

Teton County Needs 2011
A Social Services Needs Assessment
Measuring human need in our community



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Teton County Needs: A Social Service Needs Assessment Executive Summary

The purpose of the 2011 Teton County Social Services Needs Assessment is to better understand the needs of people in Teton County Wyoming and the programs designed to assist them. The assessment is a requirement of and funded by the Community Service Block Grant Program, a federal grant program directed toward the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient.

This assessment is not a list of what we already know. It is a quantification of critical aspects of our community. In the course of many interviews, hours of research and comparison of data, this project frames and clarifies some issues and trends that we already knew existed and also offers some surprises. In the end, it is now possible to measure the list of human needs in Teton County against specific criteria to prioritize the top three and form a plan for moving forward. With today's economic situation we can expect things to get worse, not better, in the next 3-5 years. Careful planning and decisive action are needed urgently.

The intent of the assessment was to find out:

- The magnitude of people experiencing poverty in Teton County
- What services and resource aid those people experiencing poverty
- Trends in human need, especially following the recession
- Gaps in services and resources and opportunities for action
- Priority of need and recommendations for action

To accomplish this, four primary strategies were used in collecting information:

1. A community survey consisting of seven questions was conducted
 2. Public forums were held to gather public comment
 3. Program and aggregate client data was gathered directly from service providers
 4. Demographic data was collected from public agencies and other publications
1. The **community survey** was administered online and in-person in hard copy. 358 individuals completed the survey during the 30-day survey period, or 1.7% of the county population. The CSBG assessment protocol requires that responses from those in poverty or potential users of low-income services be included. In Teton County, 224 survey participants self-reported that they have been social service clients, or 62% of respondents.
 2. Fifteen people attended the two **public forums** held on June 22nd. While attendance was low in numbers, the resulting conversations were rich and passionate. Most significantly, it was very important to some residents to have the opportunity to be heard in person.
 3. 37 different service providers/people with access to data were contacted through telephone and personal interviews and email in order to compile the **program and aggregate client data** portions of the report.
 4. Internet research and contact with public agencies, like the Department of Family Services, rounded out the data with **demographics** and industry data.

Critical Needs/Gaps

After careful consideration of all the data, the following three areas of need rise to the top of the list as the most critical.

- Affordability of Health Care
- Unemployment
- Emergency and Transitional Housing

The following criteria were used in selecting the top three needs.

The Community Service Block Grant Program provided this criterion.

- Number of people affected
- Needs that are life threatening
- Needs that adversely affect the local economy
- Needs that are interrelated to other needs

Affordability of Health Care

The Teton Free Clinic estimates that they will provide 1,400 patient visits in 2011, that's up from 564 in 2008. Each Tuesday a line forms and the staff works through a careful triage process, making sure that the most urgent cases are addressed. Despite their herculean efforts, the need for low or no-cost care is overwhelming and our current resources do not meet the need. We are not an underserved medical community. We have adequate facilities and staff; the issue is the ability of residents to pay for healthcare. We know that 25% of Teton County residents are uninsured and with each job loss, that number grows. Those of us who are insured now have high deductible health insurance plans, creating a strong trend for people to put off preventative care and even minor procedures until the condition is very serious and can't be avoided. This trend is unhealthy for patients and costly for our system.

Unemployment

Teton County lost more than 2,000 jobs since 2008, with construction being especially hard-hit. Not only is the unemployment rate higher, the rate is volatile over the course of the year. Our predictable off seasons have been replaced with longer periods of limited job openings followed by shorter periods of work availability. When work is available it is often for lower-end positions that pay less. Workers quickly slip behind in their financial obligations, as the shorter employment times do not allow them to catch up even if they work long hours and/or multiple jobs. The number of people who have exhausted their unemployment benefits grows, swelling the ranks of those in need. Unemployment has hit our middle and upper-middle class hard, jeopardizing their ability to maintain housing, even for 15-year-plus homeowners. This trend is especially dangerous because sound employment can provide solutions to all the other needs; but the loss of employment quickly erodes even the most conservative life.

Emergency and Transitional Housing

Emergency and transitional housing for families and special populations, such as people with disabilities, does not exist in our community. Such housing is unacceptably limited for women. Emergency and transitional housing for men reaches capacity and is limited in length of stay and scope of services. Our local service providers work hard, but the cost of land and housing makes acquiring any kind of institutional housing almost impossible. The few smaller, lower-rent housing developments that have been used as stop-gaps in the past have been converted to condominiums or upgraded to justify higher rents. The exception to the housing gap for women

and families is for those experiencing domestic violence, sexual assault or stalking. We have an excellent domestic violence shelter and these comments do not pertain to that aspect of emergency housing services.

Recommendations

A wise man once said “A good plan today is better than a perfect plan tomorrow”. This holds true for our social service needs and the recommendations following this assessment. There isn’t a perfect answer, but we must act.

Our community is already at work, every day on these issues. This recommendation list is provided with the knowledge that groups of specialists are working every day with local government and other agencies to address these issues. In many cases, recommendations are already being implemented.

Criteria for Recommendations

Recommendations will be:

- Consistent with the goals of the Community Service Block Grant Program; that low-income people become more self-sufficient and that their current condition is improved
- Practical in our community, given the scope of need there is some chance of measurable improvement
- Strategic in nature, moving forward today with the current economic forecast and predicted increase in need in the next 3-5 years in mind

Affordability of Health Care

- Increased understanding of state and private insurance options for the uninsured, including changes in service due to federal healthcare legislation and the full menu of choices for each person to take responsibility for their own health care planning
- Expansion of low-income clinic options. The Free Clinic is doing what it can; other ways to expand the concept need to be explored.

Unemployment

- Re-training efforts, helping people change professions or get trained in an area where there are jobs should be continued and expanded
- Assistance for employers needs to be continued, including training funds, loan programs, business planning support and new avenues for resources and information to help employers in this changing environment
- Requirements that people receiving some kinds of financial support are enrolled in employment services should be expanded to encourage people to develop a plan for the future and utilize the resources the State of Wyoming is now committing to Workforce Services

Emergency and Transitional Housing

- Capacity for serving women, children and special populations must be increase. With houses in foreclosure and commercial and residential rentals sitting empty, this is the time to design a contract with property owners. Empty commercial space may even be a possibility.

- Our community has a history of working with motel and hotel owners during the off seasons. This strategy should be implemented whenever possible to avoid the high cost of building new facilities.
- Subsidized designation of existing rental units must be promoted whenever possible. In this market, contacting owners when rental properties go on the market may yield new ways to work together to keep existing units in the rental pool. Organizations who work with clients needing this type of housing should meet proactively with community leaders, such as bank presidents and real estate specialists, who may be able to design mutually-beneficial plans and pre-identify desirable properties.

Summary and Conclusions

The Community Service Block Grant funds have never been needed more than they are today and this report finds that, in fact, the need has risen significantly. The number of people living in poverty in Teton County is climbing at an alarming rate. 678 Teton County Families have been documented as living in poverty as defined by the U.S. government. If we assume that those families have an average size of three people, that's 10% of Teton County's population. These are only the families who have applied for federal assistance programs, certainly only a small percentage of those who qualify. Clients arrive at agencies with more severe and more expensive problems than we've ever seen. At the same time, funding support for our agencies is cut at each turn of the fiscal year. With resources thin, we've instinctively done triage and invested what we have in most urgent cases. Unfortunately that leaves prevention efforts dwindling, creating an even larger number of more severe issues for tomorrow. These trends are expected to continue and worsen, requiring all the attention we can give.

Teton County Needs

A Social Service Needs Assessment for Teton County, Wyoming

Purpose, Activities and Methodology

Purpose of Project

The federal government's Community Service Block Grant Program (CSBG) awards approximately \$40,000 a year to our community to promote the self-sufficiency of low-income residents. In order to remain eligible for this funding, we are required to conduct an assessment of our social service needs every three years. This will be our first assessment.

Scope

The project is geographically restricted to Teton County, Wyoming. We are required to collect both public opinion and statistical data. The public opinion data must reasonably include clients and potential clients.

Oversight of the Community Service Block Grant and the Assessment

A ten-member tripartite board comprised of community members, representatives of low-income residents and community organizations oversees the local grant program and the assessment. Grant funds are managed by the Community Resource Center. Assessment activities were paid for using CSBG funds allocated for assessment use only.

Use of Data

The information will be used to allocate funding this year and to apply for future grants. In addition, the data has been made available to the public.

Timeline and Activities

May 2011

- Project website created: www.tetoncountyneeds.org.
- Survey created, online and hard copy, English and Spanish
- Communication plan: Newspaper advertising design, email info@tetoncountyneeds.org, schedule for survey tables around community

June 2011

- June 7, 2011: The survey period opened and website live
- June 8, 2011: Newspaper ads begin, inviting public to participate
- June 9, 2011: The first public survey table at Teton County Library
- June 22, 2011: Two public forums are held 9:30 a.m. and 5:30 p.m.
- Ongoing: Public comment period continues through June, including newspaper, radio, list-serves, service club announcements, as well as public survey tables.

July 2011

- July 5, 2011: Public survey closes
- Ongoing: Data collection from services providers, survey data analysis

August 2011

- Project report, data comparison
- August 12, 2011: First report release to Systems of Care
- August 15-19, 2011: Response period, as indicated in assessment manual
- September 7, 2011: Public and final release of report

Methodology

Public Comment

The public comment period was open for four weeks, June 7 through July 5, 2011.

Survey

The assessment coordinator created the survey, with review by survey professionals and members of the public. The format closely follows instructions and recommendation in the Community Services Block Grant Program and State Management Plan, CFDA publication #93.569, including the list of “need areas” used repeatedly in the survey. The survey was offered to the public in two ways, online and in hard copy. In both cases, it was available in English and in Spanish.

The online survey opportunity was advertised in the following ways:

- At www.tetoncountynneeds.org, the project website
- Newspaper advertisements in the Jackson Hole News and Guide
- Public Service announcements on local radio stations
- Community Calendar on Jackson Hole Radio.com
- The Jackson Hole Chamber of Commerce Business List Serve
- The Community Foundation of Jackson Hole Nonprofit List Serve
- Personal announcements at the Rotary Club of Jackson Hole and Jackson Hole Chamber’s Business Over Breakfast meetings
- Personal Announcements at the Systems of Care meetings
- Flyers in low-income housing at Bradychase and Pioneer Homestead
- Verbally to clients in a variety of social service agencies
- On business cards, which were handed out at survey tables in a variety of community locations
- Personal announcement at the Latino Services Network meeting

Hard copy surveys were distributed in the following ways. In each circumstance, people were offered assistance filling out the form.

- At the free senior meal, Friday Feast, at the Senior Center of Jackson Hole
- At community survey tables at the Teton County Library, Jackson Hole Grocer and K-Mart
- At soccer games on the Jackson Hole High School field
- During client intake at the following service providers; the Community Resource Center, El Puento, Curran Seeley, Latino Resource Center, The Jackson Food Cupboard
- Central Wyoming College, during class registration

Public Forums

Two public forums were held, on Wednesday, June 22nd. The first was held at 9:30 a.m. and the second at 5:30 p.m. The forums were held in the Teton County Commissioner’s meeting room.

Other

A separate email address was created for survey comments, info@tetoncountynneeds.org. This email address allowed people to contact the survey coordinator directly. A cell phone number was also offered for anyone who wished to call with questions.

Data Collection

The most important criterion for data was date of collection. With the recession significantly changing the landscape for our low-income residents, service providers and the general public, data sources preceding 2009 were omitted. Older data was used only when newer data could not be secured. The 2010 U.S. Census and U.S Bureau of Labor Statistics provided up-to-date resources for general

information on population, demographics and employment. The Jackson Hole News and Guide's 2011 publication the Jackson Hole Compass, authored by Jonathan Schechter, was also invaluable.

When collecting data, the most significant method was personal contact with service providers. Many hours were spent talking to people who work with clients every day, conversations that were rich because most of them have been working in their jobs for many years and could speak to the change in need over time. This report would not be possible without their participation.

A list of resources used can be found in the bibliography section of this report. Copies of tools, such as the survey, can be found at the end of this report.

Teton County Needs A Social Services Needs Assessment Survey Results

Survey

A public survey was completed in June of 2011. It was available online and in hard copy and in English and Spanish. The survey had seven questions. More detailed information on the creation and distributions of the survey can be found in the methodology portion of this report.

Responses

- Total 391 responses
- 358 Individual responses
- 33 Service provider responses (not counted in individual responses)
- 77 Responses in Spanish
- 224 Participants self-reported that they have been clients
 - 73 of the client responses were in Spanish

General Trends, Issues and Comments

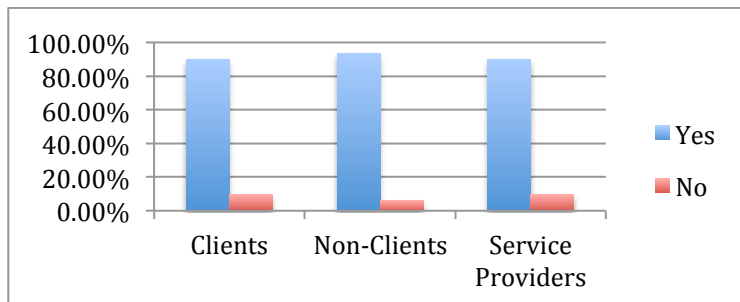
1. The **number of people who told us that they didn't know about services and/or needs** in the community was staggering. This was confirmed when survey staff worked one-on-one with respondents, including pre-identified social service client groups, such as seniors and people filling out paperwork to apply for assistance.
2. **The term "social services" is not a concept that translates well for Spanish speaking residents.** As many of our questions used this term, survey staff developed a list of social service agencies to demonstrate what the term means. For this survey, social services are defined as agencies or programs that help people regain or maintain self-sufficiency, such as counseling, emergency funding, substance abuse services, food banks or childcare assistance. This survey does not include EMS, fire or police services.
3. When public responses are combined, Access to Affordable Health Care, Early Childhood Service and Food were chosen as the top three priorities.

Results

This section reports survey results by question in the order in which they appear in the survey. The survey was designed to report on three constituent groups, community members who have not used social services, people who have used social services and social service providers. In each category, respondents have self-classified by answering one of the questions on the survey.

