THE CITY OF NEW YORK
Department of Youth and Community Development
(Community Action Agency, Community Services Block Grant Program)

COMMUNITY NEEDS ASSESSMENT REPORT

NYC
Department of Youth & Community Development

Mayor
Bill de Blasio

Commissioner
Bill Chong

Photo: NYC Department of Youth & Community Development Cornerstone Mentoring field day

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NYC Department of Youth & Community Development

Empowering Individuals.
Strengthening Families.
Investing in Communities.

DYCD Mission

The New York City Department of Youth and Community Development invests in a network of community-based organizations and programs to alleviate the effects of poverty and to provide opportunities for New Yorkers and communities to flourish.

DYCD Guiding Principles

OPPORTUNITIES FOR ALL
Prioritizing investments to help eliminate disparities in under-resourced communities and to improve the quality of life for all New Yorkers.

STEWARDSHIP
Responsible management of City resources by valuing accountability, integrity and transparency, and delivering impactful results.

HOLISTIC APPROACHES
Serving the whole person or family either directly or through strategic collaborations.

BEING A LEARNING ORGANIZATION
Fostering professional development, continuous quality improvement, and a culture of excellence and adaptability for ourselves and those we serve.

INTEGRITY
Honoring and expecting ethical behavior of ourselves and others.

STRATEGIC RELATIONSHIPS
Growing and maintaining relationships with community-based organizations that are respected by their neighbors and peers, and culturally aligned with the populations they serve.

INCLUSIVENESS
Building a staff that mirrors New York City itself, and encouraging and inspiring the organizations we support to provide quality services to all communities, in safe, accepting environments with staff who are supportive, welcoming and trustworthy.

COMMUNITY VOICE
Promoting civic engagement and an open exchange of communication to inform communities – empowering them to self-advocate for necessary resources for community development, growth, stability and greater self-sufficiency.

LETTER FROM THE COMMISSIONER

June, 2017

Dear Friends:

On behalf of the Department of Youth and Community Development (DYCD), thank you for your interest in the 2016 Community Needs Assessment (CNA).

DYCD introduced the assessment to hear directly from New Yorkers and document their views on what is needed to improve the well-being of their own communities. The findings demonstrate that programs and services in the categories of education, employment/career advancement, and basic needs are the top priorities, and these just happen to be the resources that would especially benefit low-income New Yorkers. The de Blasio administration has invested tremendous resources to begin to address these priorities, including expanding DYCD-funded services and programs.

DYCD's recent program integration, systems upgrades and new analytics platforms support efforts such as this survey and the Neighborhood Advisory Board (NAB) process, allowing the agency to use community feedback to inform program design and assess program success as part of our continuous quality improvement process. Given the results of the 2016 CNA survey, DYCD will broaden its efforts to partner with other NYC agencies and community organizations to reduce barriers and better connect participants to existing resources, particularly in high-need communities.

As underscored by our mission statement, DYCD's primary goal is to invest in programs and organizations that alleviate the effects of poverty and provide opportunities for New Yorkers and communities to flourish. In addition, DYCD's guiding principles include opportunities for all, inclusiveness, holistic approaches, and community voice. This report on DYCD's 2016 CNA speaks directly to these objectives. Furthermore, these strategic actions will help DYCD to carry out its vision to improve the quality of life of New Yorkers by collaborating with local organizations and investing in the talents and assets of our communities to help them develop, grow, and thrive.

I hope you find this report informative and useful. If you have any comments, please direct them to **dycdppie@dycd.nyc.gov**.

Sincerely,

Bill Chong,
Commissioner

WHAT IS A COMMUNITY NEEDS ASSESSMENT?

A Community Needs Assessment (CNA) collects feedback directly from New York City residents and institutional leaders on the service needs and gaps present in their communities. It also gathers input from directors of DYCD-funded programs and participants in anti-poverty programs funded by the federal Community Services Block Grant (CSBG).

In its role as the designated Community Action Agency for New York City, DYCD is advised by the Community Action Board (CAB), a citywide body that that participates in community development efforts and works with Neighborhood Advisory Boards (NABs) in neighborhoods that receive CSBG funding. The NABs are aligned with designated geographic districts where poverty is concentrated, known as Neighborhood Development Areas (NDAs).

