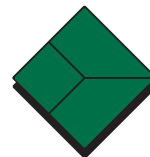




Frederick County HUMAN NEEDS ASSESSMENT REPORT

*A report for creating positive community impact and lasting change
for the residents of Frederick County.*

August 2011



**THE COMMUNITY FOUNDATION
of FREDERICK COUNTY**

For Good. Forever. For Frederick County.

312 E. Church Street • Frederick, MD 21701
301.695.7660 • 301.695.7775 fax
www.cffredco.org

Acknowledgements

The Community Foundation of Frederick County acknowledges with gratitude the co-sponsors of this human needs assessment project:



The Community Foundation of Frederick County's Strategic Planning/Needs Assessment Subcommittee offered timely counsel as the project was launched and feedback along the way. Members of the Subcommittee are listed in Appendix IV.

The Human Needs Assessment was undertaken with the assistance of Frederick County Government's Citizens Services Division. Special thanks are due to Margaret Nusbaum, former Director of Frederick County Government of Citizens Services Division, for her help in navigating the Frederick County public agencies engaged in this important work.

The contents of this report are the responsibility of the authors only, and do not reflect the views of the University of Baltimore, Johns Hopkins University, or The Community Foundation of Frederick County.

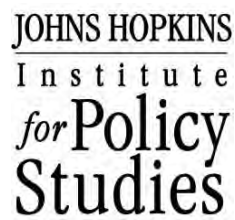


Table of Contents

Executive Summary	4
Full Report: Introduction	20
I. A DEMOGRAPHIC SNAPSHOT OF FREDERICK COUNTY, MARYLAND	22
Socioeconomic and Demographic Trends	22
Workforce Characteristics	33
Residents Living in Poverty and Working Poor Residents.....	44
II. EXISTING NEEDS, EXISTING SERVICES, AND GAPS IN SERVICES	57
Health Needs	59
Youth Needs.....	70
Basic Needs.....	82
III. ADDITIONAL NEEDS	107
Services for Senior Citizens.....	107
Services for Individual with Disabilities.....	108
Crisis Response Services	110
Cultural Competence	111
Child Neglect and Abuse	112
Additional Needs	112
IV. SERVICE DELIVERY – RELATED RESPONSES	113
V. INDICATORS FOR MEASURING PROGRESS	116
APPENDICES	118
Appendix I: Socioeconomic and Demographic Data Tables	119
Appendix II: Frederick County Regions by Census Tract.....	128
Appendix III: Methodology	129
Appendix IV: Research Participants and Respondents.....	133
Appendix V: Reports Reviewed	139
Appendix VI: Author Biographies.....	141

Executive Summary

The Community Foundation of Frederick County (the Community Foundation) is proud to present the findings of its human needs assessment. The Community Foundation has no set agenda except to provide the greatest positive community impact through its grant making and scholarship programs. The purpose of this document is to provide a solid, unbiased assessment of the most pressing human needs in Frederick County.

The Community Foundation and local funders and philanthropists have a shared interest in providing meaningful grant funding in Frederick County and want to create the most impact from their grant making. This human needs assessment will be used to expand the Community Foundation's strategic grant making to ensure maximum impact and create benchmarks to assess progress over the next 10 years.

This human needs assessment combines research and data with input from service providers, stakeholders, community leaders, and others to determine the areas of need that are most pressing. The human needs assessment covers all areas of human services within Frederick County but pays particular attention to the Community Foundation's core priority areas: health, youth, and basic human needs.

To complete this human needs assessment, the Community Foundation engaged the Baltimore Neighborhood Indicators Alliance-Jacob France Institute of the University of Baltimore and the Johns Hopkins University Institute for Policy Studies (BNIA-JFI/JHIPS) team to prepare a collaborative human needs assessment for Frederick County. The Community Foundation intends to use the human needs assessment to focus its efforts in the three areas of need that emerged as priorities from its strategic planning activities over the past year: health, youth and basic human needs, including shelter and jobs.

The BNIA-JFI/JHIPS team brings relevant experience in both the use of multiple data sources to provide a detailed picture of needs and assets and the production of opportunity scans to help focus the efforts of a community foundation.

The report identifies key components in the Community Foundation's three target areas that can be addressed with strategic funding, collaboration among funders and service providers, best practices, volunteer efforts, and community involvement.

The systematic needs assessment had three parts:

- A quantitative perspective on human needs in Frederick County;
- A qualitative perspective on human needs in Frederick County; and
- An analysis of the supply of services available to meet the identified needs and of gaps between supply of services and need for them.

METHODOLOGY

A quantitative analysis of current and future trends in Frederick County's population and socioeconomic trends and a thorough labor shed¹ analysis provided the foundation for the study.

Simultaneously, the qualitative element of the human needs assessment was conducted using five methods designed to gather the input of a diverse group of service providers, elected officials, service end-users, and the general public. Components of the research process included:

- ***Seven focus groups*** consisting of 38 representatives from government agencies, nonprofits, and professional service providers were held to gather assessments of Frederick County's human needs, available services, and gaps in services. Invited individuals who were unable to attend were interviewed by phone.
- ***Eight key informant interviews*** conducted with current and former elected officials, civic leaders, and representatives from United Way of Frederick County, Frederick County judiciary, and Frederick County Public Schools.
- ***A survey of 111 service providers*** conducted to collect information about available services. The survey included an open-response question: "In your professional opinion, what are the top three unmet needs in all of Frederick County?" with the responses used as part of the human needs assessment portion of the analysis. The respondents profiled 167 programs. The respondents included the majority of the largest providers of human needs services.
- ***A focus group of 15 participants of human services programs***, which included services for people who are homeless, free clinic patients, and consumers of soup kitchens and food programs, was conducted. Participants were asked about their daily needs, programs that have helped them and why, their unmet needs, and the needs of community youth. Community Foundation leaders who participated in United Way of Frederick County's strategic planning process contributed their notes, which also were used in gauging community human needs.
- ***A survey of the general public***, which asked respondents to rank unmet needs in the Community Foundation's three core strategic areas: health, youth, and basic human needs. One hundred and fourteen responses were received, with the survey's availability reported in local print media, on the Community Foundation's website, through email blasts, and social media. See Appendix Table 12 for survey template.

The primary source data was supplemented by third party focus groups and surveys, most notably those of United Way of Frederick County and the Frederick County Local Management Board². The report also includes a preliminary aggregation of service delivery issues raised by

¹ A labor shed is defined as the region or area from which an employment center draws its workers.

² Maryland mandates that all counties have an agency to oversee services to children and families in an effort to minimize duplication of these services. The Frederick County Local Management Board guides Frederick County Office of Children and Families in governing, allocating resources, monitoring and evaluating family services.

key local participants in the assessment, as well as suggested quantifiable indicators for discussion by the Community Foundation and community partners of how to measure progress and impact. The qualitative analysis of needs, supply of services, and gaps in services relied to a large extent on the knowledge and opinions of Frederick County “experts,” individuals who have long experience in delivering human services in Frederick County or who are currently or in the past held elected or appointed policymaking positions. These experts were identified by the Community Foundation, which managed convening and scheduling of all meetings and telephone conferences. All participants in the study were assured that their comments would not be attributed.

CORE PRIORITY AREAS

Within the Community Foundation’s three priority areas (health, youth, and basic human needs), the following sub-categories emerged from the study’s information-gathering as the ones needing particular focus. They were used to guide the investigation of existing needs, existing services, and gaps in services. It should be noted that needs in the three strategic areas are deeply interrelated.

- **Health**
 - Affordable health care
 - Medical home
 - Mental health care
- **Youth**
 - Caring adults in the lives of children and youth
 - School readiness
 - Outside-of-school activities
- **Basic Human Needs**
 - Shelter
 - Affordable housing
 - Supportive housing
 - Homeless services
 - Jobs and job supports
 - Adult literacy
 - Affordable high-quality child care
 - Transportation

A DEMOGRAPHIC SNAPSHOT OF FREDERICK COUNTY³

The following demographic trends affect human needs in Frederick County today and will do so in the future. They include:

- **MORE PEOPLE:** More than 230,000 individuals currently live in Frederick County. The county will experience continued population growth through 2030, though much less rapid than the previous 20 years. The recession has dramatically slowed migration from Montgomery County, which has been the primary source of population growth. Population increase will be fueled equally by natural increase (births minus deaths) and migration of individuals and households from elsewhere in Maryland and the United States.
- **MORE OLDER PEOPLE:** Age distribution has changed dramatically over the past 10 years and will continue over the next 20 years. The age 65-and-older population is expected to increase 232% between 2010 and 2030, from 24,970 (11.1% of the population) to 58,000 (17.5% of total population).
- **SHORTAGES OF RENTAL HOUSING IN FREDERICK CITY:** Rapid growth in the number of households will fuel demand for additional housing. Rental units make up over one third of the housing in Frederick City, but only 16% in the remainder of the county. Only 125 new rental units were added to the stock in Frederick City in the last decade, while there was an increase of 1,600 rental units in the rest of the county.
- **BRAINPOWER DRIVES THE COUNTY ECONOMY:** By far the greatest labor force growth in the past decade – in both numbers of positions and percentage increase—was in management, professional, and related occupations and in professional, scientific, management and administrative industries and educational, health and social services industries. A large share of jobs in these occupations and industries require substantial education, training, and/or experience. The educational attainment of current and potential Frederick County workers largely matches demand—33% of people over 25 in Frederick City and 32% in the rest of the county have Bachelor’s degrees or higher; the share has increased 4% over the last decade as better educated individuals have moved to the county.
- **13,000 CITIZENS ARE BEING LEFT UNPREPARED:** Ten percent of Frederick City’s population over the age of 25 (4,166 individuals) and 8% (8,232) in the rest of the county have less than a high school education and are ill-prepared to take part in the county’s brainpower-driven economy or to help their children and grandchildren do so.

³Except where noted, all data is from the U.S. Census Bureau, with projections to 2030 by the Maryland State Data Center.

Though it may not appear so during the lingering recession, systemic labor shortages throughout Maryland and elsewhere are projected within the next 25 to 30 years as current demographic and economic growth patterns collide; for the sake of economic development as well as the welfare of human beings, the county cannot afford to leave anyone outside the economic mainstream.

- **THE COUNTY EXPORTS AND IMPORTS LABOR:** Today, Frederick County is a net exporter of highly skilled, well-paid labor, with the largest share of these workers employed in Montgomery County. Workers who hold lower-skill, lower-pay positions in Frederick County often cannot afford to live in the county but commute in for work.
- **INCOME HAS INCREASED RAPIDLY THROUGHOUT THE COUNTY, BUT FROM A MUCH LOWER BASE IN FREDERICK CITY:** Median household income has grown by 34% since 2000 across the county (35% in Frederick City), but in 2009, median income in Frederick City was \$61,700 compared to \$81,000 in the County as a whole.
- **10,500 FREDERICK COUNTY RESIDENTS LIVE IN POVERTY** (<\$11,136 income per year): Compared to Frederick County as a whole, more Frederick City residents living in poverty are under the age of 18 (32% vs. 28%) and are African American (25% vs. 8%), and slightly more are Hispanic. Frederick City residents over the age of 25 living in poverty are less educated (25% have less than a high school degree vs. 9% in the county as a whole), but among those over the age of 16, 77% of Frederick City residents living in poverty are employed, versus 69% of those in Frederick County as a whole).
- **16,000 FREDERICK COUNTY RESIDENTS ARE “WORKING POOR”** (earning above poverty level up to \$24,000, which is estimated to be a self-sufficiency income in Frederick County⁴): Working poor individuals are more likely than those living in poverty to have less than a high school education (diploma) and 87% of working poor individuals are earning an income. Of the working poor, 9% are African American and 7% are Hispanic.

⁴ Based on the Self Sufficiency Standard for Maryland (2003).

HUMAN NEEDS, SERVICES, AND GAPS IN FREDERICK COUNTY

HEALTH NEEDS

The qualitative analysis of needs, supply of services, and gaps in services relied to a large extent on the knowledge and opinions of Frederick County “experts,” individuals who have long experience in delivering human services in Frederick County or who are currently or in the past held elected or appointed policymaking positions. These experts were identified by the Community Foundation, which managed convening and scheduling of all meetings and telephone conferences. All participants were assured that their comments would not be attributed.

Frederick County’s health needs are being shaped by its changing demographics. As the elderly become a larger share of the population over the next 20 years and the number of children remains relatively constant, pressure to address chronic conditions will increase even while Frederick remains a location of choice for families with children.

Affordable health care is the number one health need in Frederick County.

