price of a Home

	2006
Connecticut	\$275,000
Beacon Falls	\$275,000
Bethlehem	\$342,500
Cheshire	\$340,000
Middlebury	\$330,000
Naugatuck	\$233,580
Prospect	\$270,000
Southbury	\$426,250
Thomaston	\$219,500
Waterbury	\$159,900
Watertown	\$242,700
Wolcott	\$240,000
Woodbury	\$400,000

Source: CERC Town Profile 2007

Figure 7
Rating Housing Options



Comments from Focus Groups

- *Safe and affordable is a huge issue now, there was no property revaluation for a long time but recently taxes doubled due to revaluation. Rents were increased to cover the tax increase.*
- *Subsidies for low-income public housing have recently been reduced so that poor families are forced to rent smaller units than they need or double up in private apartments.*
- *Waterbury has many vacant, rundown homes - very sad, empty buildings while people need homes.*
- *We don't have enough support systems here now so if we had more low-income housing we would need more services. Housing wouldn't have to be low income – it could be moderate income.*
- *Working poor cannot afford to buy houses in this area. People who work for minimum wage and are being forced out of the area for housing.*
- *Kids from wealthy families can't stay here once they get married. The housing being built is big and expensive.*
- *Taxes are high especially for seniors. It's difficult to find alternative low priced housing if they sell their homes.*

Challenges for the Future • Basic Needs

The focus group discussions and the needs assessment survey both reveal concerns over the ability of people in Greater Waterbury to meet their basic needs. The issues raised include the need for more jobs, better transportation options, the need to increase the supply and access to emergency food, and the need for more affordable housing, and emergency housing. The main challenges for the future include:

- **Employment** – The unemployment rate in the Greater Waterbury area is the highest in the state. Respondents to the needs assessment survey identify the need for more jobs as their number one concern. Economic development efforts are needed to attract jobs to the area.
- **Transportation** – Half of the towns in this region are not served by the public transit bus system. Those living outside of Waterbury identified the need for increased transportation options as their number one need. Those representing older adults suggest that transportation options provide door-to-door assistance.
- **Food** – While over half of residents who live both in and around Waterbury recognize that there are those in the community who do not have enough to eat, not everyone is aware of whether local food pantries are able to meet the needs of those seeking emergency food. This indicates there may be a need to raise awareness about this critical issue. Providers also suggest more support for town food pantries.
- **Emergency Shelter** – The high cost of housing, high unemployment rates, and the numbers of those uninsured or underinsured leave many vulnerable to homelessness. The need for emergency housing continues to increase and statistics show that the length of time people spend in a shelter to be increasing. While interviews with social service providers indicate that homelessness affects all towns in the region, the needs assessment survey shows that many who live in the towns surrounding Waterbury disagree that homelessness is a problem, which may be an indication of a lack of awareness.
- **Affordable Housing** – The high cost of housing continues to present a challenge for older adults, young people, and the working poor. The median price of a home exceeds the state average in most of the towns in this region. Only 43 percent of homes in Waterbury are owner occupied.¹³ An income of over \$31,000 is needed to afford a two bedroom apartment in Waterbury. Older adults are challenged by housing complexes with long waiting lists. In 2004, there were just over 2,500 subsidized housing units in Greater Waterbury, but the amount of federally subsidized housing continues to decrease.¹⁴

OLDER ADULTS Healthcare · Services

U.S. Census data show that the oldest segment of the population is growing at a more rapid pace than any other population of the United States. In Connecticut and in the Greater Waterbury region, residents ages 65 and older comprise around 14 percent of the population (Table 12). Within each of the 12 towns served by the United Ways of Greater Waterbury, and Naugatuck and Beacon Falls, there is greater variation. Southbury has the highest percentage of those ages 65 and older at close to 24 percent, while Beacon Falls has the lowest percentage at just over 10 percent.

Table 12
Population for Ages 65 and Older and 85 and Older by Area

	Percent 65 and older		Number age 65 and older	Percent 85 and older		Number age 85 and older
	2000	2006	2006	1990	2000	2000
Connecticut	13.8%	13.8%	488,984	1.4%	1.9%	64,273
Greater Waterbury	14.6%	14.4%	38,825	1.6%	2.2%	5,735
Beacon Falls	9.6%	10.1%	535	0.7%	0.9%	48
Bethlehem	12.9%	13.2%	491	0.8%	1.5%	52
Cheshire	12.6%	12.7%	3,725	1.7%	2.1%	591
Middlebury	16.5%	15.5%	1,060	1.8%	2.2%	143
Naugatuck	11.7%	11.9%	3,748	1.1%	1.6%	483
Prospect	13.2%	12.9%	1,183	1.8%	1.7%	147
Southbury	26.1%	23.9%	4,606	3.9%	5.8%	1,071
Thomaston	12.1%	12.3%	1006	1.1%	1.1%	83
Waterbury	15.0%	14.6%	15,877	1.7%	2.3%	2,414
Watertown	14.1%	14.5%	3,299	1.1%	1.8%	386
Wolcott	13.1%	12.8%	1,994	1.0%	1.2%	189
Woodbury	13.0%	13.4%	1,301	1.1%	1.4%	128

Source: 1990 and 2000 data from the U.S. Census, 2005 data estimates from CERC Townprofile 2007

While the percent of the population that comprises the 85 and older age category is small, it is this age group that is showing dramatic growth for some areas. Nationwide, between 1990 and 2000, this age group experienced an approximate 38 percent growth rate (Table 13). That growth rate was mirrored in Connecticut as a whole. In the towns served by the United Ways of Greater Waterbury, and Naugatuck and Beacon Falls, growth for this group ranged from five percent for Prospect to over 100 percent for Bethlehem. Map 6 shows the population density of those ages 65 and older in this area including the location of services for older adults.

On a statewide level, Connecticut is projecting continued growth in these oldest age categories by 2010 (Table 14). State projections show the largest growth will continue to be in the 85 and older age category.

Table 13
Change in Population 1990 to 2000 by Area

	Ages 65-74	Ages 75-84	Ages 85+
United States	1.6%	22.9%	37.6%
Connecticut	-9.6%	22.2%	36.8%
Greater Waterbury	-15.7%	15.1%	39.4%
Beacon Falls	-22.8%	20.5%	26.3%
Bethlehem	21.6%	16.9%	108.0%
Cheshire	2.7%	35.0%	31.9%
Middlebury	-14.7%	42.6%	30.0%
Naugatuck	-22.3%	21.8%	42.5%
Prospect	3.4%	55.0%	5.0%
Southbury	3.3%	0.2%	72.7%
Thomaston	-17.5%	32.4%	7.8%
Waterbury	-26.7%	3.2%	29.5%
Watertown	-8.1%	36.3%	69.3%
Wolcott	-1.8%	71.5%	40.0%
Woodbury	8.6%	43.7%	43.8%

Source: U.S. Census

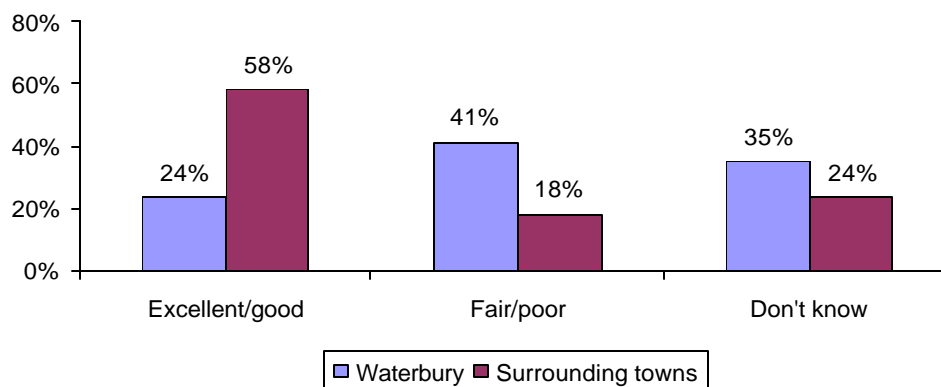
Table 14
Projected Population Growth for Ages 55 and Older
in Connecticut from 2000 to 2010

	Growth Rate			
Year	Age 55+	Age 65+	Age 75+	Age 85+
2000 to 2010	19%	8%	7%	37%

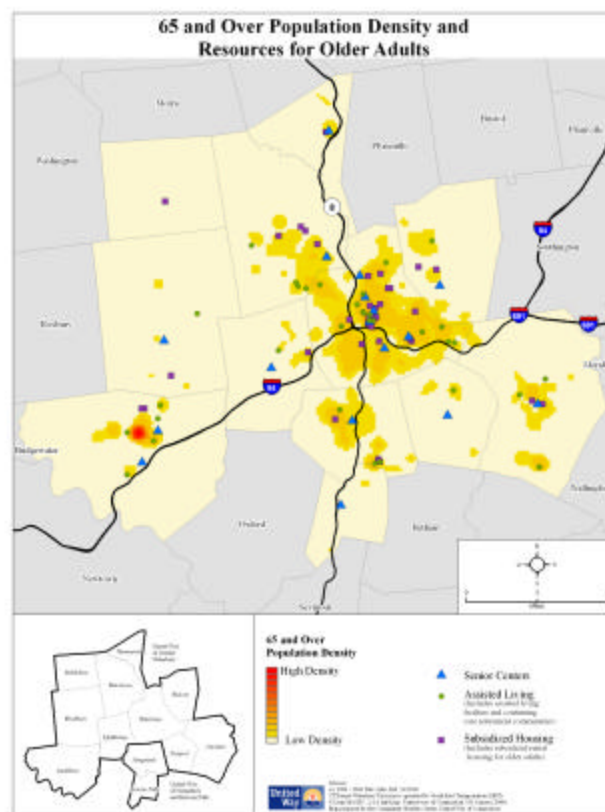
Source: Decennial Census 1990-2000 Connecticut Office of Policy and Management, Services 95-1, September 1995

Discussions indicated several major areas of concern for older adults. Among these are healthcare and social services. There is a distinct difference between how those who live in Waterbury and those who live in the surrounding towns rate the general services available to older adults. Over half of those who live outside of Waterbury say services for seniors are either good or excellent, compared with 24 percent of those who live in Waterbury (Figure 8).

Figure 8
Rating Senior Services



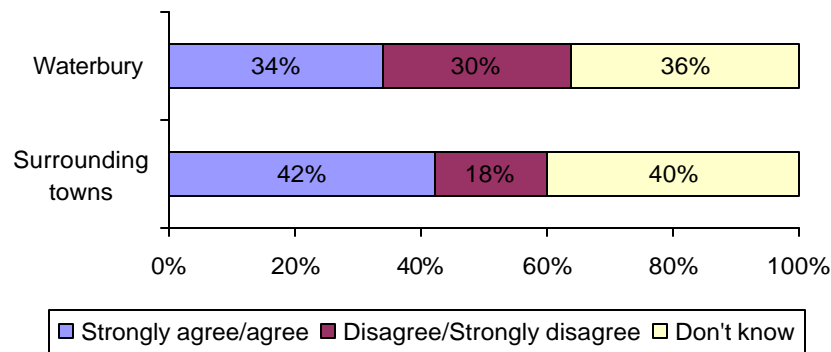
Map 6



Healthcare for Older Adults

The health issues mentioned most often in the focus groups revolved around the access to health screenings and the ability to find transportation to medical appointments. While older adults have some access to health screening clinics, there is often a challenge to assisting them should they need further care that may not be covered by Medicare. There is also consensus among survey respondents and providers interviewed regarding the availability of transportation for older adults. Forty-two percent of those in surrounding towns and 34 percent of those in Waterbury agree that transportation options for older adults are adequate (Figure 9). But while older adults have access to various vans provided by towns or senior housing, the issue is the lack of door-to-door escorts. Often, older adults need assistance getting to and from their front door, or help carrying packages. Few transportation services offer that assistance.

Figure 9
Do Older Adults have Adequate Transportation Options for Medical Appointments?

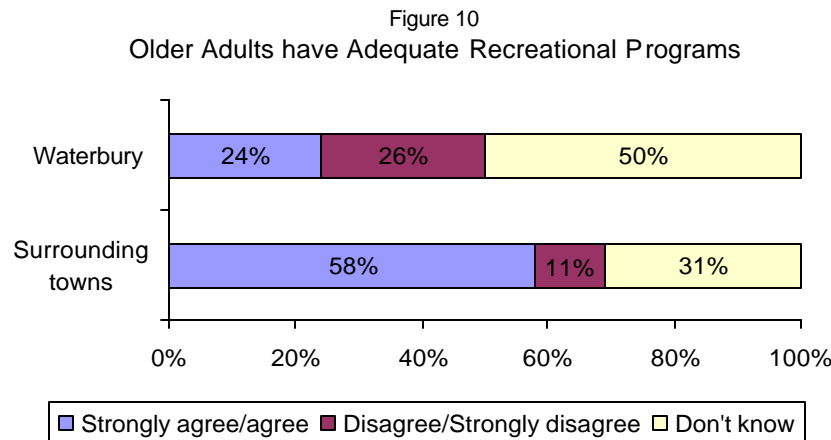


Comments from Focus Groups

- *While health screenings are provided, there is often no place for the clients to go if they need more help. If they have a dental screening done and they need some extensive work – there is no way for it to get paid for and often very few providers who will do the work. They need a dental clinic.*
- *Two years ago the elderly health screening van went out of business and the agency that took over eliminated the things that were covered by Medicare but continued with things that were not covered like dental, sputum, vision, osteo, vascular, feet. We get \$90,000 for screenings and follow-up but we need about \$50,000-\$80,000 more to cover follow-up appointments.*

Services for Older Adults

It is generally known that providing social and recreational activities for older adults is important for the maintenance of good health and well-being. Any programs and services focused on older adults must also be cognizant of those who are isolated and home bound. Close to 6 in 10 providers who live in the towns surrounding Waterbury say current recreational programs are adequate, compared with 24 percent of those who live in Waterbury (Figure 10).



For many of the towns, the challenge is often a lack of staff and resources to maintain programs focused on older adults. Such staff can provide assistance with grant writing for programs for older adults, and for maintaining lists of available volunteers who can help isolated seniors or those who need help maintaining their residence. Those in the community also mentioned the need for various channels for getting information to seniors on a regular basis.

Comments from Focus Groups

Senior Centers

- There is also no central senior center which has been a problem for Waterbury for years. We have three senior centers but we need a multipurpose centralized senior center with a professional staff.

Communication

- There is no way to communicate things to seniors except through larger newspapers. We need a local newsletter sent to all households to tell about events/programs, etc. of interest or in support of seniors.
- Once the isolation starts it continues and it's bad. There needs to be more on communication to let people know what services they can get.

General Help

- We would like to start a chore program that would be fee for service; it would provide yard work and housekeeping.

Housing

- Waterbury has a high percentage of seniors who age in place in their neighborhoods, there is some senior housing, but it has been increasingly mixed with younger people.
- A new issue is grandparents who are caregivers. There needs to be housing that allows kids to live with their grandparents.

Challenges for the Future - Older Adults

Those ages 65 and older comprise 14 percent of the population of the Greater Waterbury area, totaling over 38,000 residents. This age group comprises between 10 percent and 24 percent of a town's population. The percent of those 85 and older is just over two percent totaling over 5,700 residents. It is the size of this latter age group that is growing the most rapidly locally, at the state level and nationwide. The challenges include:

- **Affordable housing** – Older adults seeking to downsize to smaller, more affordable housing often find few options open to them. There is a limited amount of senior housing in the area and the existing complexes often have long waiting lists. There is also a limited supply of small one story homes that would be appropriate housing options for older adults.
- **Adequate transportation for healthcare** – Transportation options for older adults to include assistance to passengers with mobility issues.
- **Access to healthcare** – Access to clinics that provide health screening was identified by providers who serve older adults; however, equally important is support for those older adults identified as needing further medical attention, especially for treatment that is not covered by Medicare.
- **Outreach to homebound seniors** – Providers who serve the older adult population say it is a critical need to support programs aimed at reaching isolated, homebound seniors. Ideas included recruiting volunteers to visit the homebound and maintaining lists of homebound residents, and/or developing a volunteer database so that available volunteers can be easily identified when needs arise. It was suggested that a more formal approach to identifying the homebound is needed in the event of a widespread emergency.
- **Maintaining a variety of recreation programs** – Senior centers need to be accessible and provide a full spectrum of programs for older adults to accommodate various levels of health and ability.

YOUTH

Education • After School Programs/Recreation • Behavioral Health

Children and youth comprise roughly a quarter of a town's population (Table 15). There are close to 65,000 children and youth under 18 in Greater Waterbury. Thirty-six percent of all households contain children and youth. Overall, eight percent of households in the region and 12 percent of households in Waterbury with children are headed by single mothers.¹⁵ In 2005, the number of school age children (5 through 17 years of age) living in families in poverty is estimated to be over 5,800, similar to 2002 levels in this 12 town area (Table 16).

Supporting the healthy growth and development of this segment of the population was a key issue among focus group participants and survey respondents. Focus group discussions concerning children and youth revolved around education, access to behavioral health, and after-school and recreation programs. Similarly, the needs assessment survey found that three of the top five issues mentioned as critical needs concern children and youth. For those who live in Waterbury, the main issues concerning children are after-school programs, affordable childcare, and mentoring programs for children. For those living outside of Waterbury, the top needs concerning children were the establishment of a teen community center, after-school programs, and affordable childcare.

Table 15
Population Under 18

	Estimated Percent under 18 2006	Estimated Number under 18 (2006)	Percent Under 18 2000
Greater Waterbury	23.9%	64,780	25.7%
Beacon Falls	23.9	1,280	25.2%
Bethlehem	22.2	827	25.2%
Cheshire	23.9	7,031	25.2%
Middlebury	23.2	1,584	24.5%
Naugatuck	25.3	7,993	26.9%
Prospect	23.6	2,157	24.9%
Southbury	21.7	4,181	22.8%
Thomaston	22.4	1,824	25.3%
Waterbury	24.9	27,089	26.5%
Watertown	21.6	4,942	24.8%
Wolcott	24.6	3,825	26.0%
Woodbury	21.0	2,047	24.0%

Source: 2000 data from the U.S. Census, 2006 data from
CERC Town Profile 2007

Table 16
Number of Children in Poverty and
Percent of Students Receiving Free or Reduced Meals

School District	Number of those ages 5 to 17 in poverty		Percent of students receiving free/reduced meals
	2002	2004	2005
Cheshire School District	141	143	2.8%
Naugatuck School District	545	546	26.1%
Thomaston	111	117	11.0%
Waterbury	4,549	4,509	66.1%
Watertown	20	18	11.4%
Wolcott	89	92	14.9%
Regional District 14 (Bethlehem and Woodbury)	144	144	5.3%
Regional District 15 (Middlebury and Southbury)	129	131	1.8%
Regional District 16 (Beacon Falls and Prospect)	139	142	8.1%
Total	5,867	5,842	NA

Source: State Department of Education

NA = Not Available

Education

In the focus groups, participants were most concerned with the disparity in school performance between children who live in Waterbury and those living in surrounding towns. The percent of students meeting state goals on the Connecticut Mastery Test 4th grade reading test in Waterbury remains well behind the percent in surrounding towns and in the State of Connecticut (Table 17). Additionally, cumulative dropout rates for Waterbury have fallen since 2000 but remain above the state dropout rate (Table 18).