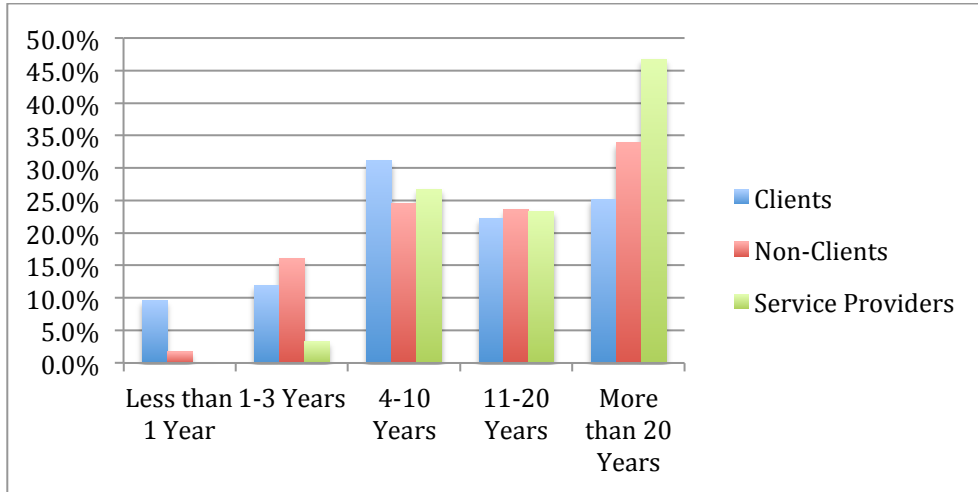
Question 1: Are you a resident of Teton County, Wyoming?

As the chart below illustrates, a high percentage of responses were from individuals who live in Teton County for all three groups. Respondents who answered no to this question were asked to identify their town and state. In all cases, responses were from the Jackson bedroom communities in Idaho or Sublette/Lincoln Counties in Wyoming.



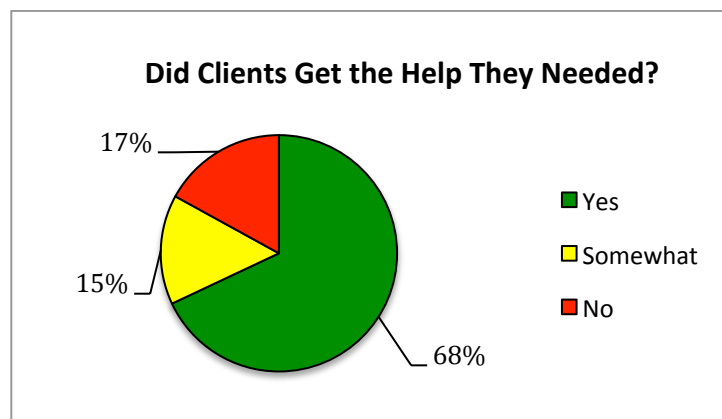
Question #2: If you are a resident, how long have you lived here?

When looking at longevity of residence in Teton County, Service Providers show the highest percentage of long-term residence. This trend shows the strength of our current system of leadership in the social services, but it also reveals a future weakness. The exposed weakness concerns our community's capacity to provide social services at current cost levels. Most leadership staff in our social service agencies purchased their homes prior to the dramatic inflation in real estate value in the 1990's and 2000's. Their more reasonable mortgages allow them to work at salary levels that would not support long-term housing in today's market. At the same time, funding cuts prevent agencies from being able to secure enough funding to increase leadership salaries.



Question #3: If you've used social services in Teton County, Wyoming, did you receive the help you needed?

When clients were asked if they got the help they needed, only 17% or 25 people reported that they did not and more than half reported that they did. Given the fact that we did not define successful assistance, they type of assistance requested or expectations for timeliness, depth of impact or accessibility, this is a very positive response on behalf of our service providers.

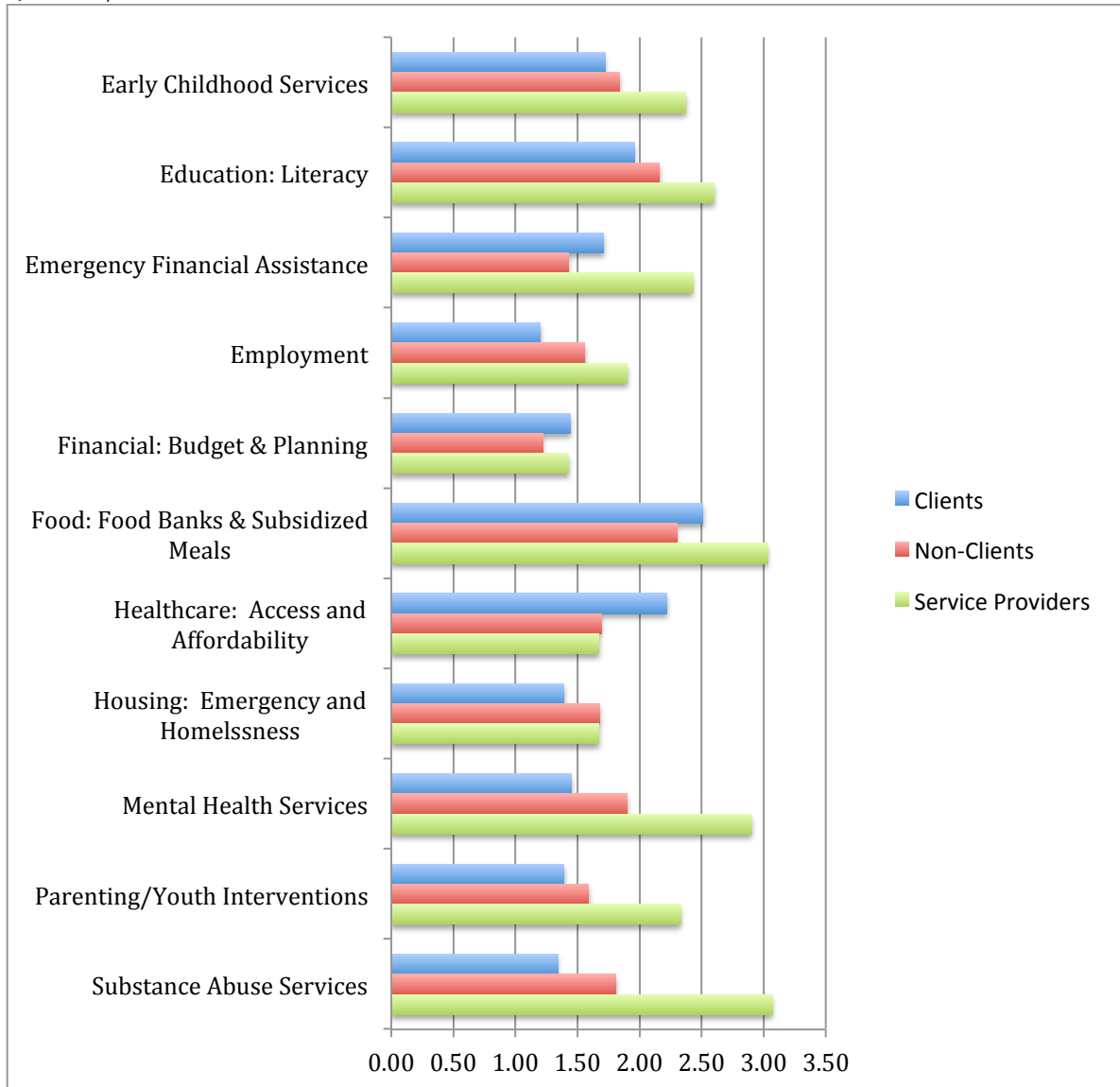


Question #4: How well are these needs being met in Teton County?

Chart 1 shows the average score given to each area of need, by clients, non-clients and service providers. The question asked respondents to grade each area-Very Well to Not Being Served. The more positive the answers, the higher the score shown for the area of need. Across the three responding groups, Food Banks and Food Services received the highest common score. The biggest disparity between group answers can be found in the Substance Abuse score where clients and service providers seem to disagree. While we cannot know for certain given the collected data, perhaps this disparity is due to fact that these services are sometimes court-ordered.

How Well Are These Needs Being Met in Teton County? Average Score, By Respondent Group

Question #4, Chart 1



Question #4: How well are these needs being met in Teton County?

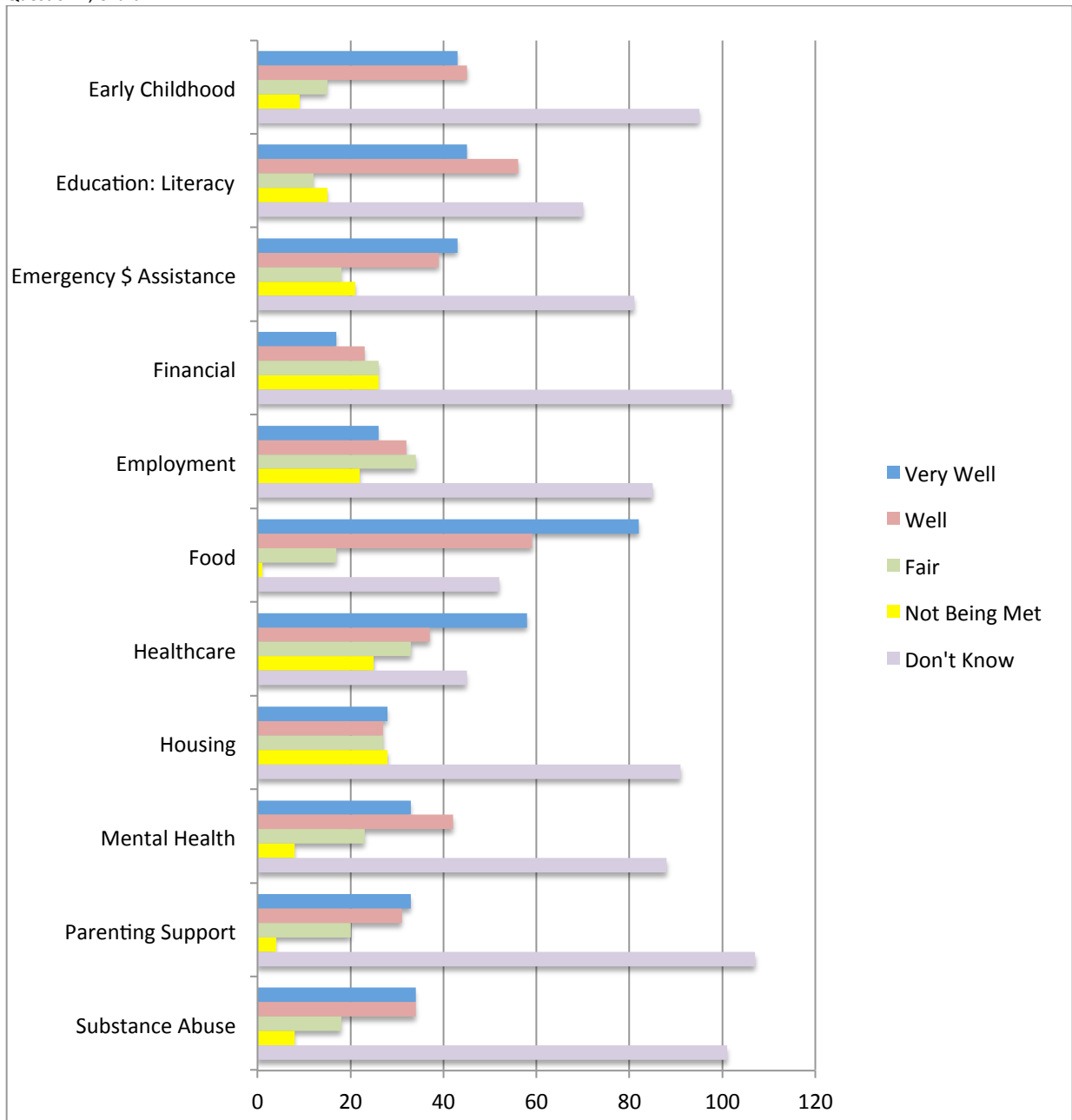
Client Response: Showing number of responses by descriptor

Chart 2 breaks out the average score shown in the previous chart to show the number of responses by descriptor. Again, we see high scores for food distribution services. This is the first chart showing the dramatic “I don’t know” response. The client group received the highest degree of assistance completing the form, many literally completing a printed survey with a survey staff person next to them answering questions, so the high number of “don’t know” responses is significant.

How Well Are These Needs Being Met in Teton County?

Client Responses, Number of Responses by Descriptor

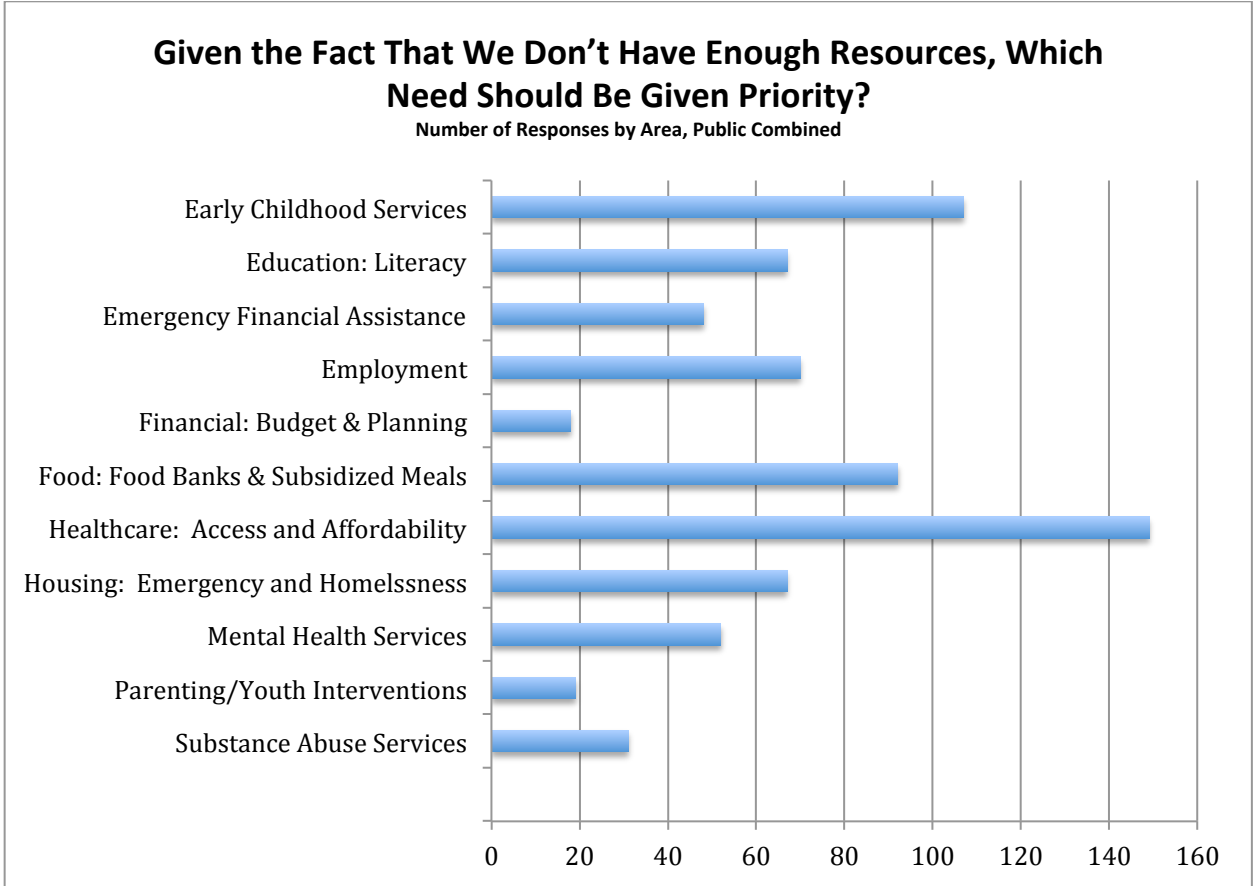
Question 4, Chart 2



Questions # 5: Given the fact that we don't have enough resources to address all of our needs, which should be given priority?

