



A Tradition of Stewardship
A Commitment to Service

Phillips School Town Hall Meeting

Final Report

April 16, 2015

Come share with your neighbors what you

Think **Need** **Want**



For your

Children **Neighborhood** **Community**

Executive Summary

The Napa County Health and Human Services Agency partnered with On the Move and Phillips School/Napa Valley Unified School District to conduct a health fair and town hall meeting on January 29, 2015 to assess community interest in opening a SparkPoint Center on the school campus. Parents from the school, along with other community members and those who provide health and social services, were invited to attend. Findings from a facilitated discussion and a self-administered survey are included in this report and key results are listed below.

Facilitated Discussion (Qualitative Data)

- Approximately 140 people attended the town hall meeting.
- Community members identified supports and services already existing in the neighborhood as: Phillips Elementary School/Preschool, Napa County Office of Education, various mental health, health and dental health services, Parent University and the Family Resource Center.
- The top identified wishes for the neighborhood included improving safety through fixing or adding sidewalks and street lighting, a neighborhood based community or cultural center, additional opportunities for recreation and exercise and better access to health clinics and services.
- Community members felt that greater financial security for their families could be achieved through lowered cost of daily living, more affordable housing and assistance with job searches and training among other things.

Survey (Quantitative Data)

- The survey was completed by 67 attendees of the town hall meeting.
- The vast majority (85%) of respondents identified as Hispanic/Latino and 60% indicated Spanish as their primary language.
- Forty-two percent of respondents had less than a high school education, 39% had a regular full-time job and over half were married (63%).
- Financial service interests included budgeting classes and job search training first, followed by resume writing workshops.
- Twenty-eight percent of survey respondents ranked their health as being fair or poor compared to 17.8% of Napa County adults surveyed by the California Health Interview Survey (CHIS).
- When asked if a household member needed mental health care or services but did not seek help during the last year, seven respondents (10.4%) answered yes.

Introduction

The Napa County Health and Human Services Agency (HHSA) is striving to become more integrated with the community in a way that ensures that community-based services are reaching the populations they are intended to serve. Implicit in this goal is an acknowledgment that place matters for health and that social determinants of health, such as poverty and education, play an important role in determining future health outcomes.

Napa County Health and Human Services partnered with On the Move and Phillips Elementary School/Napa Valley Unified School District to conduct a health fair followed by a town hall meeting to assess the community's interest in locating a SparkPoint Center on the Phillips School campus. Created by United Way of the Bay Area, SparkPoint Centers are financial education centers that help individuals and families who are struggling to make ends meet.

Community members and those who provide services within the neighborhood were invited to attend both the health fair and town hall meeting, with parents from the elementary school leading facilitated discussions during the meeting. Attendees were asked to complete a survey collecting demographic characteristics, financial service interest areas and health information.

Data from the facilitated discussions and the survey questions were collected and analyzed. The details of the analysis are contained in this report.

Methods

Facilitated Discussion

Data Collection

At the beginning of the town hall meeting, a large map of the Phillips neighborhood was mounted on a wall and attendees were directed to identify their approximate residence by placing stickers on the map.

School parents volunteered to lead small groups of town hall attendees in a facilitated discussion. For each of the three facilitated discussion questions, group members were asked to write individual thoughts on separate pieces of paper. The first question focused on what health and financial services already exist in the neighborhood and the group was given paper hearts to record their ideas. The second question focused on what health and financial services they wished were in their neighborhood and the group was given paper stars to record their thoughts. The third question asked what support would help them feel financially secure and the group was given paper bills to write their ideas. After each discussion question, the corresponding papers were collected and placed on a large board for everyone to see.

Analysis

The data (pieces of heart, star and dollar bill shaped paper) were collected and sorted into Spanish and English and the Spanish responses subsequently translated into English. Once all ideas were in English, responses were grouped into like categories. At least two people agreed on how to sort individual ideas into categories and on the category names. Then, each response was entered into Microsoft Excel.

Excel was used to create charts for each of the three major questions. For the questions relating to wishes and financial security, the three largest categories were broken down into finer detail and displayed with additional charts as well as alternative visualizations using Wordle¹. All charts and Wordle representations were then presented back to representatives from Phillips Elementary School, Parent University, On the Move and HHSA for further discussion.

Survey

Data Collection

A survey previously used by Phillips Elementary School was modified to include three additional health related questions (Appendix A). At the town hall meeting, a final question was added to determine what methods of event outreach were successful in reaching town hall attendees.