Table 17
CMT 4th Grade Reading Scores
(Percent of Students Meeting the State Goal)

	% Meeting State Goal		Change 2005 to 2000
	2000-2001	2005-2006	
State of Connecticut	56.9%	57.8%	0.9
Cheshire	78%	77.6%	-0.4
Naugatuck	47%	45.7%	-1.3
Thomaston	51%	60.0%	9.0
Waterbury	29%	30.5%	1.5
Watertown	60%	59.0%	-1.0
Wolcott	57%	73.7%	16.7
Region 14 Bethlehem and Woodbury	78%	68.5%	-9.5
Region 15 Middlebury and Southbury	81%	77.5%	-3.5
Region 16 Beacon Falls and Prospect	75%	63.1%	-11.9

Source: State Department of Education

Table 18
Cumulative Dropout Rates

	Cumulative Dropout Rate		Change 2005-2000
	Class of 2000	Class of 2005	
State of Connecticut	12.2%	7.4%	-4.8
Cheshire	6.3%	5.1%	-1.2
Naugatuck	8.0%	9.1%	1.1
Thomaston	11.7%	7.8%	-3.9
Waterbury	28.0%	11.7%	-16.3
Watertown	15.4%	7.8%	-7.6
Wolcott	3.9%	7.3%	3.4
Region 14 Bethlehem and Woodbury	2.1%	1.5%	-0.6
Region 15 Middlebury and Southbury	5.1%	6.6%	1.5
Region 16 Beacon Falls and Prospect	0.0%	6.8%	6.8

Source: State Department of Education

Considering the disparity between reading scores and dropout rates, it is not surprising that the results of the web-based survey show a dramatic divide between how those who live in Waterbury and those who live in surrounding towns rate their elementary and high schools. Thirty-two percent of those living in surrounding towns say their town's elementary schools are excellent compared with five percent of those

who live Waterbury (Figure 11). Twenty-seven percent of those living in surrounding towns say their town's high schools are excellent compared with two percent for those living in Waterbury (Figure 12). The rating given by Waterbury residents to the schools in that city is significant given the fact that residents commonly rate schools in their own town highly.

Figure 11
Rating Elementary Schools

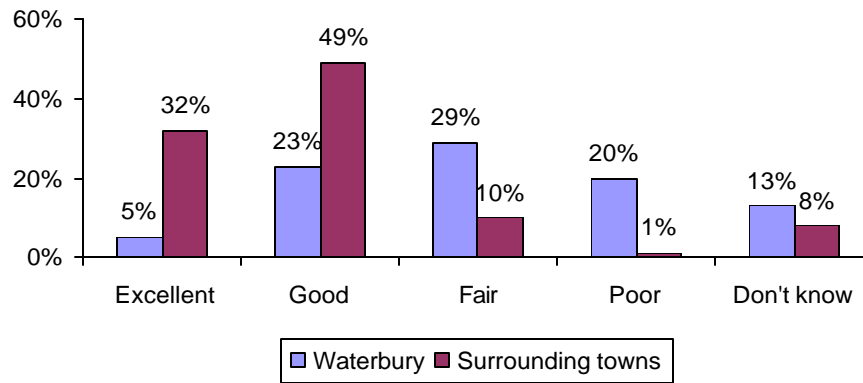
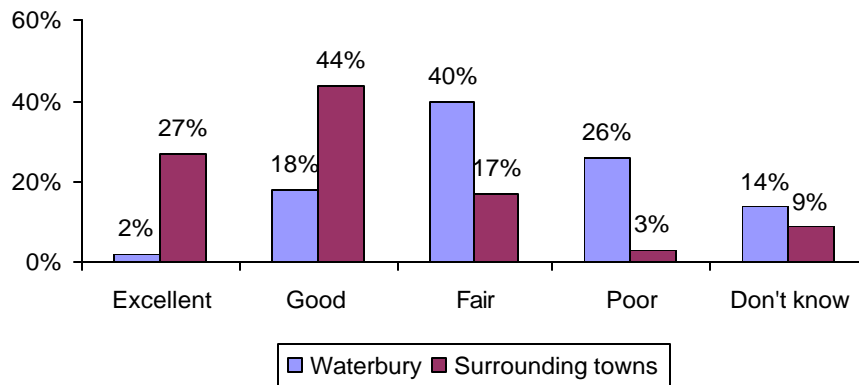


Figure 12
Rating High Schools



School systems also face challenges stemming from an increase in diversity in these communities. Increasingly, schools need to have translators available, publications in a variety of languages, and reading materials that are appropriate to the diversity of a school system's population. Focus group participants representing school systems suggested that many of these towns need additional teachers of ESL (English as a Second Language).

Readiness for School

There is also a large difference in the perceptions of those who live in Waterbury and those in surrounding towns when it comes to children's readiness for school. While 79 percent of those who live in the towns surrounding Waterbury agree that children are ready for elementary school, only 33 percent of those who live in Waterbury agree with that statement (Figure 13). These perceptions are in line with data from the Strategic School Profiles that show a wide disparity between the percent of young children who have preschool, nursery school, or Head Start experience. Statewide, 77 percent of young children have had such experience upon entering kindergarten, while in Waterbury, 57 percent of children enter school with preschool experience. Most of the other towns surrounding Waterbury are either near or exceed the statewide average (Table 19). When interpreting this information, it is important to understand there is no standard way for districts to gather these data. The State of Connecticut has recently implemented a kindergarten assessment proxy to measure children's preparedness for kindergarten; however, town by town analysis has not been publicly released.

The cost of childcare can be prohibitive for lower income segments of the population. In the northwest section of Connecticut, which includes the Greater Waterbury area, the cost of childcare at a licensed center ranges from \$110 per week to over \$440 per week with the average cost being roughly \$200 per week. The average cost of preschool is close to \$170 per week and ranges from \$80 to \$288 in this region.¹⁶

Maps 7a and 7b show the locations of licensed childcare facilities, school readiness programs and Head Start programs, and elementary schools against the concentrations of children under 5 years old.

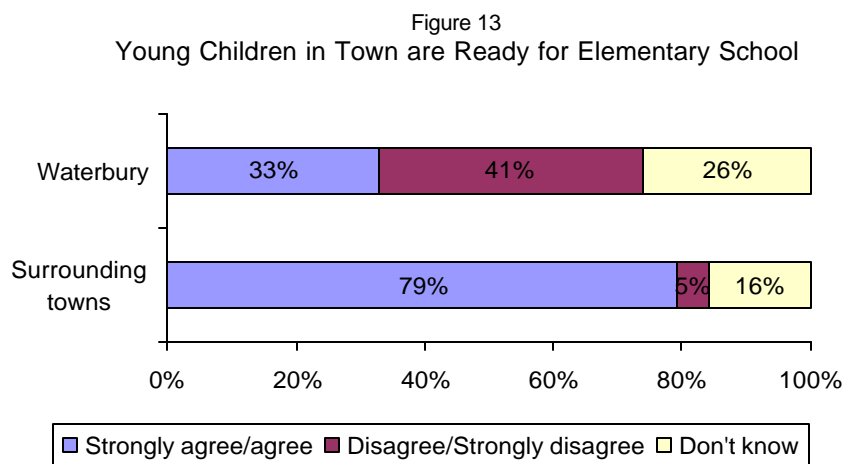
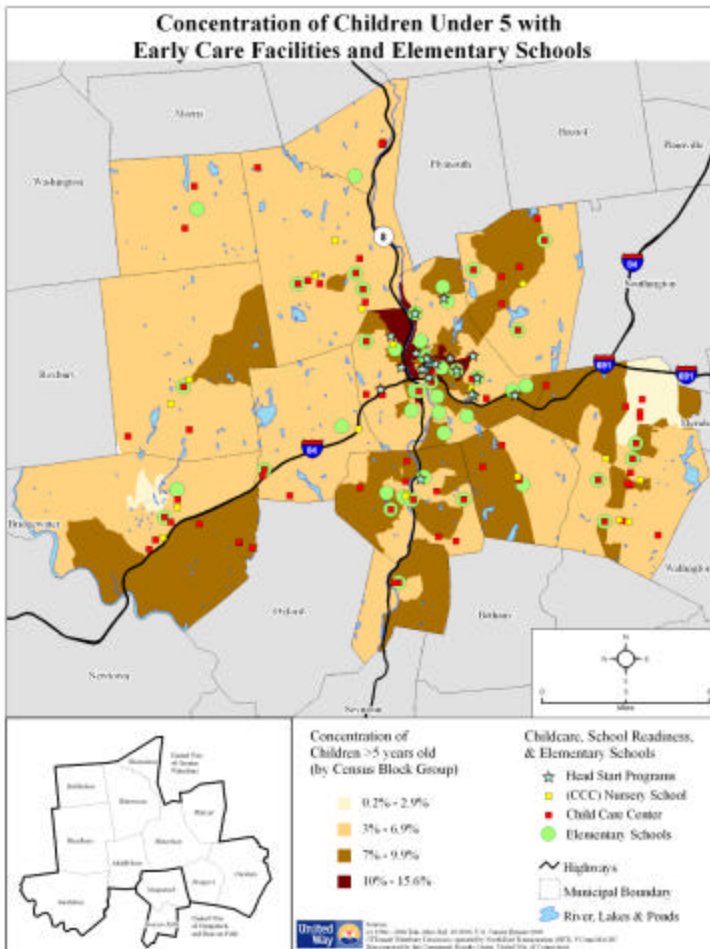


Table 19
Percent of Kindergartners with Preschool, Nursery School, or Head Start Experience

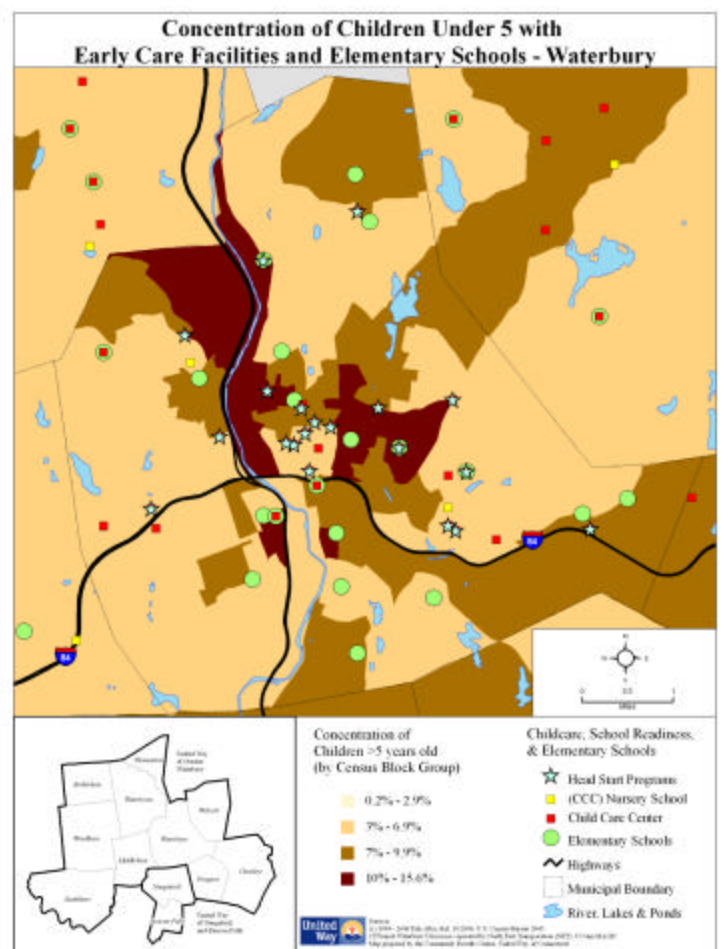
	2000-01	2004-05	Change 2004-05 to 2000-01
State of Connecticut	74.7%	77.0%	2.3
Cheshire	96.8%	89.8%	-7.0
Naugatuck	70.6%	72.0%	1.4
Thomaston	83.1%	72.3%	-10.8
Waterbury	43.5%	56.9%	13.4
Watertown	86.8%	81.6%	-5.2
Wolcott	72.3%	77.1%	4.8
Region 14 Bethlehem and Woodbury	81.0%	89.8%	8.8
Region 15 Middlebury and Southbury	82.1%	88.9%	6.8
Region 16 Beacon Falls and Prospect	79.8%	83.1%	3.3

Source: State Department of Education

Map 7a



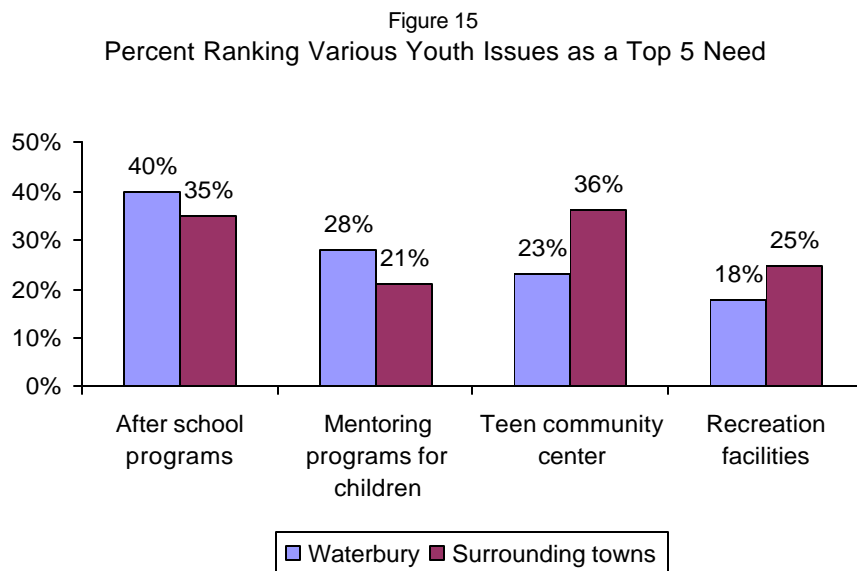
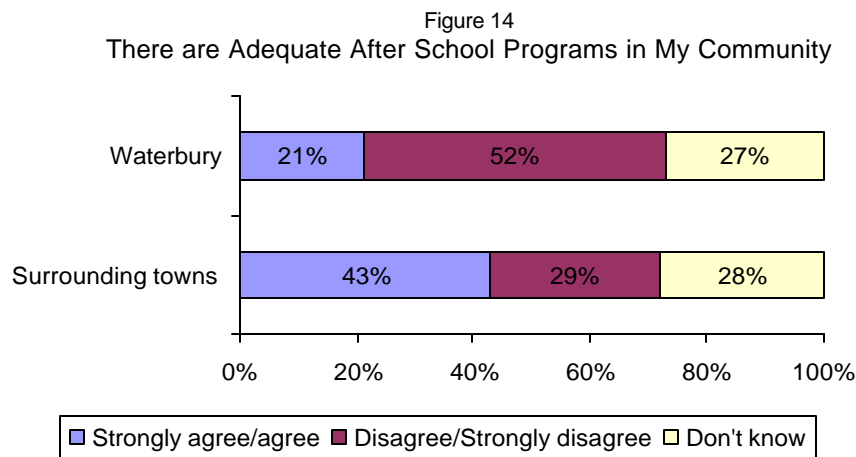
Map 7b



After-School Programs

Children and teens are most vulnerable to at-risk behaviors during the hours immediately after school. Many parents are not home with their children during the hours immediately following the school day. It is during this unsupervised time that young people are most likely to use alcohol, drugs, and tobacco, or engage in criminal and other high-risk behaviors. These behaviors often lead to poor school performance and contribute to dropout rates.¹⁷

While 43 percent of those who live in surrounding towns say adequate after-school activities exist in those towns, only 21 percent of those who live in Waterbury agree (Figure 14). Providers say there are many obstacles to supporting more after-school programs. Among the most challenging is transportation since schools seldom provide support for after-school programs. In addition to increasing after-school programs, providers say there is also a need for more mentoring programs, a teen community center, and increased recreational facilities (Figure 15).



Comments from Focus Groups

- *Parents work extra jobs and there are lots of latch-key, unsupervised kids. Not much to do after school and that leads to trouble.*
- *Mentoring is my number one choice of programs for helping young people. They don't enter gangs when they have an effective adult mentor and the studies show they become much more effective adults when they have the loving support of mentors who show them the way to become healthy adults.*

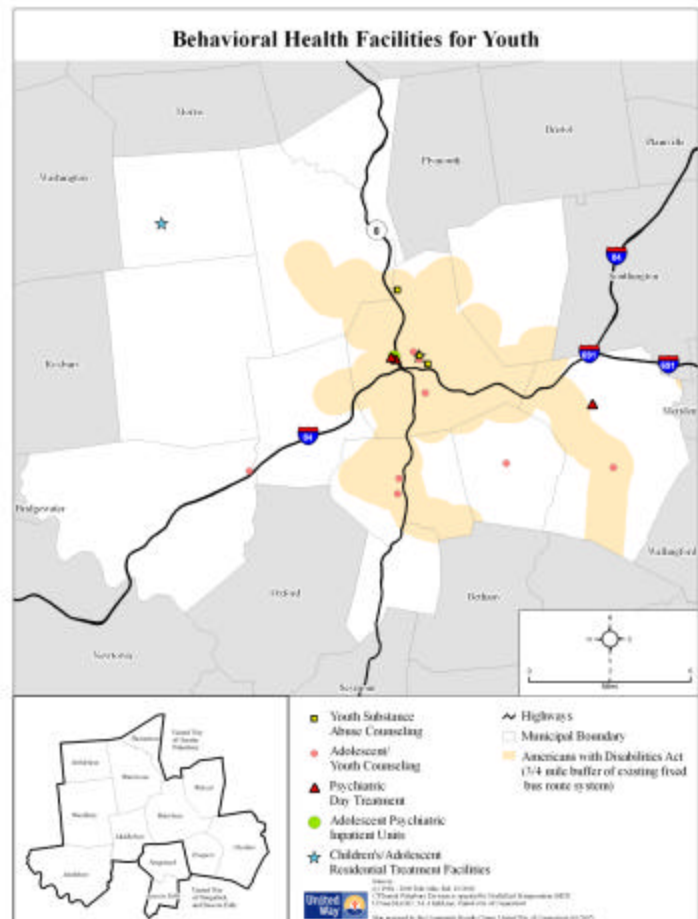
Behavioral Health Services for Youth

Interviews with healthcare providers who focus on youth indicate a growing need for services that support youth on a wide range of behavioral health issues. Among the issues behavioral health agencies address with increasing frequency are mental health illnesses and at-risk behaviors. Discussions indicate that most of the agencies focused on behavioral health are non-profits who are overwhelmed by the number of clients who need help and by the inadequate reimbursement rates for services rendered. These providers are frustrated by the challenges of meeting the needs of the community with current staffing levels.

Further, data from the Office of Healthcare Access shows that adolescents in need of hospital-based psychiatric care often need to seek care outside of the area since there are only five adolescent in-patient beds for behavioral health issues in Greater Waterbury and none for children under 13 years of age.¹⁸

In 2004, at least 200 pediatric patients in need of acute inpatient behavioral healthcare in Greater Waterbury had to find care outside of the region. Meanwhile, statewide, the need for psychiatric in-patient beds is increasing as children under 12 had the highest median length of stay in psychiatric hospitals (seven days).¹⁹ Map 8 shows the area's behavioral health facilities for youth.

Map 8



Comments from Focus Groups

- *The number of clients has grown. Cases have become more complicated and require more time to treat. More depression and suicidal kids. More aggression and anger management issues. More substance abuse by parents affecting the kids. More autistic clients.*
- *Healthcare policy in U.S. is not prevention based, so we cannot put programs for prevention into effect. Volume is enormous and if we publicized our services more we would be overwhelmed.*

At-Risk Behaviors

Substance abuse issues for young people affect those who live in the city and in the suburbs. Healthcare providers say the main issues around substance abuse are that there are not enough treatment programs to help young people who have an addiction. One provider says this is particularly true for those teens who are not referred to treatment programs by the court system or the Department of Children and Families.