Chart 1: The public response to this question is clear. Access to affordable healthcare is the number one area that survey respondents feel should be given priority. Healthcare is followed by Early Childhood Services and Food Distribution.

Question # 5, Chart 1



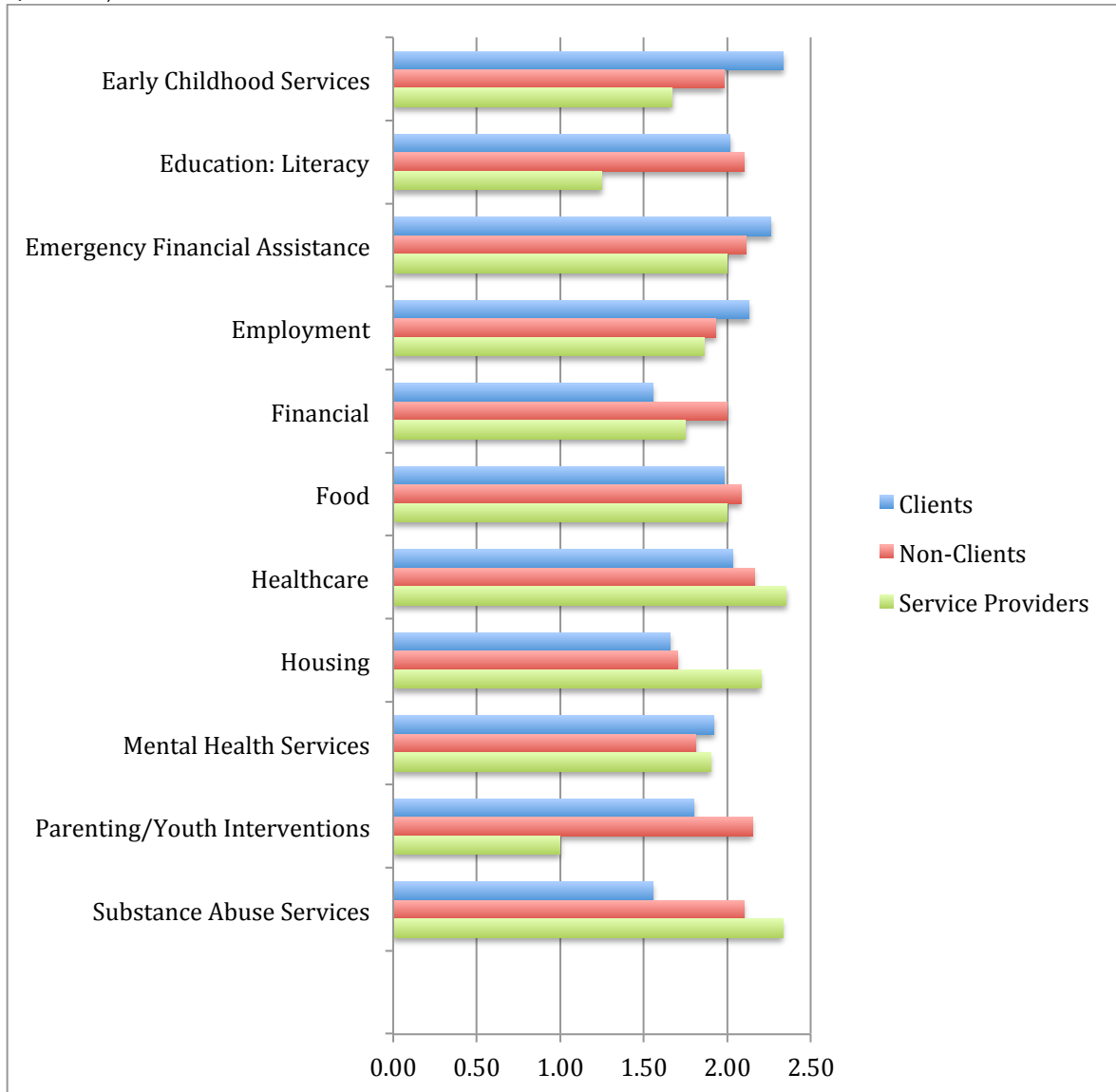
Questions # 5: Given the fact that we don't have enough resources to address all of our needs, which should be given priority?

Chart 2: The survey format allowed respondent to give wieght to their answer. When we look at average weight given to each area, broken out by respondent group, clients chose early childhood services, emergency financial assistance and employment as their top three. Non-clients choose healthcare, parenting support and youth intervention and emergency financial assistance. Service providers chose healthcare, substance abuse and housing.

Given the Fact That We Don't Have Enough Resources, Which Need Should Be Given Priority?

Average Score, By Respondent Group
Higher number is more favorable score

Question #5, Chart 2

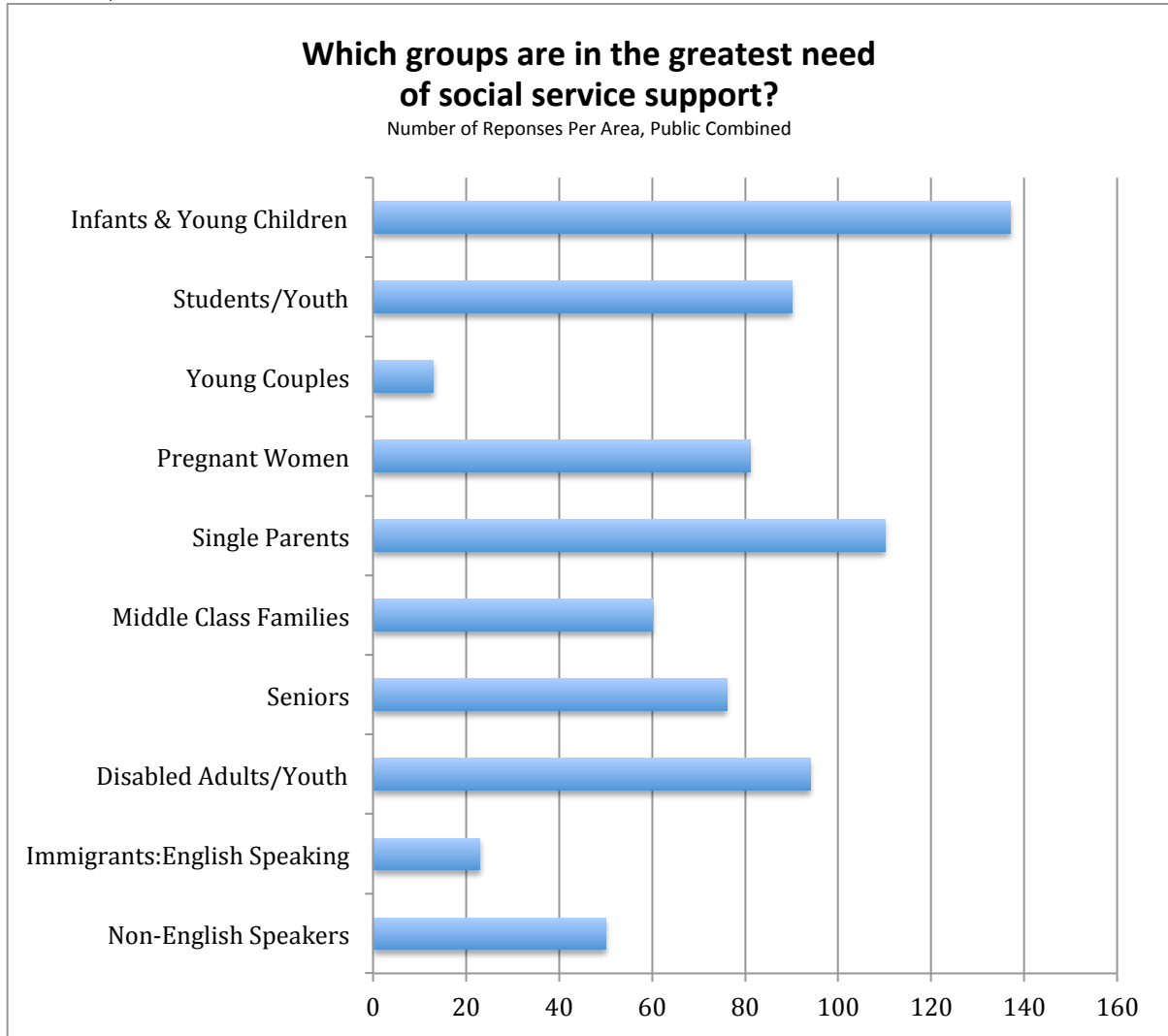


Question# 6: Which groups are in the greatest need of social service support?

In this question, we move from discussing the different types of needs to discussing our different client demographic groups

Chart 1: The combined public response puts Infants and Young Children, Single Parents and Disabled Adults/Youth as the top three groups that need social service support.

Question #6, Chart 1



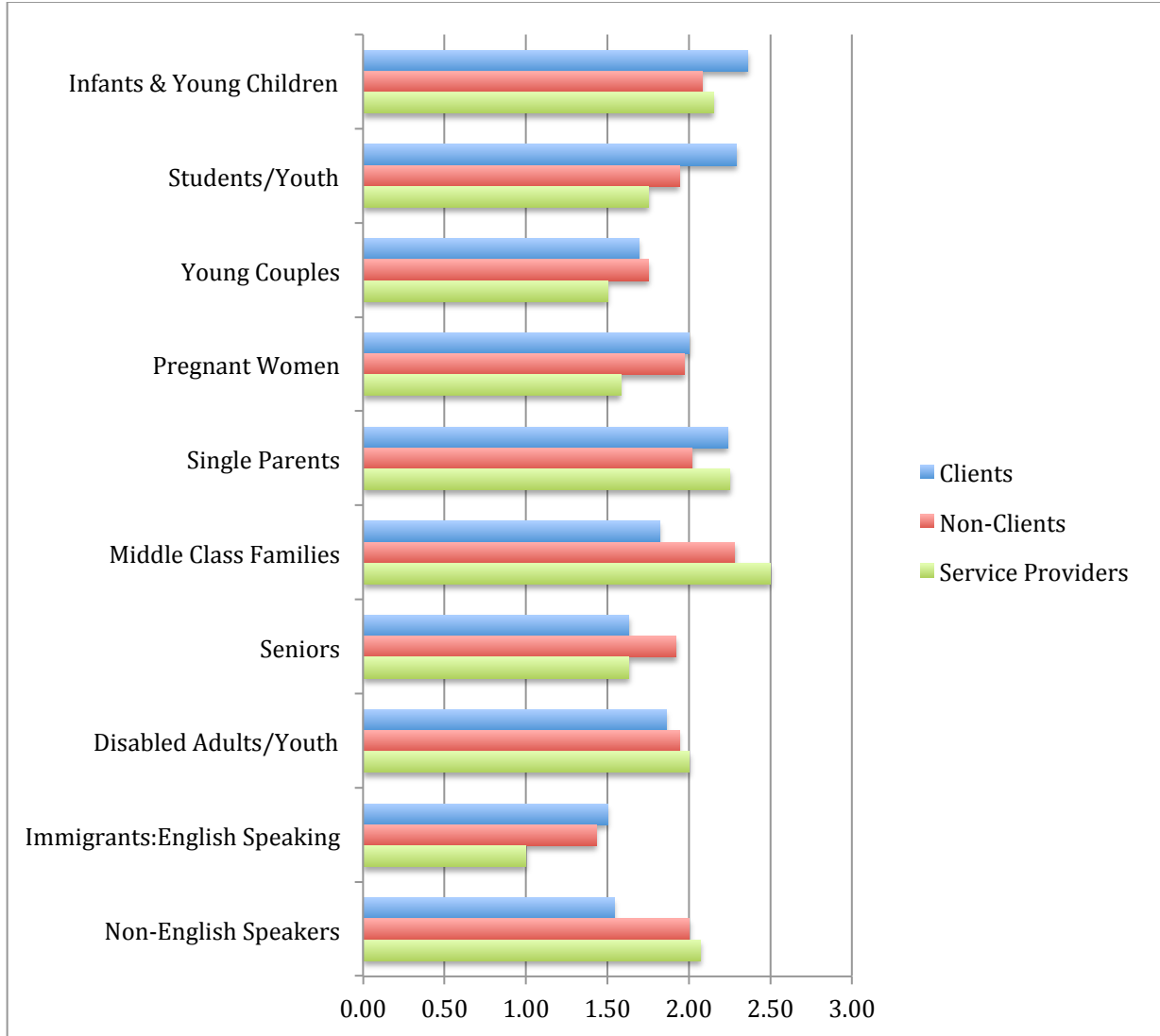
Question# 6: Which groups are in the greatest need of social service support?

Chart 2: When we break out the results by respondent groups, clients put children at the top of the list, especially if you combine infants & young children and students. Non-clients chose middle class families, single parents and non-English speakers. Service providers chose middle class families and single parents and then infants & young children.

Which Groups Are In The Greatest Need of Social Service Support?

