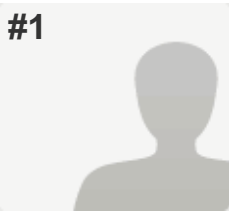


#1



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 10, 2016 9:52:29 AM

Last Modified: Wednesday, August 10, 2016 9:57:20 AM

Time Spent: 00:04:51

IP Address: 24.171.185.222

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)

Respondent skipped this question

Q2: What services do you provide? (OPTIONAL)

Respondent skipped this question

Q3: Have you applied for grants from Carrboro?

yes

Q4: What do you think are the key human service needs in Carrboro?

mental health support
youth recreation and connection
support for family stress

Q5: What do you think are the three most important human service needs facing the community?

same

Q6: What factors contribute to human service needs have you identified in Carrboro?

families are overwhelmed with demands both economic and social

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Town support of nonprofits is great - the agencies collaborate and are run by good folks

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

I worry about unconnected individuals who are lonely, may have mental health issues, may be going through trauma such as divorce, having conflicts with neighbors and employers. If they don't have a social group or church, what do they do?

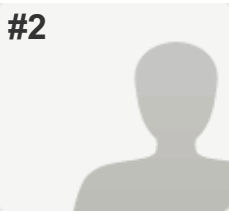
Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Nonprofit agencies don't get together much anymore. The Third Sector Alliance brings them together but maybe the Town could partner with the TSA to sponsor more communication in the sector

Q10: Comments

Respondent skipped this question

#2

**COMPLETE****Collector:** Web Link 1 (Web Link)**Started:** Wednesday, August 10, 2016 9:54:41 AM**Last Modified:** Wednesday, August 10, 2016 10:10:11 AM**Time Spent:** 00:15:29**IP Address:** 98.26.16.30

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)*Respondent skipped this question***Q2: What services do you provide? (OPTIONAL)***Respondent skipped this question***Q3: Have you applied for grants from Carrboro?**

Yes.

Q4: What do you think are the key human service needs in Carrboro?Affordable housing
Transportation
Jobs**Q5: What do you think are the three most important human service needs facing the community?**Affordable housing
Transportation
Jobs**Q6: What factors contribute to human service needs have you identified in Carrboro?**Poverty
Challenges faced by undocumented residents**Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?**Concerned and caring elected officials and staff
Collaboration among nonprofits**Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?**

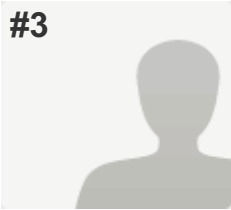
Limited government and nonprofit resources prevent people from getting the help they need.

Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Figure out ways to bring more money into the community to address needs.

Q10: Comments*Respondent skipped this question*

#3



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 10, 2016 10:00:45 AM

Last Modified: Wednesday, August 10, 2016 10:10:11 AM

Time Spent: 00:09:26

IP Address: 152.23.3.150

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)

Orange County Food Council, board member, Molly De Marco (I'm happy to talk more about my answers)
molly_demarco@unc.edu

Q2: What services do you provide? (OPTIONAL)

We are not a direct service provider, we convene workgroups to address food security, farmland preservation, economic development.

Q3: Have you applied for grants from Carrboro?

Yes, 1, 2016 Outside Agency

Q4: What do you think are the key human service needs in Carrboro?

Affordable housing, living wage jobs, transit that connects lower income neighborhoods to jobs (particularly those with non-standard work hours), addressing equity in opportunities and resource allocation.

Q5: What do you think are the three most important human service needs facing the community?

Respondent skipped this question

Q6: What factors contribute to human service needs have you identified in Carrboro?

systemic/institutional racism, people of color are invisible.

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

starting to think about how to address equity, strong living wage policy, staff and elected officials receiving racial equity training

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

I'd like to see funding for social justice organizations...many organizations that receive funding are based on the charity model or a band-aid approach....how about also funding organizations that address root causes of the need for human services.

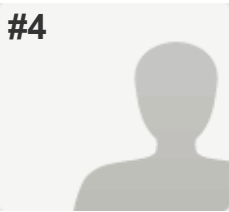
Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

certified kitchens for use by small food enterprises - maintain a list of those in Carrboro that exist, make connections between organizations with certified kitchens and small businesses needing that - such as caterers, food trucks, value-added processors.

Q10: Comments

Text on how you are defining 'Human Services' would be helpful here.