Research conducted on treatment rates shows that young adults ages 18 to 25 have the highest need for substance abuse treatment. Close to 24 percent of that age group was found to have a need for treatment compared with just over five percent of those over 26 years of age.²⁰ Many providers say more prevention services are needed to stop the problems before they start. One provider says it is difficult to prove to funders that prevention is effective, so funding tends to go to programs that are reactive.

Healthcare providers also urge an expansion of the efforts aimed at educating young people about the risks of sexual activity. Providers suggest that existing health curriculum is not sufficient to help young people understand the risk of pregnancy and sexually transmitted diseases. They say health education that addresses these issues needs to be addressed in elementary school. Statewide, births to teenagers account for 2.2 percent of all births, while in Waterbury, that figure is higher at six percent.²¹ State Department of Public Health data show that those ages 15 to 24 have the highest incidence of sexually transmitted diseases.²²

Several focus group participants involved with youth suggest that it would be helpful for parents to receive education and support around recognizing and dealing with their children's at-risk behaviors. This would help parents develop the skills needed to assist an at-risk child. They also say that support for preventive programs is needed for those children who are at-risk of entering the juvenile justice system or come under the care of the Department of Children and Families. Often more assistance is available to those children who have already been referred to those agencies.

Comments from Focus Groups

Substance Abuse

- *If you are a school social worker and you have a kid ages 16 to 18 it is next to impossible to find a placement for them unless they are in the DCF system or have been court-referred. Many facilities will take a kid with substance abuse issues only if they have a primary mental health problem.*
- *Heroin is taking a huge jump. Probably more in the smaller communities than in the larger because they have the money to buy the drugs and the drug dealers know that. It's a huge problem among ages 16 to 22.*
- *The troubled kids have good parents but they don't have the skills for at-risk children. Can we offer parents the ability to enhance their skills?*

Sexual Behavior

- *Prevention opportunities have to start at elementary schools. Existing health curriculum doesn't do enough.*
- *New Haven has a social development curriculum we need to make it a part of our curriculum to empower teachers to talk about sensitive topics.*

Challenges for the Future - Youth

The issues raised in the needs assessment survey and the focus groups around youth are many. Three of the top five needs identified in the survey as critical needs concern children and youth. For those who live in Waterbury those issues are after-school programs, affordable childcare, and mentoring programs for children. For those living outside of Waterbury, the issues are the need for a teen community center, after school programs, and affordable day care. Additionally, focus group discussions concerning youth also revolved around education, and access to behavioral health care. The challenges for the future include:

Providing adequate childcare and preschool options – Children in Waterbury are much less likely than those in surrounding towns to have preschool experience. Among the challenges faced by this community is to ensure access to affordable childcare and preschool options to improve school readiness.

Increasing after-school programs – The need for after-school programs was mentioned as a top concern by both those who live in Waterbury and in the surrounding towns. It is generally known that children and teens are most vulnerable to at-risk behaviors during the hours immediately after school. These at-risk behaviors often lead to poor school performance. Among the obstacles to increasing the number of children involved in after-school programs is often the lack of transportation.

Addressing increasing diversity – Many towns also struggle to maintain adequate resources to assist an increase in ESL students. In the region overall, 19 percent of the population five years of age and older speak a language other than English at home. In Waterbury, close to a third speak a language other than English at home.²³

Improving access to behavioral healthcare – Interviews with healthcare providers also indicate a growing need for services that support youth on a number of behavioral health issues. These issues primarily include mental health illnesses and substance abuse. Providers say they are frustrated by the challenges of meeting the needs of the community with current staffing levels.

HEALTHCARE

Access to Healthcare

Access to affordable healthcare is a global issue. The cost of delivering healthcare continues to increase, as the reimbursement rates from insurance providers continues to decrease. This impacts the number of available health providers. Access to health insurance is more challenging as many lower paying jobs do not offer benefits. The result is a high number of people who are uninsured.

- In 2006, there were over 62,000 people in New Haven County who were uninsured (Table 20).²⁴
- Sixty-one percent of all uninsured Connecticut residents are employed. While older adults and youth can qualify for state and federal health coverage, working adults (ages 19-64) do not automatically qualify for assistance.²⁵
- Young adults (ages 19 to 29) have the highest risk of being uninsured. Twenty-two percent of this age group statewide are uninsured. Nearly three-quarters of these are employed full-time.²⁶
- In 2005, the U.S. Census Bureau estimates that there were 68,000 children under the age of 18 who are uninsured in Connecticut.²⁷ This represents just over eight percent of all Connecticut children.

Table 20
County Uninsured Rates and Estimated Number of Uninsured 2006

County	Percent Uninsured	Estimated Number of Uninsured
Fairfield	8.6%	77,900
Hartford	4.3%	37,600
Litchfield	1.8%	3,500
Middlesex	2.9%	4,800
New Haven	7.3%	62,100
New London	8.1%	21,600
Tolland	5.6%	8,200
Windham	8.5%	9,900

Source: Office of Healthcare Access 2006 Household Survey
and U.S. Census July 2005 Population Estimates

Public Health Departments often cite infant mortality as a measure of a region's health. The rate reflects the health status of the mother as well as their access to health care. In Connecticut, there is a goal to reduce the infant death rate to 4.5 deaths per 1,000 births by 2010. The rate for Connecticut is currently 5.4. For these 12 towns, infant mortality is a significant concern for Waterbury where the rate exceeds the state average and that of several other urban areas in Connecticut at 10.8 deaths per 1,000 births (Table 21).

Table 21 also shows the number of births to mothers covered by HUSKY A or Medicaid. In Waterbury and other urban areas around the state, over 60 percent of all births are to mothers receiving supportive coverage.²⁸ Despite enrollment in HUSKY A, babies born to these mothers are still more likely than babies born to other mothers to be low birthweight (9.7 percent vs. 7 percent statewide 2004). Mothers

enrolled in HUSKY A are also less likely to have received prenatal care in their first trimester than other mothers (78 percent vs. 93 percent statewide 2004).²⁹ Thus, even those with health care coverage need further help to access needed care.

Table 21
Infant Deaths, Death Rate, and Low Birthweight Babies – 2003
Percent of Births to Mothers on HUSKY A or Medicaid

	Number of Infant Deaths	Infant Death Rate*	Low Birthweight	Percent of births to Mothers on HUSKY A or Medicaid (2004)
State of Connecticut	230	5.4	3,229	30.7%
Beacon Falls	-	-	4	14.3%
Bethlehem	-	-	1	**
Cheshire	1	-	8	5.2%
Middlebury	1	-	3	8.6%
Naugatuck	2	-	25	31.2%
Prospect	-	-	6	10.6%
Southbury	-	-	12	9.1%
Thomaston	1	-	6	25.9%
Waterbury	18	10.8	173	61.4%
Watertown	1	-	4	15.0%
Wolcott	-	-	10	14.7%
Woodbury	-	-	5	5.5%
Selected Urban Areas				
Bridgeport	20	8.9	210	60.5%
Hartford	14	6.4	228	76.0%
New Haven	22	11.1	215	62.2%

Sources: State Department of Health and Connecticut Voices for Children

*Infant death rate is per 1,000 live births

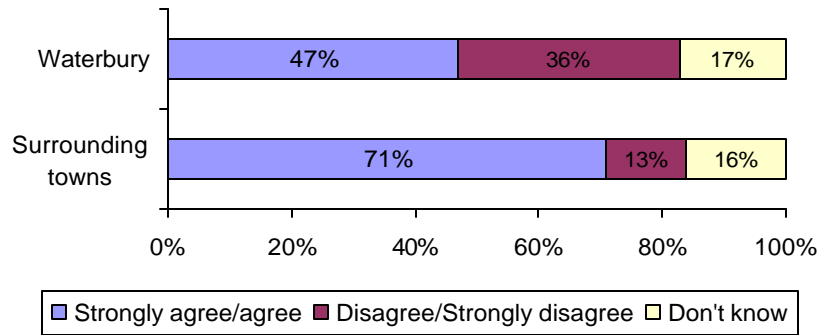
- no cases

**Number of births to mothers on HUSKY A or Medicaid is less than 5

The ability to access needed healthcare and preventative healthcare programs is essential for the overall well-being of a community. Early detection and preventative care can lead to reductions in overall healthcare costs. But healthcare providers interviewed say among the result of the high rate of uninsured and of those who are underinsured is that treatment is often postponed so that the patients they see are sicker and need more extensive care. According to statistics related to Connecticut's HUSKY program, even those children enrolled in HUSKY are not taking advantage of preventive care measures. Only about half of the over 150,000 children enrolled in HUSKY received well-child care visits in 2005.³⁰ Providers say there are several major obstacles to accessing the healthcare system that need to be addressed – among them are language barriers, inability to find providers who accept government insurance programs, overburdened providers, and transportation.

There is the perception among those in Waterbury that residents do not necessarily have access to healthcare providers. Close to 4 in 10 of those who live in Waterbury disagree that residents have ready access to healthcare providers, while 7 in 10 respondents who live outside of Waterbury agree with the statement (Figure 16).

Figure 16
Do People have Access to a Doctor for Basic Health Needs?



In terms of access to behavioral healthcare, the perception of just over half of those who live in Waterbury is that mental health counseling services and substance abuse help is available (Figures 17 and 19). Those in surrounding towns are less sure whether people in their town can get help. Those who live in Waterbury are more likely to rate mental health and substance abuse counseling availability and quality more highly than do those who live in surrounding towns (Figures 18 and 20). Map 9 shows the location of major healthcare access points (hospitals and health clinics) compared to median household income and transportation options.

Figure 17
Can People Suffering From Mental Health Problems Get Help?

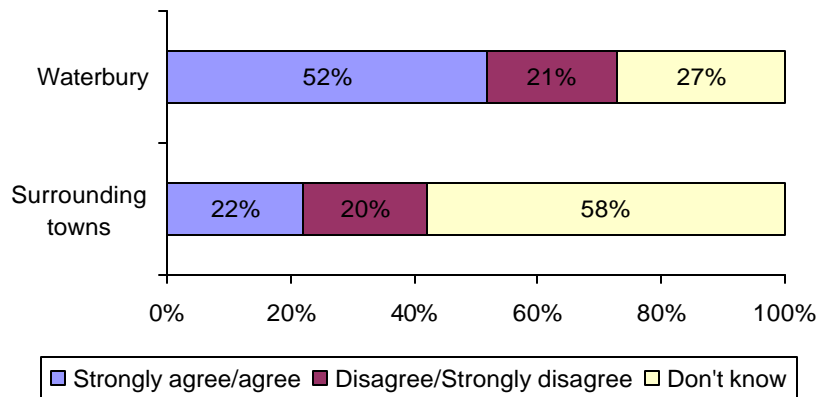


Figure 18
Rating Mental Health Counseling

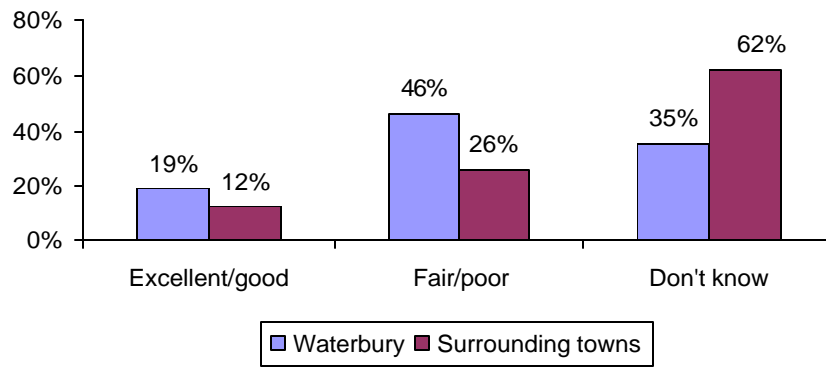


Figure 19
Can People with Substance Abuse Problems Get Help?

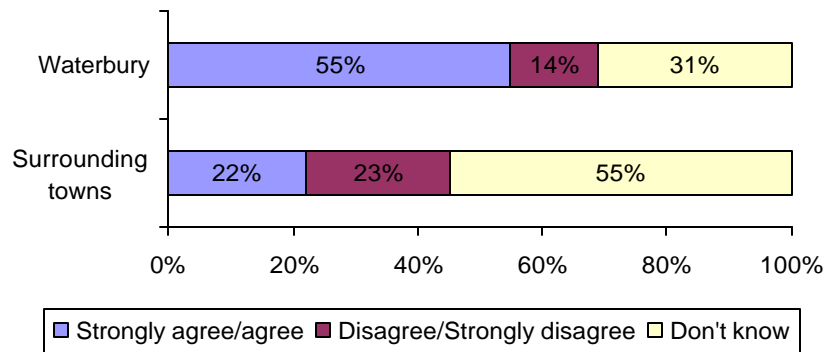
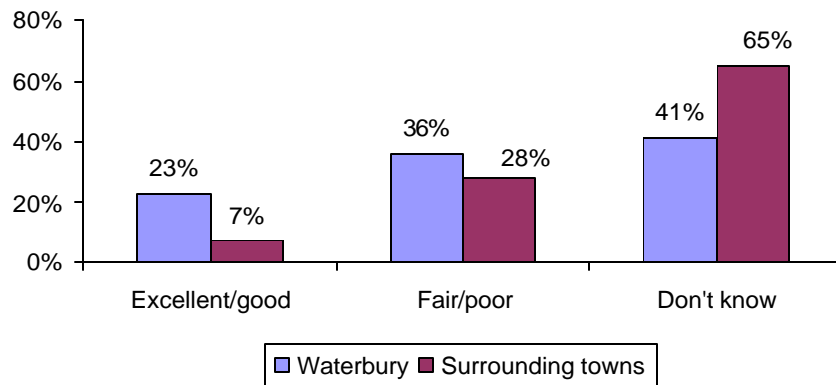
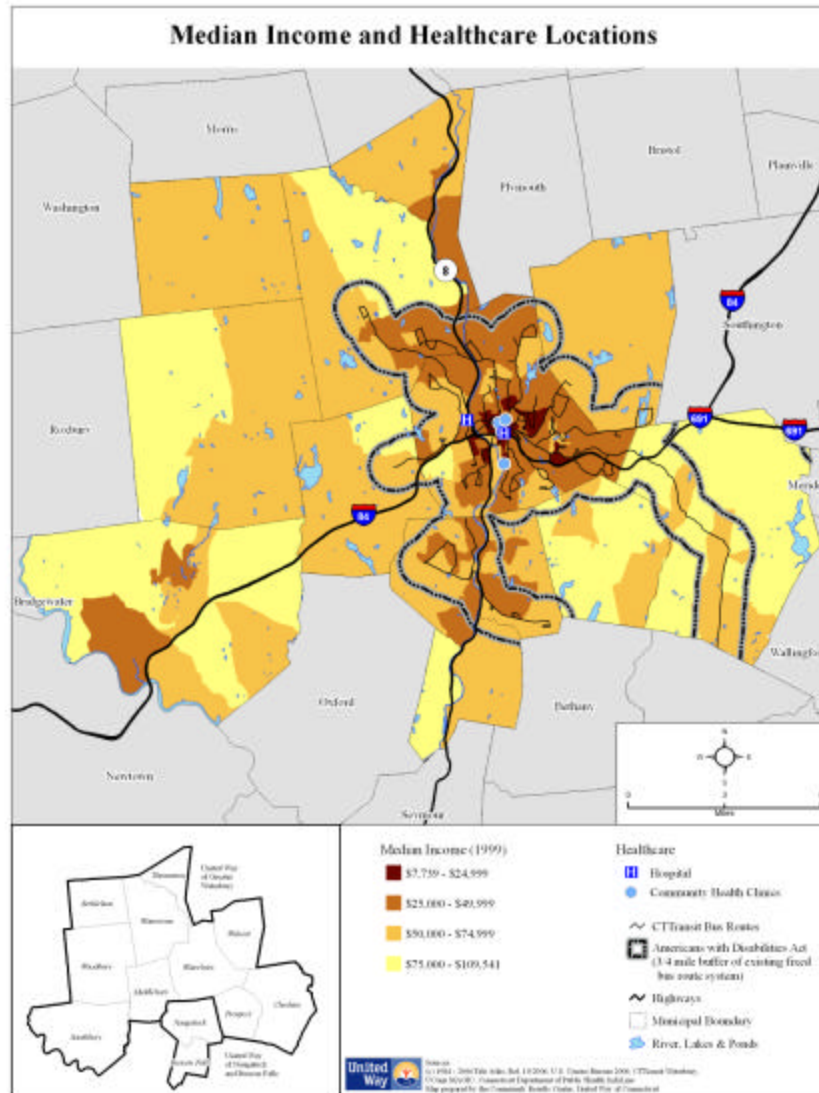


Figure 20
Rating Substance Abuse Counseling



Map 9



Comments from Focus Groups

Insurance Issues

- *We are continuing to provide care for a tremendous number of patients and continuing to be a safety net and do this without proper reimbursement. Often there is no reimbursement from federal or state government.*
- *Waterbury has the second highest Medicaid population in the state but gets lower reimbursement rate than Bridgeport.*

Immigrants

- *Language issues make treatment more difficult. We use translator lines but it slows treatment down. Immigrant populations are less healthy and don't get overall preventive healthcare. They are referred to the clinics.*
- *Those with illegal status in this country must become citizens to apply for social services and health insurance.*

Behavioral Health

- *There are not adequate behavioral health services in this community. There are a limited number of private social workers and psychiatrists in the area so people use the hospital.*
- *There may be access to substance abuse, mental health, and healthcare, but not access in a timely way. People often have to wait days, weeks, or months for these healthcare services.*

Challenges for the Future - Access to Healthcare

Access to affordable healthcare is a global issue. Healthcare costs continue to increase with the reliance on improved but expensive medical technology. Insurance carriers continue to trim reimbursement rates thus making it more difficult for providers to cover expenses. The result is reducing access to needed healthcare to those who are uninsured or underinsured. The challenges surrounding access to healthcare include:

Addressing the need for affordable healthcare – In 2006, there were over 62,000 people in New Haven County who were uninsured. Young adults have the highest risk of being uninsured. Twenty-two percent of this age group statewide is uninsured even though nearly three-quarters of these are employed full-time. In all, 61 percent of uninsured Connecticut residents are employed. While older adults and youth can qualify for state and federal health coverage, working adults (ages 19-64) do not automatically qualify for assistance. Even those who have insurance may have high co-pays or their insurance may exclude various procedures.

Addressing barriers to healthcare – Barriers to healthcare exist beyond the high cost of healthcare and health insurance. They include limited transportation options to medical appointments, especially to those outside of the Greater Waterbury area, language barriers for non-English speaking residents; the difficulty in understanding how to generally navigate the healthcare system; and the challenges of finding providers who offer services to those receiving state or federal assistance.

Meeting the needs of those who need behavioral healthcare – Healthcare providers say there are growing challenges to meeting the needs of those who need behavioral healthcare due to mental illness or substance abuse issues. Providers say low reimbursement rates put a great deal of pressure on facilities that offer these services. There are also an insufficient number of providers offering these services which lead to long waiting lists.