Average Score, By Respondent Group
Higher number is more favorable score

Question #6, Chart 2



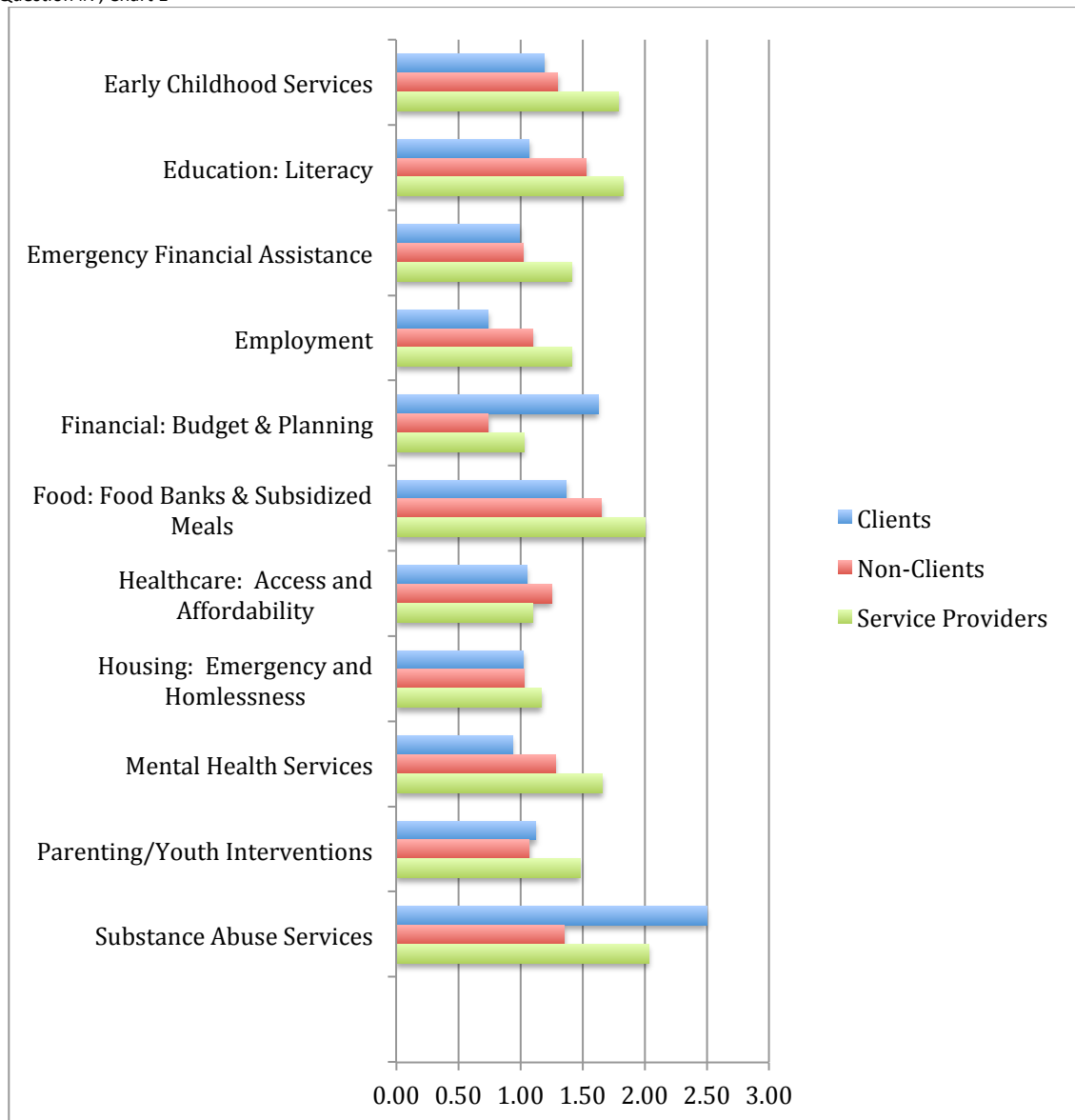
Question 7: Do we have the facilities, funding and staff we need to address these needs?

Chart 1 shows how our different respondent groups feel about the level of resources currently devoted to the different areas of need. Positive answers were given a higher score, so a longer bar in the chart below indicates more of a “yes” and a shorter bar indicates more of a “no” response. Most notably, few areas of need get beyond the halfway mark of a 1.5 score and in none of the areas of need did “We have plenty of resources” receive the most responses. In fact, only Education: Literacy and Food had a majority of responses in the “OK amount of resources area”.

**Do We Have the Facilities, Funding and Staff We
Need to Address These Needs?**

Average Score, By Respondent Group
Higher number is more favorable score

Question #7, Chart 1



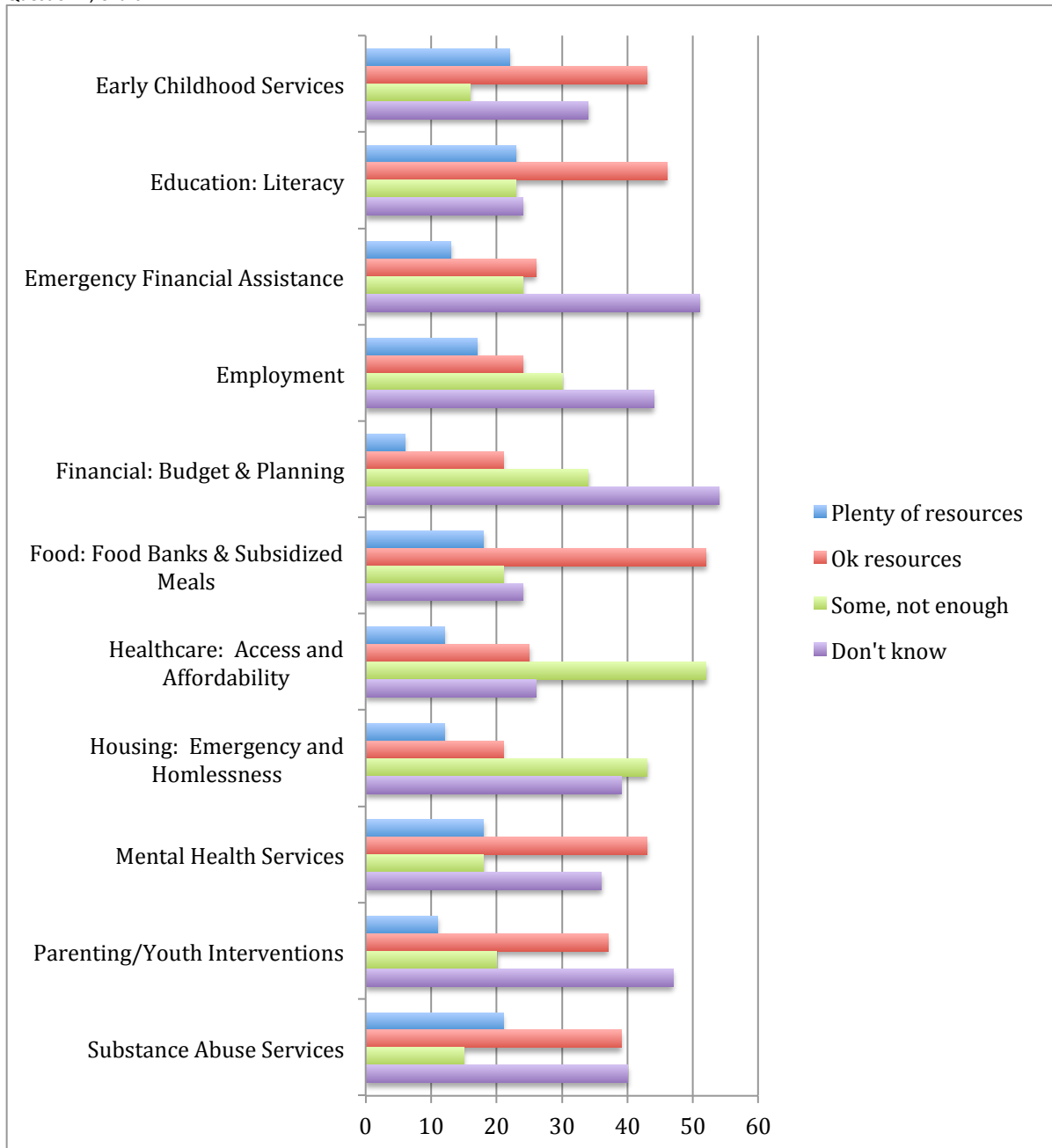
Question 7: Do we have the facilities, funding and staff we need to address these needs?

In **chart 2** we see the most common response, which is “Don’t Know”. This is consistent with our other questions, showing that a large percentage of our community doesn’t feel that they know enough about our social services to respond. When calculating average scores, a “Don’t Know” response has a weight of zero.

Do We Have the Facilities, Funding and Staff We Need to Address These Needs?

Non-Client Public, By Number of Responses

Question 7, Chart 2



Teton County Needs A Social Service Need Assessment Public Forums

Description

Two public forums were held on Wednesday, June 22, 2011. One was held at 9:30 a.m. and a second forum was held at 5:30 p.m. The forums were held in Jackson, Wyoming at the Teton County Commissioner's meeting room. The Commissioner's meeting room is historically utilized for public comment on a variety of issues.

Accessibility

The Commissioner's meeting room is located in-town, within walking distance of many of our social service agencies' offices and low-income housing; and is on the public bus route. The space is ADA compliant and Spanish interpretation was provided via headphones to ensure that language would not be a barrier.

Publicity

Notification of the opportunity for public comment was made via the following methods:

- The project website had a separate public forum information pages, one in English and one in Spanish
- Newspaper advertisements were run for two weeks prior to the forums
- Radio public service announcement were made for one week prior to the forums
- The nonprofit and business list serve subscribers received multiple email messages about the forums for two weeks prior to the forum
- Flyers were hung at senior and low-income housing. This was requested by the housing management instead of door-to-door invitations as past door-to-door efforts have scared residents
- The opportunity was announced by the project leader at the Systems of Care, Rotary of Jackson Hole and Business over Breakfast meetings
- Seniors were personally told of the opportunity during the free Friday meal on June 17, 2011
- Printed information and personal invitations were made at the survey tables at Kmart, the Jackson Whole Grocer, the Teton County Library and community soccer games

Results

Morning Session

Six people attended the morning session. The conversation centered on medical care.

Medical Laboratory Testing: Participants expressed concern regarding the expense of medical laboratory test and suggested that a private contractor could provide this service at a lower cost and in a more convenient manner than the hospital. The group discussed the wisdom in providing lab testing without a physician present and perceived waste in the hospital system.

Detox Facilities Lacking: The group discussed the need for a specialized detoxification facility for people with drug and alcohol problems. Currently, people who are under the influence are

jailed or taken to the hospital. Two participants work for agencies that provide substance abuse services and they expressed concern that the jail doesn't provide a safe enough environment and the hospital's facilities, located in the primary care unit, are not optimal for the very challenging detox process. They further commented that the severity of substance abuse has increased after the recession, as people are staying home and drinking and/or drugging where there are no limitations, such as a bartender refusing service or the danger of an arrest for public intoxication or DUI.

Social/Recreational Gap for Recovering Clients: After the discussion about detox and urgent care for substance abusers, a participant reminded us that prevention is the most cost-effective strategy and that there is a lack of social/recreational activities that support sobriety. With our community's risk-taking culture and the high expense of many activities, we are creating an environment that creates the need for urgent care/detox. There are program achieving this goal in other communities that we could learn from and copy.

Evening Session

Nine people attended the evening session. Transportation, medication and medical costs were all identified as problems.

Community Healthcare: Members of the group commented that a community health center, including transportation would be desirable. Some participants were angry that public funding was not in place to support such needs.

Services for Single Parents: While the community's weekday children's programming was recognized, childcare and parent support services during the evenings and weekends was presented as an unmet need. The person making the comment had their child with them, unable to find care allowing her to attend the meeting without the child.

Mountain House Clients Unaware of Opportunity: A group of clients from Mountain House, our day-treatment mental health program, told us that they were unaware of the forums and wanted to share their opinions. They learned about the forums that afternoon, when handed a printed survey to fill out (the forum opportunity is listed on each printed survey), but felt angry about that circumstance.

Data by Social Service Need Area

These categories were taken from the Community Services Block Grant Program & State Management Plan 2010-2011-CFDA #93.569. They were use to promote the ease of data integration with other counties in Wyoming, as well as community in other states, conducting similar assessments.

If you are using the PDF version of this report, bookmarks on the left-hand side of your page will link you to each area.

Need Areas

- Early Childhood Services: (Childcare, infant/maternity programs, screenings)
- Education (Literacy, prepared workforce)
- Emergency Financial Assistance (temporary)
- Employment (Training and support)
- Financial (Budgeting, planning)
- Food (Food banks and subsidized meals)
- Healthcare (Access, adequate services)
- Housing (Emergency assistance, homeless services)
- Mental Health Services
- Parenting Support/Youth Interventions
- Substance Abuse Services

Early Childhood Services

Early Childhood Services in Teton County

In the 2010 US Census, 24.4% of Teton County households reported that they were a family with at least one child less than 18 years of age. 19% of our total population is less than 18 and 6% of our population is less than 5 years of age. That means that in 2010, 1,283 children were of an age to receive early childhood services in our community. In 2008 35.5% of the children younger than 5 years of age were of Hispanic decent.

The percentage of children under 18 years of age in Teton County who live in poverty hovered between 6 and 8% during 2004-2008. From 2004 -2008 at least 30% of our births are covered by Medicaid, and at the highest point 38% of births were covered by Medicaid, indicating that the family is low-income. 2011 caseload numbers for families now eligible for government programs like food stamps and Medicaid continue to increase, so we can expect the number of families slipping into poverty to also rise.

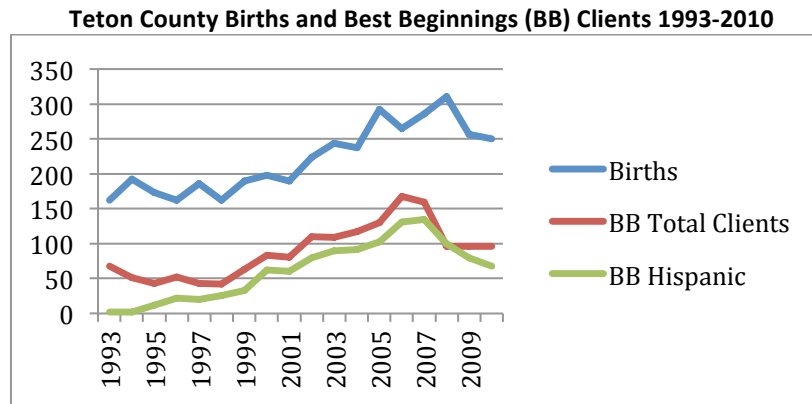
For the purpose of this assessment, early childhood services are prenatal and maternity care, screenings, childcare and programs that provide support to low-income families with children under the age of 5 years. Pediatric health services will be covered in the report section on medical access.