Analysis

A form was created in Epi Info7 and used for survey data entry. Frequencies of demographic information, financial service interests and health responses were generated using Epi Info7. Excel was then used to create a summary table and charts of the data.

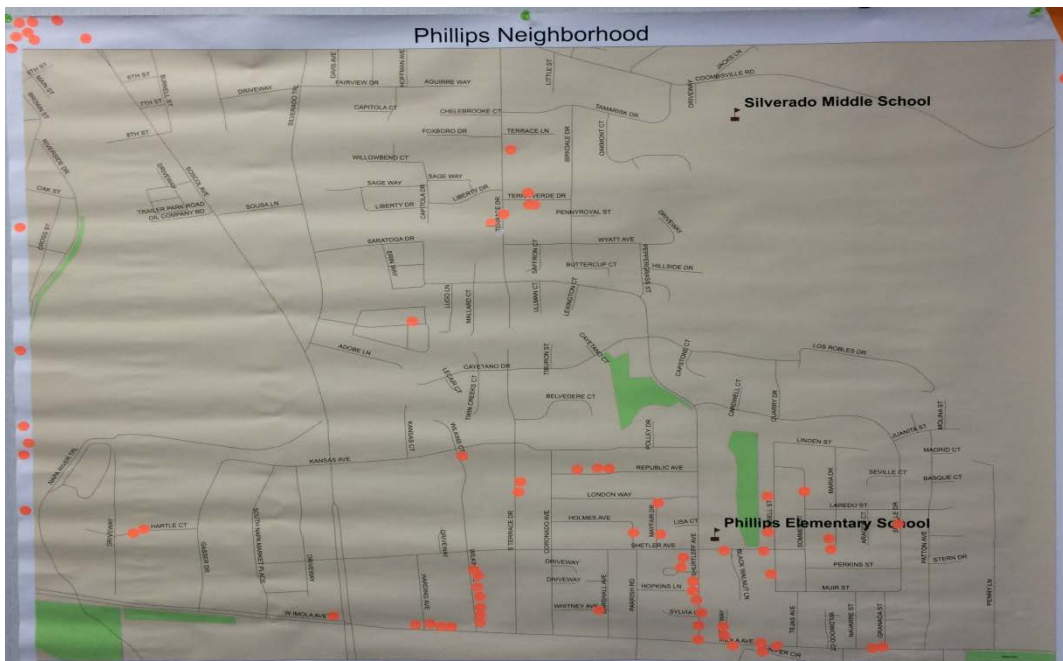
Results

Facilitated Discussion

In total, approximately 140 people attended the town hall meeting.

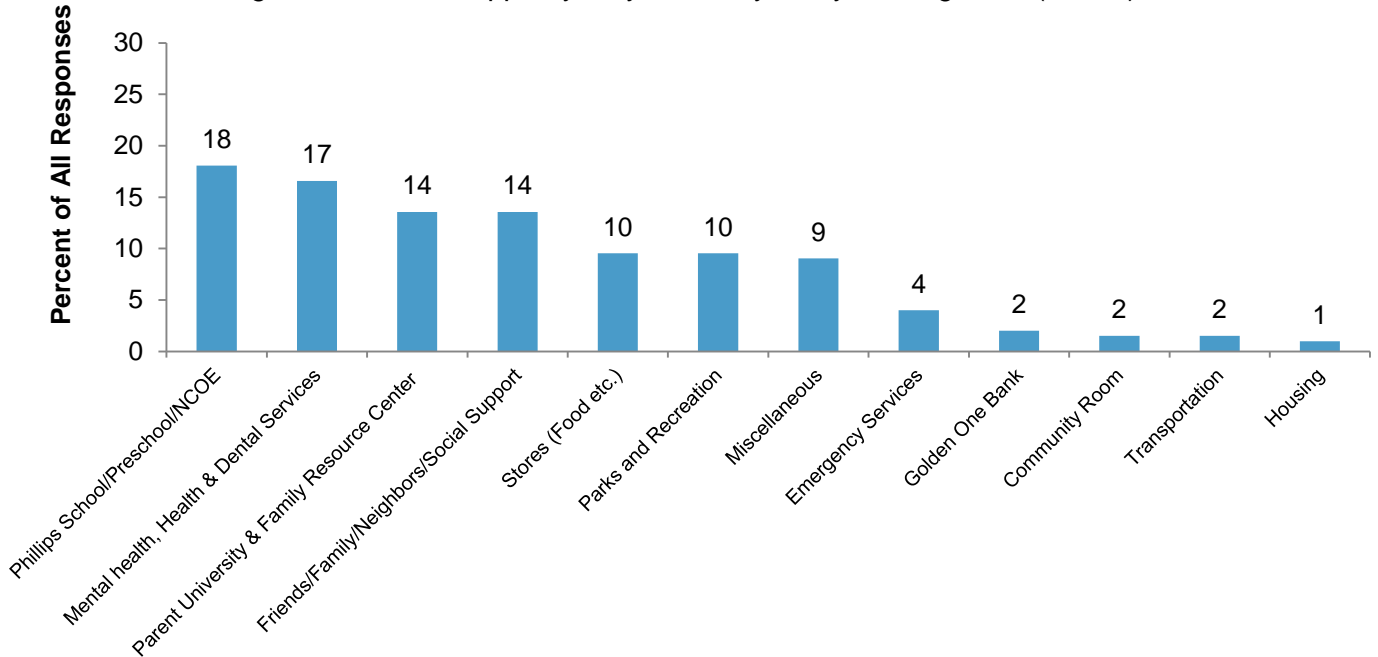
Town hall attendees identified their approximate residence within the Phillips neighborhood (Fig 1). Those who lived outside of the neighborhood boundaries placed stickers on the frame surrounding the map.