#4



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 10, 2016 10:18:19 AM

Last Modified: Wednesday, August 10, 2016 10:36:59 AM

Time Spent: 00:18:39

IP Address: 96.10.76.21

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)

Dan Sargent, Executive Director with Rebuilding Together of the Triangle

Q2: What services do you provide? (OPTIONAL)

Home repairs for low-income homeowners

Q3: Have you applied for grants from Carrboro?

Yes, both Human Services and Affordable Housing Fund

Q4: What do you think are the key human service needs in Carrboro?

I think housing availability and affordability are top of mind, and are the needs that we encounter most frequently in our efforts.

Q5: What do you think are the three most important human service needs facing the community?

Housing Affordability/Availability, Care and Support for Seniors, and probably hunger.

Q6: What factors contribute to human service needs have you identified in Carrboro?

Development strategy, town culture, and just the size of the town, with the pressure from Chapel Hill, drive a lot of these challenges. Those things also provide Carrboro with lots of wonderful things, but you can't take the good without the bad.

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

I think that Carrboro does a good job of listening to the needs of the community, and are committed to investing financially in meeting them. I think the community does a lot of things well, but the most important might be the ability and willingness to listen and adjust strategy as needs change.

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

I don't see significant gaps in service, though my view is limited. I think the issues around housing would be more about program and service capacity, instead of thinking about it as a gap. The needs of the community are not a mystery, but it is difficult to wave a wand and meet them.

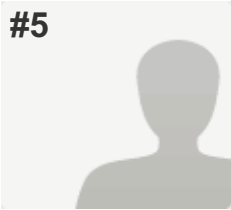
Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

What if the Town hosted a networking event with the Chamber and some/all of the town's nonprofit partners to help make connections and see if there were opportunities to work together. I think the town should avoid the appearance they are picking winners in terms of trying to create partnerships directly, but facilitating the chance for the corporate community to learn more broadly about the work being done across the community could mobilize additional investment and interest from the private sector.

Q10: Comments

Thanks for doing this!

#5



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 10, 2016 11:59:26 AM

Last Modified: Wednesday, August 10, 2016 12:08:36 PM

Time Spent: 00:09:10

IP Address: 74.243.131.165

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)

Sarah Black, Director, The Exchange Club's Family Center in Alamance County

Q2: What services do you provide? (OPTIONAL)

Child abuse prevention and treatment services. We do in-home visitation services and parenting classes in Orange County (and other counties).

Q3: Have you applied for grants from Carrboro?

Yes. Town of Carrboro

Q4: What do you think are the key human service needs in Carrboro?

Family Violence (including Child Abuse & Neglect and Domestic Violence), Substance Abuse, Basic Needs Issues (Homelessness, Poverty Issues, Food Disparity).

Q5: What do you think are the three most important human service needs facing the community?

See above

Q6: What factors contribute to human service needs have you identified in Carrboro?

Socioeconomic gaps (gap between rich and poor is getting larger less middle ground) and long term histories of trauma leading to many poor personal choices and lack of development. Generational issues of trauma and poverty.

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Town of Carrboro funding process is done well. Identified needs of community, town plans on addressing the needs. Communication is done well.

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Carrboro like many communities gets caught up in addressing basic needs from a triage model. More funding needs to be focused on prevention to address the complicated generational issues that cause the basic needs issues. For example feeding the same person over and over again rather than investing in programs that address the continual need for food (teaching, healing, rather than just giving).

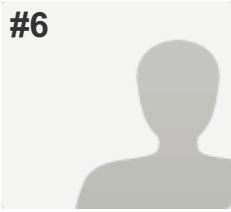
Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Teach and empower businesses on how they can help address these gaps. Help communicate to the community how to work together to build stronger, healthier families which in turn drives up economic factors.

Q10: Comments

Respondent skipped this question

#6

**COMPLETE****Collector:** Web Link 1 (Web Link)**Started:** Thursday, August 11, 2016 9:08:49 AM**Last Modified:** Thursday, August 11, 2016 9:36:25 AM**Time Spent:** 00:27:36**IP Address:** 96.10.236.6

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)*Respondent skipped this question***Q2: What services do you provide? (OPTIONAL)***Respondent skipped this question***Q3: Have you applied for grants from Carrboro?**

Yes.

Q4: What do you think are the key human service needs in Carrboro?

crisis/transitional/affordable housing, crisis-related services, long-term mental health services and parenting supports.