Currently, there are 42 NDAs and 42 associated NABs, each with twelve seats. Among the key responsibilities of the NAB members is the assessment of community needs and setting program and funding priorities for the benefit of low-income residents in their NDAs.

WHAT ARE THE GOALS OF THE COMMUNITY NEEDS ASSESSMENT?

✓ **Identify solutions** to alleviate the effects of poverty based on the information gathered from New York City adults and young people

✓ **Identify citywide service gaps** that will inform DYCD programmatic priorities and investments

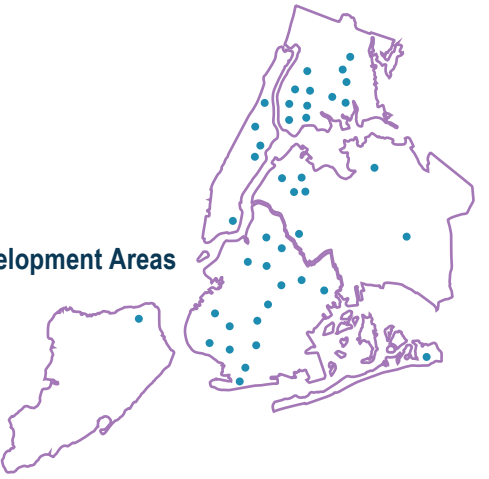
✓ **Identify service gaps** in Neighborhood Development Areas (NDA) that will inform Neighborhood Advisory Board (NAB) programmatic priorities and investments

✓ Identify ways that DYCD and its providers can **improve program quality, service delivery**, and **program management**

42 Neighborhood Advisory Boards (NABs)

Each NAB has twelve seats **12**

NAB's are located in **42** Neighborhood Development Areas



HOW DID THIS CNA DIFFER FROM PREVIOUS ASSESSMENTS?

DYCD expanded on previous needs assessment efforts by introducing:

• **Multiple surveys** that combine common questions regarding service needs and gaps along with questions tailored to specific stakeholder groups: adults, youth, employers, faith-based leaders, public school principals, program directors, CSBG-funded program participants, and key informants (elected officials and Community Board leaders)

• Use of **newly released publications** and studies to identify the causes and conditions of poverty in New York

• Adult Survey was **translated in several prevalent languages** including Spanish, Haitian-Creole, Bengali, Russian, Cantonese and Mandarin

• In addition to paper distribution, **DYCD developed a series of web-based survey platforms**

13K+ WHO WAS SURVEYED?

As a result of this large-scale collection of electronic and paper surveys, more than **13,400 surveys** were gathered from New Yorkers, including (but not limited to):

- *Youth and adults from the city at large*
- *Attendees of public hearings*
- *Public school principals*
- *Faith-based leaders, interfaith organizations*
- *Recipients of CSBG-funded programs*
- *Community Board leaders*
- *Community-based organization program directors*
- *Representatives from each NDA*
- *Employers from DYCD's Ladders for Leaders*
- *Elected officials*

WHAT ARE THE KEY FINDINGS OF THE ASSESSMENT?

POVERTY

Poverty in NYC shows significant disparities by race, gender, immigrant status, and geography.

NEEDS AND SERVICE GAPS

Citywide, the greatest needs and service gaps were in the categories of:

•**Education** (highest ranked categories: English classes (ESL); adult education/literacy; and financial literacy)

•**Employment** and Career Advancement (jobs skills/employment training; internships; career exploration; entrepreneurship; and education/career counseling)

•**Basic Needs** (housing assistance; food and nutrition assistance; legal services; emergency shelter; and financial assistance)

PERSPECTIVES ON PROGRAMS

Stakeholder groups had different perspectives on programs they needed or desired, but were unable to access:

•Adults (food and nutrition assistance; English classes; and afterschool programs)

•Youth (internships; culinary arts, cooking, or baking; and career exploration)

•Faith-based organization leaders (afterschool programs; housing assistance; and adult education/literacy services)