Figure 1



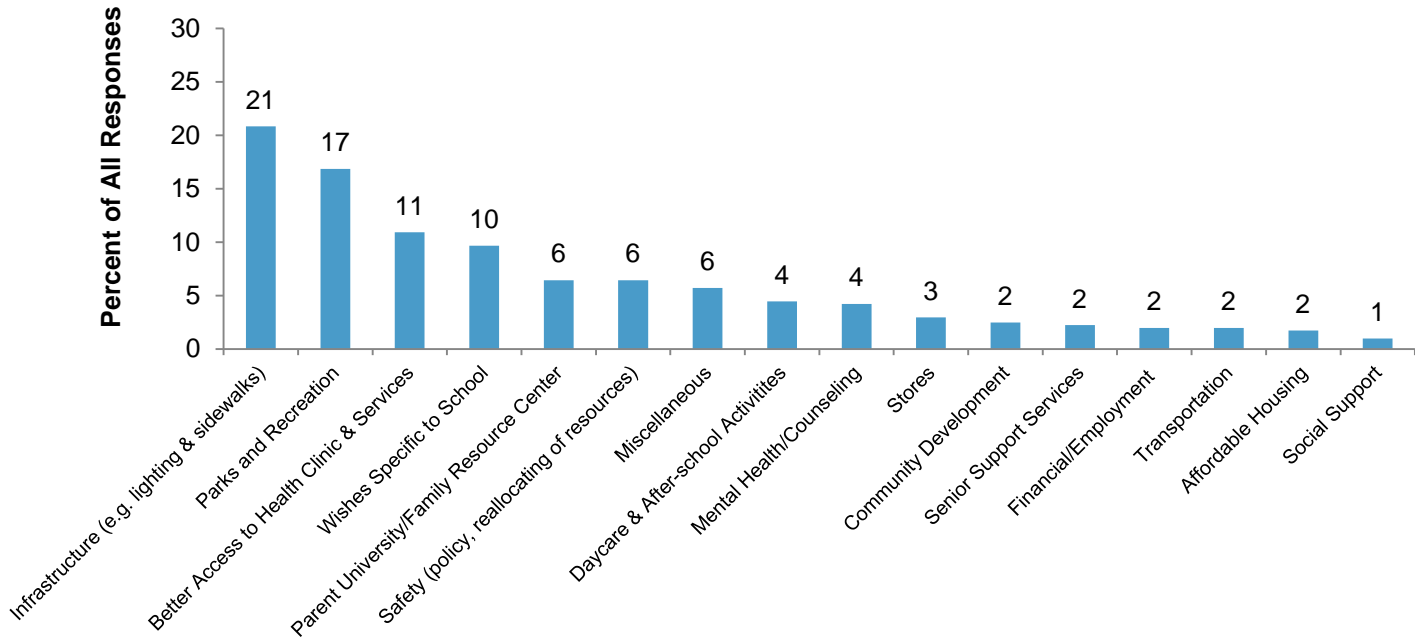
There were a total of 199 heart papers filled out by town hall participants indicating which neighborhood services were already supporting the community. The three categories with the highest percentage of responses (Fig. 2) were: (1) Phillips School/Preschool and Napa County Office of Education (NCOE) (18%), (2) mental health, health and dental services (17%) and (3) Parent University/Family Resource Center (14%) and social support (14%) categories.