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- ¹ Connecticut Economic Resource Center, *Town Profiles*, April 2007.
- ² Connecticut Voices for Children, *The State of Working Connecticut*, September 2006.
- ³ U.S. Census Bureau, *American FactFinder*, Table GCT-P14 Income and Poverty 1999. Retrieved March 1, 2007 from http://factfinder.census.gov/servlet/GCTTable?_bm
- ⁴ Connecticut Department of Labor, *Labor Situation*, January 2007.
- ⁵ Ibid.
- ⁶ Council of Governments of the Central Naugatuck Valley, *A Profile of the CNVR: 2006*, January 2007.
- ⁷ Council of Governments of the Central Naugatuck Valley, *Long Range Regional Transportation Plan: 2004-2030*, February 2004.
- ⁸ Reaching Home, *Homelessness in Connecticut*. Retrieved March, 2007 from http://www.ctreachinghome.org/index.php?option=com_content&task=view&id=37&Itemid=57
- ⁹ Connecticut Coalition to End Homelessness, *Annual Homeless Shelter Demographic Report, Federal Fiscal Year 2005*. Retrieved March 1, 2007 from <http://www.cceh.org/facts.htm>
- ¹⁰ Ibid.
- ¹¹ Partnership for Strong Communities, *What Causes Homelessness?* November, 2004.
- ¹² Dataplace, *Housing Hardship statistics: Waterbury Metro Area*. Retrieved March 2007 from http://www.dataplace.org/area_overview/index.html?place=x69629&z=1
- ¹³ Connecticut Economic Resource Center, *Town Profiles*, April 2007.
- ¹⁴ Ibid.
- ¹⁵ U.S. Census Bureau, *American Factfinder Fact Sheet, Census 2000 Demographic Profile Highlights*. Retrieved January 10, 2007 from http://factfinder.census.gov/home/saff/main.html?_lang=en
- ¹⁶ 2-1-1 Childcare.
- ¹⁷ U.S. Department of Education, *Safe and Smart: Making After-School Hours Work for Kids*, June 1998.
- ¹⁸ Office of Healthcare Access, *Report of the Committee to Examine Hospital Inpatient Behavioral Health Bed Capacity for Children*, January 2006.
- ¹⁹ Office of Healthcare Access, *Connecticut Acute Care Hospitals' Psychiatric Discharges and Clinic Encounters, State Fiscal Years 2000-2202*, December 2003.
- ²⁰ Connecticut Department of Mental Health and Addiction Services, *Setting Substance Abuse Treatment Priorities – Determining Need*, February 1, 2007.
- ²¹ Connecticut Department of Public Health, *Registration Reports, 2003*.
- ²² Connecticut Department of Public Health, *Trends in Chlamydia Cases by Age at Diagnosis, Connecticut 2000-2005 and Trends in Gonorrhea by Age at Diagnosis, Connecticut 2000-2005*.
- ²³ U.S. Census Bureau, *American Factfinder Fact Sheet, Census 2000 Demographic Profile Highlights*. Retrieved January 10, 2007 from http://factfinder.census.gov/home/saff/main.html?_lang=en
- ²⁴ Office of Healthcare Access, *Databook: Health Insurance Coverage in Connecticut*, January 2007.
- ²⁵ Ibid.
- ²⁶ Office of Healthcare Access, *Overview of OHCA's 2006 Young Adults Survey*, March 2007.
- ²⁷ Connecticut Voices for Children, *Uninsured Children in Connecticut 2005*, February 2007.
- ²⁸ Connecticut Voices for Children, *Births to Mothers in Medicaid by Town, 2004*, December 2006.
- ²⁹ Connecticut Voices for Children, *How is HUSKY Program Performing?*, March 2007.
- ³⁰ Connecticut Voices for Children, *Access to Care in the HUSKY Program: Achieving Our Goals for Well Child Care*, January 2007.

Appendix A – 2-1-1 Service Requests

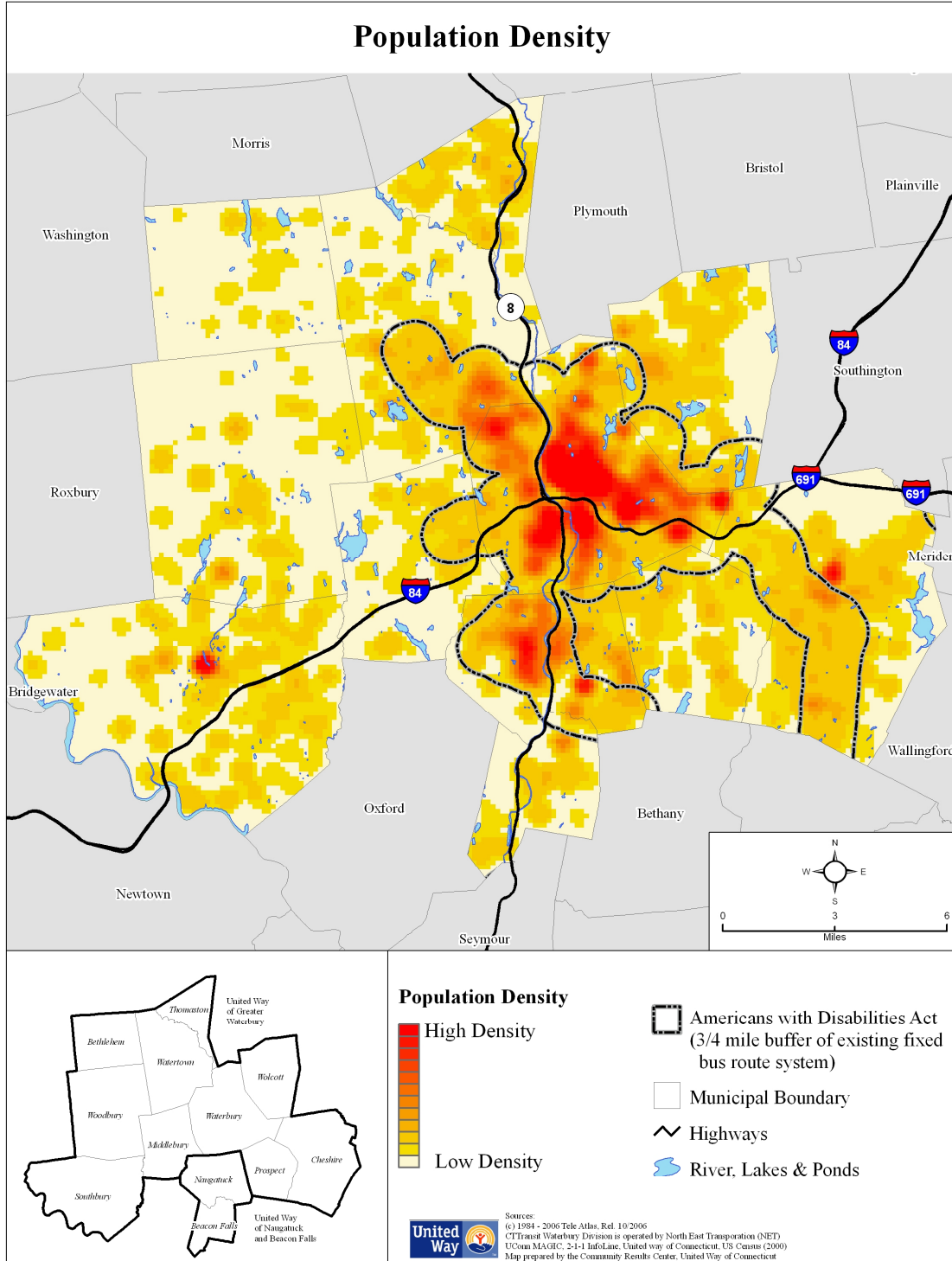
2-1-1 tracks all calls received and the requests callers make. Since callers frequently have multiple needs during a call, 2-1-1 tracks the multiple requests for service that may be made. In 2006 callers in the towns served by the United Way of Greater Waterbury made 34,427 service requests, an increase of 3 percent from 2005. Callers in the towns served by the United Way of Naugatuck and Beacon Falls made 3,688 service requests in 2006 an increase of 2 percent from 2005. The top five requests for 2006 are listed below by town.

Town/Area	Number of Service Requests	Top Five Service Requests in 2006				
United Way of Greater Waterbury	34,427	Utility assistance (2,212)	Temporary financial assistance (1,077)	General information (1,055)	Food pantries (745)	Homeless shelter (695)
United Way of Naugatuck/Beacon Falls	3,688	Utility assistance (362)	Temporary financial assistance (197)	Food pantries (127)	General information (93)	WIC (77)
Bethlehem	150	Utility assistance (12)	Temporary financial assistance (10)	Helplines/ warmlines (9)	General assistance /SAGA (7)	General information (6)
Beacon Falls	293	Utility assistance (29)	Temporary financial assistance (18)	General information (9)	Food pantries (8)	Food stamps, WIC (7)
Cheshire	879	Utility assistance (56)	General information (31)	Residential substance abuse treatment (25)	Inpatient alcohol detoxification (20)	State prisons (18)
Middlebury	764	Utility assistance (9)	Food stamps, general information, lawyer referral service (6)	Healthcare referrals Inpatient drug detox (5)	Drug dependency support groups, helplines, Medicaid, WIC (4)	Family/friends of alcoholic support groups, SAGA, Landlord tenant assistance, Poison control, Substance abuse counseling, Therapist referrals (3)
Naugatuck	3,395	Utility assistance (333)	Temporary financial assistance (179)	Food pantries (119)	WIC (70)	Subsidized rental housing (67)

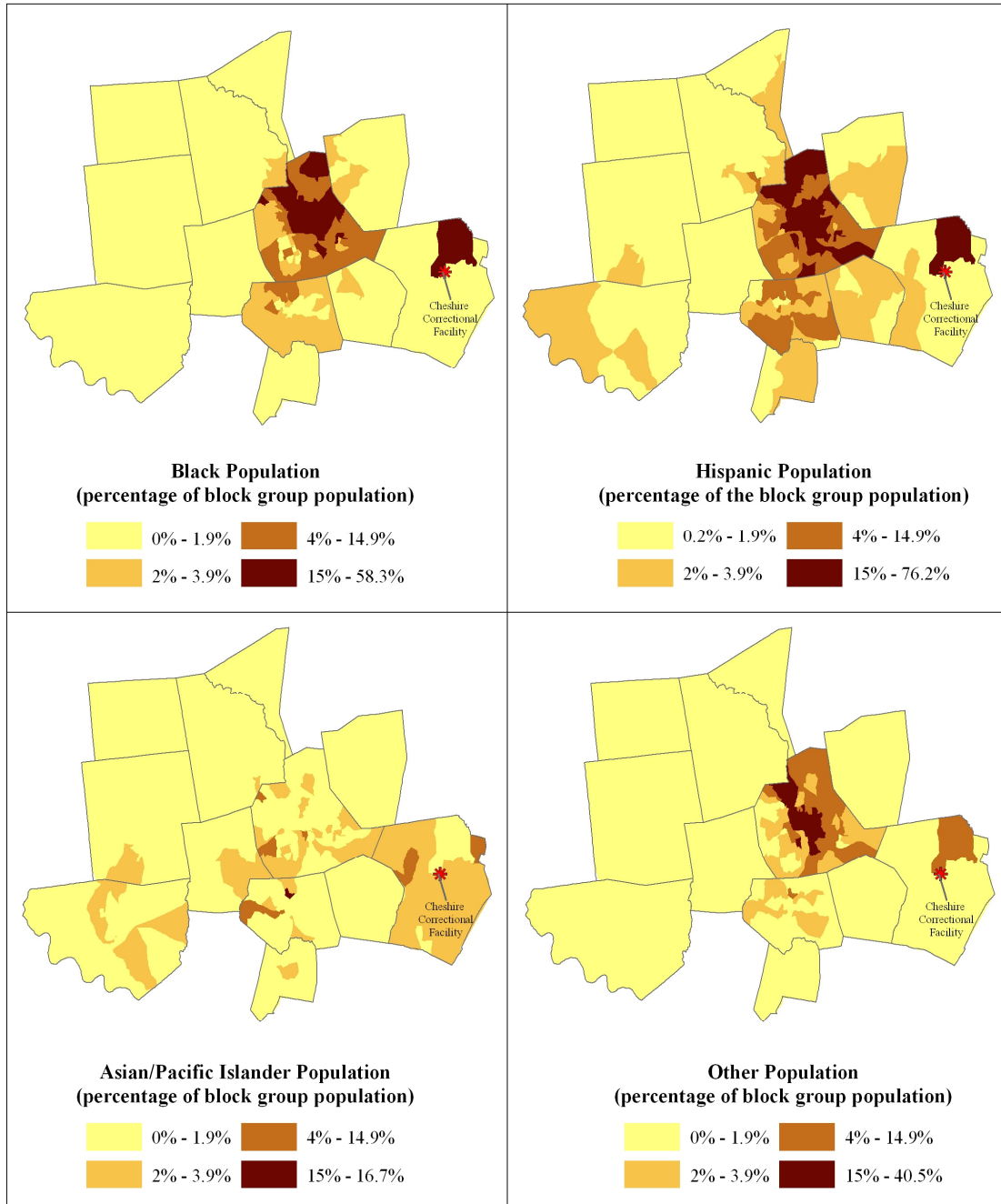
Town/Area	Number of Service Requests	Top Five Service Requests in 2006				
Prospect	342	Utility assistance (27)	Temporary financial assistance (14)	Psychiatric disorder counseling (9)	General counseling (8)	Substance abuse counseling (7)
Southbury	606	Utility assistance (48)	General information (18)	Temporary financial assistance(17)	Food pantries (13)	Health insurance, inpatient drug detox (12)
Thomaston	342	Utility assistance (21)	Temporary financial assistance (16)	Helplines /warmlines (11)	Legal issues education and information (10)	Food stamps (9)
Waterbury	30,141	Utility assistance (1,860)	Temporary financial assistance (949)	General information (933)	Food pantries (679)	Homeless shelter (653)
Watertown	1024	Utility assistance (115)	Temporary financial assistance (29)	Food stamps (28)	Helplines /warmlines (24)	General information (20)
Wolcott	510	Utility assistance (39)	General information (15)	Temporary financial assistance (14)	Food stamps, Lawyer referral service (10)	Food stamps (9)
Woodbury	269	Utility assistance (25)	General information (14)	Temporary financial assistance (10)	Alcohol dependency support groups, General counseling services (8)	Food pantries, inpatient detox (6)

Appendix B – Maps of the Greater Waterbury Area

- Map 1: Population Density
- Map 2: Concentrations of Minority Populations
- Map 3: Transportation Options
- Map 4: Poverty Concentrations with Food Pantries and Shelters
- Map 5: Subsidized Housing
- Map 6: 65 and Older Population Density and Resources for Older Adults
- Map 7a: Concentration of Children Under 5 with Early Care Facilities and Elementary Schools
- Map 7b: Concentration of Children Under 5 with Early Care Facilities and Elementary Schools - Waterbury
- Map 8: Behavioral Health Facilities for Youth
- Map 9: Median Income and Healthcare Locations

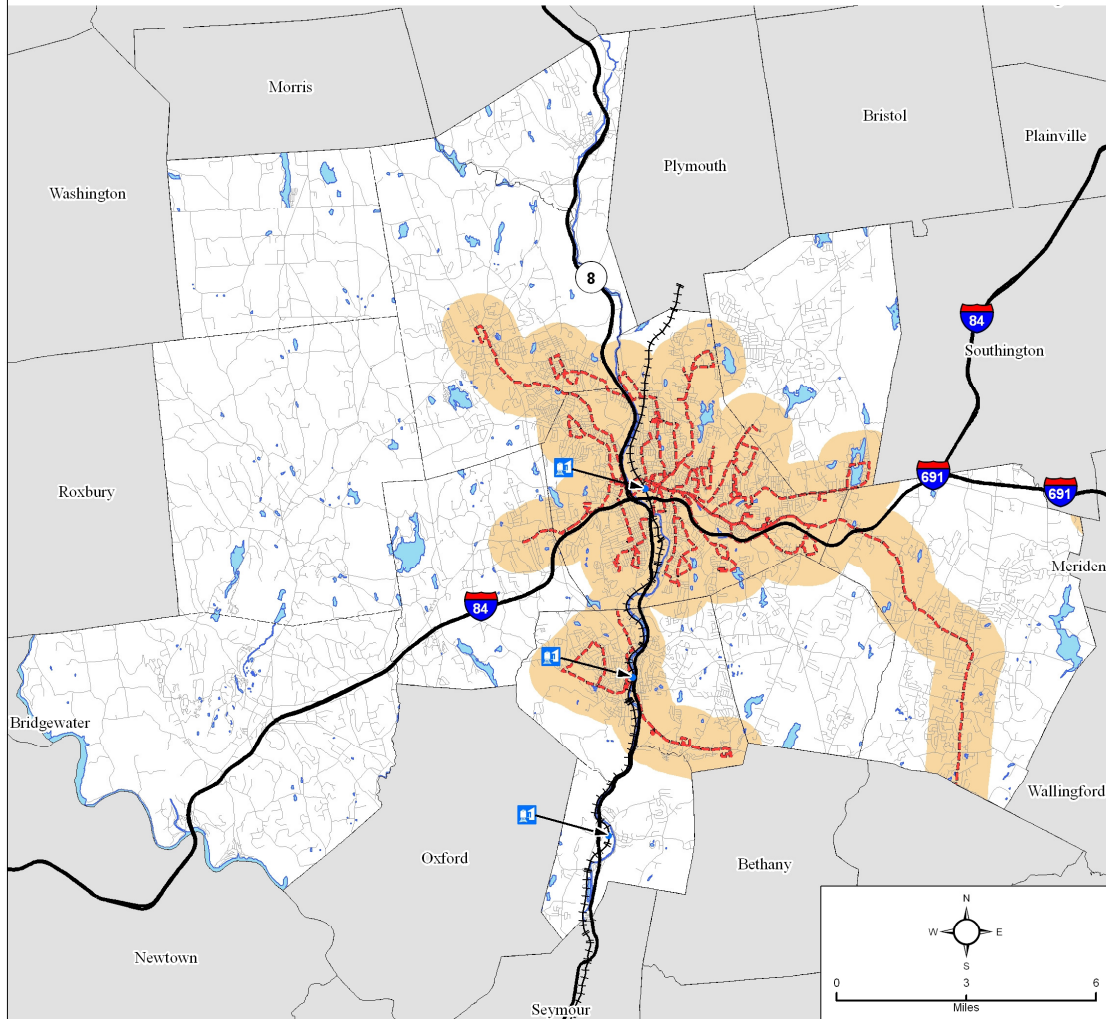










Concentration of the Minority Populations



Sources:
(c) 1984 - 2006 Tele Atlas, Rel. 10/2006, U.S. Census Bureau 2000, CT Transit Waterbury Division is operated by North East Transportation (NET), UConn MAGIC, U.S. Census Bureau (2000)
Map prepared by the Community Results Center, United Way of Connecticut