Service Providers:

Children’s Learning Center:	A nonprofit organization that provides special needs, Head Start programming, childcare, childcare scholarships and developmental screening services
Teton County Public Health:	A county government agency, includes the Maternal Child Health program, providing services for expecting and new mothers, immunizations, TB, HIV, STD, lead exposure, and consultation on mold and other environmental issues
Private Childcare Providers:	Our community has approximately 23 license childcare providers, 15 home daycare centers and 11 childcare centers/preschools. The most recent data year available, 2007 shows a childcare capacity of 749 for Teton County. In 2007 the number of licensed providers was also 23.
Woman Infants & Children (WIC):	WIC provides Federal grants to States for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.
Department of Family Services:	A State agency with a local office in Jackson, providing eligibility determination for critical government programs assisting young families, such as Medicaid, SNAP (food stamps), childcare subsidy, child protection and child support enforcement services

Data from Service Providers

Teton County Public Health’s Maternal Health and Best Beginnings Programs work with expecting and new families. In 2010 37% of Teton County births received a new baby visit from a public health nurse. These visits provide information and support to new parents, such as breast-feeding and new infant care. Prior to those births, 96 clients participated in the Best Beginnings for Wyoming Babies program, receiving healthy pregnancy services. 68 of those 2010 Best Beginnings clients were Hispanic and in 2009 and 2010 approximately 20% of Best Beginnings clients qualified for Medicaid. This program saw its highest enrollment in 2008, with 311 clients, rising from a first year enrollment of 162 clients in 1993.



Source: Teton County Public Health

Children’s Learning Center:

In 2010 the Children’s Learning Center provided 450 free developmental screenings, therapeutic services were provided to 70 special needs children and 175 children were enrolled in childcare.

Head Start and Early Head Start families must qualify according to Federal Poverty Guidelines, earning no more than 175% of the federally designated poverty level, \$39,133 a year for a family of four, and these families are considered at-risk. The Children’s Learning Center serves 96 children through the Head Start programs and has a 2011 waiting list of 47, demonstrating the need for low-income early childhood services exceed the current capacity. In addition to capacity challenges, the funding for this program continues to decline and/or be restricted. The 2010 federal Head Start grants covered 80% of program costs, forcing The Children’s Learning Center to fundraise the remaining portion. The organization is committed to this service and continues to serve 96 children annually, cutting hours of service per child from 4 days to 2 days a week to avoid turning more children away.

WIC: Women Infants and Children clients must also qualify according to federal poverty guidelines. In July of 2011, 577 individual clients were enrolled in the WIC program. This program has seen 10% increase in 2010. The WIC program is a prime example of how many of our early childhood services are preventative in nature-saving us money in the long run. WIC programs have documented for year how providing quality nutrition during pregnancy, infancy and early childhood, more serious long-term illnesses and conditions can be avoided. With the cost of healthcare rising over time, buying food today is much more cost effective than long-term care in the years to come.

Trends and Gaps

In the area of Early Childhood, three specific areas have been identified as key issues.

1. Women are receiving less than adequate prenatal care: In years 2006, 2007 and 2008 at least 37% of Teton County women received less than adequate prenatal care
2. Affordability and accessibility of childcare: Limited services outside business hours, transportation, cost of service
3. Services for families living in poverty continues to be a challenge

Education

Literacy and a Prepared Workforce in Teton County

In 2000, 46 percent of Teton County's population had a college degree or higher, ranking it 26th among the nation's 3,100 counties. Today, that figure is at least 50%, keeping us among the top 1 percent of all counties in educational levels. The recession changed the landscape of education and employment in 2009, as 2000 jobs were cut in all areas of the workforce, including professional positions.

For the purpose of this assessment, education is defined as literacy and educational services that are workforce related.

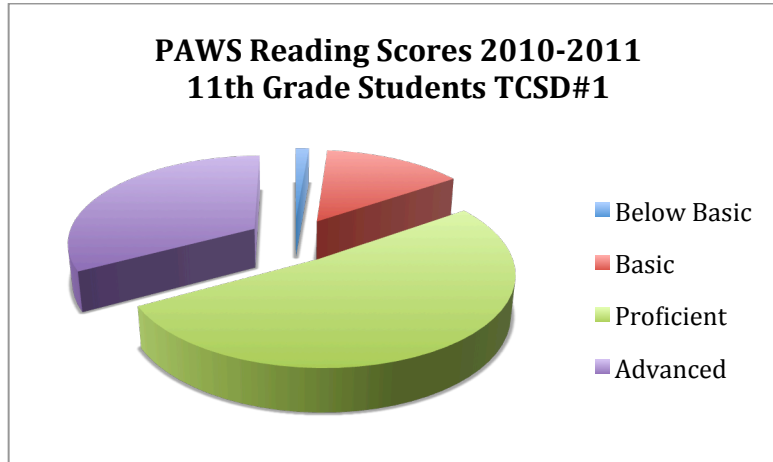
Service Providers

Teton Literacy Center:	Teton Literacy Center is a nonprofit organization providing tutoring and literacy support services
Central Wyoming College:	Provides English and Spanish classes, some vocational classes (culinary and nursing) and college preparedness classes
Wyoming Workforce Services:	Employment Services works with individuals seeking employment. If literacy is a concern, they will refer the client to the appropriate local agency. If the issue involved a disability, the Vocational Rehabilitation Department provides a full range of services and support to assist disabled job seekers.
Teton County School District #1:	Our local public school system with 498 employees serving 2,298 students.
Private Schools:	The Journeys School and Jackson Hole Community School serve an additional 244 students with 48 faculty.
Central Wyoming College:	English as a Second Language classes are designed to help students of other languages learn English conversation, reading and writing. Students learn in small groups, by workbook lessons, or on the computer.

Data from Service Providers

Teton County School District #1

During the 2010-2011 school year, 2,377 students were enrolled in Teton County School District # 1. 99% of those students participated in the state-required PAWS testing, which provides skill-level reporting categories aligned to the Wyoming Content and Performance Standards as organized by the Wyoming Assessment Descriptions to assist teachers in interpreting and addressing specific academic needs of students. The results of the 2010-2011 PAWS testing showed 75% of Teton County third graders and 85% of Teton County 11th graders tested at “proficient or advanced” in reading. In comparison, statewide 3rd grade students scored 66 and 11th grade student scored 73% at the proficient or advanced level.



Teton Literacy Center

In fiscal year 2009-2010, Teton Literacy Center provided 15,344 hours of instruction to 1,149 students, representing a 40% increase since 2006. While in the past, the Literacy Center has provided English classes to non-English speakers, a decline in that client group has prompted the organization to focus on family literacy, adding an early literacy program early in September of 2011 to prevent literacy challenges by acting early in a child’s life to support the development of reading skills. This new focus will include parent education. TLC will continue offering tutoring support to adults who need it to improve their literacy skills. English as a second language services continue to be available for those who want them through Central Wyoming College.

Central Wyoming College

Central Wyoming College began offering English as a Second Language (ESL) classes from 2004-2007 through collaboration with Teton Literacy Center, focusing on work-based English courses. In November 2007, CWC decided to branch off on its own to provide free ESL classes in the Center for the Arts building where other CWC classes are held as a service to the community, underwriting the expense of the service with state and federal funds. The program serves a 95% Latino student body, 80% of which are from Mexico, and students average a 6th-9th-grade education from their home country. Typically 120 clients take advantage of this service during a normal semester; 60% of the students taking multiple classes over a period of time to improve their proficiency in English language and literacy. In Spring 2010, CWC saw a dramatic decrease in students, with only 60-80 enrolled. Staff members report that they did not change advertising for the classes or any other factor that may have caused such a dramatic shift – in fact, they increased their advertising through distributing flyers to multiple service providers and the Teton County Public Library, calling former students, and publicizing on the CWC website, Community Calendar, and the Spanish radio.

Registration is open for 2011 at the time of this assessment, and this year's enrollment also looks low with only 11 new students and 18 returning students enrolled at the end of registration week, leaving classes less than 50% full when classes were 100% full by the end of this past January's registration week. This trend is happening despite Teton Literacy Center canceling their adult ESL program, an action that should have sent TLC students to the CWC program. This fall the college has added a \$25 fee, which can be waived for anyone who is unable to pay.

CWC also offers GED (General Educational Diploma) classes that allow students to obtain their GED in English or Spanish. In FY2010, CWC had 45 registered GED students, including 28 Latinos (62%). The GED program saw a marginal increase in the fall of 2010 with the hiring of a new instructor, going from 0-3 students to 10-20 students per night. In FY2009, 10 Latinos and 14 non-Latinos obtained their GED from the CWC Jackson Campus. The program currently costs \$50, and waivers are also available.

Trends and Gaps

Education for employment used to be about increasing your level of education to gain better employment. The relationship was a direct correlation. When highly educated unemployed clients are looking for work today, they are being advised to tailor each resume to the position, leaving off credentials if appropriate.

Staff at the Latino Resource Center, El Puente and the Community Resource Center are receiving reports that many Latinos are leaving the community. For those non-English speakers who stay, jobs are harder than ever to secure as unemployment rates continue to be high. This has created a shift in literacy education from the 90's and early 2000's when increasing the fluency of needed workers was the primary need. Today, literacy education in Teton County is still targeting 100% literacy for all, but the focus has shifted to reading and writing proficiency for students.

Emergency Financial Assistance

Emergency Financial Assistance in Teton County

Before 2003, emergency financial assistance was given primarily through our churches or government programs, such as Medicaid, childcare subsidy or food stamps. While most of the social service providers and church leaders knew each other, there was no central system for case management or fraud prevention. Client learned quickly to move from one church to another, getting money that helped short-term, but without case management, didn't provide lasting help.

In 2003 the Community Resource Center was created and has changed the face of emergency financial assistance in Teton County. Providing a central hub for assistance applications, the distribution of resources is now tracked and coordinated with multiple service providers to ensure efficiency and increase client impact of each dollar. CRC does not control every dollar, but they do work hard to know about all the different programs in the community. They also provide invaluable financial management of community financial assistance program, such as the Community Service Block Grant. Not only has CRC's work improved the use of financial assistance programs, but also their careful coordination with non-financial assistance services completes the picture of thoughtful, efficient use of resources.

Service Providers

The Community Resource Center:	A nonprofit organization providing emergency assistance programs, networking hub and information source dedicated to linking those who need help with people and organizations who can help.
Department of Family Services:	A state government agency determining eligibility for public assistance
The Church Community:	A list of agencies providing financial assistance would not be complete without mentioning our churches, generously giving to those in need when they can.

Data from Service Providers

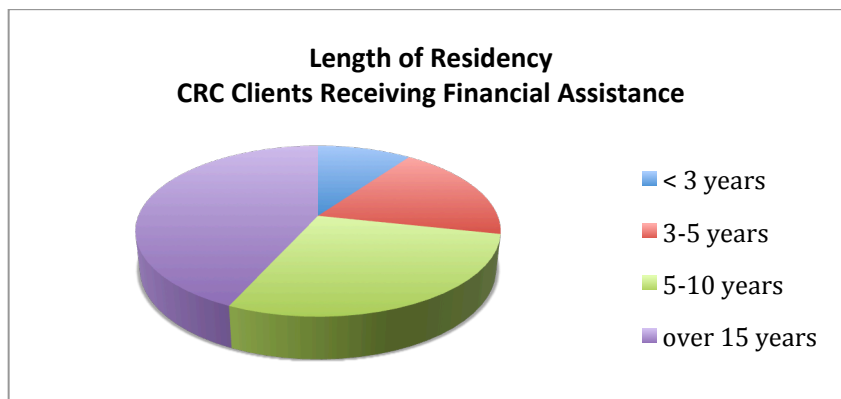
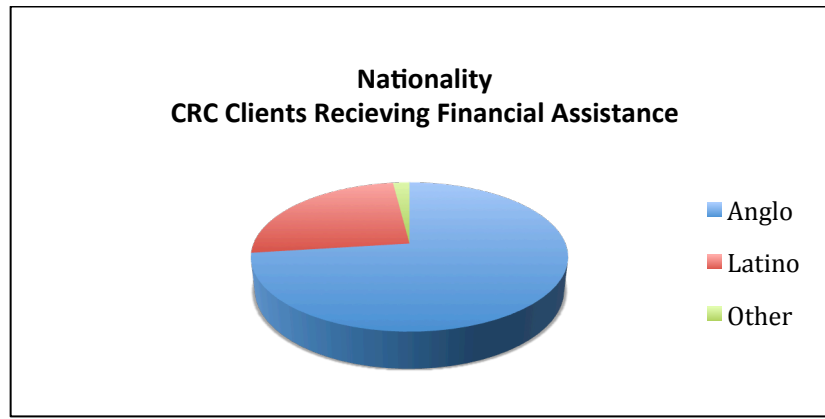
Community Resource Center

In the 10 months from October 2010 through July of 2011 the Community Resource Center managed 523 cases. Cases are not people; they are often groups of people, such as families. Cases are also not visits; some cases go on for months or longer. 38% of CRC cases received financial support.

CRC Client Statistic from October 2010-July 2011 show:

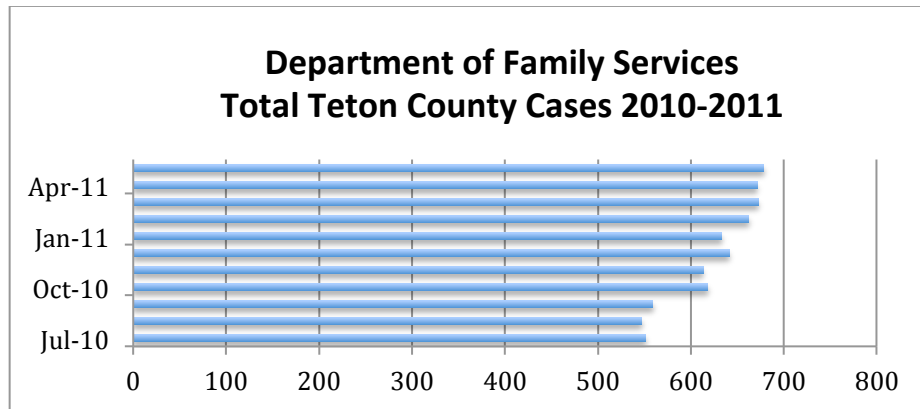
- 44% of were unemployed
- 43% of people who chose to report about their education had 2 or more years of college
- 88% were living in extreme poverty at the time of intake

Not all CRC clients receive financial support. The demographics on those who do show that the majority of CRC clients receiving financial assistance, 73%, are of Anglo descent and 35% have lived in the valley 15 years or longer, as shown in the charts below.



Department of Family Services

In July of 2011, 600 cases qualify for federal assistance of some kind and 150 of them qualify for SNAP-our state food stamp program. At DFS, they estimate that an average case is a family of three, qualifying for federal assistance according to federal income guidelines. These guidelines are used across the country and our families must qualify under the same guidelines as other communities with lower costs of living. The chart below shows the steady climb in the number of Teton County Families qualifying for poverty status according to federal guidelines.



Trends and Gaps

The amount of money needed to help clients has skyrocketed since the recession. Before the recession, one month's rent could provide a safety net for a family weathering a tough medical bill. Now, CRC sees people in foreclosure or after they have exhausted their unemployment benefits. Agencies have been forced to make difficult decisions to limit the amount of aid or increase eligibility requirements to ensure that they can take care of as many clients as possible. Pre-recession the social service providers worked together with local government officials to train people who have not experienced poverty how poverty changes a person's problem solving and view of the world. Today, service providers are helping people who have never experienced poverty to learn how to understand and live at that level of income-changing their view and behavior.