•Public school principals (employment training; adult education/literacy; and English classes)

DIVERSE PRIORITIES

Stakeholder groups identified different priorities in stating the most needed services in their communities:

Adults
(afterschool programs; job skills/employment training; and adult education/literacy)

Faith-based organization leaders
(financial education/literacy; financial assistance; and senior citizen services)

Public school principals
(afterschool programs; family counseling; and summer recreation programs)

PROGRAM BARRIERS

Adults and youth identified the following barriers to participation in programs that interested them:

- Lack of programs in their neighborhood
- Lack of awareness of existing programs
- Lack of knowledge of program locations
- Prohibitive program costs*

54% Over half of the youth survey respondents who indicated that they were unable to participate in a program or activity area that interested them cited lack of knowledge of program or activity locations

34% More than one out of three youth respondents cited cost as a barrier

32% Almost one out of three cited lack of programs or activities in their neighborhood

PROGRAM MANAGEMENT

The results from the survey of program directors:

- Indicated **strong satisfaction with the quality monitoring** of their programs by DYCD program managers
- Suggested that DYCD should focus **program director meetings on quality improvement topics**
- Suggested the need for **improved communication channels with DYCD staff** responsible for procurement, payment, and legal issues

WHAT EMPLOYERS ARE LOOKING FOR

Employers identified the following skills and competencies as those needed for internships:

- Industry-specific knowledge
- Leadership skills
- Ability to "manage up" and communicate with superiors
- Critical thinking and problem-solving skills
- Professional email etiquette

*DYCD-funded programs are at no cost to participants

SERVICE DELIVERY

The results from the survey of CSBG program participants:

- Indicated strong satisfaction with the quality of service they received
- Suggested a need to strengthen referral pathways and connections between programs
- Identified the need for greater opportunities in the areas of civic engagement and volunteerism

Photo: NYC Department of Youth & Community Development
Neighborhood Advisory Board, Bronx #10

Photo: NYC Department of Youth & Community Development
Ladders for Leaders employment program participants

SNAPSHOT OF SURVEY RESPONDENTS:

Youth:

• Highest percentage of youth were in **High School** and identified as **Black or African-American**

• Over half of respondents frequently or occasionally had **problems with money**. More than one out of five frequently or occasionally **witnessed a violent crime and/or had a mental health issue/depression**

• Almost one in five respondents frequently or occasionally **did not have enough to eat**

Adults:

• The highest percentage of respondents indicated that the primary languages spoken at home were **English**, **Spanish**, and **Chinese**

• **Less than half** of respondents said they were **currently working** (full-time or part-time)

• The **highest percentage of respondents** who were **unemployed** themselves and/or had members of their household who were not working cited the **unavailability and unaffordability or child care** as a barrier to employment, followed by physical limitations or illness.

Interfaith:

• Overall, approximately one out of three respondents (**34 percent**) said their **congregation had between 1 and 100 people** attending services of their congregation

• The highest percentage of respondents (**23 percent**) said their **congregation was non-denominational**

• **Almost all surveyed provided referrals** to NYC government agencies, other faith-based, nonprofit, and/or community-based organizations if members of their congregation needed programs and services

Principals:

• The **highest percentage** of principals worked in schools **with 501 to 1,000 students** (small)

• **98 percent** had a **community-based organization implementing programs and services** in their school

WHAT WILL BE DONE WITH THE INFORMATION COLLECTED?

DYCD will use the information collected from the CNA to plan and design more effective programming, to better align and connect programming and service providers at the community level, and to advance its Mission and Vision Statements, and Guiding Principles. The data will also be used to inform DYCD's strategic planning and to serve as a resource for NAB members as they set funding priorities for CSBG-funded programs.

The findings from the CNA are already informing several important strategic initiatives and new directions for the agency. For example, DYCD aims to build on the successes of this community needs assessment with further input across neighborhoods and community members and expanded use of technology to facilitate data collection.

Photos: NYC Department of Youth & Community Development staff training new online program quality, evaluation and management tools.

WHAT ARE THE NEXT STEPS?