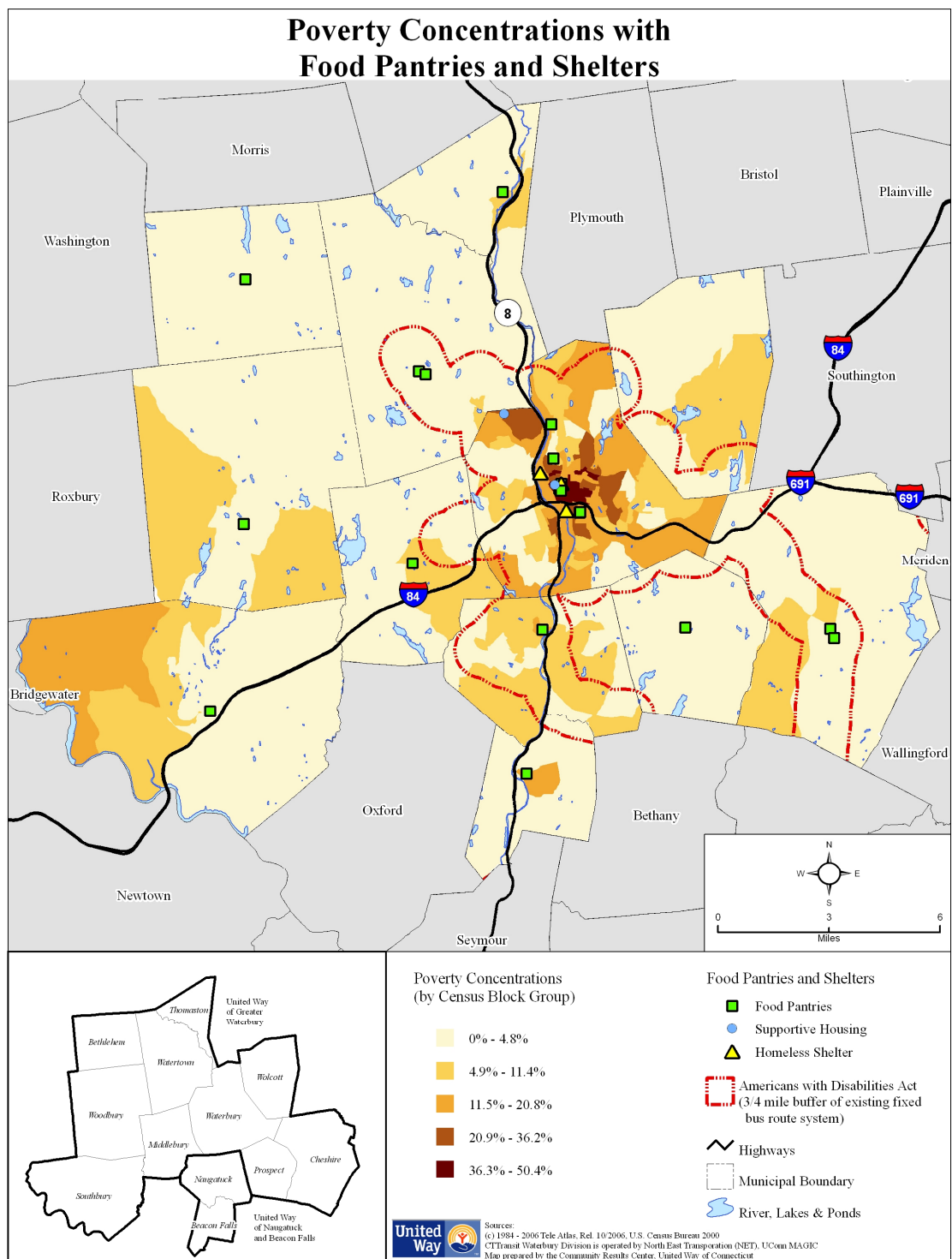
Transportation Options

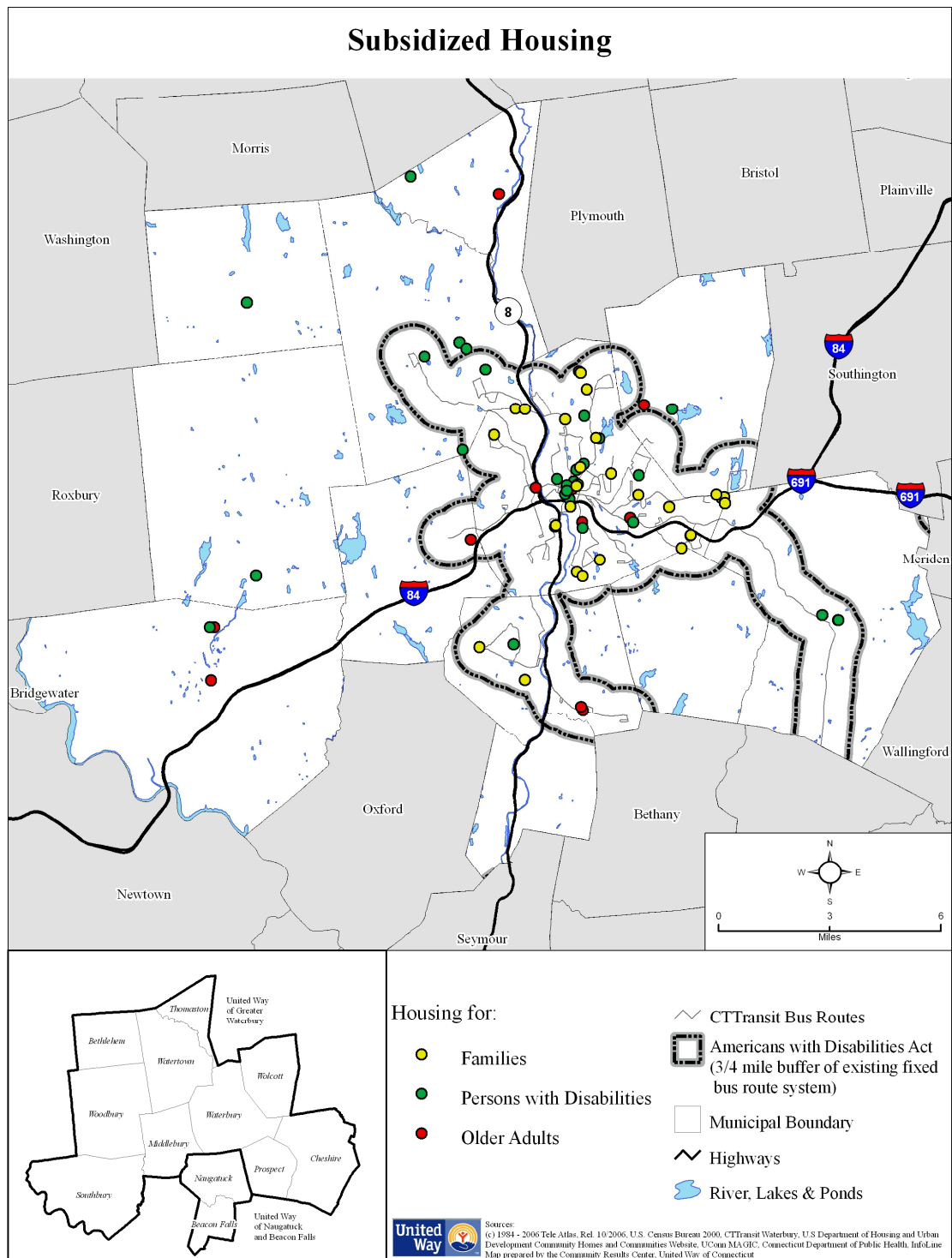


-  CTTransit Bus Routes
-  Americans with Disabilities Act (3/4 mile buffer of existing fixed bus route system)
-  Passenger Rail
-  Train Station
-  Highways
-  Municipal Boundary
-  Roads
-  River, Lakes & Ponds

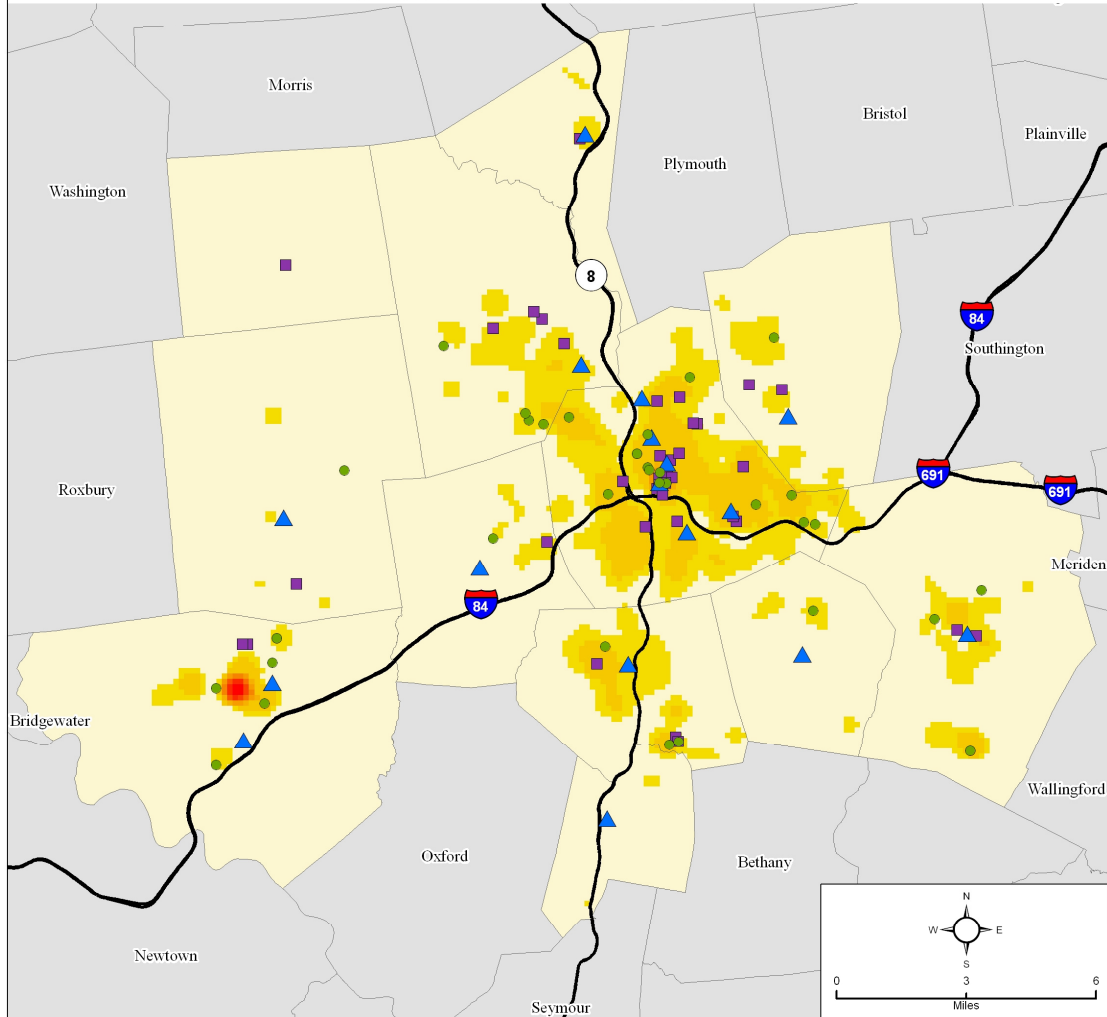


Sources:
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 CTTransit Waterbury Division is operated by North East Transportation (NET)
 UConn MAGIC
 Map prepared by the Community Results Center, United Way of Connecticut

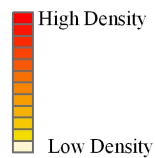




65 and Over Population Density and Resources for Older Adults



65 and Over Population Density

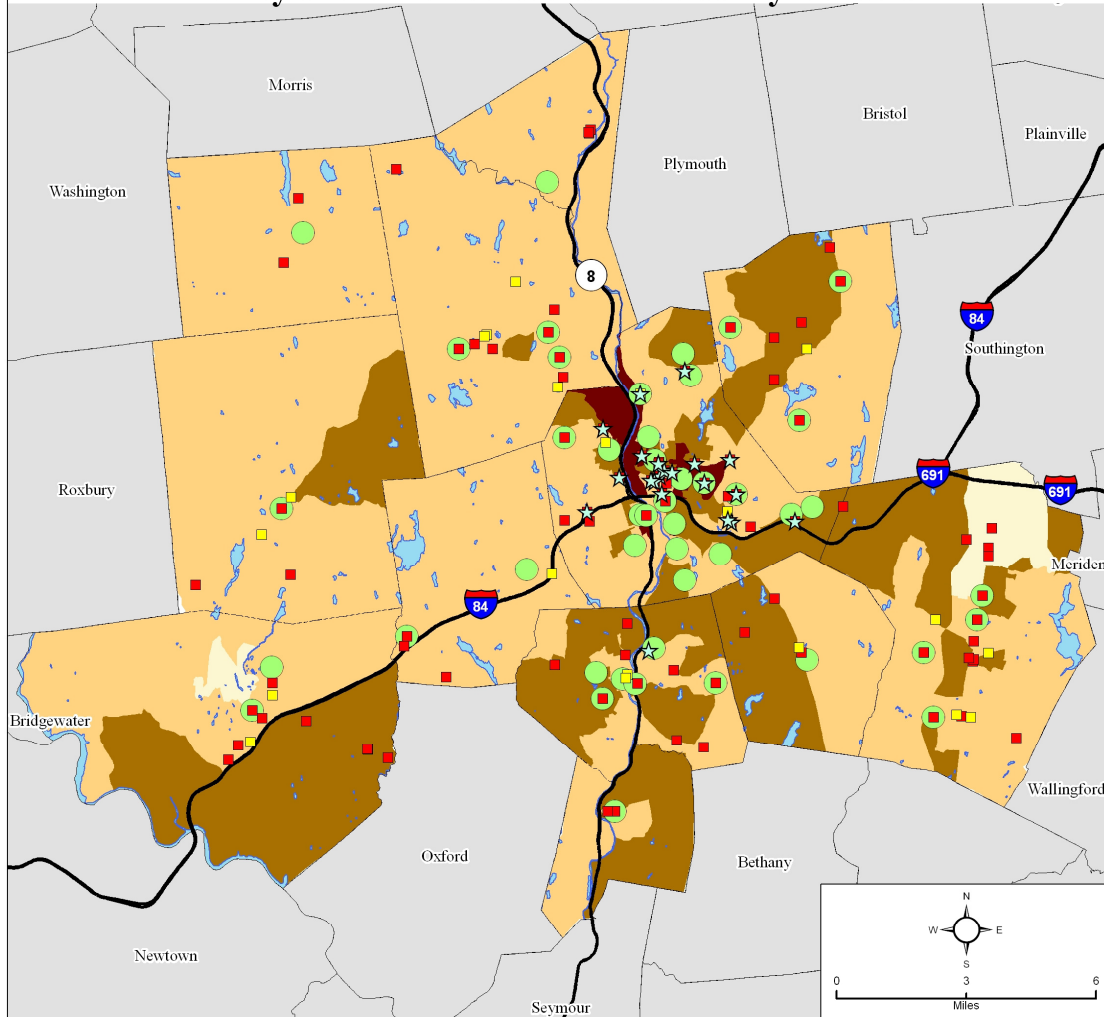


- ▲ Senior Centers
- Assisted Living
(Includes assisted living facilities and continuing care retirement communities)
- Subsidized Housing
(Includes subsidized rental housing for older adults)

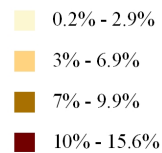


Sources:
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UCConn MAGPC, 2-4-11 InfoLine, United Way of Connecticut, US Census (2000)
Map prepared by the Community Results Center, United Way of Connecticut

Concentration of Children Under 5 with Early Care Facilities and Elementary Schools



Concentration of
Children >5 years old
(by Census Block Group)



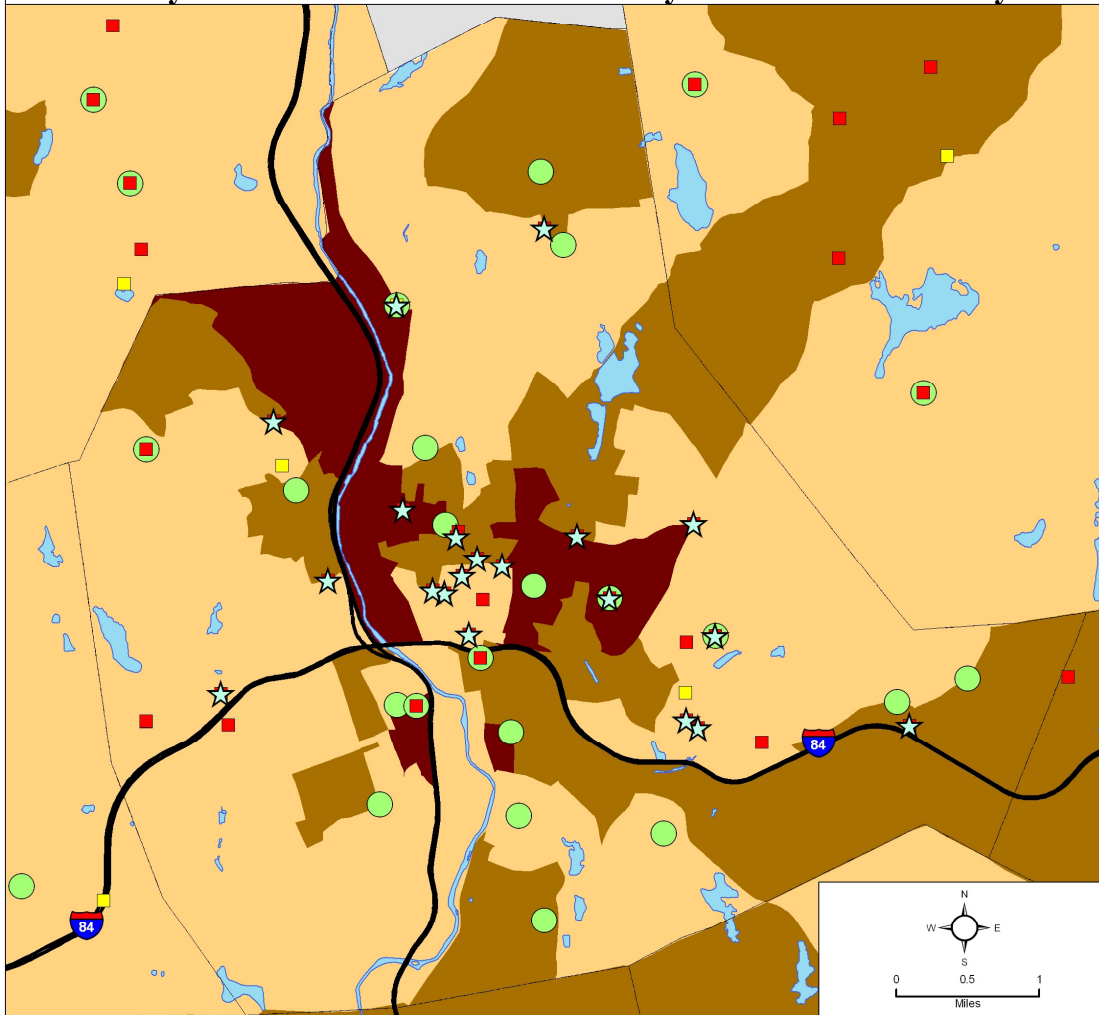
Childcare, School Readiness,
& Elementary Schools

- ☆ Head Start Programs
- (CCC) Nursery School
- Child Care Center
- Elementary Schools
- ~ Highways
- Municipal Boundary
- ~ River, Lakes & Ponds

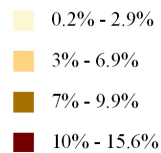


Sources:
(c) 1994 - 2006 Tele Atlas, Rd. 10/2006, U.S. Census Bureau 2000
CT Transit Waterbury Division is operated by North East Transportation (NET), UConn MAGIC
Map prepared by the Community Results Center, United Way of Connecticut

Concentration of Children Under 5 with Early Care Facilities and Elementary Schools - Waterbury