- 8.6% of all Frederick County residents lack health insurance and 4.8% of residents under the age of 18 lack health insurance coverage⁵.
- The number of health care providers accepting medical assistance payments such as Medicaid is limited.
- The number of health care providers accepting Medicare is insufficient to meet the needs of the rapidly growing senior population.
- Working poor families have incomes too high to qualify for medical assistance, but they cannot afford to pay for medical services out of pocket.
- Dental services are inadequate for uninsured and underinsured individuals.
- High turnover among frontline health care workers weakens service delivery.
- Demand for affordable health care is greater than the capacity of all Frederick County providers.

A “**medical home**” (also referred to as primary care physician driven care) for low-income individuals and families would improve health outcomes and reduce costs⁶. People without access to medical homes tend to rely on hospital emergency rooms and lack adequate preventive care, management of chronic conditions, and care coordination, including referrals to specialists.

⁵ U.S. Census Bureau, 2009 American Community Survey one-year estimates.

⁶ The 2010 federal Affordable Care Act provides a statutory definition of the medical home model, defining a medical home as: “a mode of care that includes (a) personal physicians, (b) whole-person orientation, (c) coordinated and integrated care, (d) safe and high-quality care through evidence-informed medicine, appropriate use of health information technology, and continuous quality improvements, (e) expanded access to care, and (f) payment that recognizes added value from additional components of patient-centered care.

- According to Frederick Memorial Hospital (FMH) sources, more than one quarter of FMH emergency department visits are for non-emergency reasons that could have been much less expensively and more effectively addressed by primary health care providers in a medical home.
- Uncompensated care in the county rose 8% between 2008 and 2009, to more than \$15 million.⁷
- A pressing need exists for focusing efforts on chronic disease management that a medical home brings.
- Twenty-eight percent of Frederick County's population is obese, 29% suffers from hypertension, 6% from chronic heart disease, and the incidence of diabetes is 9%. Fourteen percent of adults and 11% of children have asthma.⁸
- According to the Frederick County Health Department, an older population is more likely to suffer from chronic diseases such as diabetes, hypertension, and chronic heart disease,⁹ creating the need for expanded capacity for chronic disease management.
- Culturally competent¹⁰ medical homes are needed for Hispanic residents. Eighty percent of FMH's emergency department dental patients, and 90% of the prenatal patients are Hispanic.
- Medical homes for young people with for developmental disabilities, combined with respite care, can enable their caregivers to maintain good mental health themselves.
- The majority of surveyed providers of medical home services agree that the demand is greater than the capacity of all Frederick County providers.

There is a rapidly growing need for **affordable mental health services** for Frederick County residents of all ages and insufficient resources to meet that need.

- The U.S. Census Bureau's American Community Survey estimates that during 2005 and 2009, the annual average of Frederick County residents reporting cognitive difficulty was approximately 6,500 persons.
- 6.7% of adults reported fair or poor mental health, with higher rates among residents under 40 and those with incomes less than 200% of the Federal Poverty Level.¹¹
- The Frederick County Health Department provides mental health/substance abuse treatment programs in a community-wide continuum of care, and operates youth mental health prevention programs that can identify the early stages of mental illness. As demand increases, resources for these exemplary programs are diminishing.
- Long lead-times for behavioral health appointments in low-cost settings is common, and those who qualify for inpatient services face waiting lists.

⁷ Maryland Health Care Cost Review Commission.

⁸ PRC Community Health Assessment 2007.

⁹ PRC Community Health Assessment.

¹⁰ Cultural competence refers to the ability to be aware of the impact of culture and to address the needs of different groups of people in accordance with their values, customs, beliefs, and languages.

¹¹ PRC Community Health Assessment.

- Mental health treatment protocols often require multiple visits and/or medications that uninsured and underinsured residents cannot afford.
- Few, if any, adolescent psychiatrists have general practices that are accepting new patients in Frederick County.
- Mental health crisis response services, particularly mobile responses, are insufficient.
- The majority of surveyed providers of mental health services agree that the demand is greater than the capacity of all Frederick County providers.

YOUTH NEEDS

The qualitative analysis of needs, supply of services, and gaps in services relied to a large extent on the knowledge and opinions of Frederick County “experts,” individuals who have long experience in delivering human services in Frederick County or who are currently or in the past held elected or appointed policymaking positions. These experts were identified by The Community Foundation of Frederick County, which managed convening and scheduling of all meetings and telephone conferences. All participants were assured that their comments would not be attributed.

Youth ages 18 and under make up approximately 28% of Frederick County’s population and their numbers are expected to increase 65% over the next 20 years. There is at least one individual younger than 18 years old living in almost 38% of Frederick County’s households.¹²

- **Caring adults in the lives of youth is the number one youth need in Frederick County.**
 - Study participants, including the surveyed public, agreed with academic experts¹³ that caring adults who are consistently present and active in the lives of youth enhance resilience in young people, helping them thrive despite obstacles; act as protective factors for youth in high-risk settings; and facilitate student learning. Conversely, when parents or other caring adults are absent, healthy development of young people is compromised.
 - Optimally, parents and other family members fill the role of caring adults throughout their children’s lives. Other caring adults, including teachers, counselors, coaches, mentors, faith community members, and in some cases foster parents, are also necessary to supplement and in some cases substitute for, parental attention.

¹² U.S. Census Bureau, Maryland State Data Center (projections).

¹³See for example, Bernat, D.H., PhD and Resnick, M.D., PhD (2006). Michael D. Resnick, PhD, “Healthy Youth Development: Science and Strategies,” Journal of Public Health Management & Practice 12:6 (S10-S16).

- Parents need support to enable them to parent successfully and help their children realize their potential. In Frederick County, new-baby home visits for all households formerly helped to launch parents in their new roles and connect them with resources.
 - Parents need to be able to help their children navigate available college and career pathways. School career and college counselors play an important role in the lives of youth and their families, helping them navigate the college and career opportunities available to them. However, counselors have overwhelming caseloads and have received insufficient professional development to effectively guide students and their families.¹⁴
 - More widely available college affordability expertise is needed to help more families, many of whom are unaware of the financial options available to them and may discourage their children from exploring college options in the mistaken belief that they cannot afford it.
 - Increased numbers of adult mentors are needed.
 - All surveyed providers of these services agree that demand for caring adults is greater than the capacity of all Frederick County providers.
- **School readiness**, measured by the Maryland Model for School Readiness’ use of exemplars adapted from the Work Sampling System® (WSS), is a high priority in Frederick County because 80% of brain growth, including a child’s social, and emotional development, occurs before age six.¹⁵
 - The WSS measures social, emotional, and physical development as well as cognitive capabilities.
 - Frederick County will have an additional 7,600 infants, toddlers, and preschoolers over the next 20 years.¹⁶
 - In 2009, only 80% of Frederick County births were to mothers who received early prenatal care, compared to 92% in Howard County—ranking Frederick County 19th out of 24 counties in the state of Maryland.¹⁷
 - Children who were less than “fully ready” (as measured by the WSS) for kindergarten were more likely than the majority of Frederick County students to be those who received care at their own or others’ homes rather than in child care centers and those who were English Language Learners.¹⁸
 - School readiness programs rely heavily on volunteers; there is a need for involvement by more professional child development specialists.

¹⁴ Frederick County Public Schools (2011). *Findings of the Superintendent’s College and Career Ready Task Force*.

¹⁵ Shonkoff, J.P. and Phillips, DA, eds. (2000). From Neurons to Neighborhoods: The Science of Early Childhood Development. National Research Council and Institute of Medicine.

¹⁶ Maryland State Data Center.

¹⁷ Frederick County Local Management Board 2010 Community-Wide Needs Assessment.

¹⁸ Maryland State Department of Education.

- Greater capacity in two-generation early childhood (birth through age three) programs is needed for lower-income families. These programs focus not only on parenting and high-quality child care, but also on building parents' human capital through school completion and job readiness, job search assistance, and training.
 - All surveyed providers of school readiness services agree that the demand is greater than the capacity of all Frederick County providers.
- More appealing and affordable **activities outside of school** are needed to enhance child development, provide opportunities for youth to interact with caring adults outside of their families, and to counter drug and gang influences.
 - Expanded before-and-after school activities, after-school clubs, and sports programs for youth are needed.
 - Weekend and evening activities are in short supply.
 - Intramural sports programs, and recreational, social, and other activities that are not sports-related, are needed.
 - Programs that are attractive to older children and youth (11-21) were recommended. Youth surveyed by the Frederick County Local Management Board asked for more job/life skills activities; county experts have recommended required financial literacy training inside and outside of school.
 - The paid, fulltime workforce of providers is negligible; these programs rely heavily on volunteers and are struggling to meet rising demand.
 - The number of mentors from the community and internships for youth in local businesses and nonprofits are limited.
 - The majority of surveyed providers of outside-of-school services agree that the demand for activities outside of school is greater than the capacity of all Frederick County providers.

BASIC HUMAN NEEDS

The qualitative analysis of needs, supply of services, and gaps in services relied to a large extent on the knowledge and opinions of Frederick County “experts,” individuals who have long experience in delivering human services in Frederick County or who are currently or in the past held elected or appointed policymaking positions. These experts were identified by The Community Foundation of Frederick County, which managed convening and scheduling of all meetings and telephone conferences. All participants were assured that their comments would not be attributed.

Basic human needs include air, food, and water; clothing and shelter; and physical, economic, and health security.¹⁹ During the study’s information-gathering, two broad areas – shelter and jobs – emerged as areas of greatest need, and several subcategories within them were identified.

Shelter

- **Affordable housing led all rankings of need of all types.** While it is beyond the capacity of any social services sector in Frederick County, alone or in consortium, to materially affect the county’s housing market, the focus of most respondents was on residents who are unsatisfactorily housed – in unsafe, overcrowded, unsanitary, or temporary circumstances, or requiring so much of their income that other basic needs must be sacrificed – or at risk of losing their residence altogether.
 - According to the U.S. Department of Housing and Urban Development (HUD), “families who pay more than 30% of their income for housing are considered cost burdened and may have difficulty affording necessities such as food, clothing, transportation, and health care.” A household that spends more than 50% of its gross annual income on housing has a “severe housing cost burden” and may be at risk of homelessness.
 - In 2009, the Area Median Household Income (AMI) in Frederick County was \$82,598.²⁰ Lower income Frederick County households (earning 50% or less of the area median income) spent larger shares of their income on housing costs than did those earning the median or above.
 - Thirty-six percent of Frederick County homeowners spent more than 30% of median household income on housing. Between 2005 and 2009, they lost an average of \$78,546 in homeowner equity per homeowner, the third highest loss in Maryland.

¹⁹ Maslow, Abraham (1943). A Theory of Human Motivation.

²⁰ U.S. Census Bureau.

- Frederick County faces a shrinking supply of affordable rental housing, which declined from 75% of the rental stock in 2000 to just under 60% in 2008. Between 2000 and 2008,²¹ the number of Frederick County renters who spent more than 50% of their income on rent increased from 13% to nearly 18%.²²
 - Needs assessment participants identified a need for an increase in the supply of affordable housing by addressing acquisition and associated costs for nonprofit housing developers, possibly through a land trust.
 - Almost all surveyed providers of affordable housing services agree that the demand is greater than the capacity of all Frederick County providers.
- **Supportive housing**, sometimes called “shelter plus care,” combines long-term, affordable leased units with onsite, facilitated access to a flexible and comprehensive array of supportive services designed to assist tenants in achieving and sustaining housing stability.
 - In addition to those who are homeless, elderly people, persons with disabilities, and recovering substance abusers often need supportive housing.
 - An unmet need exists for supportive housing for patients with chronic mental illness and for youth who are aging out of the foster care system or transitioning from disabled student status to adult services.
 - Supportive housing providers depend on a workforce of trained professionals and many volunteers to deliver their services.
 - Surveyed service providers unanimously agree that the demand for supportive housing is growing and greater than the capacity of all Frederick County providers.
- **Homeless services** are needed in Frederick County. Homelessness is in part the ultimate outcome of unaffordable housing, while other factors such as mental illness and substance abuse may factor significantly.
 - Homelessness has been decreasing in Frederick County since its high point in 2009. As of January 26, 2011, there were 280 homeless people in Frederick County. The homeless population now includes more families, particularly domestic violence survivors. More than three-quarters of homeless adults in families reported income.²³

²¹ U.S. Census Bureau’s American Community Survey uses three- and five-year rolling averages. In this case, the data is the 2006-2008 average.