The largest gap, of course, is that there isn't enough funding to assist everyone in need, or even everyone who is in extreme need. Both the number of people seeking assistance and the level of assistance required per client exceeds resources. As the recession continues and our economy has been changed permanently, funding programs are being exhausted. With the economic changes affecting everyone, it's not likely that private donors or government programs will be able to increase their funding levels to meet demand.

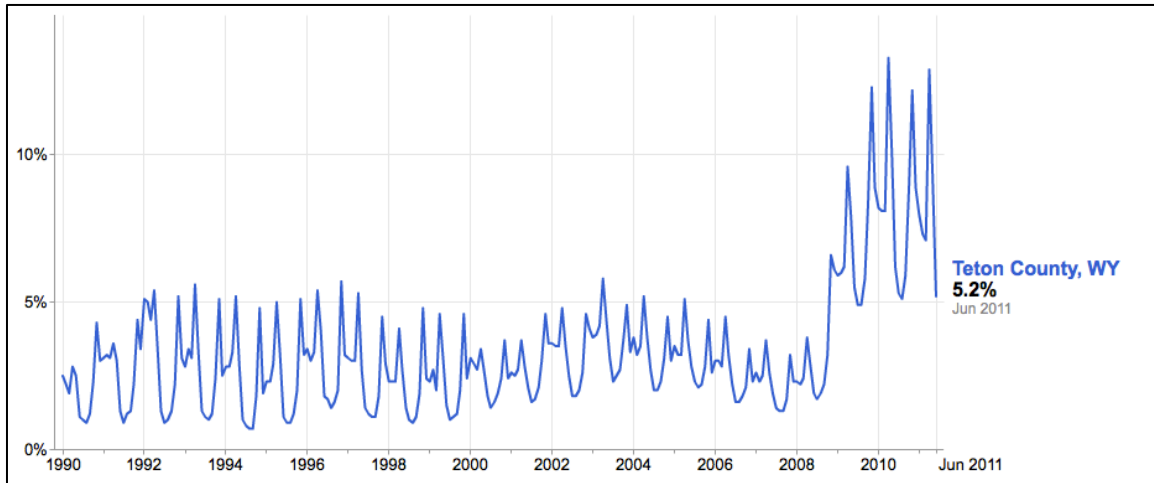
Employment

Employment and Training in Teton County

Reports from the Wyoming Department of Employment show the December 2010 seasonally adjusted unemployment rate in Teton County was 8.7%, compared with a statewide average of 6.4%. By far, the largest job losses in the county were in the construction industry and overall we lost more than 2,000 jobs between 2008 and 2011. Recent employment increases in accommodation & food services (by nearly 200 jobs) and a temporary decreases in the unemployment rate do not come close to solving our employment problem. The graph below clearly shows not only the increase in the percentage of unemployment, but also in the volatility of the seasonal employment.

Unemployment Rate for Teton County, Wyoming 1990-2011

Not Seasonally Adjusted



Source: U.S. Bureau of Labor Statistics

With 32% of our population possessing a bachelor's degree and another 22% having attended some college, but not finishing a degree, preparing people to go to work in Teton County in the new economy is not about increasing education, but retraining for the new economic conditions.

Service Providers

- Wyoming Workforce Services: A state government agency providing a comprehensive list of resources to employee and employers.
- Department of Vocational Rehabilitation: A department of Wyoming Workforce Services Division, providing support, training and services to people with disabilities seeking employment.
- Central Wyoming College: A state community college providing several courses aiding students as they seek employment or career changes. Their offerings range from English as a second language to hospitality employment training to community courses on bookkeeping. Scholarships are offered.
- Department of Family Services: A state government agency providing the POWER program, Personal Opportunities With Employment Responsibilities, assisting people with dependent children with employment opportunities.

Data From Service Providers

Community Resource Center

61% of clients applying to Community Resource Center in 2010 were unemployed and 8% of their clients in the first few months of 2011 were referred to them from Wyoming Workforce Services.

Wyoming Department of Workforce Services

Between 8/9/2010 and 8/8/2011, 2,117 individuals or roughly 10% of our total county population sought and received employment services. This figure excludes the clients with disabilities, who were served by the Vocational Rehabilitation program.

Trends and Gaps

- Seniors are finding it especially hard to find work. As competition increases for the limited number of openings, mostly for entry-level positions, younger candidates who are perceived to be less expensive and more trainable.
- Highly educated/professional people are having trouble getting hired for service industry jobs. Not only do employers worry that the over-qualified candidates won't stay, but it is now apparent that entry-level jobs require a different type of thinking, making these positions especially challenging for employees changing from white-collar positions.
- As disturbing as the unemployment figures are, they are not telling the whole story. Our county unemployment statistics are gathered through a complicated process that must then tie to the state and federal unemployment numbers. The process is the best available to track a complicated issue, but is not perfect. Unfortunately, it is becoming more and more common that people run out of unemployment benefits, give up searching for work or otherwise become difficult or impossible to count. These can be some of our more serious cases, people who are living in an extremely compromised situation. The unemployment rate also takes into account the size of the labor force and number of jobs available, other factors that are changing quickly.
- The Department of Workforce Services recently conducted focus groups all over the state, speaking with businesses to get new ideas for how to increase employment. The Department has already stepped up with new or expanded services and resources, like job posting, are seeing more traffic.
- Reports from employers tell us that benefits are harder to maintain than ever and many employers are cutting back or cutting them entirely.
- Employers report that candidates for open positions are either not interviewing well, or sometimes getting the job and then leaving as soon as another opportunity arises. Both of these trends increase frustration and expense for employers.

Financial

Budgeting and Planning Services in Teton County

This is the most unreported area of need listed in this report. In our survey it scored low and when people were asked how well was the need being met and it also scored high on the priority list. When people are losing their home, perhaps a conversation on budgeting is not the most welcome, yet is it one of the best tools we have to keep out of trouble in the first place. 7% of our workers are employed in the finance field and we seem to have plenty of banks, service providers tell us that budgeting and planning with social service clients is more about casework and life planning than simply crunching numbers and following a spreadsheet.

Service Providers

Community Resource Center:	Provides both direct services and referrals
Wyoming Cooperative Extension Service:	Provides six-week money management class, free of charge
Individual Agencies:	Most social service agencies provide case management services for clients, including planning

Trends and Gaps

Budgeting and financial planning is a gap in our social service system, but not without cause. Without exception, service providers report that clients do not apply for help until their situation is dire. Many times, staff members are working quickly to avoid an eviction or keep utilities on and this is not the time for planning. Conversely, there are so many people in need that if a client was not in an urgent situation they may be referred to a non-social service agency for assistance simply because our agencies are doing triage each day.

Food

Food Distribution in Teton County

Of all the areas of service considered by this assessment, food distribution has the highest degree of activity. In the end, it is one form of assistance that is agreed upon, regardless of politics or pedagogy. We all seem to agree that if someone is in need to the point that they will take free food, we should provide it because food is such a very basic need. Unfortunately, this also makes it especially tough for people to accept food assistance; many people feel that when they need public support to feed their family they have failed. You will see astonishing numbers below. For example, the Food Cupboard saw 15,050 visits (not to be confused with individual people) and an increasing number of people now qualify for food stamps, a program for which historically few clients qualified in Teton County. In the end, we are good at organizing food distribution programs, but like so many others, we have a hard time asking for help when things are really tough.

Service Providers

SNAP: Wyoming Food Stamps	A Federal program providing a maximum \$668 per month (2010) for a household of four people. The U.S. Department of Agriculture administers SNAP at the Federal level through its Food and Nutrition Service (FNS). State agencies administer the program at State and local levels, including determination of eligibility and allotments, and distribution of benefits.
WIC:	A federal special supplemental nutrition program for women, infants, and children safeguarding the health of low-income women, infants, & children up to age 5 who are at nutritional risk by providing nutritious supplemental foods, health and nutrition, screening and education, breastfeeding support, and referrals to healthcare. About 47 percent of all babies born in the United States participate in WIC.
The Jackson Hole Cupboard:	A nonprofit organization providing short-term food bank services. At the Cupboard clients may get food three times without a referral. Nonperishable foods and frozen meat are provided on-site. Fresh food coupons are available for use at Jackson Hole Grocer. After three visits clients must be working with a local social service agency to continue to receive services.
Senior Center of Jackson Hole:	A nonprofit organization providing a full range of services for seniors, including subsidized community meals (seniors pay a small fee), free community meals, home meal delivery and Medicaid home delivered meals.
Churches:	Our Lady of the Mountains Catholic Church and Presbyterian Church of Jackson Hole provide free meals on regular schedules. These meals are funded through those churches and are provided to any member of the community, regardless of religion.
Community Resource Center:	CRC provides referrals and financial assistance for clients needing food as well as a "green bag" program that distributes bags of non-perishable food and household items
The Good Samaritan Mission:	Twice a day the Mission provides free meals to those in need.
Teton County School District:	Our local school district participates in the Federal Free and Reduced Lunch Program. Participating students qualify according to Federal poverty guidelines.

Data from Service Providers

Agency	Status	# Served 2010	Program
JH Cupboard	Nonprofit	15,050 visits (2010)	Food Bank
Senior Center of JH	Nonprofit	(2010-2011) 12,738 Meals served 781 Individual Seniors 4,114 Home delivered meals 574 Home meals: Medicaid	Subsidized meals Meals on Wheels
Presbyterian Church of Jackson Hole	Church	Average of 165 meals a week, 8,580 Annually (2010)	Free Community Meals once a week
Our Lady of the Mountains Catholic Church	Church	5,000 a year (2010) Lunch, 5 days a week	Our Lady of the Mountains Lunch Program
Good Samaritan Mission	Nonprofit	12,605 Residential meals 3,888 Community meals	Meals for shelter residents and for others
Community Resource Center	Nonprofit	Not known	Green bags
State of Wyoming	Government	166 cases (July 2011)	Food stamps: SNAP Program

Department of Family Services

Food Stamps: SNAP

The number of people qualifying for food stamps, called the SNAP Program in Wyoming, has almost doubled in the twelve months from July 2010-May 2011, moving from 87 to 166. To qualify for SNAP, families must demonstrate that their net income does not exceed 100% of the poverty level, or \$22,350 for a family of four, and have no more than \$2,000 in countable resources (such as a bank account). All SNAP families must submit social security numbers and able-bodied adults must meet work requirements.

Trends and Gaps

Fresh food distribution can be challenging, especially fruits and vegetables and meat for families who are homeless or under-housed. The Food Cupboard distributes frozen meat and fresh vegetables, but storage of vegetables and fruit is difficult and if a family doesn't have proper facilities, cooking and serving frozen meat items can also be difficult.

At CRC the staff reports that when it is time to bring a client to the food cupboard, the client often breaks down crying. Food is such a basic need, that when a person realizes that they are failing to provide even this for themselves and their family, the gravity of their situation is clear. This emotional response to food distribution prevents some clients from getting what they need. Our providers work very hard to ensure that everyone feels welcome and to reduce any possible stigma. Private access to the Cupboard is granted as possible and the Green Bag program can send a client home with basic supplies without much conversation. Green bags left in the foyer of senior quickly disappear.

Health Care

Healthcare in Teton County

Teton County has one hospital with 48 acute care beds, St. John's Medical Center. St. John's Medical Staff performed over 2,475 surgeries and delivered 505 babies in fiscal year 2009. In addition, 26 primary care physicians practice in Teton County. We do not qualify as a medically underserved community, a federal designation used to allocate resources. 25% of Teton County residents are uninsured.

For the purpose of this assessment, the topic of health care is limited to access and adequate services.

Service Providers

Organizations Providing Medical Care

Most people who meet federal poverty guidelines receive medical services through the Teton Free Clinic, Teton County Public Health or St. John's Medical Center. These programs provide direct patient services.

Organizations that Promote Access to Care

To overcome language access barriers, El Puente provides Spanish medical interpretation services. To overcome financial barriers the Department of Family Services provides assistance with Medicaid and Medicare eligibility, and government funded insurance programs like KidCare. The Community Resource Center compliments case management with referrals and financial assistance. Each organization in the Teton County System of Care works with their clients to help them get the healthcare they need; some with small amounts of funding, others work with the agencies listed above to create plans with the clients.

St. John's Medical Center:	Teton County Hospital District, dba St. John's Medical Center, is a governmental district as per Wyoming state statute.
El Puente:	A nonprofit organization specializing in Spanish medical interpretation and translation. El Puente volunteers and staff go to doctor's visits with patients to ensure sound communication. They also provide assistance with bills, helping patients understand charges and negotiate payment plans when appropriate. Almost all El Puente clients are woman and children.
Teton Free Clinic:	A nonprofit primary medical care clinic for low-income patient with no insurance. Operating from the Family Practice Associates office in Jackson on Tuesday nights, the volunteers and clinic staff typically see 25-30 patients in an evening.
Teton County Public Health:	A county government agency, includes the Maternal Child Health program, providing services for expecting and new mothers, immunizations, TB, HIV, STD, lead exposure, and consultation on mold and other environmental issues
Community Resource Center:	A nonprofit organization providing emergency assistance programs, networking hub and information source dedicated to linking those who need help with people and organizations who can help. CRC reports that in many cases, an overwhelming medical situation and/or bill is the catalyst for clients to apply for assistance.

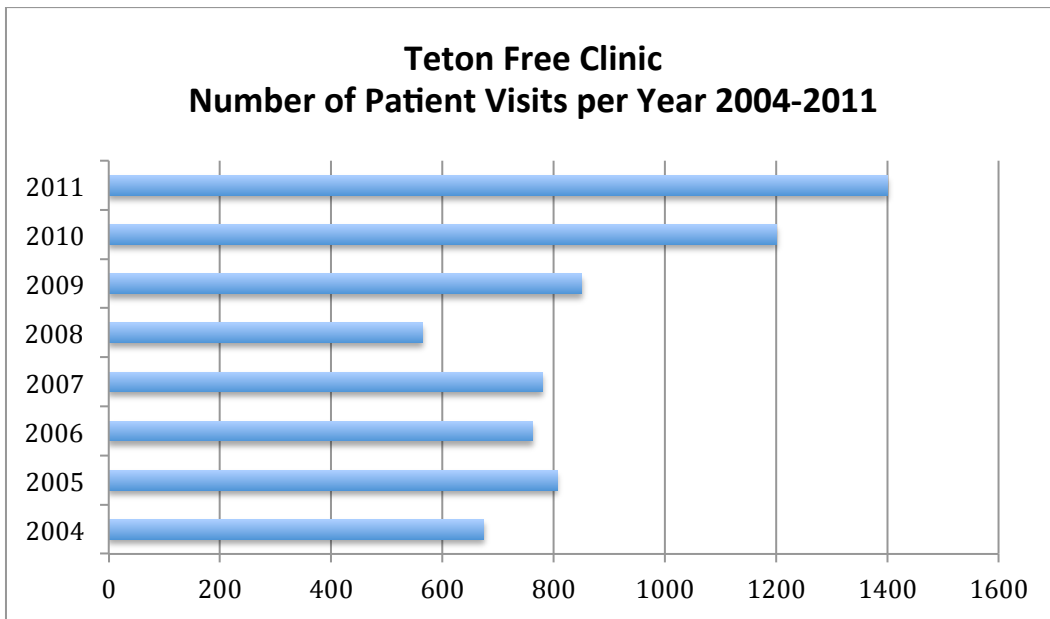
Data from Service Providers

St. Johns Medical Center

The amount of payment assistance extended each year by St. Johns Medical Center depends upon the need of the patients. It typically ranges from \$2 million to \$3 million annually. In 2010, 3,160 patients received payment assistance -- meaning they eliminated or reduced the patient's payment obligation.