Figure 2. Heart: What health and other services are here in the Phillips Neighborhood that support you, your family and your neighbors (n=199)?



The second discussion question was represented by stars so that community members could share what services they wished were in their neighborhood. There were a total of 402 paper stars filled out. The three categories with the highest percentage of responses (Fig. 3) were: (1) infrastructure (21%), (2) parks and recreation (17%) and better access to health clinics and services (11%).

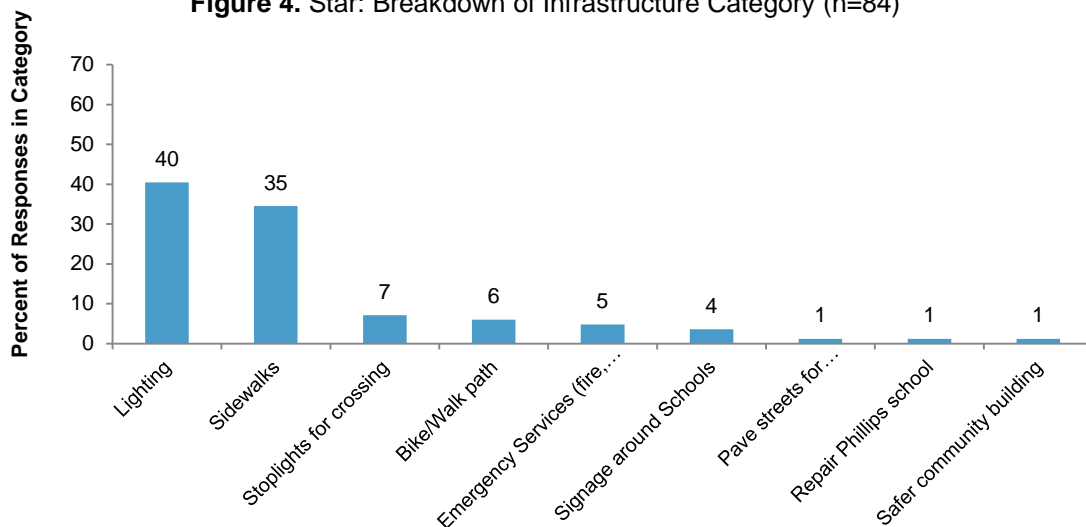
Figure 3. Star: What health and other services do you wish were here in your neighborhood to support children, families and senior citizens (n=402)?



Because the questions about wishes and financial security were meant to examine current opportunities for change in the community, the three highest percentage categories were broken down into finer detail.

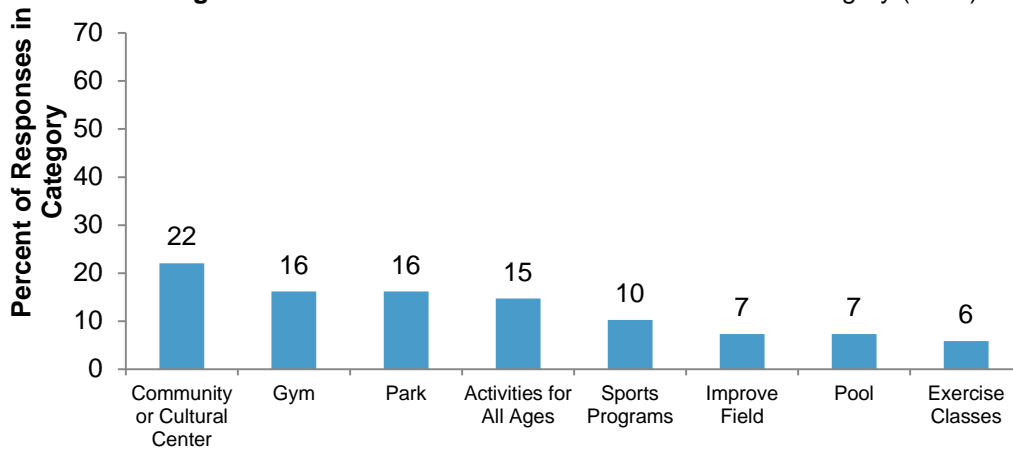
Responses within the infrastructure category (Fig. 4) fell predominantly into wishes for improved lighting (40%) and sidewalks (35%). Individual comments included the need for more and better lighting and the desire to improve and build more sidewalks.