Next steps for the agency will include:

Strengthening data-driven decision-making across the agency

- Use survey results to better empower Neighborhood Advisory Boards
- Expand stakeholder input
- Improve data collection
- Revise policies and practices
- Develop new communications strategies

Improving marketing and promotion of DYCD-funded services

- Resource guides for principals
- Increase awareness of *discoverDYCD*
- Promote DYCD's network of funded programs to enrolled participants through DYCD Connect and internal/community presentations

Developing and supporting new partnerships

- Collaborations with other City agencies and community-based organizations to better connect participants with resources

- As part of the agency's integration efforts, DYCD is developing a common language and approach to collaborations so that providers at the neighborhood level are better able to work together on behalf of community residents

Guiding future investments

- Utilize the CNA findings and priorities set by the Neighborhood Advisory Boards for the next Neighborhood Development Areas Initiative solicitation

Enhancing community NAB voice

- Use the CNA report and findings to continue substantive conversations with the community at large

- Neighborhood Advisory Board members will take a lead role in community engagement activities related to setting funding priorities

- There will be ongoing conversations with community stakeholders to gather input on how the agency should best respond to their respective community needs

Inform Key Policies and Practices:

- Internally, DYCD program leadership will use the feedback received from program directors to revise policies and practices, including improving contractor meetings for networking and professional development

- As part of DYCD's ongoing efforts to align systems and processes across the agency, executive staff will revise its newly developed balanced scorecard to incorporate new indicators and improvement targets

Expand Stakeholder Input and Survey Technology:

- The development of DYCD's new analytics platform will streamline data collection and enable greater use of survey technology to facilitate participant feedback throughout DYCD's network of programs. In turn, DYCD will enhance its capacity to regularly gather information from program participants and external stakeholders

NEIGHBORHOOD DEVELOPMENT AREAS SERVICE GAPS

	Afterschool	Basic Needs	Education	Employment & Career Advancement	Family Supports	Supports for Special Population
Bronx 1 Mott Haven/Melrose	1	3		2		
Bronx 2 Hunts Point/Longwood		2	1		3	
Bronx 3 Morrisania/Claremont		1	2		3	
Bronx 4 Highbridge/Concourse Village	1	2		3		
Bronx 5 Mount Hope/University Heights		1	2	3		
Bronx 6 Belmont/Tremont	3	1		2		
Bronx 7 Bedford Park/Norwood		1	3		2	
Bronx 8 Kingsbridge Heights/Van Cortlandt Village	2	1				3
Bronx 9 Soundview/Castle Hill		1		2		3
Bronx 10 Parkchester/Weschester Square		1	3	2		
Bronx 11 Morris Park/Bronxdale	2	1		3		
Bronx 12 Williamsbridge/Baychester	2	1	3			
Brooklyn 1 Greenpoint/Williamsburg	2	3	1			
Brooklyn 2 Fort Greene/Clinton Hill		2	1	3		
Brooklyn 3 Bedford–Stuyvesant		1	3	2		
Brooklyn 4 Bushwick	3	1	2			
Brooklyn 5 East New York	3	1	2			
Brooklyn 7 Sunset Park	3	1	2			
Brooklyn 8 Crown Heights North	1	2		3		
Brooklyn 9 Crown Heights South	2	1	3			
Brooklyn 10 Bay Ridge/Dyker Heights	1		2		3	

#1 First most cited gap

#2 Second most cited gap

#3 Third most cited gap

	Afterschool	Basic Needs	Education	Employment & Career Advancement	Family Supports	Supports for Special Population
Brooklyn 11 Bensonhurst	3	1	2			
Brooklyn 12 Borough Park		1		2	3	
Brooklyn 13 Coney Island		1	3			2
Brooklyn 14 Flatbush/Midwood		1	2	3		
Brooklyn 15 Gravesend/Homecrest	3	1	2			
Brooklyn 16 Brownsville		1		2	3	
Brooklyn 17 East Flatbush	2	1	3			
Manhattan 3 Lower East Side/Chinatown	2		1			3
Manhattan 9 Morningside Heights/Manhattanville		1	2		3	
Manhattan 10 Central Harlem		3	2	1		
Manhattan 11 East Harlem			1	3		2
Manhattan 12 Washington Heights/Inwood		1	2	3		
Queens 1 Long Island City/Astoria		1	2	3		
Queens 2 Woodside		1	2		3	
Queens 3 Jackson Heights	3	2	1			
Queens 4 Elmhurst/Corona	1	3	2			
Queens 5 Ridgewood/Maspeth		1	3	2		
Queens 7 Flushing	2	1	3			
Queens 12 South Jamaica	2	1			3	
Queens 14 Rockaway	3	2	1			
Staten Island 1 St. George/Stapleton	2	1			3	