Teton Free Clinic

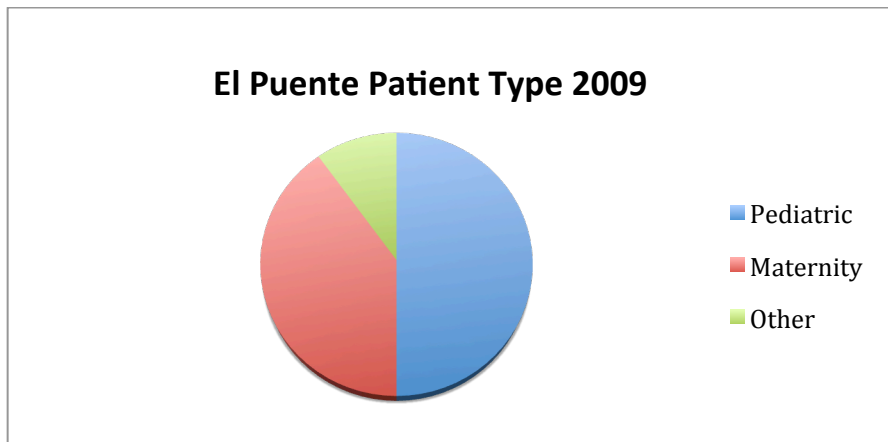
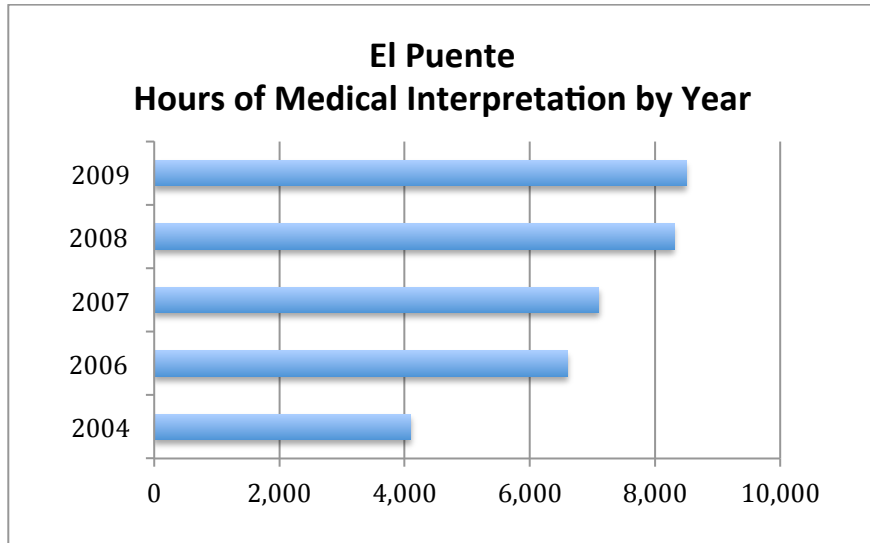
At the Free Clinic, they are pushed to capacity with 1,200 visits last year. Volunteers and staff have been resourceful, creating a triage system to ensure that the most severe cases are seen first and communicating clearly with waiting patients. The chart below shows the increase in need seen at the Clinic, expressed in patient visits, which means a doctor's appointment, not an individual person.



Source: Teton Free Clinic, 2011 Number Estimated

El Puente

At El Puente, the number of interpretation hours has grown more than 23% between 2006 and 2009. Those patients are overwhelmingly women and children.



Wyoming Medicaid

This program, also known as "Equality Care", is a federal-state funded program that provides health and long-term care coverage to low-income children, parents, seniors and people with disabilities. Medicaid provides medical care for one in every 80 Wyoming residents. 2/3 of Wyoming Medicaid recipients are children. In Teton County in 2010, only 769 people receive Medicaid or Equality Care support, or 1% of total recipients.

Kid Care CHIP

Kid Care is a Wyoming program that helps families provide health insurance for their children. Kid Care CHIP offers health insurance coverage for Wyoming’s children and teens through age 18 who are uninsured and meet income and eligibility guidelines. CHIP fills an important gap for uninsured children whose family incomes are too high to qualify for coverage under Medicaid but are still lower than a state-specified amount.

Teton County Children Enrolled in KidCare Chip and Medicaid

Program Type	2006	2007	2008	2009	2010
KidCare CHIP	121	177	210	152	121
Medicaid Insurance	550	539	460	585	648
All Programs	671	716	670	737	769

Trends and Gaps

Many service providers interviewed for this assessment recognized that clients are putting off preventative care or minor procedures due to financial concerns. This trend is not isolated to clients who qualify for federal assistance; it has extended well into the professional community. High deductibles and/or loss of coverage due to unemployment or underemployment encourage people who have been insured in the past to postpone care until it is absolutely necessary. In short, more people need assistance getting care and the severity of cases is increasing as people wait until the last minute to get help. This is especially frustrating because we are not a medically underserved area. We have the doctors and services; our difficulties lie in financial and linguistic/cultural access.

Housing

Housing in Teton County

The 2010 US Census shows 8,973 occupied housing units in Teton County. 56.6% of those units are owner-occupied and 43.4% are renter occupied. Family households make up the largest percentage of owner-occupied units at 66.9%, but non-family households dominate the renter-occupied sector with 60% of those units.

Housing is one of our community's most difficult issues. With 97% of our land public-owned and not available for development, land and housing is expensive. There are three agencies work on the affordability issue, especially for our workforce, the Teton County Housing Authority, the Jackson Hole Community Housing Trust and Habitat for Humanity. The Community Safety Network provides emergency and transitional housing to victims and the children of victims of domestic violence, sexual assault and stalking. We have subsidized housing developments in town, Brandy Chase apartments and Pioneer Homestead. Brandy Chase is home to many of our disabled residents, while Pioneer Homestead is predominantly home to the elderly. Aspen Creek, Jackson Apartments and Jackson Hole Apartments have some subsidized units in their complexes that serve low-income renters.

For the purpose of this assessment, we are focusing on homelessness and emergency/transitional housing.

Homelessness

The 2010 Annual Homeless Assessment Report to Congress lists 579 people homeless in the State of Wyoming. The exact number of homeless in Teton County is unknown. The definition of homeless is even more elusive and debated.

Service Providers

The Good Samaritan Mission: Good Samaritan Mission has been serving the physical, emotional and Spiritual needs of the hungry and homeless in Teton County for over 40 years.

The Community Safety Network: A nonprofit organization providing emergency shelter and transitional housing for victim of domestic violence, sexual assault or stalking.

Data from Service Providers

The Community Resource Center

In 2010, 128 clients at the Community Resource Center were homeless at the time of intake. 35% were over the age of 50. 27% had lived in the valley for over 10 years and 10% had lived in the valley over 20 years.

The Good Samaritan Mission

In 2010 the Good Samaritan Mission provided 7,270 "stays" or one night of shelter. The Mission has facilities to provide transitional housing to 32 single individuals. 5-6 spaces are reserved for women; the remaining spaces are for single men. The mission also provides support services for the homeless, such as showers, community meals, telephones and religious support.

Trends and Gaps

The following trends are found in our community, with the exception of victims or the children of victims of domestic violence, sexual assault or stalking.

- Transitional or emergency housing does for families does not exist, services for women are inadequate in number
- Long-term transitional housing is limited to specific programs at the Mission as well as in total length of stay
- Emergency or transitional housing for special populations such as people who are disabled, recovering from substance abuse or incarceration does not exist

It is difficult to define homelessness. Most of us imagine outdated images of urban homeless shelters. We don't consider people who are "couch surfing"-moving from one friend's house and onto another over and over-as homeless, but their housing is tenuous in a way that undermines anything else they do. Service providers are finding that multiple families are sharing a small apartment and even renting out hallways and closets. In a recent meeting someone suggested that this is culturally acceptable for Latino families, but service providers were quick to correct that statement. It is culturally acceptable to have multiple family members in one dwelling, it is a clear indication of stress and difficult times that multiple families would do this-and then rent the hallway to a stranger. These populations cannot be accurately counted, but people experiencing these types of homelessness are showing up in the client rosters of local social service agencies. Without reliable, affordable housing it will be hard to help them regain self-sufficiency.

Mental Health Services

Mental Health Services in Teton County

The Jackson Hole Community Counseling Center is our primary mental health service provider. The Center provides a full range of urgent and long-term care, including Mountain House, a therapeutic outreach center for adults. Teton County is the only county in Wyoming that has a separate agency for substance abuse treatment and counseling, and the two agencies work hand in hand to serve clients as needed.

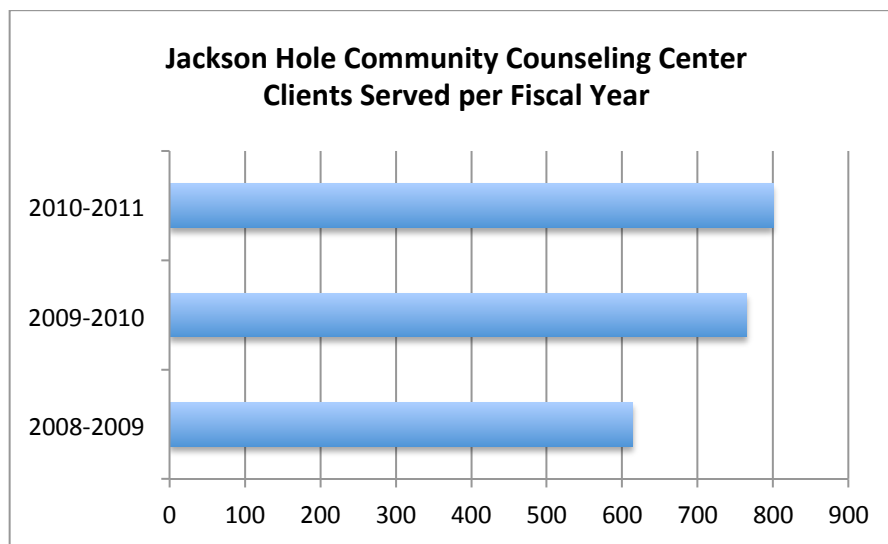
Service Providers

Jackson Hole Community Counseling Center:	A nonprofit full-service mental health center, providing services on a sliding fee scale and emergency services 24 hours a day. Individual and group therapies and interventions are offered, including vocational and career support
Mountain House:	A program of JHCC, providing daytime therapeutic services for adults.
Private Counselors and Therapists:	A recent search located 14 private practitioners serving Teton County
Teton County School District:	A county school district providing student referrals, counseling and support in addition to its primary educational programs.

Data from Service Providers

Jackson Hole Community Counseling Center

The Center has a staff of 15 counselors, some part-time. In general, the need exceeds the capacity for care, so a waiting list is carefully maintained to ensure that critical cases are seen immediately. Noncritical clients may wait up to 21 days from initial intake before seeing a counseling professional, not unlike local physician offices. The number of clients served per year climbed from 614 to 765 from 2009-2010. In 2011 the number clients served is projected to exceed 800 (shown on graph as 800 only).



Trends and Gaps

The JH Community Counseling Center reports:

- Increased number of clients who cannot make any type of payment for services
- Increase in number of people needing service
- Increased emergency cases
- Increase in the severity of emergencies

Teton County School District #1 is working to increase the efficiency of student referral to mental health providers. The Integrated Mental Health Project is currently reviewing existing services, agency status and relationships and best practices. Some service providers and educators have observed an increase in violent behavior in youth and a dramatic increase in youth suicides in a neighboring community are critical indicators that the mental health needs of children in Teton County are shifting.

Parenting Support and Youth Intervention

Parent Support and Youth Intervention in Teton County

Teton Youth and Family Services is our primary youth intervention/family support organization. They are a nonprofit organization housing three distinct programs, Van Vleck House, Red Top Meadows and Hirschfield Center for Children. The Department of Family Services also provides related services.

Service Providers

- Teton Youth and Family Services: Nonprofit organization housing Van Vleck House, Hirschfield Center for Children and Red Top Meadows
- Van Vleck House: The Van Vleck house provides prevention, early intervention and treatment programs for Teton County youth. In 1986, Van Vleck House added the Group Home and Crisis Shelter to meet expanded community need for intervention and treatment services. The Leadership Program and Kid's Club provide positive experiences for youth.
- Hirschfield Center for Children: The Hirschfield Center is devoted to preventing child abuse and providing services to families and their children that are at-risk of child abuse. The Hirschfield Center works with families that have experienced divorce, domestic violence, abuse, mental health issues, and substance abuse. These problems put the children at-risk for serious problems.
- Department of Family Services: As state agency conducting investigations follow the report of child or adult abuse, neglect or exploitation. They also work with families, children in family foster care or juveniles in crisis to assess needs and provide assistance or needed interventions, oversees child support collection

Data from Service Providers

Van Vleck House

Prevention and Early Intervention:

- 490 youth served annually
- All Kid's Club participants improved one letter grade in Math and Reading
- Improved classroom behavior contributed to improved grades
- Jackson Hole Leadership Program participants demonstrated improved connections to school and peers
- 20% of participants were Latino children who received scholarships
- 90% of diversion cases do not go to court
- 70% of the total cases are related to substance abuse
- Diversion Program participants contributed 420 hours of Community Service

Group Home and Crisis Shelter:

- 75% of Crisis Shelter placements return home without legal involvement
- 85% of long term placements return home
- 80% of youth placed in the Group Home have suffered some form of abuse
- While receiving services, 95% of residents maintained passing grades

Hirschfield Center for Children

- Facilitated 42 child forensic interviews
- 43% involved the sexual violation of a child
- 70% involved abuse by a parent or step-parent
- 34% involved substance abuse by the perpetrator
- No reports of stranger abuse
- Only .06% of Family Advocate Program clients moved to an out of home placement or more restrictive level of care
- Average participation in Family Advocate Program is 12.2 months
- Family drop-out rate is only 1%

Red Top Meadows

- 87% of program graduates earn a High School Diploma or GED
- 93% of students that start the program graduate From RTM
- 87% of program graduates stay out of further restrictive placements
- 74% of students have been physically or sexually abused

Teton Youth and Family Services: Clients Served by Program per Fiscal Year

Service	2009-2010 (one year)	2010-2011 (one year)	
Van Vleck House			
Leadership Program	110	110	
After School Programs	300	300	
Court Programs	71	45	
Crisis Shelter	33	67	
Group Home	29	19	
Hirschfield Center			
Family Advocacy	69 families, 168 people	52 families, 162 people	
Forensic Interviews	45	42	
Red Top Meadows			
Wilderness Program	12	11	
Residential Treatment	28	25	

Trends and Gaps

2010 was a difficult year for the Teton Youth and Family Services team. If you look at their overall client numbers, they were about the same as the past few years, but the swings in client populations were greater than they have ever seen. This trend made programming, staffing and funding very difficult. The State of Wyoming has focused on reducing out of home placements in favor of preventative programming. However, funding for preventative program is hard to secure and these programs have not been increased to pick up the workload. The result is that assistance was delayed until clients are in serious trouble. This explains the trend seen where placements went down, and then explode.