²² Real Property Research Group (2011) *Multifamily Rental Market Assessment: Frederick County, Maryland*.

²³ Metropolitan Washington Council of Governments’ Homeless Services Planning and Coordinating Committee (2011). *A Regional Portrait of Homelessness: The 2011 County of Homeless Persons in Metropolitan Washington*. Frederick County Coalition for the Homeless contributes to the report.

- Frederick County’s homeless response services and capabilities lack needed day shelter(s), 24-hour shelters, year-round (vs. winter-only) shelters, and a women’s shelter.
- Housing with support services is needed, both short-term services in transitional housing and long-term services in permanent supportive housing, to address the needs of homeless people who are persons with chronic substance abuse, mental illness, or dual diagnoses.
- Frederick County lacks a coordinated system of services for chronically homeless people.
- Expansion of services for homeless families is urgently needed. The face of homelessness is changing, and the gap between the growing demand for family services and supply is widening.
- A coordinated system of services does not exist for emergent homeless families.
- Almost all surveyed service providers agree that the demand for affordable housing services is greater than the capacity of all Frederick County providers.

Jobs

- **Employment services.** Job seekers have multiplied in the lingering recession. The results of corporate downsizing— initially occurring in response to the business cycle—are now permanent as employers find more profitability with fewer employees, greater productivity, and hire more contract and other flexible workers. Skilled workers are taking jobs beneath their skill level, crowding out youth and other low-skill workers.
 - Approximately 2,784 Frederick County residents living in poverty and 926 working poor individuals²⁴ are not in the labor force²⁵ and an additional 1,317 poor and working poor individuals are unemployed.
 - Respondents to the Frederick County Local Management Board’s 2010 survey of child-serving agencies cited “lack of jobs, vocational training, and career development” as the largest problem for young adults ages 19 to 21.
 - Federal legislation reauthorizing workforce services in 1998 by the U.S. Department of Health and Human Services mandates that workforce career centers provide universal service, and agencies are funded to provide intensive job coaching to the lowest-income job seekers whose incomes are less than 150% of the Federal Poverty Level. These are the services in shortest supply and most needed by poor and working poor individuals.

²⁴ Working poor refers to persons earning above the federal poverty level but who could potentially fall below the poverty level due to economic, family, health, or other reasons. They are earning less than a sustainable wage for their place of residence. This definition is taken from the Wider Opportunities for Women Family Economic Security Program.

²⁵ Not employed and not looking for work.

- Additional job-readiness programs with more of a career-path orientation, including job placement, retention, advancement, and improved tracking of individuals on paths to self-sufficiency, are needed.
- Study participants also saw unmet needs in ongoing skills-upgrade partnerships with employers and science, technology, engineering, and math (STEM) education at all levels of public schooling.
- Demand for workforce development services is increasing and there is guarded optimism among surveyed service providers that they can provide core services that will meet needs.

To obtain, keep, and advance in a job, unemployed and underemployed Frederick County residents need **job supports** that address personal barriers and/or enhance opportunities, including adult literacy instruction, affordable high-quality child care, and transportation services. In Frederick County, there is an unmet need for a better coordinated and more effective network of job supports providers.

- In the last national survey of **adult literacy** in 2003, 6% of Frederick County residents ages 16 or older lacked basic prose literacy skills.²⁶
 - Adult literacy is lowest among the 11% of Frederick County and 16% of Frederick City residents who spoke a language other than English at home,²⁷ and among long-time rural populations with little schooling. More outreach and expanded services are needed to reach the latter, who may not welcome help, and urban areas of generational poverty.
 - Working together, Frederick County Public Schools' Flexible Evening High School and Frederick Community College are the largest providers of adult literacy services, the remainder of which are provided by small, volunteer-dependent nonprofits. The Flexible Evening High School has seen an increase in demand, with enrollment reaching 1,000 students. Other providers are smaller scale, with the Literacy Council of Frederick County serving 120 individuals last year, for example, and heavily dependent on volunteers for one-on-one tutoring.
- **Affordable, high-quality child care** is critical in enabling parents to work and also can contribute significantly to children's school readiness and success.
 - Child care is one of the largest items in a family budget, often the largest if a family has more than one child. More than three-quarters of Frederick County mothers of children younger than 12 years old work, creating demand for

²⁶ National Center for Education Statistics (2003). National Assessment of Adult Literacy: State & County Estimates of Low Literacy.

²⁷ U.S. Census Bureau.

potentially 28,000 children; in 2011, child care center and licensed family child care had spaces for 10,000 children.²⁸

- The common childcare answer for poor and working poor families is to rely on informal, unlicensed “family, friends, and neighbor” care, which can be unreliable and offer a less than rich developmental environment for children. Another option, leaving the lowest-paid parent at home, limits the household’s overall income. Child care financial aid for low income parents is insufficient.
 - The procedure for obtaining subsidies is fragmented.
 - Financial assistance and professional development for child care operators, particularly those who care for infants and toddlers, is lacking.
 - Demand for high-quality child care is increasing and almost all surveyed providers of child care services agree that combined capacity, particularly of affordable care, is insufficient.
- In a suburban area like Frederick County, **transportation** is required to exploit employment opportunities, starting with job applications and interviews. The 2010 Census shows that 4.2% of Frederick County households and 7.2% of Frederick City households do not have an available vehicle. Only 1.9% of Frederick County commuters and 2.6% of Frederick City commuters use public transportation to get to work.
 - TransIT provides the only scheduled public transportation in the county, providing 800,000 trips in FY2011 on high-frequency “connector” routes in the Frederick City area.
 - Limited TransIT service outside the Frederick City area—usually two to four trips per day—concerned survey participants, who see it limiting people from accessing not only jobs but also social services and child care.
 - Provider survey respondents estimate that 1,112 clients per month were not served because they could not physically reach the location of their services.
 - Needs assessment participants noted that unemployed and underemployed people were most vulnerable to spatial mismatches between residence and job opportunity.
 - Needs assessment participants identified the need for reliable on-demand paratransit and other options where demand does not justify scheduled transit service.

²⁸ Maryland Child Care Resource Network (2011). *Child Care Demographics 2011: Frederick County*.

SERVICE DELIVERY ISSUES

While it was not the focus of the human needs assessment, several questions in the survey of service providers²⁹ and discussions in many focus groups addressed the ways that services are delivered. Highlights include:

- **MEASURING RESULTS:** Virtually all respondents used activity measures, 58% used outcome measures, and 51% used impact measures to assess the results of their efforts (respondents could select all that applied). Almost 40% of service provider survey respondents would like to measure their results in a different way, and made 48 suggestions for improvements they would like to make.
- **COLLABORATION:** The 61 respondents to the service provider survey described 167 programs. Almost all indicated that they collaborated with other organizations for referrals, specialty service, facilities, shared workload, and other needs.
- **VOLUNTEERS:** Of the programs that utilized volunteers, most counted on them to perform essential functions. Most surveyed service providers agreed that it was becoming more difficult to recruit volunteers, including board members.
- **SERVICE DELIVERY PRIORITIES:** Survey respondents and other assessment participants volunteered their top service delivery priorities:
 - Measurement of results, outcomes, and impact
 - Coordination and collaboration among service providers
 - Improved communication about available services to intended beneficiaries
 - Access to services and the removal of barriers to service, including geography, language, and cultural competence
 - Volunteer recruitment

²⁹ See Methodology on page 6.

FREDERICK COUNTY HUMAN NEEDS ASSESSMENT – FULL REPORT

Introduction

The Community Foundation of Frederick County (“the Community Foundation”) is proud to present the findings of its human needs assessment. The Community Foundation has no set agenda except to provide the greatest positive community impact through its grant making and scholarship programs. The purpose of this document is to provide a solid, unbiased assessment of the most pressing human needs in Frederick County.

The Community Foundation and local funders and philanthropists have a shared interest in providing meaningful grant funding in Frederick County, wanting to create the most impact from their grant making. This human needs assessment will be used to expand the Community Foundation’s strategic grant making to ensure maximum impact and create benchmarks to assess progress over the next 10 years.

This human needs assessment combines research and data with input from service providers, stakeholders, community leaders, and others to determine the areas of need that are most pressing. The human needs assessment covers all areas of human services within Frederick County but pays particular attention to the Community Foundation’s core priority areas: health, youth, and basic human needs.

To complete this human needs assessment, the Community Foundation engaged the Baltimore Neighborhood Indicators Alliance-Jacob France Institute of the University of Baltimore and the Johns Hopkins University Institute for Policy Studies (BNIA-JFI/JHIPS) team to prepare collaborative human needs assessment for Frederick County. The BNIA-JFI/JHIPS team brings relevant experience in both the use of multiple data sources to provide a detailed picture of needs and assets and the production of opportunity scans to help focus the efforts of a community foundation.

The report identifies key components in the Community Foundation’s three target areas that can be addressed with strategic funding, collaboration among funders and service providers, best practices, volunteer efforts, and community involvement:

- Health
 - Affordable health care
 - Medical home
 - Mental health care
- Youth
 - Caring adults in the lives of children and youth
 - School readiness
 - Outside-of-school activities
- Basic Needs
 - Shelter
 - Affordable housing
 - Supportive housing
 - Homelessness
 - Jobs and job supports
 - Adult literacy
 - Affordable high-quality child care
 - Transportation

The systematic human needs assessment has three sections:

- **Section I:** A demographic snapshot of Frederick County.
- **Section II:** An analysis of existing human needs, existing services, and gaps between the need for and supply of services.
- **Section III:** A preliminary aggregation of service delivery issues raised by key local participants in the human needs assessment, as well as suggested quantifiable indicators for discussion by the Community Foundation and community partners of how to measure progress and impact.

Section I: A Demographic Snapshot of Frederick County

Frederick County has changed significantly over the past decade in terms of population composition, income levels, occupation, industry of employment, and housing opportunities. This section highlights these important changes and compares changes within the county to other local Maryland jurisdictions.

Unless otherwise noted, the data in this section of the report were obtained from the U.S. Census Bureau.³⁰ The base year used in this profile is from the 2000 decennial census and the comparison year is from the 2005-2009 American Community Survey (ACS)³¹ and is often referred to as “2009.” The 2005-2009 ACS data is the most current data that allows for both county- and sub-county-level analysis of socioeconomic and demographic data.

Tables are provided within the text to underscore the changes discussed in this section. More detailed tables highlighting the changes at both the county and sub-county area are provided in Appendix I: Socioeconomic and Demographic Data Tables. Within this section, the City of Frederick, northern Frederick County, and southern Frederick County are used as geographic comparison areas. These geographies were defined using major roadways (Route 70 and Route 26) and the City of Frederick boundaries and matched to a best fit of Census Bureau tracts. A map showing these three regions within the county are provided as Appendix II: Frederick County Regions by Census Tract.

Socioeconomic and Demographic Trends in Frederick County

Population

- More than 224,000 individuals currently live in Frederick County. From 2000 to 2009, the county’s total population increased by 15% from 195,277 to 224,185 persons.
- Compared to other local counties, Frederick County experienced the fastest growing population from 2000 to 2009. Carroll County, the next closest regional jurisdiction in terms of population growth, grew 12%.
- Frederick County’s overall population growth was fueled by growth in southern Frederick County (20,433 persons or 24%) and the City of Frederick (5,337 persons or 9%).
- As of 2010, the areas with the greatest concentrations of residents per square mile in Frederick County were located in and around the City of Frederick, as well as areas surrounding the Route 70 corridor, indicating the importance of proximity to major transit routes for workers who commute out of and within the county.

³⁰ <http://www.census.gov/>.

³¹ <http://www.census.gov/acs/www/>.