Figure 4. Star: Breakdown of Infrastructure Category (n=84)



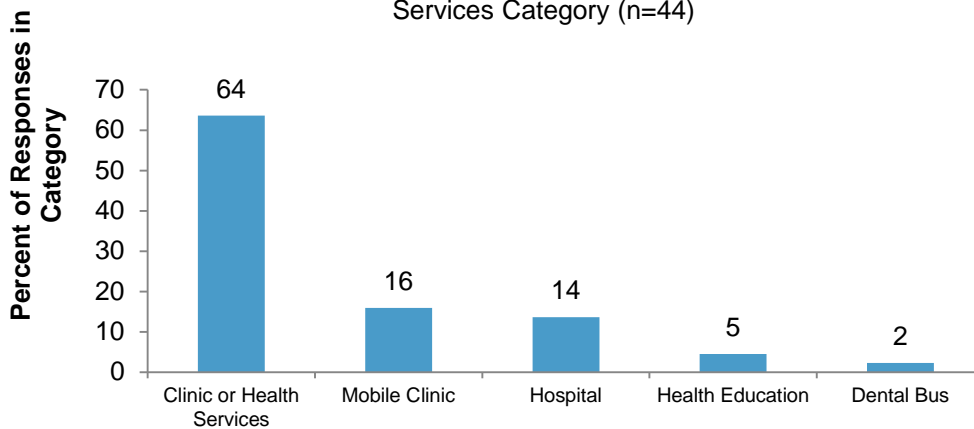
In the parks and recreation category (Fig. 5), the top responses were having a cultural or community center (22%), a gym (16%) and a park (16%). Individual wishes included having a community center with resources for music and art, a cultural center for seniors and families, a local gym and more and better parks.

Figure 5. Star: Breakdown of Parks and Recreation Category (n=68)

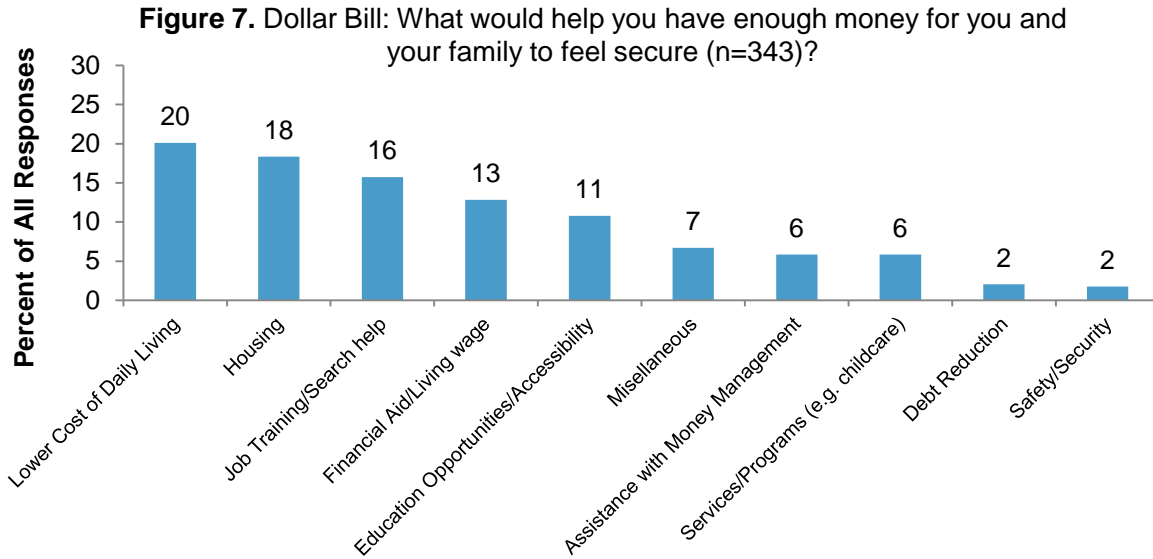


Finally, looking within the better access to health clinics and services category (Fig. 6), the highest percentage of responses were in subcategories of clinics or health services (64%), mobile clinic services (16%) and hospitals (14%). Individual comments included access to local clinics and services, a mobile clinic in the neighborhood and access to more hospitals.