Substance Abuse Services

Substance Abuse Services in Teton County

Teton County residents have a long history as a party town and our population is dominated by a culture that values high-risk behaviors, such as technical sports. We are unique in Wyoming because we are the only county that maintains a substance abuse service agency separate from our community mental health center. The Curran-Seeley Foundation is our primary substance abuse treatment agency.

Service Providers

Curran-Seeley Foundation: Nonprofit agency serving approximately 90% of clients seeking substance abuse treatment in Teton County. Provides evaluations, treatment, information and 24 hour crisis services.

Apex: Private substance abuse counseling serving approximately the 10% of substance abuse clients in Teton County

Drug Court: A county court program providing treatment alternatives to incarceration for eligible substance abuse offenders.

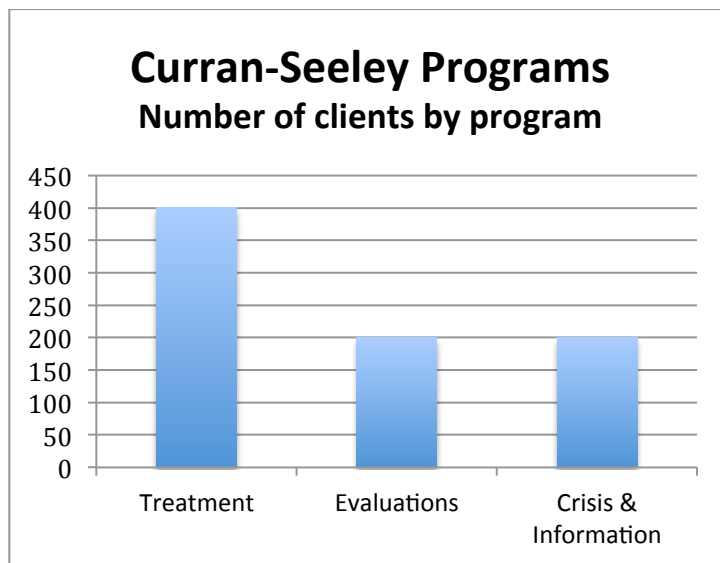
Date from Service Providers

Curran-Seeley Foundation

Curran-Seeley provides three primary areas of service

1. Ongoing treatment programs: Clients work with licensed therapists in groups or individually over time to achieve goals. The courts may require routine drug testing or other program compliance.
2. Evaluations: Clients are evaluated for addiction or other disease. This often follows legal activity such as a DUI charge.
3. Crisis and Information: Working with both client and agencies, such as St. John’s Medical Center, substance abuse therapists answer questions, intervene to support emergencies and orient potential clients after crisis.

Curran-Seeley has six counselors, plus an Executive Director who is a licensed therapist. Therapists manage 37 weekly groups and 150 clients per week. In 2009, Curran Seeley Foundation reported an average of 74.53 hours per client for out-patient services.



Teton County Court Supervised Treatment Program (DUI Program)

CSTP is a voluntary program that offers eligible clients an alternative to incarceration following a drug/alcohol violation. A defendant can decline participation, but the typical result is significantly more jail or prison time. This program began in 2004 and has an average caseload of 15 participants. From January to June 2011, approximately 8% of arrests were screened as potentially eligible for drug court participation. Of those, 1% enrolled and 1% declined participation. Sargent Troy Sutton reports 1,709 arrests during calendar year 2008 and 1,153 during calendar year 2009. Captain Slade Ross reports 967 arrests in calendar year 2010. As arrests decline, so does participation in the program, not indicating a lack of need for substance abuse treatment but a decrease in the number of clients entering the system via the courts.

Trends and Gaps

The slowed economy, resulting in high unemployment has created a dangerous situation. Before the recession, people were fully employed, with less time to drink or drug and more money to go out into bars and restaurants to drink where they are more likely to be caught. The process following a DUI mandated that the person become involved in and complete treatment. In essence, the DUI process was somewhat preventative in nature. Now, people are unemployed or underemployed. With less money they are staying home to drink or drug, often unobserved or observed only by family or friends. Instead of a bartender bringing them drinks, they have a full bottle and the reasons to stop drinking, like the price of drinks, need to drive home, being cut off by a bartender or stopped by law enforcement no longer exist. As a result, the number of alcohol poisonings is up, a potentially life-threatening change that also results in a medically advanced situation upon entrance to treatment

Teton County Needs 2011

Appendix

1. Blank survey: Hard copy version
2. Newspaper advertisement
3. Bibliography
4. Federal Poverty Guidelines

Teton County Needs

A Social Services Needs Assessment For Teton County, Wyoming

This survey has seven questions and will take about 15 minutes of your time. You will not be asked for your name or contact information.

For this survey, social services are defined as agencies or programs that help people regain or maintain self-sufficiency, such as counseling, emergency financial assistance, substance abuse services, food banks, emergency housing or childcare assistance. This survey does NOT include EMS, fire or police services.

If you would like more information on the assessment project, please visit the project website at www.tetoncountyneeds.org, or contact Susan Erkisen-Meier at 307-690-7781. This survey is available online at the above address.

If you would like to take this survey home to complete it, you can return it to drop boxes at either the Community Resource Center or the Latino Resource Center, both located at the St. John's Episcopal Church campus, or return it via US Mail to:

Social Services Needs Assessment
PO Box 7936
Jackson, WY 83002

This survey is also available online at www.tetoncountyneeds.org

Printed on recycled paper.

Question #1

Are you currently a resident of Teton County, Wyoming?

- YES
- NO

If 'NO,' where do you live (town and state)?

Question #2

If you answered 'YES' to Question #1, how long have you lived here?

- Less than one year
- 1 - 3 years
- 4 - 10 years
- 11 - 20 years
- More than 20 years

Question #3

If you've used social services in Teton County, Wyoming, did you receive the help you needed?

- Yes
- Somewhat
- No
- I've never used social services
- Other (please specify): _____

Question #4

How well are the following needs being met in Teton County, Wyoming?

Please rank each item.

	Very Well	Well	Fair	Not Being Met	Don't Know
Early Childhood Services (Childcare, infant/maternity programs, screenings)					
Education (Literacy, prepared workforce)					
Emergency Financial Assistance (temporary)					
Employment (Training and support)					
Financial (Budgeting, planning)					
Food (Food banks and subsidized meals)					
Healthcare (Access, adequate services)					
Housing (Emergency assistance, homeless services)					
Mental Health Services					
Parenting Support/Youth Interventions					
Substance Abuse Services					

Question #5

Given the fact that we don't have enough resources to address all of our needs, which three should be given priority?

Please choose only three needs, one for each priority level.

	Highest Priority Pick One	High Priority Pick One	Important Pick One
Early Childhood Services (Childcare, infant/maternity programs, screenings)			
Education (Literacy, prepared workforce)			
Emergency Financial Assistance (temporary)			
Employment (Training and support)			
Financial (Budgeting, planning)			
Food (Food banks and subsidized meals)			
Healthcare (Access, adequate services)			
Housing (Emergency assistance, homeless services)			
Mental Health Services			
Parenting Support/Youth Interventions			
Substance Abuse Services			

Question #6

Which three groups are in the greatest need of social service support?

Please choose only three groups, one for each level.

	Highest Need Pick One	High Need Pick One	Significant Need Pick One
Infants & Young Children (under 5)			
Students/Youth (Ages 6-18)			
Young Couples			
Pregnant Women/Expecting Families			
Single Parents			
Middle Class (Families or single)			
Seniors			
Disabled Adults and Children			
Immigrants (English Speaking)			
Non-English Speakers			

Question #7

Do we have the facilities, funding, and staff we need to address these needs?

Please rate what we have in Teton County, Wyoming today.

For this question, please rate each need.

	Plenty of Resources	OK Resources	Some, but Not Enough	Don't Know
Early Childhood Services (Childcare, infant/maternity programs, screenings)				
Education (Literacy, prepared workforce)				
Emergency Financial Assistance (temporary)				
Employment (Training and support)				
Financial (Budgeting, planning)				
Food (Food banks and subsidized meals)				
Healthcare (Access, adequate services)				
Housing (Emergency assistance, homeless services)				
Mental Health Services				
Parenting Support/Youth Interventions				
Substance Abuse Services				

Thank you for completing this survey. The final assessment report will be posted on the Teton County webpage in mid-August. That web address is www.tetonwyo.org

For more information, project updates, and other ways you can get involved, visit our website at www.tetoncountyneeds.org or call 307-690-7781. If you have questions or comments, please email us at info@tetoncountyneeds.org

Please share your opinion about human need in Teton County.

**Your survey responses will guide the
allocation of grant dollars assisting people
in need in our community.**

To learn more about this project and take the on-line survey:

www.tetoncountyneeds.org

Surveys are also available in print and in Spanish

For questions or assistance: Contact Susan Eriksen-Meier
info@tetoncountyneeds.org or 690-7781

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Survey closes July 5th

Teton County Needs 2011
Teton County, Wyoming Social Services Needs Assessment
Bibliography

The majority of the information in this report was collected through interviews or other correspondent with local service providers. The following resources were also utilized. Due to the tremendous changes since the recession in 2008 and 2009, special effort was made to utilize post-recession data in this assessment.

Resources

1. 2010 Annual Homeless Assessment Report to Congress
2. 2010 U.S. Census
3. Community Resource Center, 2010 Annual Statistics
4. El Puente 2006 and 2009 Annual Reports
5. Good Samaritan Mission Newsletter
6. Jackson Hole Radio.com, Unemployment in Teton County Jumps
7. Teton Count Childcare Assessment
8. Teton County Public Health, Best Beginnings Program Data
9. Teton County Selected Measures for Adults BRFSS Combined Data
10. The Jackson Hole Compass, 2011 Edition
11. U.S. Bureau of Labor Statistics, Local Areas Unemployment Statistics (LAUS)
12. Wyoming Business Council
13. Wyoming Department of Administration and Information, Economic Analysis Division
14. Wyoming Department of Education, 2010-2011 PAWS Results
15. Wyoming Department of Family Services, 2010 Strategic Plan
16. Wyoming Department of Workforce Services, Research and Planning Department
17. Wyoming Mental Health and Substance Abuse Division, Gaps Analysis Report
18. Wyoming Workforce Childcare Needs Assessment

2011 Federal Poverty Guidelines



100% *

Persons in Family or Household	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$10,890	\$13,600	\$12,540
2	\$14,710	\$18,380	\$16,930
3	\$18,530	\$23,160	\$21,320
4	\$22,350	\$27,940	\$25,710
5	\$26,170	\$32,720	\$30,100
6	\$29,990	\$37,500	\$34,490
7	\$33,810	\$42,280	\$38,880
8	\$37,630	\$47,060	\$43,270
For each additional person, add	\$3,820	\$4,780	\$4,390

125%

Persons in Family or Household	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$13,613	\$17,000	\$15,675
2	\$18,388	\$22,975	\$21,163
3	\$23,163	\$28,950	\$26,650
4	\$27,938	\$34,925	\$32,138
5	\$32,713	\$40,900	\$37,625
6	\$37,488	\$46,875	\$43,113
7	\$42,263	\$52,850	\$48,600
8	\$47,038	\$58,825	\$54,088
For Each Additional Person, add	\$4,775	\$5,975	\$5,488

135%

Persons in Family or Household	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$14,702	\$18,360	\$16,929
2	\$19,859	\$24,813	\$22,856
3	\$25,016	\$31,266	\$28,782
4	\$30,173	\$37,719	\$34,709
5	\$35,330	\$44,172	\$40,635
6	\$40,487	\$50,625	\$46,562
7	\$45,644	\$57,078	\$52,488
8	\$50,801	\$63,531	\$58,415
For Each Additional Person, add	\$5,157	\$6,453	\$5,927

► A consumer may be eligible if their total household income is at or below 135% of the federal poverty guidelines in states that follow the federal eligibility criteria. Click [here](#) for a list of states using the federal eligibility criteria.

► States that have their own Lifeline and Link Up Programs may set their own eligibility criteria by increasing OR decreasing total household income limits or choosing not to use total household income as an eligibility criterion.

► Additionally, some states may use total household income as eligibility criteria, but develop their own limits. For information about income based eligibility in these states contact the state commission.

150%

Persons in Family or Household	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$16,335	\$20,400	\$18,810
2	\$22,065	\$27,570	\$25,395
3	\$27,795	\$34,740	\$31,980
4	\$33,525	\$41,910	\$38,565
5	\$39,255	\$49,080	\$45,150
6	\$44,985	\$56,250	\$51,735
7	\$50,715	\$63,420	\$58,320
8	\$56,445	\$70,590	\$64,905
For Each Additional Person, add	\$5,730	\$7,170	\$6,585

175%

Persons in Family or Household	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$19,058	\$23,800	\$21,945
2	\$25,743	\$32,165	\$29,628
3	\$32,428	\$40,530	\$37,310
4	\$39,113	\$48,895	\$44,993
5	\$45,798	\$57,260	\$52,675
6	\$52,483	\$65,625	\$60,358
7	\$59,168	\$73,990	\$68,040
8	\$65,853	\$82,355	\$75,723
For Each Additional Person, add	\$6,685	\$8,365	\$7,683

* SOURCE: Federal Register, Vol. 76, No. 13, January 20, 2011, pp. 3637–3638
Please Note: The federal poverty guidelines are typically updated in the end of January.