Table 1
Population Change in Frederick County, 2000 to 2005-2009

	County	City	North Frederick	South Frederick
Number change	28,908	5,337	3,138	20,433
Percentage Change	14.8%	8.9%	6.2%	24.2%

Source: U.S. Census Bureau

Map 1

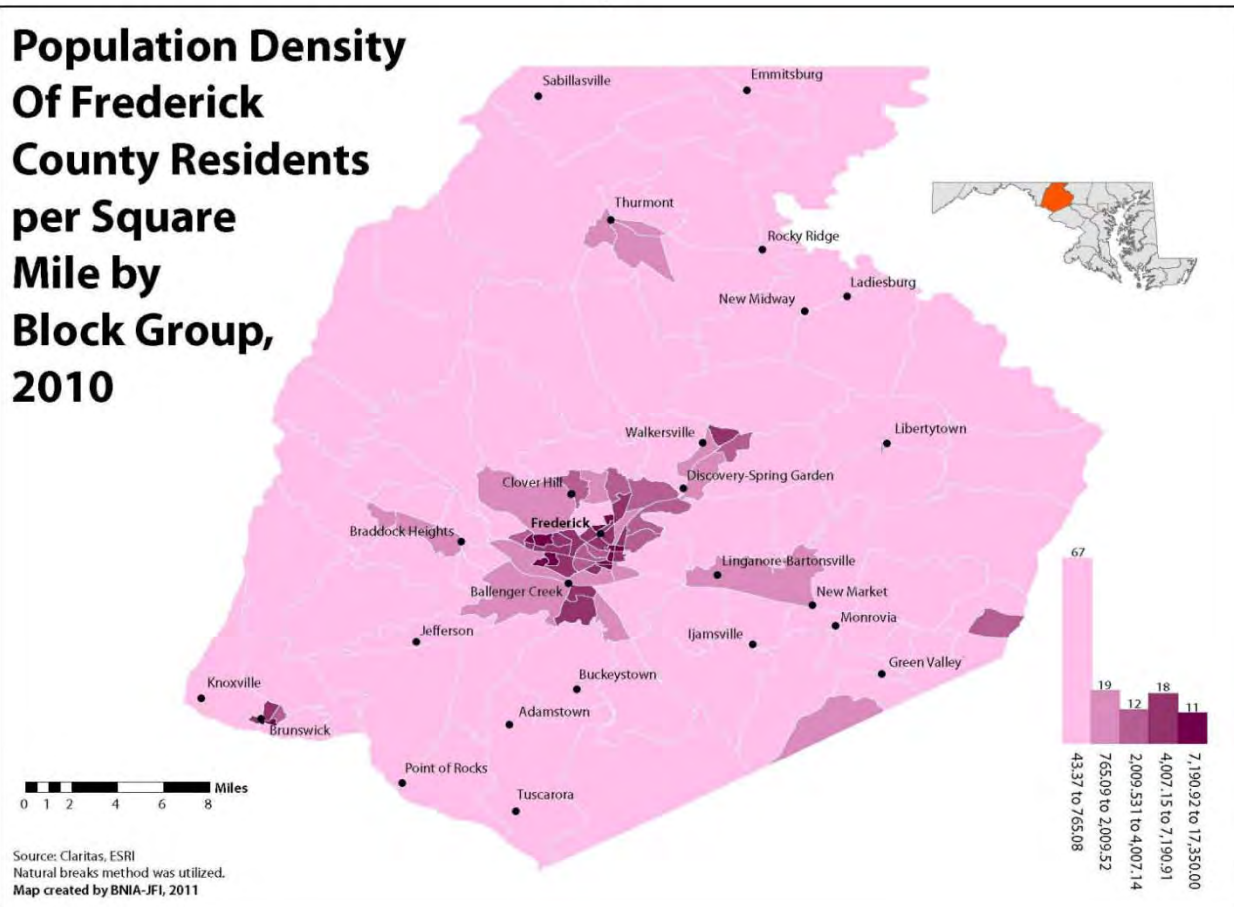


Table 2
Selected Maryland Jurisdiction Change in Population, 2000 to 2005-2009

	2000	2005-2009	Number Change	Percent Change
Maryland	5,296,486	5,637,418	340,932	6.4%
Frederick	195,277	224,185	28,908	14.8%
Carroll	150,897	168,964	18,067	12.0%
Howard	247,842	274,328	26,486	10.7%
Washington	131,923	144,158	12,235	9.3%
Montgomery	873,341	946,172	72,831	8.3%
Baltimore County	754,292	786,697	32,405	4.3%
Baltimore City	651,154	639,337	(11,817)	-1.8%

Source: U.S. Census Bureau

Race/Ethnicity

- The majority of Frederick County residents are white (83%). Compared to other local jurisdictions, only Carroll County and Washington County have a higher percentage of white residents.
- While the percentage of white residents in Frederick County increased by more than 7% from 2000 to 2009, this increase was driven by a 16% increase in the number of white residents in southern Frederick County. The number of white residents in the City of Frederick decreased by nearly 2% over the same time period.
- From 2000 to 2009, Frederick County's African American population increased 7% (5,719 residents), from 12,429 in 2000 to 18,148 in 2009 with a majority of these residents moving into the City of Frederick (3,043 individuals), followed by southern Frederick County (1,873 individuals).
- Over the same time period, the county's Asian population increased 141% (slightly fewer than 4,600 residents), from 3,269 in 2000 to 7,868 in 2009 with a majority of these individuals moving into southern Frederick County (2,392 individuals), followed by the City of Frederick (1,952 individuals).
- The Hispanic population in Frederick County increased by 169% (7,900 individuals) from 4,664 in 2000 to 12,566 in 2009. Compared to other local counties, Frederick County added more Hispanic residents than Baltimore City, Carroll County, Howard County, and Washington County. Only Baltimore County and Montgomery County added more Hispanic residents than Frederick County over the same time period.

- In 2009, slightly less than 6% of the residents in the county were Hispanic with the largest number of these individuals living in southern Frederick County (5,655 individuals) followed by the City of Frederick (5,213 individuals).

Table 3
Change in Race/Ethnicity in Frederick County
2000 to 2005-2009

	County		City		North Frederick		South Frederick	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
White	12,496	7.2%	(839)	-1.8%	673	1.4%	12,662	16.2%
Black or African American	5,719	46.0%	3,043	38.5%	803	82.6%	1,873	52.6%
Asian	4,599	140.7%	1,952	104.2%	255	79.4%	2,392	222.7%
Hispanic or Latino (of any race)	7,902	169.4%	2,566	96.9%	1,098	183.0%	4,238	299.1%

Source: U.S. Census Bureau

Table 4
Selected Maryland Jurisdiction Change in Hispanic Population, 2000 to 2005-2009

	2000	2005-2009	Number Change	Percent Change
Maryland	227,916	371,306	143,390	62.9%
Frederick	4,664	12,566	7,902	169.4%
Washington	1,570	3,657	2,087	132.9%
Carroll	1,489	3,095	1,606	107.9%
Howard	7,490	13,339	5,849	78.1%
Baltimore County	13,774	23,676	9,902	71.9%
Baltimore City	11,061	17,342	6,281	56.8%
Montgomery	100,604	142,509	41,905	41.7%

Source: U.S. Census Bureau

Age

- Frederick County's population growth from 2000 to 2009 was driven by an increase in the number of individuals ages 45 to 64 (36%) and 65 and over (21%).
- Specifically, the age groups of residents that experienced the greatest increase were individuals ages 60 to 64 (61%), individuals over the age of 85 (60%), individuals ages 55 to 59 (44%), and individuals ages 20 to 24 (37%).
- The only age distribution group of Frederick County residents that decreased from 2000 to 2009 was individuals ages 30 to 39 (-12%).
- In the City of Frederick, the age distribution group that experienced the greatest increase was individuals ages 50 to 59 (47%).
- In northern Frederick County, the age distribution group that experienced the greatest increase was individuals ages 55 to 64 (40%) and the age distribution group that experienced the greatest decrease was individuals ages 25 to 39 (-27%).
- In southern Frederick County, the age distribution group that experienced the greatest increase was individuals ages 40 to 64 (41%) and the age distribution group that experienced the greatest decrease was individuals ages 30 to 39 (-5%).
- Using forecasted population estimates, the total population for Frederick County is expected to increase by 70% from 2000 to 2030.
- From 2000 to 2030, the greatest increases in population are expected to be individuals under the age of 19 (64%) and individuals 65 and older (208%).

Table 5
Change in Population by Age in Frederick County
2000 to 2005-2009

	County		City		North Frederick		South Frederick	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Total Population	28,908	14.8%	5,337	8.9%	3,138	6.2%	20,433	24.2%
Under 5 years	1,540	11.0%	759	17.7%	(348)	-11.0%	1,129	17.2%
5 to 9 years	133	0.9%	6	0.1%	(727)	-19.2%	854	11.6%
10 to 14 years	1,367	8.8%	(498)	-12.1%	501	12.3%	1,364	18.5%
15 to 19 years	3,186	23.7%	723	19.9%	865	20.4%	1,598	28.6%
20 to 24 years	3,571	36.8%	776	20.0%	1,277	47.2%	1,518	48.5%
25 to 29 years	808	7.0%	449	9.3%	(473)	-18.8%	832	19.6%
30 to 34 years	(1,934)	-12.5%	216	4.1%	(1,491)	-42.0%	(659)	-9.8%
35 to 39 years	(2,152)	-11.4%	(1,093)	-20.0%	(963)	-20.8%	(96)	-1.1%
40 to 44 years	2,669	14.9%	686	13.8%	413	9.1%	1,570	18.8%
45 to 49 years	4,316	28.4%	731	17.3%	953	23.7%	2,632	37.8%
50 to 54 years	3,464	26.2%	154	4.3%	505	13.4%	2,805	48.0%
55 to 59 years	4,114	44.4%	962	38.2%	1,016	37.1%	2,136	53.3%
60 to 64 years	3,958	60.7%	1,091	58.4%	842	43.8%	2,025	74.3%
65 to 69 years	1,519	28.7%	326	19.7%	177	11.3%	1,016	49.2%
70 to 74 years	644	13.4%	(29)	-1.7%	309	22.9%	364	20.7%
75 to 79 years	308	7.7%	39	2.6%	90	8.3%	179	12.6%
80 to 84 years	151	5.7%	(171)	-16.4%	(10)	-1.4%	332	37.3%
85 years and over	1,246	59.7%	210	22.0%	202	36.1%	834	144.8%

Source: U.S. Census Bureau

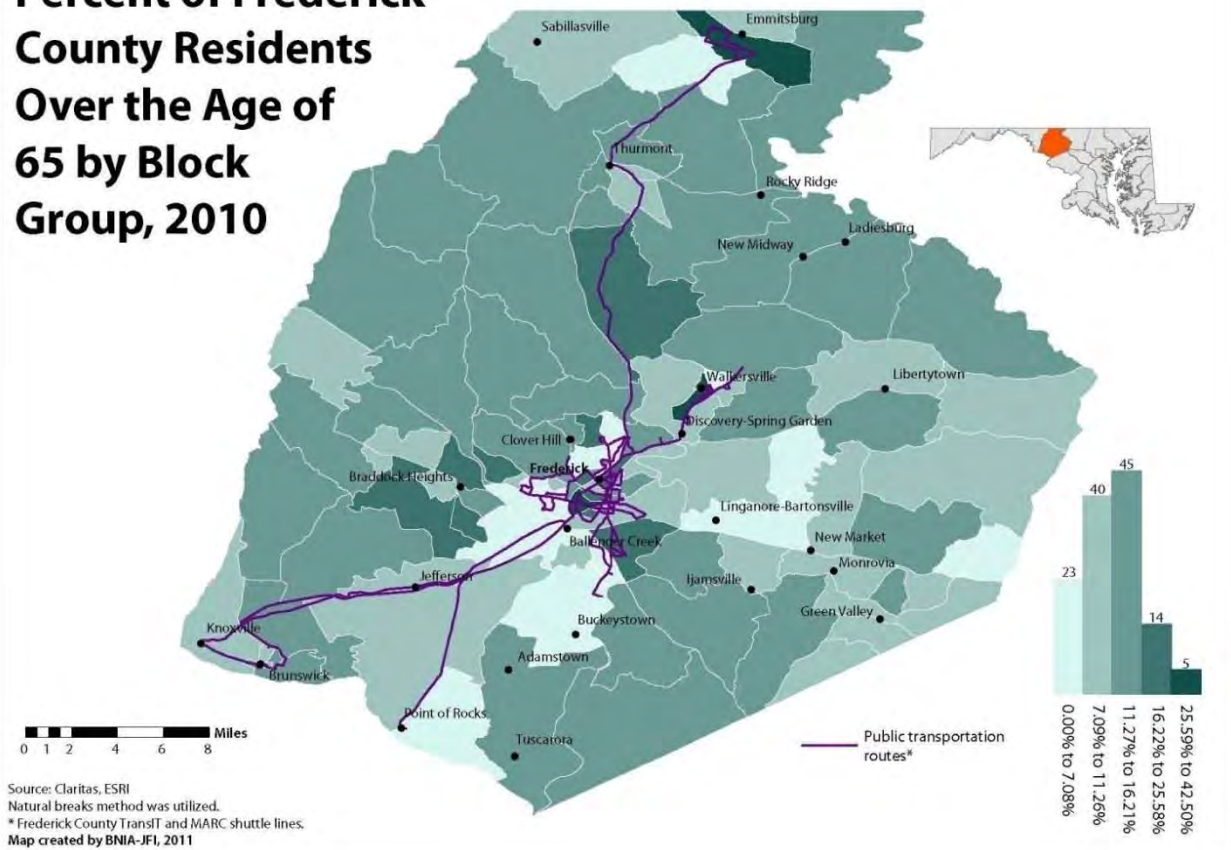
Table 6
Frederick County Age Distribution Projections

Age Range	% of Total		% of Total		2030	% of Total		% Change
	2000	Population	2010	Population		Population	Population	
Under 5 years old	14,056	7.2%	15,576	6.9%	23,150	7.0%	64.7%	
5 to 19 years old	44,629	22.9%	48,261	21.4%	73,310	22.1%	64.3%	
20 to 44 years old	73,545	37.7%	78,791	34.9%	110,940	33.4%	50.8%	
45 to 64 years old	44,211	22.6%	59,869	26.5%	66,280	20.0%	49.9%	
65 and over	18,836	9.6%	23,224	10.3%	58,030	17.5%	208.1%	
Total	195,277		225,721		331,710		69.9%	

Source: Maryland Department of Planning

Map 2

Percent of Frederick County Residents Over the Age of 65 by Block Group, 2010



Gender

- In 2009, Frederick County residents were almost evenly split at 49% male and 51% female.
- More males than females moved into the City of Frederick and more females than males moved into both northern Frederick County and southern Frederick County.