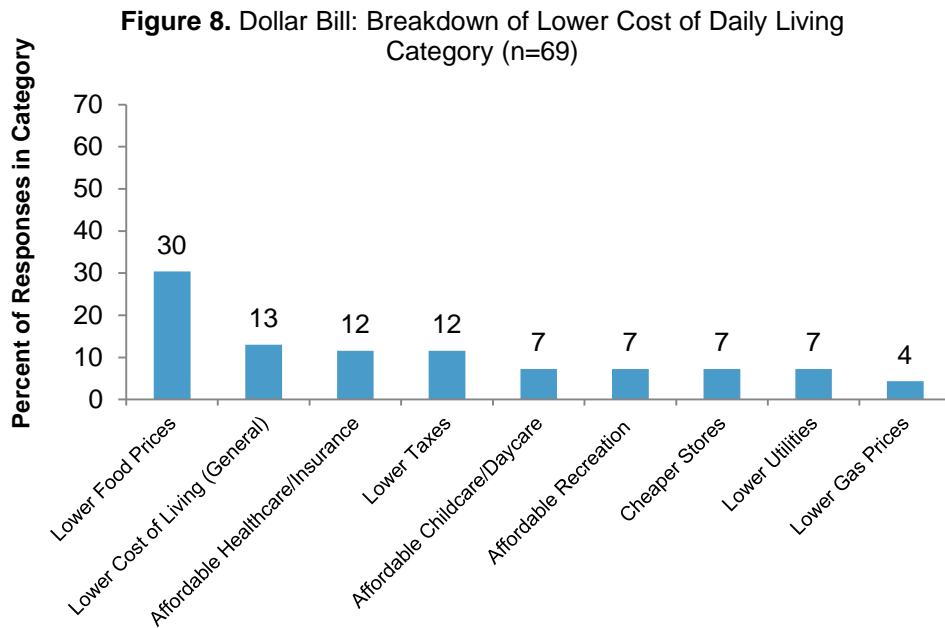
Figure 6. Star: Breakdown of Better Access to Health Clinics and Services Category (n=44)



The last of the facilitated discussion questions, represented by the dollar bill, targeted community ideas about services that would help them feel financially secure. The three categories with the highest percentage of responses (Fig. 7) were: (1) lower cost of living (20%), (2) housing needs (18%) and (3) job training/search (16%) categories.

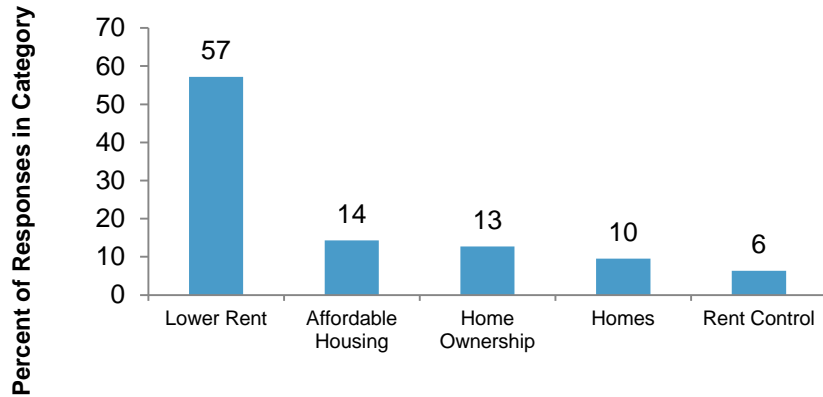


Within the lower cost of daily living category (Fig. 8), the top responses focused on lower food prices (30%), general cost of living (13%) and both affordable healthcare/health insurance and lower taxes (12%). Community members cited interest in access to both lower priced restaurants and grocery options for food, lower cost of living in the community and access to affordable health care and health insurance.



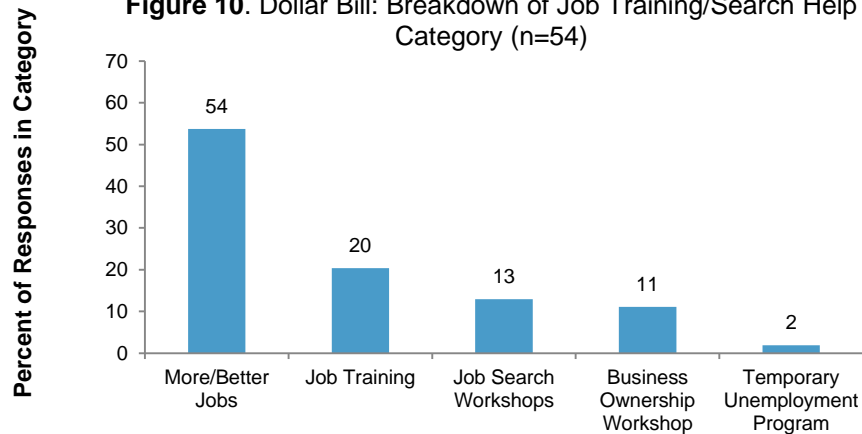
A closer look of the housing category (Fig. 9) shows that over half of responses corresponded with the subcategory of lower rent (57%) for financial stability. Affordable housing (14%) and home ownership (13%) also fell within this category. Individuals cited the need for options like incentives for first time home buyers and more assistance to be able to own a home.