Concentration of
Children >5 years old
(by Census Block Group)



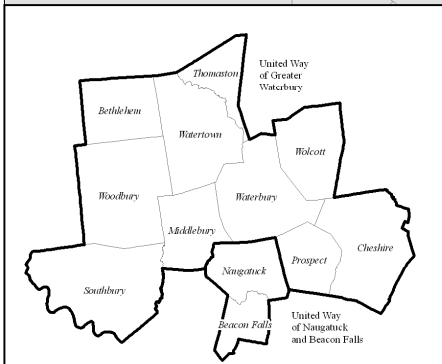
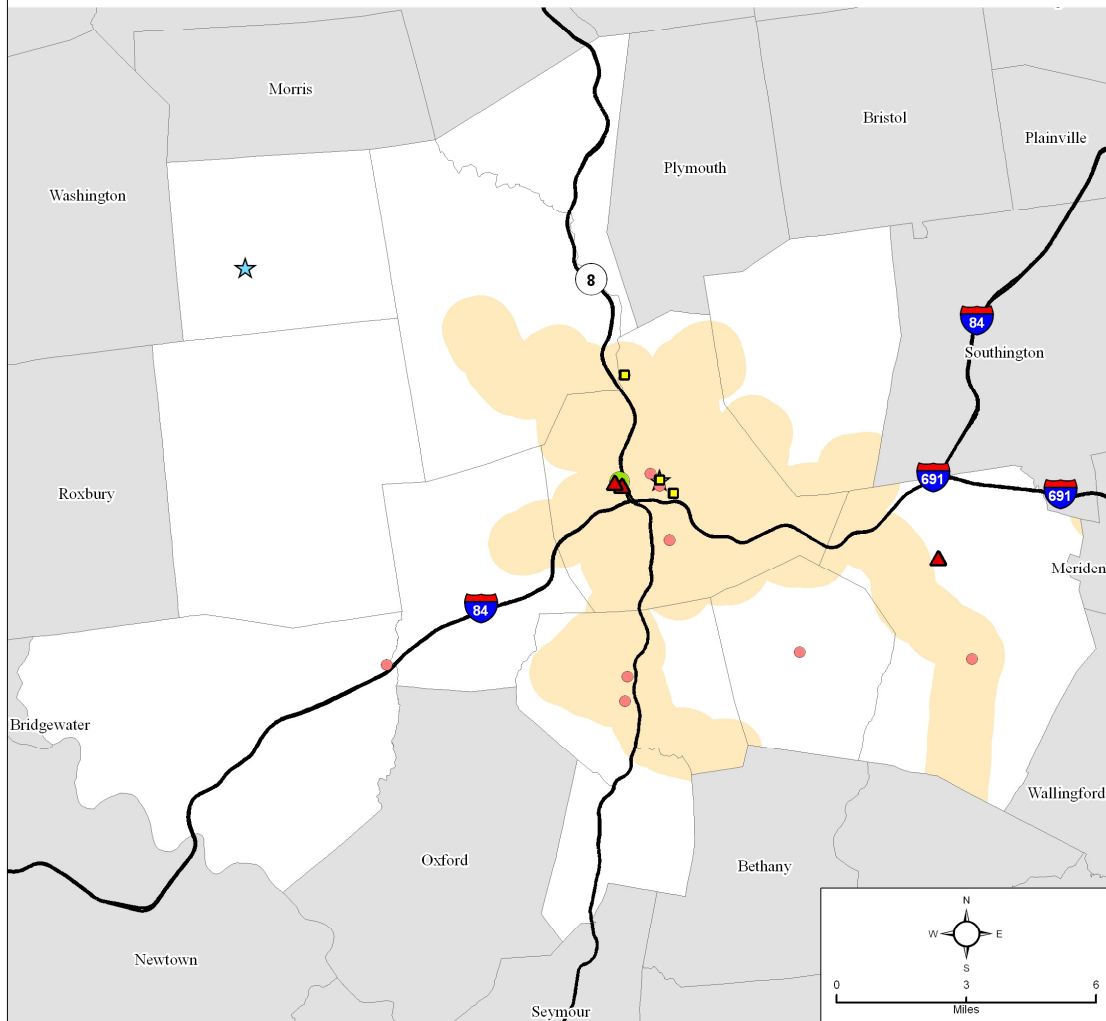
Childcare, School Readiness,
& Elementary Schools

- ☆ Head Start Programs
- (CCC) Nursery School
- Child Care Center
- Elementary Schools
- Highways
- Municipal Boundary
- River, Lakes & Ponds



Sources:
(c) 1994 - 2006 Tele Atlas, Rd. 10/2006, U.S. Census Bureau 2000
CT Transit Waterbury Division is operated by North East Transportation (NET), UConn MAGIC
Map prepared by the Community Results Center, United Way of Connecticut

Behavioral Health Facilities for Youth



■ Youth Substance Abuse Counseling

● Adolescent/Youth Counseling

▲ Psychiatric Day Treatment

● Adolescent Psychiatric Inpatient Units

★ Children's/Adolescent Residential Treatment Facilities

~ Highways

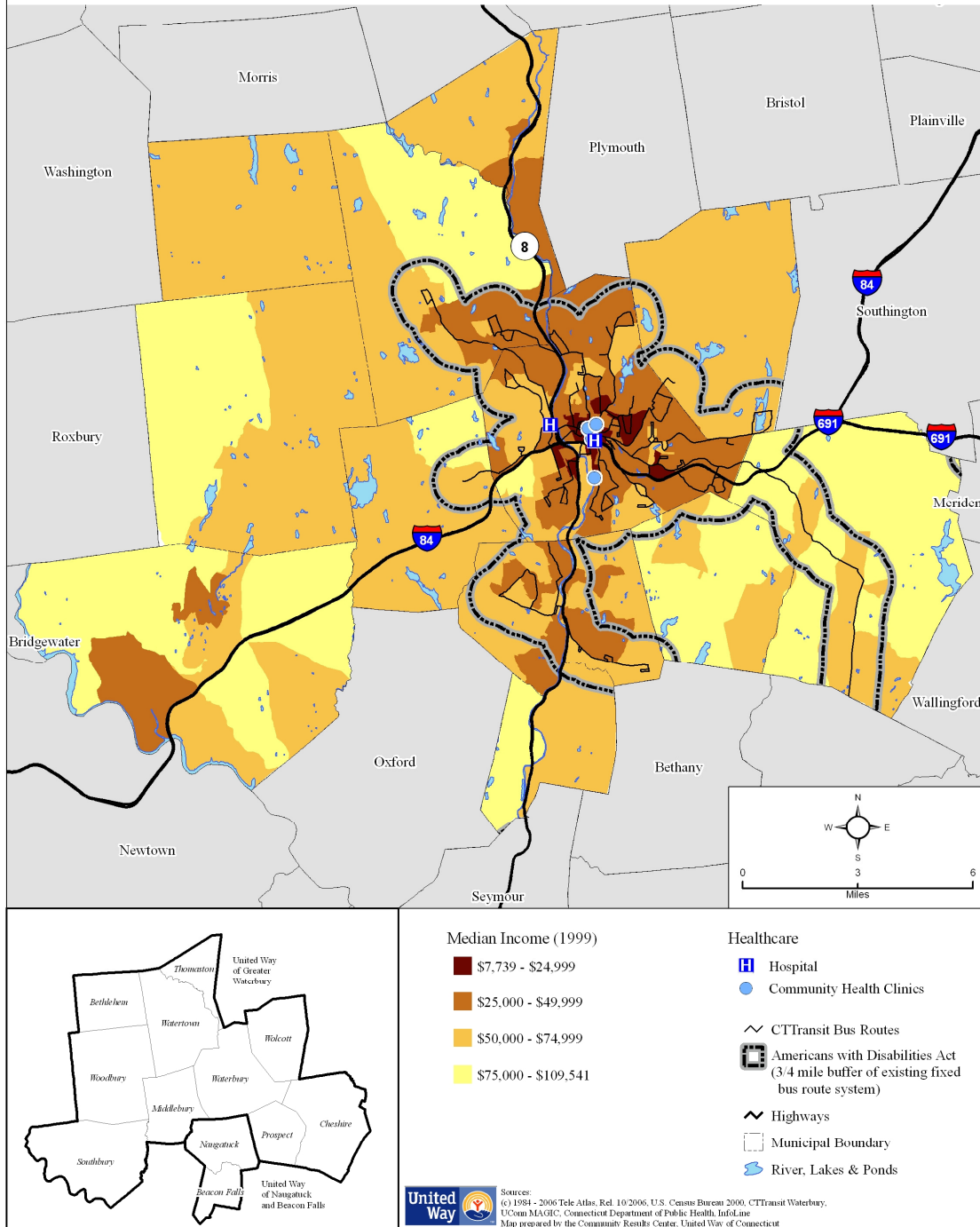
□ Municipal Boundary

■ Americans with Disabilities Act (3/4 mile buffer of existing fixed bus route system)



Sources:
(c) 1984 - 2006 Tele Atlas, Rel. 10/2006
CTTransit Waterbury Division is operated by North East Transportation (NET)
UConn MAGIC, 2-1-1 InfoLine, United way of Connecticut
Map prepared by the Community Results Center, United Way of Connecticut (03/2007)

Median Income and Healthcare Locations



Appendix C – Methodology

Primary data collection for this needs assessment project included focus groups, interviews, and a web-based needs assessment survey. The data collection methods are detailed below.

Focus Groups

A total of eight focus groups were conducted: one group was conducted with undergraduate students from the Waterbury campus of the University of Connecticut, two groups were conducted with community representatives from Waterbury, and five focus groups were conducted with community representatives from the towns surrounding Waterbury. Those towns were grouped as follows:

- Bethlehem/ Woodbury
- Cheshire/Prospect/Wolcott
- Middlebury/Southbury
- Naugatuck/Beacon Falls
- Watertown/Thomaston

In all, 73 people attended the focus groups. The focus group guide, listing the questions asked during the groups can be found in Appendix D.

Interviews

An analysis of the focus groups revealed four broad areas of concern in the region. Therefore, 13 interviews were subsequently conducted with key informants in these areas to gain greater insight. The areas of concern and the number of interviews conducted are listed below.

- Basic Needs – 4 interviews
- Older Adults – 2 interviews
- Youth – 4 interviews
- Health – 3 interviews

Web-based Survey

A web-based survey to gain insight into the perceptions of those who live and work in the Greater Waterbury area was posted on the United Way of Greater Waterbury's website in December. Postcards were sent to those listed in the following databases:

- Social service providers listed in the 2-1-1 Database
- Representatives to the Council of Governments Database
- Those invited to attend the focus groups
- Representatives of the Neighborhood Councils of Waterbury
- Area corporations
- The database of the United Way of Greater Waterbury database

Flyers alerting people to the needs assessment survey were also sent to local libraries, United Way of Greater Waterbury partner agencies, and a local hospital. Because names may be duplicated on the above lists, and people were told of the needs assessment survey by word-of-mouth, calculating a response rate is not possible. A total of 740 people who live or work in one of these towns responded to the survey.

Appendix D – Focus Group Guide

Goal of the Focus Groups

The focus groups were held to gather the information necessary to develop a better understanding of the issues of concern within the 12 towns represented by the United Way of Greater Waterbury and the United Ways of Naugatuck and Beacon Falls to inform their investment decisions. The process is designed to elicit comments, opinions, and perceptions.

Approach:

Facilitator will use open-ended questions with pointed, follow-up probing questions, where necessary. Questions will seek examples from personal experience. Participants will be encouraged to share their thoughts, feelings and concerns related to each general topic area.

The facilitator will also begin each group by handing out an index card to each participant and asking them to write what they think are the three main issues facing their town/city. The facilitator will then ask participants to share their topics with the group. The group will then consider the following questions:

1. What are some of the ways your communities are responding to these issues/needs?
2. What are the challenges/obstacles in meeting these issues/needs? What approaches have/have not been effective in the past?
3. What do you see as the strengths of your community when it comes to trying to address these issues/needs? What do you think are some of the weaknesses?
4. How well do members of the community generally use the resources provided to assist in meeting some of these issues/needs?
5. What are some of the other issues or needs that your community will be dealing with in the next 3 to 5 years?
6. If you were able to change something in the services provided to your community, what would that be?

Appendix E – Needs Assessment Survey

Needs Assessment Survey

The United Way of Greater Waterbury and the United Way of Naugatuck and Beacon Falls are conducting research to better understand the needs of the area.

1. In which town do you live?

Bethlehem	<input type="checkbox"/>
Beacon Falls	<input type="checkbox"/>
Cheshire	<input type="checkbox"/>
Middlebury	<input type="checkbox"/>
Naugatuck	<input type="checkbox"/>
Prospect	<input type="checkbox"/>
Southbury	<input type="checkbox"/>
Thomaston	<input type="checkbox"/>
Waterbury	<input type="checkbox"/>
Watertown	<input type="checkbox"/>
Wolcott	<input type="checkbox"/>
Woodbury	<input type="checkbox"/>

2. How would you rate the following services in the town in which you live?

	Excellent	Good	Fair	Poor	Don't know
Public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elementary school education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High school education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After school youth programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthcare services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance abuse services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Please indicate the level to which you agree or disagree with the following statements. Please respond with the town in which you live in mind.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Young children in this community are prepared to enter elementary school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are adequate after school programs for children in this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are people in this community who don't have enough to eat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homelessness is a problem in this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a lack of affordable housing in this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My community's food pantry adequately provides for the needs of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The recreational programs available for seniors in this community are adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People who have problems with substance abuse can get help in this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People who suffer from mental health problems can get help in this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aside from the local hospital emergency room, people in this community have access to a doctor for basic health needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior citizens in this community have adequate transportation options for traveling to medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. From the following list, please choose five items that you feel are the most pressing needs of the town in which you live.

	Percent Ranking as a Top Five Need
After school programs	<input type="checkbox"/>
Increased public transportation options	<input type="checkbox"/>
Increase in jobs	<input type="checkbox"/>
Teen community center	<input type="checkbox"/>
Affordable daycare	<input type="checkbox"/>
Access to affordable rental housing	<input type="checkbox"/>
Access to affordable homes	<input type="checkbox"/>
Mentoring programs for children	<input type="checkbox"/>
Tax relief for senior citizens	<input type="checkbox"/>
Recreation facilities	<input type="checkbox"/>
Access to affordable health care	<input type="checkbox"/>
A consistently stocked food pantry	<input type="checkbox"/>
Parenting education classes	<input type="checkbox"/>
Collaboration between social service agencies	<input type="checkbox"/>
Affordable preschool	<input type="checkbox"/>
Shelter for victims of domestic violence	<input type="checkbox"/>
Mental health counseling	<input type="checkbox"/>
Subsidized senior housing	<input type="checkbox"/>
Homeless shelter	<input type="checkbox"/>
Teen pregnancy prevention counseling	<input type="checkbox"/>
Health screening clinics for senior citizens	<input type="checkbox"/>
Home health care agencies	<input type="checkbox"/>
A town director for senior services	<input type="checkbox"/>

5. For what type of organization do you work?

Employed by a private business	<input type="checkbox"/>
Employed by a social service or health agency	<input type="checkbox"/>
Employed by local government (includes education)	<input type="checkbox"/>
Self-employed	<input type="checkbox"/>
Employed by state government (includes education)	<input type="checkbox"/>
Retired	<input type="checkbox"/>
Nonprofit	<input type="checkbox"/>
Employed by a public utility	<input type="checkbox"/>
Student	<input type="checkbox"/>
Not currently employed	<input type="checkbox"/>
Other	<input type="checkbox"/>

Appendix F – Needs Assessment Survey Results

Aggregate Results

The United Way of Greater Waterbury and the United Way of Naugatuck and Beacon Falls are conducting research to better understand the needs of the area.

1. In which town do you live?

Bethlehem	1%
Beacon Falls	2%
Cheshire	6%
Middlebury	6%
Naugatuck	9%
Prospect	4%
Southbury	4%
Thomaston	2%
Waterbury	42%
Watertown	12%
Wolcott	8%
Woodbury	4%
Total	100%
N= 543	

2. How would you rate the following services in the town in which you live?

	Excellent	Good	Fair	Poor	Don't know	Total
Public transportation	2%	17%	27%	32%	22%	100%
Elementary school education	21%	38%	22%	9%	10%	100%
High school education	17%	33%	26%	13%	11%	100%
After school youth programs	6%	24%	28%	18%	24%	100%
Senior services	11%	33%	21%	6%	29%	100%
Mental health counseling	2%	13%	22%	12%	51%	100%
Healthcare services	6%	34%	29%	8%	23%	100%
Recreation facilities	13%	28%	30%	21%	8%	100%
Housing options	4%	29%	33%	21%	13%	100%
Substance abuse services	2%	12%	18%	13%	55%	100%

3. Please indicate the level to which you agree or disagree with the following statements. Please respond with the town in which you live in mind.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total
Young children in this community are prepared to enter elementary school	17%	43%	14%	6%	20%	100%
There are adequate after school programs for children in this community	7%	27%	28%	11%	27%	100%
There are people in this community who don't have enough to eat	18%	48%	13%	4%	17%	100%
Homelessness is a problem in this community	13%	25%	30%	12%	20%	100%
There is a lack of affordable housing in this community	19%	39%	27%	3%	12%	100%
My community's food pantry adequately provides for the needs of the community	4%	30%	21%	3%	42%	100%
The recreational programs available for seniors in this community are adequate	8%	36%	14%	3%	39%	100%
People who have problems with substance abuse can get help in this community	4%	32%	14%	5%	45%	100%
People who suffer from mental health problems can get help in this community	4%	31%	14%	6%	45%	100%
Aside from the local hospital emergency room, people in this community have access to a doctor for basic health needs	10%	52%	17%	6%	15%	100%
Senior citizens in this community have adequate transportation options for traveling to medical appointments	9%	30%	17%	6%	38%	100%

4. From the following list, please choose five items that you feel are the most pressing needs of the town in which you live.

	Percent Ranking as a Top Five Need
After school programs	27%
Increased public transportation options	25%
Increase in jobs	23%
Teen community center	22%
Affordable daycare	20%
Access to affordable rental housing	18%
Access to affordable homes	18%
Mentoring programs for children	18%
Tax relief for senior citizens	17%
Recreation facilities	16%
Access to affordable health care	15%
A consistently stocked food pantry	13%
Parenting education classes	12%
Collaboration between social service agencies	12%
Affordable preschool	10%
Shelter for victims of domestic violence	9%
Mental health counseling	9%
Subsidized senior housing	8%
Homeless shelter	7%
Teen pregnancy prevention counseling	6%
Health screening clinics for senior citizens	5%
Home health care agencies	4%
A town director for senior services	3%

5. For what type of organization do you work?

Employed by a private business	44%
Employed by a social service or health agency	32%
Employed by local government (includes education)	7%
Self-employed	6%
Employed by state government (includes education)	3%
Retired	2%
Nonprofit	2%
Employed by a public utility	1%
Student	1%
Not currently employed	1%
Other	1%
Total	100%

Appendix F – Needs Assessment Survey Results

Waterbury Results

The United Way of Greater Waterbury and the United Way of Naugatuck and Beacon Falls are conducting research to better understand the needs of the area.