Households/Housing

- The total number of households in Frederick County increased from 70,060 in 2000 to 81,274 in 2009 (a 16% increase).
- The percentage growth of Frederick County households outpaced growth in households in all other regional jurisdictions.
- The growth of individuals living in family households was over three times the increase in individuals living in nonfamily households.

- From 2000 to 2009, there was an increase of 11,214 occupied housing units in the county, 85% of which were owner occupied.
- From 2000 to 2009, there was an increase of 1,725 rental-occupied housing units in the county, with 125 located in the City of Frederick and 1,600 in southern Frederick County. No rental housing units were added in northern Frederick County.

Table 7
Change in Housing/Households in Frederick County, 2000 to 2005-2009

	County		City		North Frederick		South Frederick	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Total Households	11,214	16.0%	2,085	8.9%	1,683	9.7%	7,446	25.5%
Population in Households by Type								
Total	28,908	14.8%	5,337	8.9%	3,138	6.2%	20,433	24.2%
In households	28,194	14.8%	5,456	9.5%	2,761	5.6%	19,977	23.8%
In family households	21,364	12.7%	2,847	6.1%	1,427	3.2%	17,090	22.3%
In nonfamily households	6,830	30.3%	2,609	23.8%	1,334	30.8%	2,887	39.8%
In group quarters	714	15.4%	(119)	-5.6%	377	18.9%	456	84.3%
Housing Tenure								
Total Occupied Housing Units	11,214	16.0%	2,085	8.9%	1,683	9.7%	7,446	25.5%
Total Owner Occupied Housing Units	9,489	17.9%	1,960	14.0%	1,683	11.8%	5,846	23.5%
Total Renter Occupied Housing Units	1,725	10.2%	125	1.3%	0	0.0%	1,600	37.6%

Source: U.S. Census Bureau

Income

- In 2009, the median household income in Frederick County was \$80,970, a 34% increase since 2000.
- Compared to other local Maryland jurisdictions, the median household income in Frederick County was greater than that in Baltimore City, Baltimore County, and Washington County. It was similar to Carroll County's median household income, but below Howard and Montgomery Counties' median household income.
- City of Frederick residents had the lowest median household income at \$61,723, followed by northern Frederick County at \$73,671. Southern Frederick County had the highest median household income at \$97,082.
- From 2000 to 2009, median household income increased by 31% in northern Frederick County, 35% in the City of Frederick, and 37% in southern Frederick County.

Table 8
Change in Median Household and Family Income in Frederick County, 2000 to 2005-2009

	County		City		North Frederick		South Frederick	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Median Household Income	\$20,694	34.3%	\$15,910	34.7%	\$17,494	31.1%	\$26,288	37.1%
Median Family Income	\$26,352	38.8%	\$18,216	33.6%	\$16,319	24.0%	\$28,587	38.0%

Source: U.S. Census Bureau

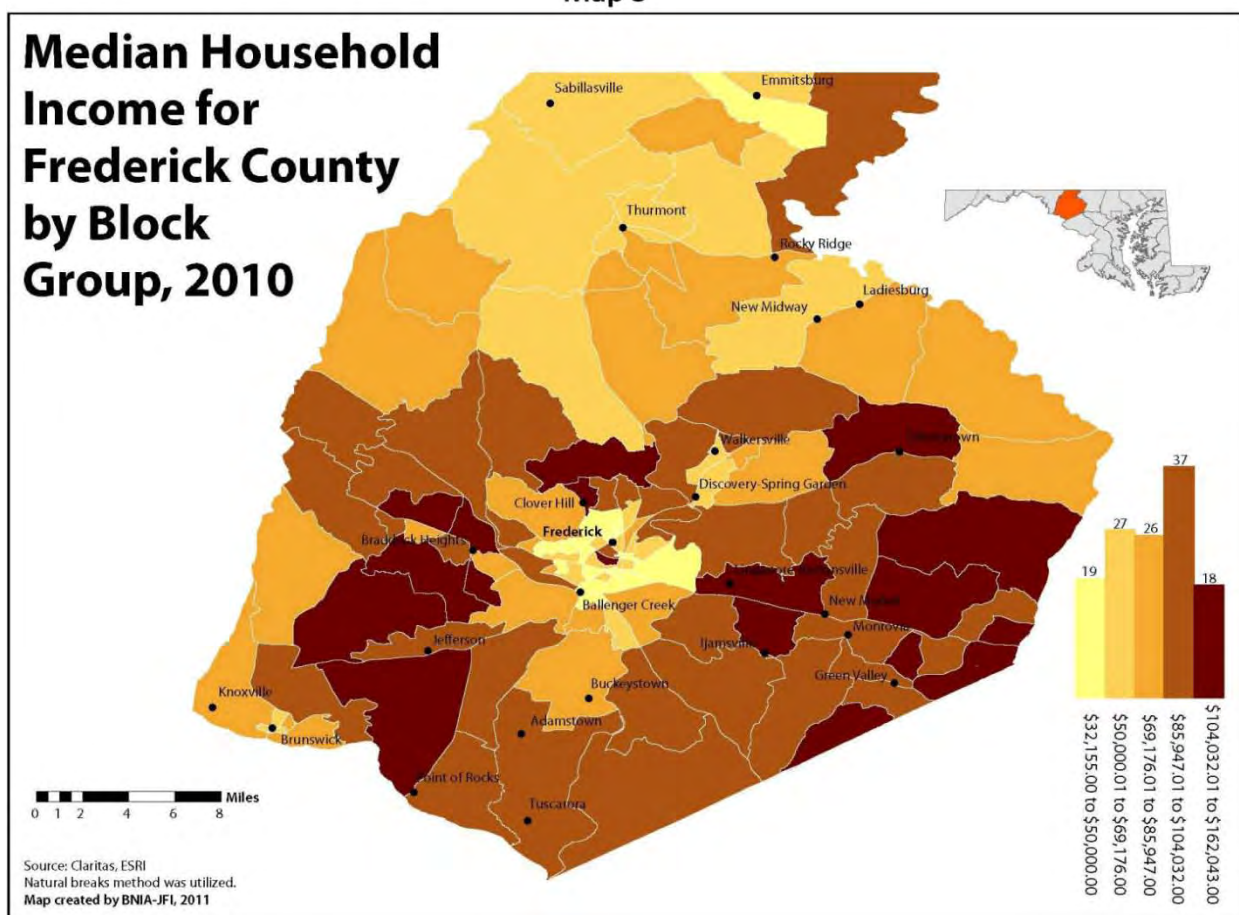
Table 9
Selected Maryland Jurisdiction Change in
Median Household Income, 2000 to 2005-2009

	2000	2005-2009	Number Change	Percent Change
Maryland	\$52,868	\$69,475	\$16,607	31.4%
Howard	\$74,167	\$101,003	\$26,836	36.2%
Carroll	\$60,021	\$80,743	\$20,722	34.5%
Frederick	\$60,276	\$80,970	\$20,694	34.3%
Montgomery	\$71,551	\$92,213	\$20,662	28.9%
Baltimore City	\$30,078	\$38,738	\$8,660	28.8%
Washington	\$40,617	\$51,962	\$11,345	27.9%
Baltimore County	\$50,667	\$63,348	\$12,681	25.0%

Source: U.S. Census Bureau

Map 3

Median Household Income for Frederick County by Block Group, 2010



Occupational Classifications and Industry of Employment

- In 2009, the largest share of Frederick County workers ages 16 and older worked in management, professional, and related occupations. From 2000 to 2009, the number of individuals in these positions increased by 24%.
- The fastest growing occupations in the City of Frederick included: service positions (22%), management, professional, and related positions (17%), and construction jobs (17%).
- The fastest growing occupations in northern Frederick County included: service occupations (26%) and sales and office positions (12%).
- The fastest growing occupations in the southern Frederick County included: management, professional, and related positions (36%), service positions (22%), and sales and office positions (21%).
- The greatest percentage of Frederick County workers are employed in the educational, health and social services industry (19%) followed by professional, scientific, management, and administrative sector (15%) and retail trade (11%).

- From 2000 to 2009, the fastest growing industries for employed Frederick County residents include: professional, scientific, management, and administrative industry (42%), arts, entertainment, recreation, and food services (37%), and education, health, and social services (22%).

Table 10
Change in Occupations in Frederick County, 2000 to 2005-2009

	County		City		North Frederick		South Frederick	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Total Civilian Population 16 Years and Older	16,665	16.2%	3,849	12.2%	2,121	7.9%	10,695	24.0%
Management, professional, and related occupations	9,850	23.7%	2,220	17.3%	654	6.9%	6,976	36.3%
Service occupations	3,017	22.8%	976	21.5%	963	25.7%	1,078	21.8%
Sales and office occupations	4,178	15.8%	930	11.4%	813	12.3%	2,435	20.9%
Farming, fishing, and forestry occupations	(37)	-8.2%	(17)	-24.3%	(9)	-4.8%	(11)	-5.7%
Construction, extraction, and maintenance occupations	1,225	10.7%	518	17.2%	60	1.6%	647	13.6%
Production, transportation, and material moving occupations	(1,568)	-16.3%	(778)	-26.5%	(360)	-12.3%	(430)	-11.5%

Source: U.S. Census Bureau

Table 11
Change in Industry Employment in Frederick County, 2000 to 2005-2009

	County		City		North Frederick		South Frederick	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Total Civilian Population 16 Years and Older	16,665	16.2%	3,849	12.2%	2,121	7.9%	10,695	24.0%
Agriculture, forestry, fishing and hunting, and mining	(308)	-22.1%	(39)	-30.5%	(175)	-27.2%	(94)	-15.1%
Construction	1,434	13.8%	497	18.2%	85	2.6%	852	19.5%
Manufacturing	(1,133)	-12.9%	(394)	-16.2%	(818)	-31.0%	79	2.1%
Wholesale trade	29	1.0%	(3)	-0.3%	(27)	-3.7%	59	5.1%
Retail trade	1,517	12.7%	(35)	-0.9%	787	29.2%	765	14.8%
Transportation and warehousing, and utilities	211	5.6%	78	8.0%	(1)	-0.1%	134	7.6%
Information	(515)	-13.3%	(542)	-41.9%	75	10.9%	(48)	-2.5%
Finance, insurance, real estate and rental and leasing	1,150	13.6%	312	11.8%	134	7.2%	704	17.8%
Professional, scientific, mgmt., admin., and waste management services	5,431	41.5%	1,270	29.3%	763	27.9%	3,398	56.5%
Educational, health and social services	4,085	21.6%	424	6.9%	536	10.3%	3,125	41.3%
Arts, entertainment, recreation, accommodation and food services	2,436	37.2%	1,429	60.4%	504	30.8%	503	19.8%
Other services (except public administration)	545	11.3%	242	18.5%	88	6.6%	215	9.8%
Public administration	1,783	22.1%	610	26.5%	170	7.8%	1,003	27.9%

Source: U.S. Census Bureau

Commute to Work

- In 2009, the greatest percentage of Frederick County workers commuted either less than 30 minutes (51%) or 60 minutes or more (21%) with half of those workers who commuted more than 60 minutes residing in southern Frederick County.