NEW YORK CITY AGENCY WEBSITES

New York City Main Website nyc.gov
- *For links to City resources, visit* **www1.nyc.gov/nyc-resources/categories.page**

Growing Up NYC growingupnyc.cityofnewyork.us

Department of Youth and Community Development (DYCD) nyc.gov/dycd
- *Resources for nonprofits*
- *DYCD Youth Connect (1-800-246-4646)*
- *Locator tool for DYCD-funded programs*
- *Guide to Using the Core Competencies–Youth Work Professionals and Supervisors*

Administration for Children's Service nyc.gov/acs
- *Office of Community Partnerships (child welfare services)*
- *Adult Protective Services*
- *Preventive Services*
- *Keeping Children Safe*
- *Juvenile Justice Programs*

Department for the Aging nyc.gov/aging
- *Senior Centers • Elder Abuse and Crime Victim Services*
- *Home Delivered Meals and In-Home Services*
- *Job Training and Advocacy*

Department of Consumer Affairs nyc.gov/dca
- *Office of Financial Empowerment (financial education and counseling)*

Department of Education nyc.gov/doe
- *District 79 Living for the Young Family through Education Program (support for student parents)*
- *Division of Family and Community Engagement (support for public school families)*
- *Division of English Language Learners (support for public school immigrant families)*

NEW YORK CITY AGENCY WEBSITES

Department of Finance nyc.gov/dof
- *Rent increase exemption programs for seniors and persons with disabilities*

Department of Health and Mental Hygiene nyc.gov/doh
- *NYC Teen and Bronx Teens Connection*
- *Family Resource Centers*
- *District Public Health Offices (Brooklyn, Bronx, Harlem)*
- *Newborn Home Visiting Program (support for new mothers)*
- *Nurse Family Partnership (support for first-time mothers and their children)*
- *NYS Department of Health: Women, Infants, Children (WIC)*
- *Medicaid application*

Department of Homeless Services nyc.gov/dhs
- *General Information*
- *Homebase*

Department of Small Business Services nyc.gov/sbs
- *Workforce 1 Career Centers Community Partners Program*

Health + Hospitals nychealthandhospitals.org
- *Dental Care*
- *Youth Health*
- *LBGTQ Health Care Services*

DISCOVER
Opportunities and Services Near You
DYCD

discoverDYCD allows users to search for DYCD-funded providers by program type, borough, neighborhood or zip code, and provides contact information, lists of activities offered, and a mapping feature with navigation.

dycdapps.dycdconnect.nyc/discoverdycd/home

DYCD would like to thank everyone who participated in the 2016 Community Needs Assessment process. Comments should be addressed to: dycdppie@dycd.nyc.gov