Figure 9. Dollar Bill: Breakdown of Housing Category
(n=63)



Finally, responses within the job training and search assistance category (Fig. 10) focused on the availability of more/better jobs (54%), followed by job training (20%) and job search workshops (13%).

Figure 10. Dollar Bill: Breakdown of Job Training/Search Help Category
(n=54)



Survey

A brief survey was completed by sixty-seven of the town hall participants (Table 1). The vast majority of survey respondents were Hispanic/Latino (85%) and more than half of respondents were Spanish speakers (60%), followed by bilingual (22%) and English (18%) speakers. The largest number of respondents were in the income category of \$25,000-\$45,000 (21%), followed closely by the other four income categories. Forty-two percent of respondents had less than a high school education and 19% had a high school education. Thirty-nine percent of respondents reported regular full-time work, 12% reported regular part-time work and an additional 12% reported that they were unemployed. Over half of respondents were married (63%). Not all respondents choose to answer questions in the household income, education level and employment categories.

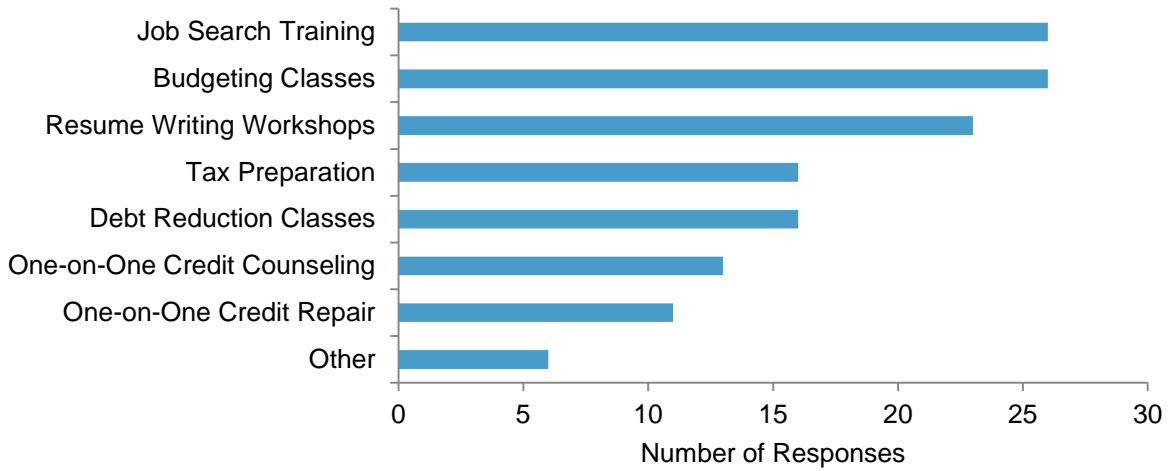
Table 1. Characteristics of Respondents of the Phillips Town Hall Meeting Survey (n=67)

Characteristics	<u>n</u>	<u>%</u>
Respondents	67	100
Ethnicity		
Caucasian	5	7
Hispanic/Latino	57	85
Native American	0	0
African American	2	3
Asian/Pacific Islander	1	1
Other	2	3
Language		
Spanish	40	60
English	12	18
Bilingual	15	22
Other	0	0
Household Income*		
Less than \$12,000	10	15
\$12,000-\$25,000	12	18
\$25,000-\$45,000	14	21
\$45,000-\$60,000	12	18
Other	13	19
Education Level*		
No Education	0	0
Less than High School	28	42
High School	13	19
Some College	7	10
College Degree	15	22
Other	2	3
Employment*		
Regular Part-Time	8	12
Regular Full-Time	26	39
Temporary Full-Time	7	10
Temporary Part-Time	3	4
Unemployed	8	12
Other	3	4
Marital Status		
Single	7	10
Divorced	3	4
Separated	2	3
Married	42	63
Living Together	12	18
Other	0	0