Workforce Characteristics

The characteristics of the county's workforce—individuals who live and work in Frederick County, those who live in Frederick County and commute out of the county to work, and those who commute into the county to work—provide insight into both the needs of the residents and the businesses located within the county. Data used to analyze the educational attainment of residents are provided by the U.S. Census Bureau and data used in the labor shed analysis and analysis of job characteristics are provided by the U. S. Census Bureau's Longitudinal Employer-Household Dynamics database (LEHD).³²

Frederick County's workforce characteristics are further detailed by a labor shed analysis and an analysis of job characteristics (outflow, inflow, and interior flow). LEHD data is available only for the time period from 2007 to 2009. Although this does not provide a long-term view of the changes to the county's workforce, it does highlight short-term trends—important changes that occurred during the national recession, showing the economic downturn's impact on the workforce. It does not, however, include the most recent data that might show the beginnings of a turnaround in the local and national economy.

Frederick County is comprised of highly educated workers, many with college and advanced degrees, which work in a number of skilled occupations and industries. While the county has an overall large percentage of residents with high school and college degrees, there is variation between the City of Frederick and both northern and southern Frederick. In 2009, 59% of the county's workforce commuted to jobs located outside of the county with the largest percentage of workers commuting to Montgomery, Prince George's, and Baltimore County.

Educational Attainment

Frederick County residents are highly educated, with a large percentage having advanced degrees. This is important in that individuals with higher levels of educational attainment typically earn higher wages and many of today's fastest growing occupations require advanced skills, training, or education. Although a large percentage of Frederick County's population has earned at least a college degree, there is variation between residents of the City of Frederick, northern Frederick County, and southern Frederick County.

- In 2009, 91% of the county's residents ages 25 and over had a high school diploma and slightly less than 35% had at least a Bachelor's degree.
- From 2000 to 2009, the percentage of individuals in the county with at least a high school diploma increased by four percentage points and individuals with a Bachelor's degree or higher increased by five percentage points.
- As of 2009, Frederick County had a higher percentage of high school graduates than the state of Maryland as a whole and all other local jurisdictions except Howard County.

³² <http://lehd.did.census.gov/led/>.

- In 2009, Frederick County also had a higher percentage of individuals with a Bachelor's degree or higher than the state of Maryland and all other local jurisdictions except Howard and Montgomery Counties.

Intra-County Educational Attainment Comparison

- In 2009, 87% of City of Frederick residents had a high school degree and 33% had a Bachelor's degree or higher.
- In 2009, 89% of northern Frederick County residents had a high school degree and 24% had a Bachelor's degree or higher.
- In 2009, 93% of southern Frederick County residents had a high school degree and 38% had a Bachelor's degree or higher.

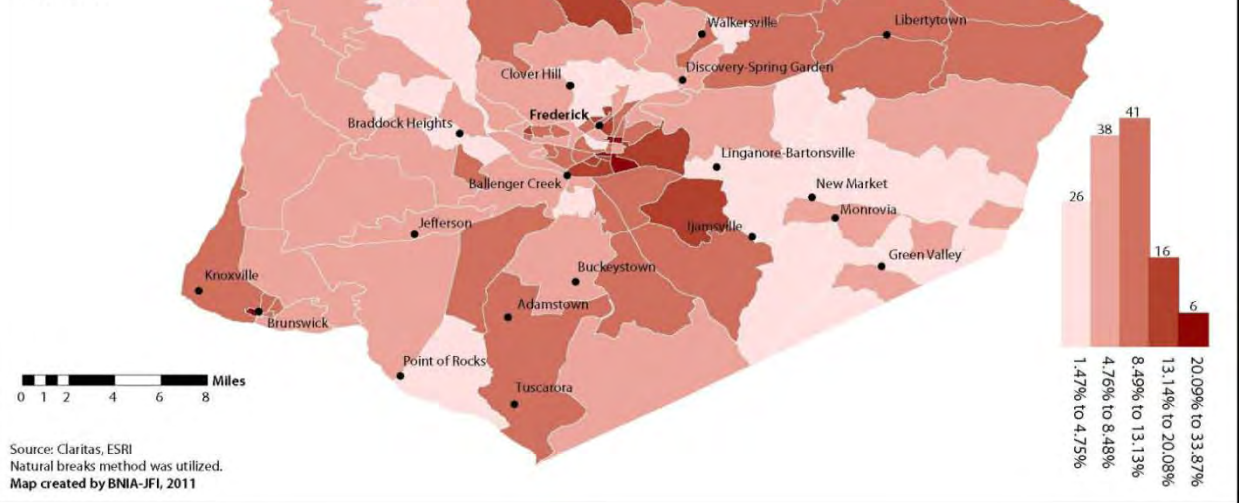
Table 12
Change in Educational Attainment in Frederick County, 2000 to 2005-2009

	County	City	North Frederick	South Frederick
Graduated from High School (including equivalency)	4.0%	4.9%	5.9%	2.8%
College Graduates (Bachelors Degree or Higher)	4.9%	3.0%	2.3%	6.2%

Source: U.S. Census Bureau

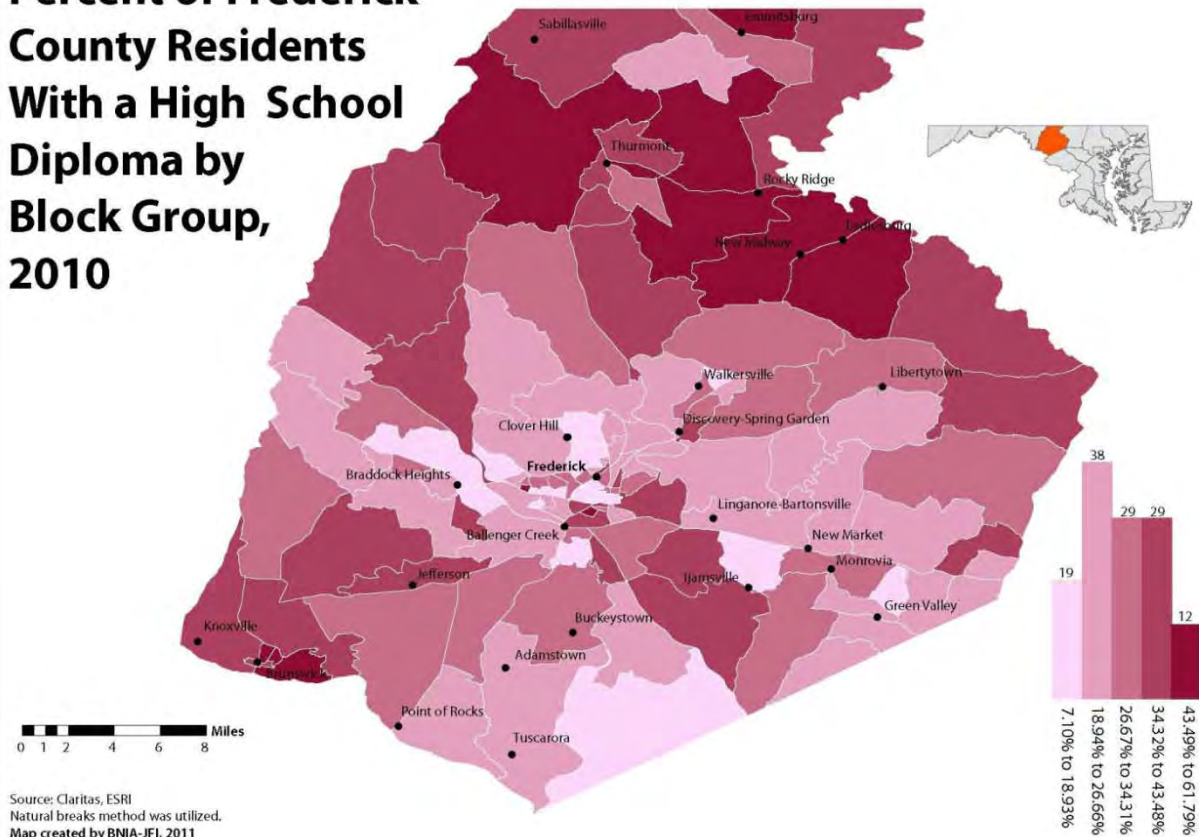
Map 4

Percent of Frederick County Residents With Less than a High School Diploma by Block Group, 2010



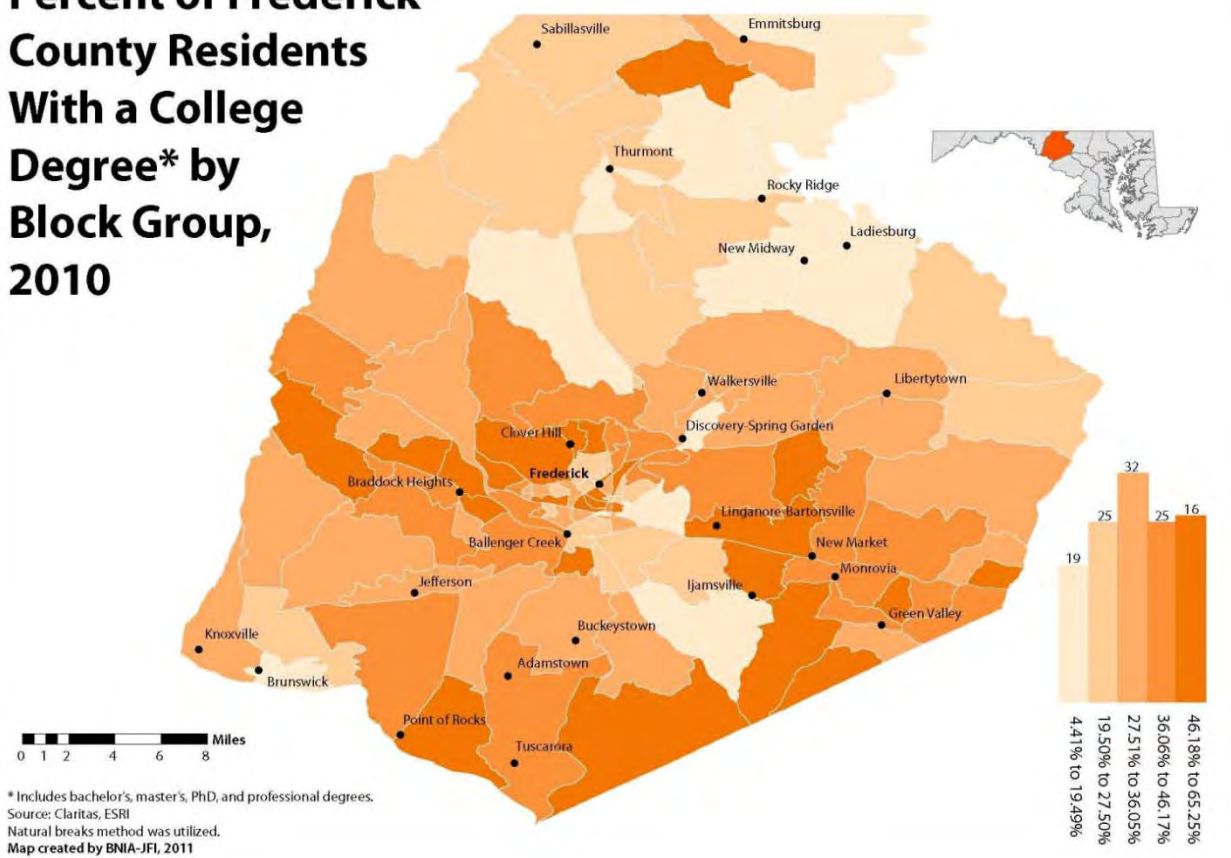
Map 5

Percent of Frederick County Residents With a High School Diploma by Block Group, 2010



Map 6

Percent of Frederick County Residents With a College Degree* by Block Group, 2010



Labor Shed Analysis

In 2009, nearly 99,000 Frederick County residents were employed, with 59% of these workers commuting to jobs in other jurisdictions. While the overall number of employed Frederick County residents declined by 3% from 2007 to 2009, residents earning more than \$3,333 per month increased by almost 2% over the same time period. While the effects of the housing market collapse and national and local recessions can be seen in the decrease in employment in particular industries, such as construction and retail trade, the total number of Frederick County residents employed in the health care and social services sector and information sector grew from 2007 to 2009.

Total Jobs

- In 2009, 98,459 Frederick County residents were employed.
- From 2007 to 2009, the total number of Frederick County residents who were employed decreased by 3%. This decrease is not surprising given the impact of the national and local recession.