Q5: What do you think are the three most important human service needs facing the community?

same as #4

Q6: What factors contribute to human service needs have you identified in Carrboro?

poverty, gender inequity, intimate partner and interpersonal violence/conflict, lack of parenting skills/mental health care to avoid traumatization of children who will then grow up to adults with avoidable challenges, racism, expense of raising young children (child care costs, etc.), etc.

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Thorough grant vetting process. Seems like a fair, thoughtful and transparent process. Variety of agencies funded.

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

There is a desperate need for crisis/transitional/affordable housing and short-term financial assistance for women and children who are fleeing domestic violence.

Need more low fee or subsidized quality child care.

Need more low fee or subsidized long-term mental health care.

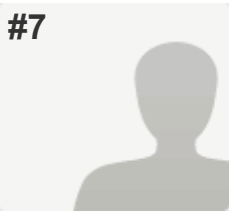
Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Additional human services funding.

Encouragement of businesses to donate to non-profits or provide financial sponsorships.

Q10: Comments*Respondent skipped this question*

#7



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Thursday, August 11, 2016 12:12:11 PM

Last Modified: Thursday, August 11, 2016 12:21:27 PM

Time Spent: 00:09:15

IP Address: 45.37.126.131

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)

Stacey Yusko
Executive Director
Chapel Hill-Carrboro Meals on Wheels

Q2: What services do you provide? (OPTIONAL)

meals delivered to the home at lunch 5 days a week

Q3: Have you applied for grants from Carrboro?

yes

Q4: What do you think are the key human service needs in Carrboro?

access to food, affordable housing and job counseling

Q5: What do you think are the three most important human service needs facing the community?

same as above
food, shelter, jobs

Q6: What factors contribute to human service needs have you identified in Carrboro?

Simple aging, adequate supplies of affordable housing, Economic environment, lack of education

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Carrboro does a good job of trying to meet as many needs as possible. I can't comment on specifics because I am not informed enough. I just know that I feel Carrboro has the interest of their citizens at heart

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

I think it's hard to find affordable housing. And I think there aren't enough jobs

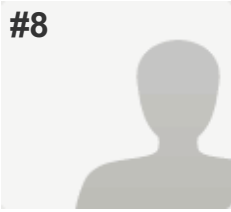
Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

I don't think there's anything that there are issues that Carrboro isn't willing to address - I feel it's more a matter of adequate funding which just isn't possible. Trying to balance the tax burden vs social services is very tricky - All Carrboro can do is to keep having the human services hearings where nonprofits defend their grant requests and allow time for education of mission and determine how effectively the funds are being used.

Q10: Comments

Respondent skipped this question

#8



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Thursday, August 11, 2016 3:03:28 PM

Last Modified: Thursday, August 11, 2016 3:11:36 PM

Time Spent: 00:08:07

IP Address: 24.163.88.66

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)

Ashley Thomas, Founder and E.D., Bridge II Sports

Q2: What services do you provide? (OPTIONAL)

Adapted sports for individuals with physical disabilities to include youth, adults, and veterans

Q3: Have you applied for grants from Carrboro?

Yes

Q4: What do you think are the key human service needs in Carrboro?

Access to opportunities. There are many needs within communities. Having an opportunity to safe house, recreation, schools, etc., are most important. When individuals have opportunity, then, they have a way to change.

Q5: What do you think are the three most important human service needs facing the community?

Housing, Health, Employment

Q6: What factors contribute to human service needs have you identified in Carrboro?

Limited funds, knowledge, and need to collaborate in order to streamline opportunities.

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Genuinely caring leaders who are willing to hear and then try to solve the challenge.

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Staying healthy when mobility is effective can be difficult. Adapted equipment is expensive and takes up a lot of space to store. The effect have great consequence when that basic need of activity is not accessible with further heath issues being impacted.

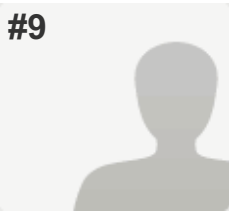
Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

I think Carrboro does a great job with communicating and being open to see. Connecting dots within the municipal system can be of great value.

Q10: Comments

I value the support we have received and the guidance we get when presenting our need at the County meetings. Thank you.

#9



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Thursday, August 11, 2016 5:38:26 PM

Last Modified: Thursday, August 11, 2016 5:45:55 PM

Time Spent: 00:07:28

IP Address: 199.227.6.82

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)

Respondent skipped this question

Q2: What services do you provide? (OPTIONAL)

Respondent skipped this question

Q3: Have you applied for grants from Carrboro?