*Does not include missing responses

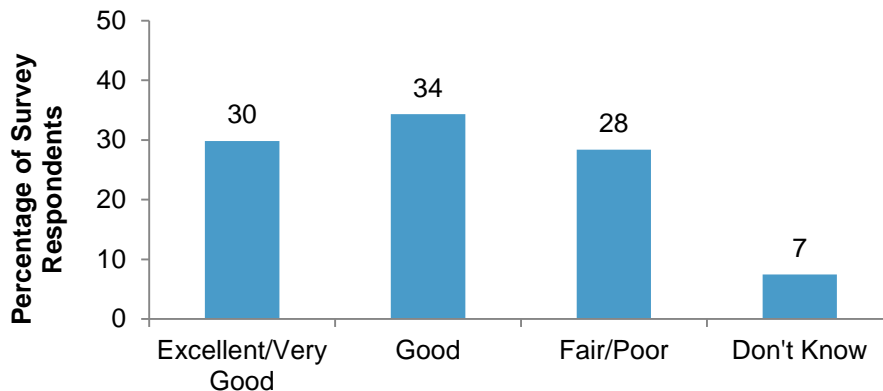
Job search training and budgeting classes were both ranked first and resume writing workshops were ranked second (Fig 11) among financial services of interest to survey respondents.

Figure 11. Rankings of Financial Service Interests of Phillips Town Hall Survey Respondents



Finally, the last three survey questions focused on perceived health and mental health. Survey respondents were asked to rank their overall health on a scale from poor to excellent. Self-reported health status (Fig. 12) was distributed fairly evenly between good health (34%), excellent/very good health (30%) and fair/poor (28%) health.

Figure 12. Self-Reported Health of Phillips Town Hall Survey Respondents (n=67)



When asked if someone in their household needed mental health care or counseling in the past year but did not seek care, seven people (10.4%) responded yes. Among those seven, the reasons for not

seeking services included being worried about the cost despite having insurance, not having insurance, being too busy and other.

When asked how they heard about the town hall meeting, nine people responded with outreach methods that included hearing from friends and family, receiving notices from Phillips School, working with the Innovations Project and being given a flyer.

Conclusion

The Phillips School Town Hall meeting provided an important opportunity for the Napa Valley Unified School District, On the Move and Napa County Health and Human Services to gain insight into key areas of strength and need within the Phillips neighborhood.

The top three categories that attendees wished for were infrastructure, parks and recreation and better access to health clinics and services. One of the most common wishes expressed by the community was for sidewalk and street light improvements. This was not only recorded on the paper stars but was brought up to share with the group by multiple parents as it related to community safety. Lower cost of daily living, lower housing costs and job search/training help were areas of need related to financial stability. By far, the price of food, lower rent and better/more jobs were revealed as top community concerns on the path to financial security.

Looking at self-rated health status of town hall attendees that completed the survey, there were a higher percentage of community members that perceived their health to be fair or poor (28%) as compared to adults ages 18 and over within Napa County overall (17.6%)².

The results of these analyses reflect areas of concern for neighborhood residents and highlight key areas for action moving forward.

References:

1. Wordle. It is an application that generates word clouds giving larger weight to words that occur more frequently than others. <http://www.wordle.net/>
2. California Health Interview Survey, 2011-2012.

Appendix A - Financial Services Survey

1. Ethnicity:

- Caucasian Hispanic/Latino Native American African American
 Asian/Pacific Islander Other: _____

2. Language:

- Spanish English Bi-lingual Other: _____

3. Income:

- Less than \$12,000 \$12,000-\$25,000 \$25,000-\$45,000 \$45,000-\$60,000
 Other: _____

4. Education Level:

- No Education Less than High School High School Some College
 College degree Other: _____

5. Employment:

- Regular Part-time Regular Full-time Temporary Full-time Temporary Part-time
 Unemployed Other: _____

6. Marital Status:

- Single Divorced Separated Married Living Together Other: _____

7. Financial Services Interest (Check all that apply):

- One-on-one credit counseling
 One-on-one credit repair
 Budgeting classes
 Reduce Debt Classes
 Job search training
 Resume writing workshops
 Tax Preparation
 Other: _____

8. In general, do you think your health is _____?:

- Excellent Very Good Good Fair Poor Don't Know

9. During the past 12 months, was there any time that you needed mental health care or counseling but didn't get it?:

- Yes No Don't Know Refused

10. If you answered "Yes" to Question 9, what was the reason?:

- No Insurance Have insurance but worried about cost Did not know where to go Too Busy Other: _____