Age of workers

- Twenty-two percent of employed Frederick County residents were under the age of 29 in 2009.
- Sixty percent of employed Frederick County residents were between the ages of 30 and 54 in 2009.
- Eighteen percent of employed Frederick County residents were over the age of 55.
- The number of employed Frederick County residents under the age of 29 and those between the ages of 30 and 54 decreased from 2007 to 2009.
- The number of employed Frederick County residents over the age of 55 increased by slightly less than 6% from 2007 to 2009.

Industry Sector

While residents of Frederick County are employed in a wide variety of industries, a larger number are concentrated in a handful of industries.

- Thirteen percent of employed residents are employed in the health care and social assistance industry, 11% are employed in the professional, scientific, and technical services industry, and 11% are employed in retail trade.
- Ten percent are employed in the educational services industry.
- From 2007 to 2009, the national and local recessions and the housing market collapse impacted employment in Frederick County. In several industries, such as the construction industry, employment levels decreased.
- The number of health care and social service industry employees who live in Frederick County increased by 21% from 2007 to 2009. This would be consistent with this industry's growth in the state and its importance as an economic driver within the region.

Table 13
Frederick County Labor Shed Analysis, 2007 to 2009

	2009		Change (07-09)	
	Number	Percent	Number	Percent
Total Primary Jobs				
Total Primary Jobs	98,459	100.0%	-3,385	-3.3%
Jobs by Worker Age				
Age 29 or younger	21,846	22.2%	-2,522	-10.3%
Age 30 to 54	58,671	59.6%	-1,809	-3.0%
Age 55 or older	17,942	18.2%	946	5.6%
Jobs by Earnings				
\$1,250 per month or less	17,895	18.2%	-1,559	-8.0%
\$1,251 to \$3,333 per month	31,356	31.8%	-2,631	-7.7%
More than \$3,333 per month	49,208	50.0%	805	1.7%
Jobs by NAICS Industry Sector				
Agriculture, Forestry, Fishing and Hunting	276	0.3%	-114	-29.2%
Mining, Quarrying, and Oil and Gas Extraction	222	0.2%	108	94.7%
Utilities	396	0.4%	28	7.6%
Construction	7,818	7.9%	-2,629	-25.2%
Manufacturing	7,008	7.1%	206	3.0%
Wholesale Trade	3,269	3.3%	-802	-19.7%
Retail Trade	10,352	10.5%	-1,496	-12.6%
Transportation and Warehousing	2,359	2.4%	125	5.6%
Information	2,621	2.7%	205	8.5%
Finance and Insurance	5,909	6.0%	-287	-4.6%
Real Estate and Rental and Leasing	1,499	1.5%	-50	-3.2%
Professional, Scientific, and Technical Services	11,135	11.3%	-1,246	-10.1%
Management of Companies and Enterprises	1,417	1.4%	535	60.7%
Administration & Support, Waste Management and Remediation	5,002	5.1%	-257	-4.9%
Educational Services	10,059	10.2%	-415	-4.0%
Health Care and Social Assistance	12,320	12.5%	2,175	21.4%
Arts, Entertainment, and Recreation	1,093	1.1%	-8	-0.7%
Accommodation and Food Services	6,809	6.9%	-172	-2.5%
Other Services (excluding Public Administration)	3,252	3.3%	-35	-1.1%
Public Administration	5,643	5.7%	744	15.2%

Source: U.S. Census Bureau (LEHD)

Location of Employment

The following sections rely on data from the LEHD to analyze Frederick County worker's commuting patterns.

- In 2009, the largest percentage (41%) of Frederick County workers commuted to jobs located within the county.
- Twenty-five percent of Frederick County workers commuted to Montgomery County, 4% commuted to Prince George's County, and 4% commuted to Baltimore County.
- From 2007 to 2009, the number of Frederick County residents who worked in the county decreased by 6%. This decrease may have been a result of both lower overall levels of employment and a shift to more residents commuting to jobs outside of the county.
- The destination that saw the greatest increase of Frederick County commuters was Baltimore City (10%). While the number of total jobs was small (220), this may be an indication that there is a growing number of Frederick County residents who live in the county for quality of life, but look to the city as a major employment center.

Table 14
Jobs Counts by Counties Where Workers are Employed, 2007 to 2009

	2009		Change (07-09)	
	Number	Percent	Number	Percent
Frederick County, MD	40,743	41.4%	-2,679	-6.2%
Montgomery County, MD	24,475	24.9%	-246	-1.0%
Prince George's County, MD	3,929	4.0%	-19	-0.5%
Baltimore County, MD	3,844	3.9%	-155	-3.9%
Howard County, MD	3,335	3.4%	1	0.0%
Washington County, MD	3,206	3.3%	-779	-19.5%
Carroll County, MD	2,850	2.9%	-186	-6.1%
Anne Arundel County, MD	2,772	2.8%	91	3.4%
Baltimore City, MD	2,372	2.4%	220	10.2%
Fairfax County, VA	2,313	2.3%	-34	-1.4%
All Other Locations	8,620	8.8%	401	4.9%

Source: U.S. Census Bureau (LEHD)

Analysis of Commuter Patterns

This section of the analysis of Frederick County's workforce focuses on the number of residents who commute to their jobs, either within Frederick County or outside of the county and also those individuals who commute into Frederick County to work.

Labor market size

Frederick County is a net exporter of workers. This means that a larger number of residents commute to jobs located outside of the county than work within the county.

- In 2009, 16,107 more individuals commuted to employment outside of the county than were employed within the county.
- In 2009, of the nearly 99,000 employed Frederick County residents, 59% commuted to jobs located outside of the county.
- In 2009, of the 82,352 individuals who worked in Frederick County, 49% were county residents, and 51% lived outside of Frederick County and commuted into the county to work.

Table 15
Frederick County Labor Market Size (Primary Jobs), 2007 to 2009

	2009		Change (07-09)	
	Number	Percent	Number	Percent
Employed in the Selection Area	82,352	100.0%	-2,098	-2.5%
Living in the Selection Area	98,459	119.6%	-3,385	-3.3%
Net Job Inflow (+) or Outflow (-)	-16,107		1,287	-7.4%
In-Area Labor Force Efficiency (Primary Jobs)				
Living in the Selection Area	98,459	100.0%	-3,385	-3.3%
Living and Employed in the Selection Area	40,743	41.4%	-2,679	-6.2%
Living in the Selection Area but Employed Outside	57,716	58.6%	-706	-1.2%
In-Area Employment Efficiency (Primary Jobs)				
Employed in the Selection Area	82,352	100.0%	-2,098	-2.5%
Employed and Living in the Selection Area	40,743	49.5%	-2,679	-6.2%
Employed in the Selection Area but Living Outside	41,609	50.5%	581	1.4%

Source: U.S. Census Bureau (LEHD)

Outflow job characteristics

A majority of Frederick County workers who commute to jobs outside of the county are between the ages of 30 and 54 (62%).

- Fifty-seven percent of Frederick County workers who commute to jobs outside of the county earn more than \$3,333 per month (at least \$40,000 per year).

Table 16
Frederick County Outflow Job Characteristics (Primary Jobs), 2007 to 2009

	2009		Change (07-09)	
	Number	Percent	Number	Percent
External Jobs Filled by Residents	57,716	100.0%	-706	-1.2%
Workers Aged 29 or younger	12,374	21.4%	-1,314	-9.6%
Workers Aged 30 to 54	35,765	62.0%	-252	-0.7%
Workers Aged 55 or older	9,577	16.6%	860	9.9%
Workers Earning \$1,250 per month or less	9,131	15.8%	-825	-8.3%
Workers Earning \$1,251 to \$3,333 per month	15,459	26.8%	-979	-6.0%
Workers Earning More than \$3,333 per month	33,126	57.4%	1,098	3.4%

Source: U.S. Census Bureau (LEHD)

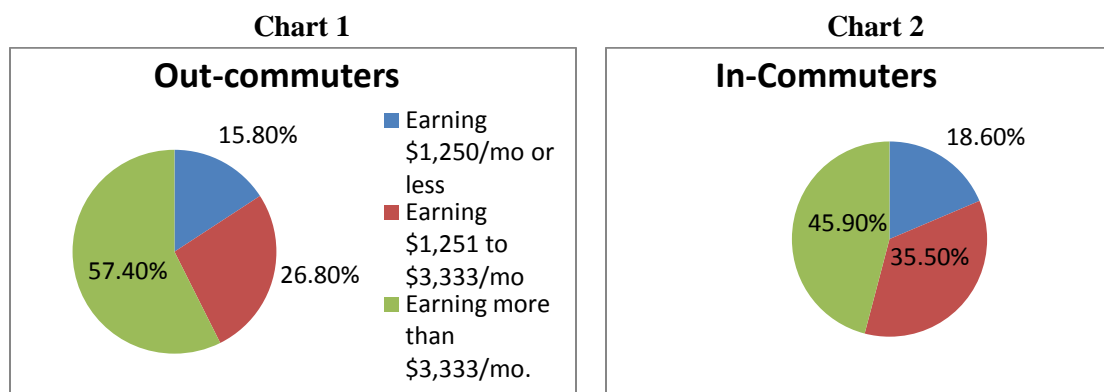
Inflow job characteristics

- In 2009, a total of 41,609 workers commuted to jobs in Frederick County from locations outside of the county. This number increased by 1.4% from 2007 to 2009.
- Fifty-eight percent of workers who commuted into Frederick County were between the ages of 30 and 54. Twenty-five percent of workers who commuted into Frederick County were 29 years old or younger.
- Thirty-six percent of workers who commuted into Frederick County earned \$1,251 to \$3,333 per month and 46% earned more than \$3,333 per month.

Table 17
Frederick County Inflow Job Characteristics (Primary Jobs), 2007 to 2009

	2009		Change (07-09)	
	Number	Percent	Number	Percent
Internal Jobs Filled by Outside Workers	41,609	100.0%	581	1.4%
Workers Aged 29 or younger	10,445	25.1%	-1,204	-10.3%
Workers Aged 30 to 54	24,277	58.3%	1,226	5.3%
Workers Aged 55 or older	6,887	16.6%	559	8.8%
Workers Earning \$1,250 per month or less	7,739	18.6%	-466	-5.7%
Workers Earning \$1,251 to \$3,333 per month	14,762	35.5%	-439	-2.9%
Workers Earning More than \$3,333 per month	19,108	45.9%	1,486	8.4%

Source: U.S. Census Bureau (LEHD)



Interior flow job characteristics

“Interior flow” refers to workers who both live and work in the county.

- In 2009, a total of 40,743 individuals both lived and worked in the county. This number decreased by 6% from 2007.
- Fifty-six percent of individuals who lived and worked in the county were between the ages of 30 and 54, 23% were 29 and under, and 21% were over the age of 55.
- In 2009, 39% of individuals who both lived and worked in the county earned between \$1,251 and \$3,333 per month, and 40% earned more than \$3,333 per month.

Table 18
Frederick County Interior Flow Job Characteristics (Primary Jobs), 2007 to 2009

	2009		Change (07-09)	
	Number	Percent	Number	Percent
Internal Jobs Filled by Residents	40,743	100.0%	-2,679	-6.2%
Workers Aged 29 or younger	9,472	23.2%	-1,208	-11.3%
Workers Aged 30 to 54	22,906	56.2%	-1,557	-6.4%
Workers Aged 55 or older	8,365	20.5%	86	1.0%
Workers Earning \$1,250 per month or less	8,764	21.5%	-734	-7.7%
Workers Earning \$1,251 to \$3,333 per month	15,897	39.0%	-1,652	-9.4%
Workers Earning More than \$3,333 per month	16,082	39.5%	-293	-1.8%

Source: U.S. Census Bureau (LEHD)

Frederick County Residents Living in Poverty and Working Poor Residents

Although Frederick County may be considered an affluent county within the state of Maryland (median household income of nearly \$81,000), nearly 10,500 Frederick County residents live below the poverty line. In addition, a large number of residents are considered to be “working poor.” These individuals or households, despite income above the federal poverty level, may not adequately meet their basic needs in the place where they live. Unlike the Federal Poverty Level, it takes into account the cost of living in the place of residence. To define “poverty,” this report uses the federally defined poverty threshold and to define “working poor,” this report uses a definition created by the Wider Opportunities for Women Family Economic Security Program.³³

In 2010, if an individual earned less than \$11,136 or a family of four earned less than \$22,314, they were considered to be living in poverty.³⁴ Slightly less than 5% of the total population in Frederick County, or nearly 10,500 individuals, live in poverty. This analysis includes individuals of all ages and uses data collected by the U.S. Census Bureau’s profile of individuals in poverty in the last 12 months. Data presented on the educational attainment of individuals living in poverty includes only those individuals ages 25 and over who live in poverty. Data on the employment status of Frederick County residents living in poverty includes only those over the age of 16 who live in poverty.