NYC Department of Youth & Community Development

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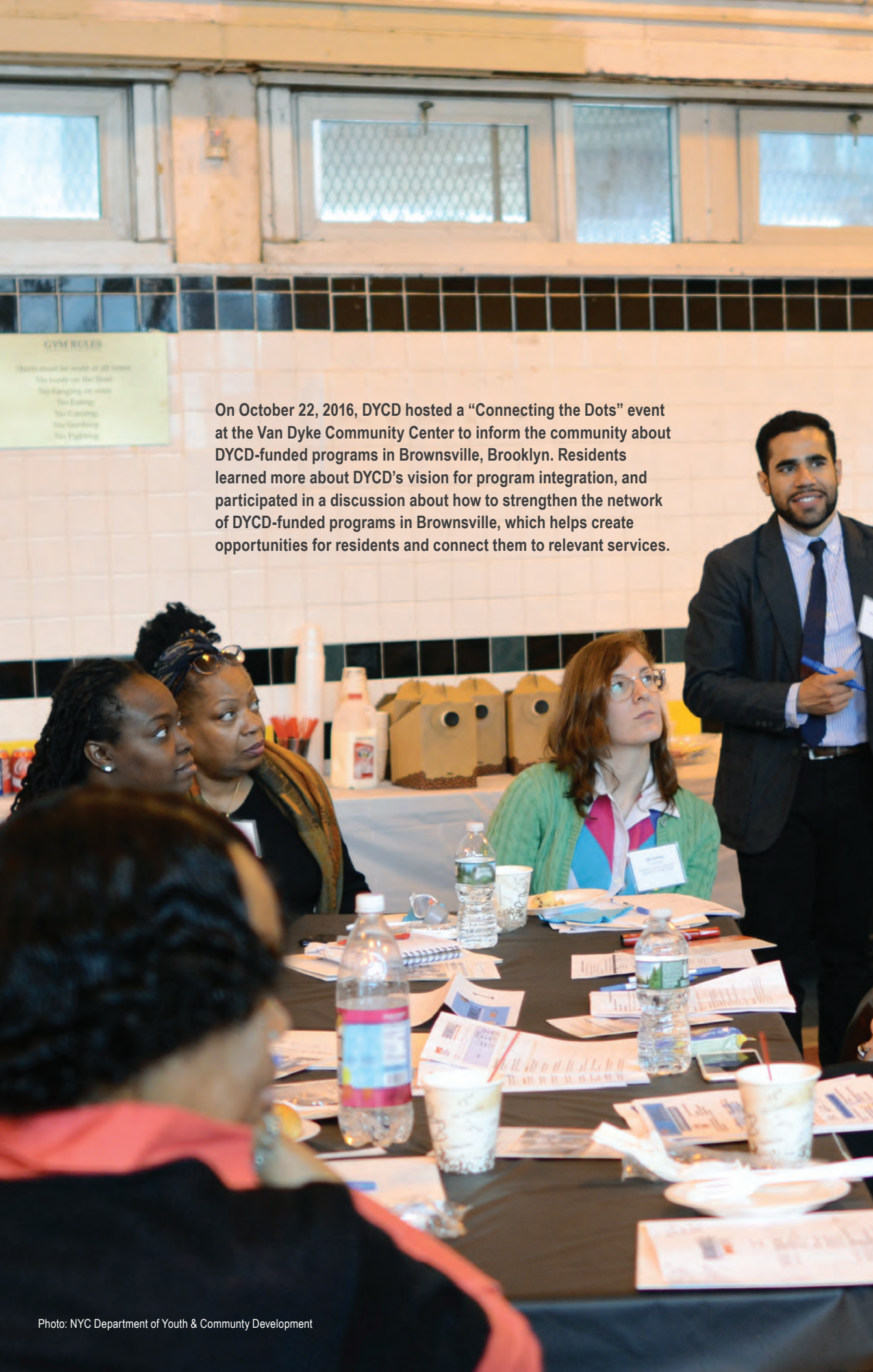

On October 22, 2016, DYCD hosted a "Connecting the Dots" event at the Van Dyke Community Center to inform the community about DYCD-funded programs in Brownsville, Brooklyn. Residents learned more about DYCD's vision for program integration, and participated in a discussion about how to strengthen the network of DYCD-funded programs in Brownsville, which helps create opportunities for residents and connect them to relevant services.

Photo: NYC Department of Youth & Community Development

COMMUNITY NEEDS ASSESSMENT REPORT

THE CITY OF NEW YORK
Department of Youth and Community Development
(Community Action Agency, Community Services Block Grant Program)

Department of
Youth & Community
Development

New York City Department of Youth and Community Development
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New York, NY 10007

www.nyc.gov/dycd @nycyouth

Youth Connect
Toll free: 1.800.246.4646
Out-of-State: 646.343.6800

Call 311 for government information and services
Out-of-City: 212.NEW.YORK (212.639.9675)

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