Yes

Q4: What do you think are the key human service needs in Carrboro?

Services to low-income families with young children

Q5: What do you think are the three most important human service needs facing the community?

access to quality child care
access to mental health services
job training and education supports

Q6: What factors contribute to human service needs have you identified in Carrboro?

support for infrastructure and capacity of non-profit service providers - declining funding and inflexible funding that will not support operational/overhead costs undermine ability to deliver services

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Town funding for non-profits - prioritization and commitment of the Town, the dedicated funding process

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

There is a good range/variety of services that address most sectors of the community and their needs. Gaps have to do with limited capacity/resources to serve the number who need or could benefit from services

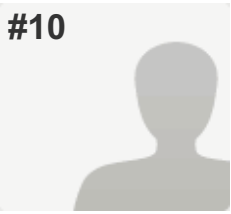
Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Revisit the most recent funding application process - it became more cumbersome and challenging; Additional funding put into that process would of course also help address gaps

Q10: Comments

Respondent skipped this question

#10



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Tuesday, August 16, 2016 8:53:40 PM

Last Modified: Tuesday, August 16, 2016 9:11:58 PM

Time Spent: 00:18:18

IP Address: 162.198.203.117

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)

Chapel Hill - Carrboro Human Rights Center, Inc.
Immigrant & Refugee Community Partnership

Kevin J. Noonan, Executive Director

Q2: What services do you provide? (OPTIONAL)

HRC/IRCP's core programs are:

"Bridge Builders" which matches volunteers with individual families to help them overcome cultural barriers.

"Food for the Family" supports weekly food distributions which are run by recipient volunteers.

"Linc ESL" is a collaboration with UNC students to provide ESL training to people who are immigrants/refugees.

"Youth Empowerment/Education" provides opportunities for student dialogue about the challenges of cultural integration.

"Tech & Jobs Collaborative" provides access to digital literacy and equipment to assist with jobs and assimilation. Graduates of this program receive a refurbished computer.

Q3: Have you applied for grants from Carrboro?

Yes

Q4: What do you think are the key human service needs in Carrboro?

Additional support for people who arrived as immigrants and refugees.

Q5: What do you think are the three most important human service needs facing the community?

Affordable Housing
Jobs with living wages
Additional funding to the school system.

Q6: What factors contribute to human service needs have you identified in Carrboro?

People find it increasingly difficult to afford housing in town. There are not enough jobs which pay living wages. Teachers are not adequately compensated.

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Carrboro seems to have progressive leadership which is sensitive to the needs of human services.

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Due to the absence of resettlement agencies (in town) the people who are resettled here do not have regular support.

This is the gap which we try to fill but we have no regular source of funding.

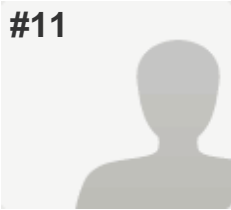
Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Additional funding.

Q10: Comments

We appreciate your willingness to look into these issues.

#11



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 17, 2016 7:04:56 AM

Last Modified: Wednesday, August 17, 2016 7:15:43 AM

Time Spent: 00:10:46

IP Address: 45.37.103.136

PAGE 1: Human Service Assessment

Q1: What is your name, position, and Non-Profit? (OPTIONAL)

Kevin Hicks
Executive Director
Triangle Bikeworks

Q2: What services do you provide? (OPTIONAL)

Organized cycling opportunities for youth of color

Q3: Have you applied for grants from Carrboro?

Yes, the 2016-2017 grant cycle

Q4: What do you think are the key human service needs in Carrboro?

A place for youth to gather, inter sectionally, in an open and welcoming environment.

Q5: What do you think are the three most important human service needs facing the community?

poverty, food insecurity, youth services

Q6: What factors contribute to human service needs have you identified in Carrboro?

Lack of spaces specifically for youth of all ages

Q7: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Carrboro listens and attempts to meet the needs of its citizens.

Q8: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Youth services are provided by Recs & Parks but that only goes so far. Youth don't have spaces unique to them. Other youth services are picked up by NGOs. Carrboro could invest in providing spaces for youth of all ages or at least assist the private sector/NGOs in doing so.

Q9: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Because youth cross between Carrboro and Chapel Hill the two towns should form a partnership specifically for the effort of funding a space for youth.

Q10: Comments

Thanks for asking