1. In which town do you live?

	Number of responses
Waterbury	230

2. How would you rate the following services in the town in which you live?

	Excellent	Good	Fair	Poor	Don't know	Total
Public transportation	3%	25%	33%	18%	21%	100%
Elementary school education	5%	23%	39%	20%	13%	100%
High school education	2%	18%	40%	26%	14%	100%
After school youth programs	3%	15%	31%	26%	25%	100%
Senior services	3%	21%	28%	13%	35%	100%
Mental health counseling	1%	18%	29%	17%	35%	100%
Healthcare services	4%	39%	32%	13%	12%	100%
Recreation facilities	1%	18%	38%	33%	10%	100%
Housing options	1%	21%	34%	32%	12%	100%
Substance abuse services	4%	19%	24%	13%	4%	100%

3. Please indicate the level to which you agree or disagree with the following statements.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total
Young children in this community are prepared to enter elementary school	4%	29%	29%	12%	26%	100%
There are adequate after school programs for children in this community	1%	20%	34%	18%	27%	100%
There are people in this community who don't have enough to eat	35%	51%	5%	--	9%	100%
Homelessness is a problem in this community	28%	52%	6%	--	14%	100%
There is a lack of affordable housing in this community	25%	36%	24%	5%	10%	100%
My community's food pantry adequately provides for the needs of the community	2%	33%	25%	5%	35%	100%
The recreational programs available for seniors in this community are adequate	1%	23%	20%	6%	50%	100%
People who have problems with substance abuse can get help in this community	7%	49%	9%	4%	31%	100%
People who suffer from mental health problems can get help in this community	4%	48%	13%	8%	27%	100%
Aside from the local hospital emergency room, people in this community have access to a doctor for basic health needs	6%	41%	26%	10%	17%	100%
Senior citizens in this community have adequate transportation options for traveling to medical appointments	4%	30%	20%	10%	36%	100%

-- No cases

4. From the following list, please choose five items that you feel are the most pressing needs of the town in which you live.

	Percent Ranking as a Top Five Need
Increase in jobs	45%
After school programs	40%
Affordable daycare	29%
Mentoring programs for children	28%
Access to affordable health care	28%
Increased public transportation options	27%
Access to affordable rental housing	26%
Teen community center	23%
Parenting education classes	20%
Tax relief for senior citizens	19%
Collaboration between social service agencies	19%
Recreation facilities	18%
A consistently stocked food pantry	18%
Access to affordable homes	17%
Homeless shelter	16%
Affordable preschool	12%
Shelter for victims of domestic violence	12%
Mental health counseling	10%
Teen pregnancy prevention counseling	9%
Health screening clinics for senior citizens	7%
Subsidized senior housing	6%
Home health care agencies	4%
A town director for senior services	4%

5. For what type of organization do you work?

Employed by a private business	39%
Employed by a social service or health agency	32%
Employed by local government (includes education)	8%
Employed by state government (includes education)	5%
Self-employed	4%
Nonprofit	3%
Retired	2%
Employed by a public utility	2%
Student	2%
Not currently employed	2%
Other	1%
Total	100%

Appendix F – Needs Assessment Survey Results

Results for the Surrounding Towns

The United Way of Greater Waterbury and the United Way of Naugatuck and Beacon Falls are conducting research to better understand the needs of the area.

1. In which town do you live?

Bethlehem	2%
Beacon Falls	3%
Cheshire	10%
Middlebury	11%
Naugatuck	16%
Prospect	7%
Southbury	7%
Thomaston	4%
Watertown	20%
Wolcott	14%
Woodbury	6%
Total	100%
N=313	

2. How would you rate the following services in the town in which you live?

	Excellent	Good	Fair	Poor	Don't know	Total
Public transportation	2%	10%	22%	42%	24%	100%
Elementary school education	32%	49%	10%	1%	8%	100%
High school education	27%	44%	17%	3%	9%	100%
After school youth programs	9%	30%	25%	12%	24%	100%
Senior services	17%	41%	16%	2%	24%	100%
Mental health counseling	3%	9%	18%	8%	62%	100%
Healthcare services	7%	31%	26%	5%	31%	100%
Recreation facilities	21%	35%	25%	13%	6%	100%
Housing options	5%	35%	33%	14%	13%	100%
Substance abuse services	1%	6%	15%	13%	65%	100%

3. Please indicate the level to which you agree or disagree with the following statements. Please respond with the town in which you live in mind.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total
Young children in this community are prepared to enter elementary school	25%	53%	4%	2%	16%	100%
There are adequate after school programs for children in this community	11%	32%	23%	6%	28%	100%
There are people in this community who don't have enough to eat	6%	47%	18%	7%	22%	100%
Homelessness is a problem in this community	2%	7%	47%	20%	24%	100%
There is a lack of affordable housing in this community	15%	40%	29%	2%	14%	100%
My community's food pantry adequately provides for the needs of the community	5%	28%	18%	1%	48%	100%
The recreational programs available for seniors in this community are adequate	12%	46%	10%	1%	31%	100%
People who have problems with substance abuse can get help in this community	2%	21%	17%	5%	55%	100%
People who suffer from mental health problems can get help in this community	3%	18%	15%	5%	59%	100%
Aside from the local hospital emergency room, people in this community have access to a doctor for basic health needs	12%	60%	11%	2%	15%	100%
Senior citizens in this community have adequate transportation options for traveling to medical appointments	13%	29%	15%	3%	40%	100%

4. From the following list, please choose five items that you feel are the most pressing needs of the town in which you live.

	Percent Ranking as a Top Five Need
Increased public transportation options	41%
Teen community center	36%
After school programs	35%
Access to affordable homes	30%
Affordable daycare	28%
Tax relief for senior citizens	27%
Recreation facilities	25%
Increase in jobs	23%
Access to affordable rental housing	23%
Mentoring programs for children	21%
A consistently stocked food pantry	18%
Access to affordable health care	16%
Collaboration between social service agencies	16%
Affordable preschool	16%
Parenting education classes	14%
Mental health counseling	13%
Subsidized senior housing	13%
Shelter for victims of domestic violence	12%
Teen pregnancy prevention counseling	8%
Health screening clinics for senior citizens	7%
Home health care agencies	7%
Homeless shelter	5%
A town director for senior services	3%

5. For what type of organization do you work?

Employed by a private business	44%
Employed by a social service or health agency	31%
Employed by local government (includes education)	7%
Self-employed	7%
Employed by state government (includes education)	3%
Retired	3%
Nonprofit	2%
Employed by a public utility	2%
Not currently employed	1%
Student	--
Other	+
Total	100%

-- No cases

+ Less than ½ of one percent

Appendix F – Needs Assessment Survey Results

Results for Naugatuck and Beacon Falls

The United Way of Greater Waterbury and the United Way of Naugatuck and Beacon Falls are conducting research to better understand the needs of the area.

1. In which town do you live?

	Number of Responses
Beacon Falls	8
Naugatuck	50

2. How would you rate the following services in the town in which you live?

	Excellent	Good	Fair	Poor	Don't know	Total
Public transportation	--	9%	26%	40%	25%	100%
Elementary school education	9%	47%	29%	5%	10%	100%
High school education	7%	30%	43%	10%	10%	100%
After school youth programs	--	26%	32%	25%	17%	100%
Senior services	3%	54%	21%	3%	19%	100%
Mental health counseling	2%	7%	26%	8%	57%	100%
Healthcare services	--	31%	36%	5%	28%	100%
Recreation facilities	5%	22%	47%	17%	9%	100%
Housing options	--	31%	34%	14%	21%	100%
Substance abuse services	--	9%	19%	18%	54%	100%

-- No cases

3. Please indicate the level to which you agree or disagree with the following statements. Please respond with the town in which you live in mind.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total
Young children in this community are prepared to enter elementary school	3%	63%	4%	7%	23%	100%
There are adequate after school programs for children in this community	2%	33%	32%	7%	26%	100%
There are people in this community who don't have enough to eat	11%	64%	11%	2%	12%	100%
Homelessness is a problem in this community	5%	21%	37%	5%	32%	100%
There is a lack of affordable housing in this community	5%	41%	33%	--	21%	100%
My community's food pantry adequately provides for the needs of the community	--	33%	26%	2%	39%	100%
The recreational programs available for seniors in this community are adequate	2%	52%	16%	2%	28%	100%
People who have problems with substance abuse can get help in this community	2%	23%	27%	5%	43%	100%
People who suffer from mental health problems can get help in this community	4%	23%	19%	5%	49%	100%
Aside from the local hospital emergency room, people in this community have access to a doctor for basic health needs	5%	67%	17%	2%	9%	100%
Senior citizens in this community have adequate transportation options for traveling to medical appointments	5%	25%	23%	9%	38%	100%

No cases

4. From the following list, please choose five items that you feel are the most pressing needs of the town in which you live.

	Percent Ranking as a Top Five Need
Increased public transportation options	47%
Teen community center	40%
After school programs	38%
Increase in jobs	38%
Mentoring programs for children	29%
A consistently stocked food pantry	28%
Recreation facilities	22%
Collaboration between social service agencies	22%
Parenting education classes	22%
Access to affordable homes	21%
Affordable daycare	21%
Tax relief for senior citizens	21%
Access to affordable health care	21%
Access to affordable rental housing	17%
Shelter for victims of domestic violence	17%
Affordable preschool	14%
Mental health counseling	14%
Homeless shelter	14%
Subsidized senior housing	9%
Health screening clinics for senior citizens	9%
Teen pregnancy prevention counseling	7%
Home health care agencies	7%
A town director for senior services	2%

5. For what type of organization do you work?

Employed by a private business	47%
Employed by a social service or health agency	20%
Employed by local government (includes education)	5%
Self-employed	13%
Employed by state government (includes education)	2%
Retired	5%
Nonprofit	6%
Other	2%
Total	100%

+ Less than ½ of one percent

Appendix G: Data Tables

PROFILE OF THE REGION

- Table 1 – 2006 Estimated Population
- Table 2 – 2006 Estimated Race/Ethnicity
- Table 3 – Percent 2006 Estimated Race/Ethnicity
- Figure 1 – 2006 Median Household Income
- Table 5 – Top Five 2-1-1 Service Requests 2006

BASIC NEEDS

- Table 6 – Unemployment Rate
- Table 7 – Employment by Industry for the Waterbury Labor Market Area
- Table 8 – Medical Transportation Options in Greater Waterbury
- Table 9 – Number of Food Stamp Participants in the Waterbury DSS Service Area
- Table 10 – Number of Clients Served by the Connecticut Food Bank – 2006
- Table 11 – Median Price of a Home

OLDER ADULTS

- Table 12 – Population for Ages 65 and Older and 85 and Older by Area
- Table 13 – Change in Population 1990 to 2000 by Area
- Table 14 – Projected Population Growth for Ages 55 and Older in Connecticut from 2000 to 2010

YOUTH

- Table 15 – Population Under 18
- Table 16 – Number of Children in Poverty and Percent of Students Receiving Free or Reduced Meals
- Table 17 – CMT 4th Grade Reading Scores
- Table 18 – Cumulative Dropout Rates
- Table 19 – Percent of Kindergartners with Preschool, Nursery School, or Head Start Experience

HEALTHCARE

- Table 20 – County Uninsured Rates and Estimated Number of Uninsured 2006
- Table 21 – Infant Deaths, Death Rate, and Low Birthweight Babies – 2003 and Percent of Births to Mothers on HUSKY A or Medicaid

PROFILE OF THE REGION

Population

- The total estimated population in 2006 for these 12 towns is over 270,000, an increase of close to three percent from the 2000 U.S. Census.¹
- While several of the smaller towns showed growth that exceeded the area's average, this region grew at a rate slower than the State of Connecticut (4.3 percent).
- The region has a slightly higher percentage of residents 65 years of age and older (14.4 percent) than the state as a whole (13.8 percent).
- Eighty-one percent of the population is identified as white, while 13 percent is identified as Hispanic (of any race) and eight percent is identified as black or African American.
- For the most part, the minority populations are concentrated in Waterbury. Close to 27 percent of those living in Waterbury are identified as Hispanic (of any race) and just over 16 percent are black or African American.

Table 1
2006 Estimated Population

	Population (2006)	Growth 2006/2000	Population 65 and older (2006)	Percent 65 and older	Growth 65 and older 2006/2000
Connecticut	3,551,413	4.28%	488,984	13.8%	4.00%
Greater Waterbury	270,568	2.97%	38,825	14.4%	1.05%
Beacon Falls	5,347	1.93%	535	10.0%	5.73%
Bethlehem	3,720	8.71%	491	13.2%	11.59%
Cheshire	29,439	3.14%	3,725	12.7%	3.70%
Middlebury	6,827	5.83%	1,060	15.5%	-0.66%
Naugatuck	31,594	1.95%	3,748	11.9%	3.17%
Prospect	9,150	5.09%	1,183	12.9%	2.60%
Southbury	19,276	3.82%	4,606	23.9%	-4.85%
Thomaston	8,152	8.65%	1006	12.3%	10.67%
Waterbury	108,920	1.54%	15,877	14.6%	-1.05%
Watertown	22,833	5.41%	3,299	14.5%	8.16%
Wolcott	15,566	2.31%	1,994	12.8%	0.10%
Woodbury	9,744	5.94%	1,301	13.4%	9.05%

Source: CERC Town profile 2007

Table 2
2006 Estimated Race/Ethnicity

	White	Black	Hispanic (any race)	Asian/Pacific	Native American	Other/Multi- Race
Beacon Falls	5,012	119	159	89	3	124
Bethlehem	3,595	14	39	43	1	67
Cheshire	25,386	1,708	1,499	1,052	37	1256
Middlebury	6,405	129	126	136	2	155
Naugatuck	28,009	1,299	1,830	767	47	1,472
Prospect	8,525	263	248	118	5	239
Southbury	18,125	385	447	351	10	405
Thomaston	7,919	64	187	61	5	103
Waterbury	70,905	17,680	29,341	2,307	250	17,778
Watertown	21,782	214	683	420	17	400
Wolcott	14,500	423	396	208	15	420
Woodbury	9,399	68	256	160	12	105

Source: CERC Town profile 2007

Table 3
Percent 2006 Estimated Race/Ethnicity

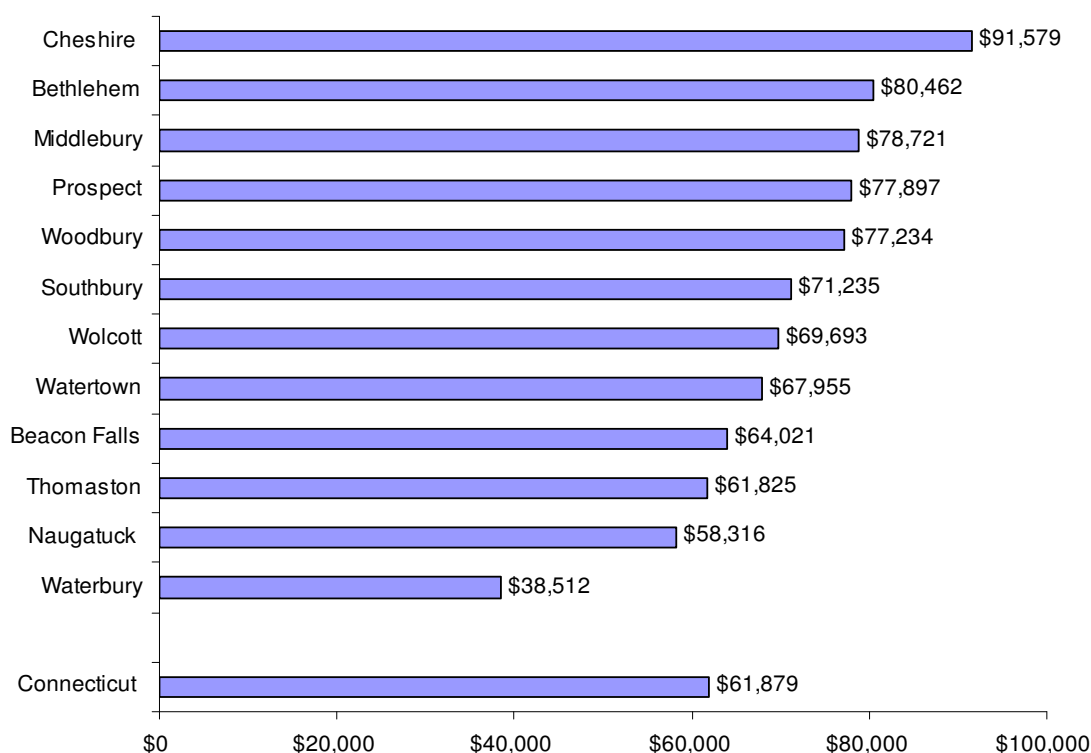
	White	Black	Hispanic (any race)	Asian/Pacific	Native American	Other/Multi- Race
Beacon Falls	93.7%	2.2%	3.0%	1.7%	0.1%	2.3%
Bethlehem	96.6%	0.4%	1.0%	1.2%	0.0%	1.8%
Cheshire	86.2%	5.8%	5.1%	3.6%	0.1%	4.3%
Middlebury	93.8%	1.9%	1.8%	2.0%	0.0%	2.3%
Naugatuck	88.7%	4.1%	5.8%	2.4%	0.1%	4.7%
Prospect	93.2%	2.9%	2.7%	1.3%	0.1%	2.6%
Southbury	94.0%	2.0%	2.3%	1.8%	0.1%	2.1%
Thomaston	97.1%	0.8%	2.3%	0.7%	0.1%	1.3%
Waterbury	65.1%	16.2%	26.9%	2.1%	0.2%	16.3%
Watertown	95.4%	0.9%	3.0%	1.8%	0.1%	1.8%
Wolcott	93.2%	2.7%	2.5%	1.3%	0.1%	2.7%
Woodbury	96.5%	0.7%	2.6%	1.6%	0.1%	1.1%

Source: CERC Town profile 2007

Economics

- Median household income ranges from just over \$38,500 in Waterbury to over \$91,000 in Cheshire (Figure 1). Seven of the towns exceed the state's median household income of \$61,879.
- According to the Self-Sufficiency Standard for Connecticut, the annual household income needed to achieve self-sufficiency (which includes covering expenses for housing, child care, food, transportation, and healthcare) for two adults and two school age children in Waterbury is \$49,263, much greater than the city's median income level of \$37,630.²
- In 2004, those living at or below poverty in New Haven County was 10.7 percent, while for those under age 18, the rate is 14.2 percent.³
- At 7.9 percent, Waterbury has the highest unemployment rate in the region. Nine of the 12 towns exceed the overall unemployment rate for the State of Connecticut (3.7 percent) through January 2007.⁴

Figure 1
2006 Median Household Income



Source: CERC Town profile 2007

- There were over 34,400 calls made to 2-1-1 from the area served by the United Way of Greater Waterbury in 2005 and over 3,600 from the area served by the United Way of Naugatuck and Beacon Falls. In both areas, service requests relating to utility assistance and temporary financial assistance top the list.

Table 5
Top Five 2-1-1 Service Requests 2006

United Way of Greater Waterbury		United Way of Naugatuck and Beacon Falls	
Service Request	Number of Service Requests	Service Request	Number of Service Requests
Utility assistance	2,212	Utility assistance	362
Temporary financial assistance	1,077	Temporary financial assistance	197
General information	1,055	Food pantries	127
Food pantries	745	General information	93
Homeless shelter	695	WIC	77

Source: 2-1-1

BASIC NEEDS
Employment · Transportation · Food · Shelter

Employment

- In January 2007, Waterbury posted the third highest unemployment rate in Connecticut at 7.9 percent (behind Windham and Hartford).
- The unemployment rate for the overall Waterbury Labor Market area is highest in the state at 6.4 percent.⁵ Nine of the 12 towns in this area exceeded the overall unemployment rate for the State of Connecticut (3.7 percent).
- In 1980, 55 percent of the region's jobs were located in Waterbury, while in 2005 that number fell to 42 percent. Manufacturing jobs have experienced a decrease of 29 percent from 2000 to 2005.⁶

Table 6
Unemployment Rate

	2002	January 2007
Beacon Falls	4.5%	4.4%
Bethlehem	3.2%	4.4%
Cheshire	3.1%	3.9%
Middlebury	3.4%	3.5%
Naugatuck	5.1%	5.9%
Prospect	3.9%	4.9%
Southbury	3.2%	4.1%
Thomaston	4.8%	5.6%
Waterbury	7.4%	7.9%
Watertown	4.5%	4.9%
Wolcott	4.3%	4.3%
Woodbury	3.4%	3.4%

Source: Connecticut Department of Labor

Table 7
Employment by Industry for the Waterbury Labor Market Area

Nonagricultural Jobs	Percent of Total 2005	Employment 2005	Percent change 2005/2000
Goods producing	19.1%	13,200	-25.0%
Construction, Natural Resources and Mining	4.2%	2,900	0.0%
Manufacturing	15.0%	10,400	-29.3%
Service Producing	80.9%	56,000	2.8%
Trade, Transportation and Utilities	19.8%	13,700	-2.1%
Information	1.3%	900	-10.0%
Financial Activities	3.8%	2,600	-16.1%
Professional and Business Services	9.4%	6,500	8.3%
Education and Health services	20.5%	14,200	8.4%
Leisure and Hospitality	7.1%	4,900	-7.5%
Other Services	3.9%	2,700	-3.6%
Government	15.0%	10,400	13.0%
Total	100.0%	69,200	-4.0%

Source: Council of Governments of the Central Naugatuck Valley

Transportation

Table 8
Medical Transportation Options in Greater Waterbury

Agency	Type of Transportation
Town of Southbury Dial-a-ride	Medical Transportation
Curtin Transportation Waterbury	Medical/Disability Transportation
Waterbury Hospital Health Center - Be Well Bus	Medical Transportation
Town of Prospect Chapel Senior Center	Medical/Disability Transportation, Senior rides
FISH of Woodbury	Medical Transportation
Town of Thomaston Dial-a-Ride	Medical/Disability Transportation, Senior rides
Mount Olive AME Zion Senior Center	Medical Transportation/Senior rides
Waterbury Senior Shuttle	Medical Transportation/Senior rides

Source: 2-1-1

Food

- Connecticut Department of Social Services statistics show a 3.6 percent increase in food stamp use in this region from January 2006 to January 2007. Over 22,000 are currently receiving food stamps while another 16,000 are eligible but are not currently enrolled.
- In 2006, there were close to 900 service requests made to 2-1-1 relating to food pantries by those in the towns served by the United Way of Greater Waterbury and the United Way of Naugatuck and Beacon Falls. Calls relating to food stamps or food pantries were among the top five service requests in eight of the 12 towns.

Table 9
Number of Food Stamp Participants in the Waterbury DSS Service Area

Town	Participating January 2006	Participating January 2007	Eligible but not participating January 2007
Beacon Falls	63	95	68
Cheshire	168	209	151
Middlebury	49	51	37
Naugatuck	1,465	1,506	1,091
Oxford	103	106	77
Prospect	78	98	71
Southbury	91	80	58
Waterbury	19,086	19,699	14,265
Watertown	345	418	303
Wolcott	249	228	165
Total	21,697	22,490	16,286

Source: Connecticut Department of Social Services

Table 10
Number of Clients Served
by the Connecticut Food Bank – 2006*

Bethlehem	3
Middlebury	39
Naugatuck	539
Southbury	na
Waterbury	8,054
Watertown	61
Wolcott	3
Woodbury	162
Total	8,280

*No clients in Beacon Falls, Cheshire,
Prospect, Thomaston were served
Source: Connecticut Food Bank
na not available

Shelter

- In Waterbury, from October 2005 through September 2006, two of the homeless shelters in town served over 1,200 clients and turned away 700 people due to a lack of beds.⁷
- In previous years the average time spent was around 117 days, while in 2006 it was closer to 150 days.⁸
- Overall, in Connecticut, between 2000 and 2005, housing prices have risen by close to 64 percent, while wages have risen by just over 18 percent.
- In the Greater Waterbury area, five of the towns have a median home price that exceeds the overall median for Connecticut of just over \$275,000.

Table 11
Median Price of a Home

	2006
Connecticut	\$275,000
Beacon Falls	\$275,000
Bethlehem	\$342,500
Cheshire	\$340,000
Middlebury	\$330,000
Naugatuck	\$233,580
Prospect	\$270,000
Southbury	\$426,250
Thomaston	\$219,500
Waterbury	\$159,900
Watertown	\$242,700
Wolcott	\$240,000
Woodbury	\$400,000

Source: CERC Town Profile 2007

OLDER ADULTS

- In the Greater Waterbury region, residents ages 65 and older comprise over to 14 percent of the population. Southbury has the highest percentage of those ages 65 and older at 24 percent, while Beacon Falls has the lowest percentage at just under 10 percent.
- Although the percent of the population that comprises the 85 and older age category is small, it is this age group that is showing dramatic growth for some areas. Nationwide, between 1990 and 2000, this age group experienced an approximate 38 percent growth rate. Growth for the 85 and older age group ranged from five percent for Prospect to over 100 percent for Bethlehem.
- On a statewide level, Connecticut is projecting continued growth in these oldest age categories by 2010. State projections show the largest growth will continue to be in the 85 and older age category.

Table 12
Population for Ages 65 and Older and 85 and Older by Area

	Percent 65 and older		Number age 65 and older	Percent 85 and older		Number age 85 and older
	2000	2006	2006	1990	2000	2000
Connecticut	13.8%	13.8%	488,984	1.4%	1.9%	64,273
Greater Waterbury	14.6%	14.4%	38,825	1.6%	2.2%	5,735
Beacon Falls	9.6%	10.1%	535	0.7%	0.9%	48
Bethlehem	12.9%	13.2%	491	0.8%	1.5%	52
Cheshire	12.6%	12.7%	3,725	1.7%	2.1%	591
Middlebury	16.5%	15.5%	1,060	1.8%	2.2%	143
Naugatuck	11.7%	11.9%	3,748	1.1%	1.6%	483
Prospect	13.2%	12.9%	1,183	1.8%	1.7%	147
Southbury	26.1%	23.9%	4,606	3.9%	5.8%	1,071
Thomaston	12.1%	12.3%	1006	1.1%	1.1%	83
Waterbury	15.0%	14.6%	15,877	1.7%	2.3%	2,414
Watertown	14.1%	14.5%	3,299	1.1%	1.8%	386
Wolcott	13.1%	12.8%	1,994	1.0%	1.2%	189
Woodbury	13.0%	13.4%	1,301	1.1%	1.4%	128

Source: 1990 and 2000 data from the U.S. Census, 2005 data estimates from CERC Town profile 2007

Table 13
Change in Population 1990 to 2000 by Area

	Ages 65-74	Ages 75-84	Ages 85+
United States	1.6%	22.9%	37.6%
Connecticut	-9.6%	22.2%	36.8%
Greater Waterbury	-15.7%	15.1%	39.4%
Beacon Falls	-22.8%	20.5%	26.3%
Bethlehem	21.6%	16.9%	108.0%
Cheshire	2.7%	35.0%	31.9%
Middlebury	-14.7%	42.6%	30.0%
Naugatuck	-22.3%	21.8%	42.5%
Prospect	3.4%	55.0%	5.0%
Southbury	3.3%	0.2%	72.7%
Thomaston	-17.5%	32.4%	7.8%
Waterbury	-26.7%	3.2%	29.5%
Watertown	-8.1%	36.3%	69.3%
Wolcott	-1.8%	71.5%	40.0%
Woodbury	8.6%	43.7%	43.8%

Source: U.S. Census

Table 14
Projected Population Growth for Ages 55 and Older
in Connecticut from 2000 to 2010

	Growth Rate			
Year	Age 55+	Age 65+	Age 75+	Age 85+
2000 to 2010	19%	8%	7%	37%

Source: Decennial Census 1990-2000 Connecticut Office of Policy and Management,
Services 95-1, September 1995

YOUTH

Education · Behavioral Health

- Children and youth comprise roughly a quarter of a town's population.
- Thirty-six percent of all households contain children and youth. Eight percent of households in the region and 12 percent of households in Waterbury with children are headed by single mothers.⁹

Table 15
Population Under 18

	Estimated Percent under 18 2006	Estimated Number under 18 (2006)	Percent Under 18 2000
Greater Waterbury	23.9%	64,780	25.7%
Beacon Falls	23.9	1,280	25.2%
Bethlehem	22.2	827	25.2%
Cheshire	23.9	7,031	25.2%
Middlebury	23.2	1,584	24.5%
Naugatuck	25.3	7,993	26.9%
Prospect	23.6	2,157	24.9%
Southbury	21.7	4,181	22.8%
Thomaston	22.4	1,824	25.3%
Waterbury	24.9	27,089	26.5%
Watertown	21.6	4,942	24.8%
Wolcott	24.6	3,825	26.0%
Woodbury	21.0	2,047	24.0%

Source: 2000 data from the U.S. Census, 2006 data from
CERC Town Profile 2007

- In 2005, the number of school age children (5 through 17 years of age) living in families in poverty is estimated to be over 5,800, similar to 2002 levels in this 12 town area.

Table 16
Number of Children in Poverty and
Percent of Students Receiving Free or Reduced Meals

	Number of those ages 5 to 17 in poverty		Percent of students receiving free/reduced meals
	2002	2004	2005
School District			
Cheshire School District	141	143	2.8%
Naugatuck School District	545	546	26.1%
Thomaston	111	117	11.0%
Waterbury	4,549	4,509	66.1%
Watertown	20	18	11.4%
Wolcott	89	92	14.9%
Regional District 14 (Bethlehem and Woodbury)	144	144	5.3%
Regional District 15 (Middlebury and Southbury)	129	131	1.8%
Regional District 16 (Beacon Falls and Prospect)	139	142	8.1%
Total	5,867	5,842	NA

Source: State Department of Education
NA = Not Available

Education

- The percent of students meeting state goals on the Connecticut Mastery Test 4th grade reading test in Waterbury remains well behind the percent in surrounding towns and in the State of Connecticut.
- Cumulative dropout rates for Waterbury have fallen since 2000 but remain above the state dropout rate.

Table 17
CMT 4th Grade Reading Scores
(Percent of Students Meeting the State Goal)

	% Meeting State Goal		Change 2005 to 2000
	2000-2001	2005-2006	
State of Connecticut	56.9%	57.8%	0.9
Cheshire	78%	77.6%	-0.4
Naugatuck	47%	45.7%	-1.3
Thomaston	51%	60.0%	9.0
Waterbury	29%	30.5%	1.5
Watertown	60%	59.0%	-1.0
Wolcott	57%	73.7%	16.7
Region 14 Bethlehem and Woodbury	78%	68.5%	-9.5
Region 15 Middlebury and Southbury	81%	77.5%	-3.5
Region 16 Beacon Falls and Prospect	75%	63.1%	-11.9

Source: State Department of Education

Table 18
Cumulative Dropout Rates

	Cumulative Dropout Rate		Change 2005-2000
	Class of 2000	Class of 2005	
State of Connecticut	12.2%	7.4%	-4.8
Cheshire	6.3%	5.1%	-1.2
Naugatuck	8.0%	9.1%	1.1
Thomaston	11.7%	7.8%	-3.9
Waterbury	28.0%	11.7%	-16.3
Watertown	15.4%	7.8%	-7.6
Wolcott	3.9%	7.3%	3.4
Region 14 Bethlehem and Woodbury	2.1%	1.5%	-0.6
Region 15 Middlebury and Southbury	5.1%	6.6%	1.5
Region 16 Beacon Falls and Prospect	0.0%	6.8%	6.8

Source: State Department of Education

School Readiness

- Statewide, 77 percent of young children have had such experience upon entering kindergarten, while in Waterbury, 57 percent of children enter school with preschool experience.
- In the northwest section of Connecticut, which includes the Greater Waterbury area, the cost of childcare at a licensed center ranges from \$110 per week to over \$440 per week with the average cost being roughly \$200 per week. The average cost of preschool is close to \$170 per week and ranges from \$80 to \$288 in this region.¹⁰

Table 19

Percent of Kindergartners with Preschool, Nursery School, or Head Start Experience

	2000-01	2004-05	Change 2004-05 to 2000-01
State of Connecticut	74.7%	77.0%	2.3
Cheshire	96.8%	89.8%	-7.0
Naugatuck	70.6%	72.0%	1.4
Thomaston	83.1%	72.3%	-10.8
Waterbury	43.5%	56.9%	13.4
Watertown	86.8%	81.6%	-5.2
Wolcott	72.3%	77.1%	4.8
Region 14 Bethlehem and Woodbury	81.0%	89.8%	8.8
Region 15 Middlebury and Southbury	82.1%	88.9%	6.8
Region 16 Beacon Falls and Prospect	79.8%	83.1%	3.3

Source: State Department of Education

Behavioral Health

- Data from the Office of Healthcare Access shows that adolescents in need of hospital-based psychiatric care often need to seek care outside of the area since there are only five adolescent in-patient beds for behavioral health issues in Greater Waterbury and none for children under 13 years of age.¹¹
- In 2004, at least 200 pediatric patients in need of acute inpatient behavioral healthcare in Greater Waterbury had to find care outside of the region. Meanwhile, statewide, the need for psychiatric in-patient beds is increasing as children under 12 had the highest median length of stay in psychiatric hospitals (seven days).¹²
- Substance abuse issues for young people affect those who live in the city and in the suburbs. Research conducted on treatment rates shows that young adults ages 18 to 25 have the highest need for substance abuse treatment. Close to 24 percent of that age group was found to have a need for treatment compared with just over five percent of those over 26 years of age.¹³
- Statewide, births to teenagers account for 2.2 percent of all births, while in Waterbury, that figure is higher at six percent.¹⁴
- State Department of Public Health data show that those ages 15 to 24 have the highest incidence of sexually transmitted diseases.¹⁵

HEALTHCARE

Access to Healthcare

- In 2006, there were over 62,000 people in New Haven County who were uninsured.¹⁶
- Sixty-one percent of all uninsured Connecticut residents are employed. While older adults and youth can qualify for state and federal health coverage, working adults (ages 19-64) do not automatically qualify for assistance.¹⁷
- Young adults (ages 19 to 29) have the highest risk of being uninsured. Twenty-two percent of this age group statewide are uninsured. Nearly three-quarters of these are employed full-time.¹⁸
- In 2005, the U.S. Census Bureau estimates that there were 68,000 children under the age of 18 who are uninsured in Connecticut.¹⁹ This represents just over eight percent of all Connecticut children.

Table 20
County Uninsured Rates and Estimated Number of Uninsured 2006

County	Percent Uninsured	Estimated Number of Uninsured
Fairfield	8.6%	77,900
Hartford	4.3%	37,600
Litchfield	1.8%	3,500
Middlesex	2.9%	4,800
New Haven	7.3%	62,100
New London	8.1%	21,600
Tolland	5.6%	8,200
Windham	8.5%	9,900

Source: Office of Healthcare Access 2006 Household Survey
and U.S. Census July 2005 Population Estimates

- The infant mortality rate for Connecticut is currently 5.4. For these 12 towns, infant mortality is a significant concern for Waterbury where the rate exceeds the state average and that of several other urban areas in Connecticut at 10.8 deaths per 1,000 births.
- Table 19 also shows the number of births to mothers covered by HUSKY A or Medicaid. In Waterbury and other urban areas around the state, over 60 percent of all births are to mothers receiving supportive coverage.²⁰ Despite enrollment in HUSKY A, babies born to these mothers are still more likely than babies born to other mothers to be low birthweight (9.7 percent vs. 7 percent statewide 2004). Mothers enrolled in HUSKY A are also less likely to have received prenatal care in their first trimester than other mothers (78 percent vs. 93 percent statewide 2004).²¹

Table 21
 Infant Deaths, Death Rate, and Low Birthweight Babies – 2003
 Percent of Births to Mothers on HUSKY A or Medicaid

	Number of Infant Deaths	Infant Death Rate*	Low Birthweight	Percent of births to Mothers on HUSKY A or Medicaid (2004)
State of Connecticut	230	5.4	3,229	30.7%
Beacon Falls	-	-	4	14.3%
Bethlehem	-	-	1	**
Cheshire	1	-	8	5.2%
Middlebury	1	-	3	8.6%
Naugatuck	2	-	25	31.2%
Prospect	-	-	6	10.6%
Southbury	-	-	12	9.1%
Thomaston	1	-	6	25.9%
Waterbury	18	10.8	173	61.4%
Watertown	1	-	4	15.0%
Wolcott	-	-	10	14.7%
Woodbury	-	-	5	5.5%
Selected Urban Areas				
Bridgeport	20	8.9	210	60.5%
Hartford	14	6.4	228	76.0%
New Haven	22	11.1	215	62.2%

Sources: State Department of Health and Connecticut Voices for Children

*Infant death rate is per 1,000 live births

- no cases

**Number of births to mothers on HUSKY A or Medicaid is less than 5

-
- ¹ Connecticut Economic Resource Center (CERC), Town Profiles, April 2007.
- ² Connecticut Voices for Children, The State of Working Connecticut, September 2006.
- ³ U.S. Census GCT-P14 Income and Poverty.
- ⁴ Connecticut Department of Labor, Labor Situation, January 2007.
- ⁵ Connecticut Department of Labor, Labor Situation, January 2007. (The Waterbury Labor Market area includes: Beacon Falls, Middlebury, Naugatuck, Prospect, Waterbury, Watertown, and Wolcott.)
- ⁶ A Profile of the CNVR: 2006, Council of Governments of the Central Naugatuck Valley
- ⁷ Connecticut Coalition to End Homelessness, Annual Homeless Shelter Demographic Report, Federal Fiscal Year 2005.
- ⁸ Ibid.
- ⁹ U.S. Census Bureau, 2000.
- ¹⁰ 2-1-1 Childcare.
- ¹¹ Office of Healthcare Access, Report of the Committee to Examine Hospital Inpatient Behavioral Health Bed Capacity for Children. January 2006.
- ¹² Office of Healthcare Access, Connecticut Acute Care Hospitals' Psychiatric Discharges and Clinic Encounters, State Fiscal Years 2000-2202., December 2003.
- ¹³ Department of Mental Health and Addiction Services, Setting Substance Abuse Treatment Priorities – Determining Need, February 1, 2007.
- ¹⁴ State Department of Health, Registration Reports. 2003.
- ¹⁵ State Department of Health, Trends in Chlamydia Cases by Age at Diagnosis, Connecticut 2000-2005 and Trends in Gonorrhea by Age at Diagnosis, Connecticut 2000-2005.
- ¹⁶ Office of Healthcare Access, Databook: Health Insurance Coverage in Connecticut, January 2007.
- ¹⁷ Office of Healthcare Access, Databook: Health Insurance Coverage in Connecticut, January 2007.
- ¹⁸ Office of Healthcare Access, Overview of OHCA's 2006 Young Adults Survey, March 2007.
- ¹⁹ Connecticut Voices for Children, Uninsured Children in Connecticut 2005. February 2007.
- ²⁰ Connecticut Voices for Children, Births to Mothers in Medicaid by Town, 2004. December 2006.
- ²¹ Connecticut Voices for Children, How is HUSKY Program Performing? March 2007.