- Thirty-two percent of the residents living in poverty were under the age of 18, 57% were between the ages of 18 and 64, and 11% were over the age of 65.
- Similar to the gender distribution of the county as a whole, 42% of the residents living in poverty were male and 58% were female.
- Nearly three-fourths (74%) of residents living in poverty were white and 15% were African American.
- Eight percent of residents living in poverty were Hispanic.
- One fourth of residents living in poverty had less than a high school diploma, 35% were high school graduates, 25% had some college education or an Associate’s degree, and slightly less than 16% had a Bachelor’s degree.
- The majority of residents living in poverty were employed and earning income (77%).
- Regarding family status: 14% of residents living in poverty resided in a female-headed household with no husband present and 20% lived in a female-headed household with children present and no husband present.

³³ <http://www.wowonline.org/ourprograms/fess/>.

³⁴ <http://www.census.gov/hhes/www/poverty/data/threshld/index.html>.

Table 19
Frederick County Profile of Persons in Poverty, 2009
(Federally Defined Poverty Level)

	Number	Percent
Total Persons in Poverty	10,498	4.7%
AGE		
Under 18 years	3,330	31.7%
18 to 64 years	5,977	56.9%
65 years and over	1,191	11.3%
Gender		
Male	4,405	42.0%
Female	6,093	58.0%
Race and Ethnicity		
White	7,795	74.3%
Black or African American	1,614	15.4%
American Indian and Alaska Native	18	0.2%
Asian	479	4.6%
Hispanic or Latino origin (of any race)	874	8.3%
Educational Attainment		
Population 25 years and over	5,962	56.8%
Less than high school graduate	1,460	24.5%
High school graduate (includes equivalency)	2,070	34.7%
Some college, associate's degree	1,506	25.3%
Bachelor's degree or higher	926	15.5%
EMPLOYMENT STATUS		
Civilian labor force 16 years and over	3,662	34.9%
Employed	2,830	77.3%
Unemployed	832	22.7%
Family Status		
Female Headed Household (no Husband)		13.8%
Female Headed Household (with Children and no Husband)		19.8%
Source: U.S. Census Bureau		

Households Living in Poverty (PUMS Analysis)

The U.S. Census Bureau's Public Use Micro Sample (PUMS)³⁵ allows for a more detailed analysis of Frederick County households that live in poverty or are among the working poor. PUMS files contain records for a sample of housing units with information on the characteristics of each unit and each person in it. While preserving confidentiality (by removing identifiers), these microdata files permit users with special data needs to prepare virtually any tabulation. PUMS files are available from the American Community Survey and the Decennial Census. Additional microdata files are available from other U.S. Census Bureau surveys. Households in poverty are defined as those that earn less than \$20,000 annually. In 2010, the poverty threshold for a household of four it was \$22,314. For purposes of this analysis, the income thresholds used to define individuals and households in poverty were rounded to allow for easier analysis.

Although there is no official definition for "working poor", the term refers to persons or households that officially are not below the poverty line, but these persons could potentially fall into the category of living in poverty due to economic, family, or other reasons. We have defined the "working poor" households as those households that earn, for purposes of this report, between \$20,000 and \$50,000 annually.³⁶

In Frederick County, of the almost 6,500 households that earned less than \$20,000 in 2009 (living in poverty):

- Thirteen percent lived in married-couple family households;
- Twenty-one percent lived in female-headed households with no husband present;
- Forty-three percent were female households living alone;
- Fourteen percent were households with children ages 6 to 17 years old; and
- Seventy-five percent were households with no children present.

In Frederick County, of the almost 18,500 households that earned between \$20,000 and \$50,000 in 2009 (working poor):

- Thirty-five percent lived in married-couple family households;
- Twenty-five percent were female households living alone;
- Fourteen percent were households with children ages 6 to 17 years old; and
- Seventy-five percent were households with no children present.

³⁵ <http://www.census.gov/main/www/pums.html>.

³⁶ <http://www.wowonline.org/ourprograms/fess/state-resources/SSS/The%20Self-Sufficiency%20Standard%20for%20Maryland.pdf>.

Table 20
Frederick County Households and Working Poor Households, 2009
(PUMS Analysis)

	<u>Poor Households</u>		<u>Working Poor Households</u>	
	<u>Percent</u>		<u>Percent</u>	
	<u>Number</u>	<u>of Total</u>	<u>Number</u>	<u>of Total</u>
Total Households	6,498		18,488	
Household/family type				
Married-couple family household	821	12.6%	6,538	35.4%
Other family household:				
Male householder, no wife present	35	0.5%	811	4.4%
Female householder, no husband present	1,362	21.0%	2,173	11.8%
Nonfamily household:				
Male householder				
Living alone	1,297	20.0%	2,829	15.3%
Not living alone	90	1.4%	941	5.1%
Female householder				
Living alone	2,814	43.3%	4,661	25.2%
Not living alone	79	1.2%	535	2.9%
Household Presence and Age of children				
With children under 6 years only	322	5.0%	1,219	6.6%
With children 6 to 17 years only	937	14.4%	2,530	13.7%
With children under 6 years and 6 to 17 years	345	5.3%	907	4.9%
No children	4,894	75.3%	13,832	74.8%

Source: U.S. Census Bureau

Detailed Demographic and Socioeconomic Profile of Individuals Living in Poverty and Working Poor (PUMS Analysis)

Detailed data from the PUMS was used to create a more detailed analysis of the individuals and households who live in poverty or are among the working poor in Frederick County. Individuals living in poverty earned less than \$12,000 annually.³⁷ As previously mentioned, there is no official Maryland or Frederick County definition for working poor individuals and households, who are not living below the poverty line but, due to economic, family, or other

³⁷ In 2010, the poverty threshold for an individual was \$11,136. For purposes of this analysis, the income thresholds used to define individuals and households in poverty were rounded to allow for easier analysis.

reasons could potentially fall into living in poverty. For the purposes of this analysis, working poor individuals earn \$12,000 to \$24,000 annually.³⁸

This analysis includes only those working-poor individuals and individuals living in poverty between the ages of 22 and 74 because many individuals reporting low income in the PUMS data are children under the age of 18, college-age individuals (possibly due to part-time or summer employment), and individuals over the age of 75 who survive on retirement income and/or Social Security.

In addition, educational attainment, employment status, and marital status was reported for all individuals between the ages of 22 and 74 and not just those over the age of 25 (as in the U.S. Census Bureau's analysis of educational attainment of individuals living in poverty) or over the age of 16 (as in the U.S. Census Bureau's analysis of employment status of individuals living in poverty).

Also important to note is only those individuals reporting an income of at least \$1 in the previous 12 months were included in the analysis of individuals living in poverty. Individuals between the ages of 22 and 74 who reported no income (a total of 31,832 individuals in Frederick County) were not included in the analysis because it is unclear whether the lack of reported income was due to an unwillingness to provide the information or due to no income being earned in the previous year.

Individuals Living in Poverty

In Frederick County, of the 11,865 individuals earning less than \$12,000 in 2009 (living in poverty):

- Sixty-six percent were female;
- Twenty-three percent were 22 to 29 years old, 36% were 30 to 44 years old, 32% were 45 to 64 years old, and 8% were over the age of 65;
- Thirty percent were high school graduates, 9% had at least one year of college but no degree and 21% had a Bachelor's degree;
- Sixty-five percent were employed and 24% were not in the labor force;
- Eighty-five percent are white and 7% are African American;
- Seven percent are Hispanic; and
- Fifty-nine percent are married.

Working Poor Individuals

A detailed analysis of the individuals between the ages of 22 and 74 earning \$12,000 to \$24,000 annually provided additional information as to the age of these individuals, their gender,

³⁸ <http://www.wowonline.org/ourprograms/fess/state-resources/SSS/The%20Self-Sufficiency%20Standard%20for%20Maryland.pdf>.

educational attainment, employment status, race, marital status, industry and occupation of employment.

Of the nearly 15,800 individuals in 2009 who earned between \$12,000 and \$24,000:

- Fifty-nine percent were female;
- Thirty-two percent were 22 to 29 years old, 29% were 30 to 44 years old, 36% were 45 to 64 years old, and 4% were over the age of 65;
- Forty-two percent were high school graduates, 7% had at least one year of college but no degree, and 15% had a Bachelor's degree;
- Eighty-seven percent were employed and 6% were not in the labor force;
- Eighty-one percent were white and 9% were African American;
- Seven-percent were Hispanic; and
- Half of the working-poor individuals in Frederick County were married.

Table 21
Frederick County Persons in Poverty and Working Poor Individuals, 2009
(PUMS Analysis)

	Persons in Poverty		Working Poor Individuals	
	Number	Percent of Total	Number	Percent of Total
Total Population Age 22 to 74	11,865		15,768	
Gender				
Male	4,002	33.7%	6,401	40.6%
Female	7,863	66.3%	9,367	59.4%
Educational Attainment				
Less than High School	952	8.0%	1,942	12.3%
High School Degree	3,606	30.4%	6,693	42.4%
Some college (no degree)	2,765	23.3%	3,360	21.3%
Associates Degree	1,152	9.7%	840	5.3%
Bachelor's Degree or Above	3,390	28.6%	2,933	18.6%
Age				
22 to 29 years old	2,778	23.4%	4,972	31.5%
30 to 44 years old	4,294	36.2%	4,570	29.0%
45 to 64 years old	3,811	32.1%	5,614	35.6%
65 to 74 years old	982	8.3%	612	3.9%
Employment Status				
Civilian employed, at work	7,710	65.0%	13,725	87.0%
Unemployed	919	7.7%	398	2.5%
Not in labor force	2,784	23.5%	926	5.9%
Race				
White alone	10,060	84.8%	12,824	81.3%
Black or African American alone	837	7.1%	1,437	9.1%
Asian alone	285	2.4%	661	4.2%
Spanish/Hispanic/Latino	768	6.5%	1,096	7.0%
Marital Status				
Married	7,024	59.2%	7,931	50.3%
Widowed	338	2.8%	320	2.0%
Divorced	1,115	9.4%	1,530	9.7%
Separated	313	2.6%	564	3.6%
Never married or under 15 years old	3,075	25.9%	5,423	34.4%

Source: U.S. Census Bureau

Industries and Occupations of Working-Poor Individuals and Individuals Living in Poverty

Using the PUMS data it is also possible to provide detailed data as to the industries and occupations of working-poor individuals and individuals living in poverty in Frederick County. This analysis uses the same age and income cohorts used in the previous section for individuals living in poverty and working poor individuals.

Individuals Living in Poverty

Industries

- For 174 industries of a possible 268, at least one Frederick County resident living in poverty reported working in that industry.
- There were 22 industries in which at least 1% of Frederick County residents living in poverty were employed.
- The industries which employed the largest numbers of Frederick County residents living in poverty included: elementary and secondary schools (9%), construction (9%), restaurants and other food services (6%), grocery stores (3%), and child care services (3%).

Occupations

- For 282 out of a possible 470 occupations, at least one Frederick County resident living in poverty reported as his or her occupation.
- There were a total of 23 occupations for which at least 150 Frederick County residents living in poverty reported as their occupation.
- The most frequently cited occupations in which Frederick County residents living in poverty worked included: retail individuals (6%), cashiers (5%), secretaries and administrative assistants (4%), teacher assistants (3%), and waiters and waitresses (2%).

Working-Poor Individuals

Employed working-poor individuals work in a large number of industries and occupations.

Industries

- For 145 of a possible 268 industries, at least one working-poor individual reported working in that industry.
- Twenty-four industries employed at least 1% of working poor individuals.
- The industries for which the largest numbers of working-poor individuals were employed included: restaurants and other food services (10%), elementary and secondary schools (8%), construction (8%), grocery stores (4%), department and discount stores (4%), and nursing care facilities (3%).

Table 22
Top 25 Industries of Employment for Frederick County Persons in Poverty, 2009
(PUMS Analysis)

	Persons in Poverty	
	Number	Percent of Total
Total Population	11,865	
Elementary And Secondary Schools	1,100	9.3%
Construction, Incl Cleaning During And Imm After	1,042	8.8%
Restaurants And Other Food Services	707	6.0%
Grocery Stores	392	3.3%
Child Day Care Services	359	3.0%
Other Amusement, Gambling, And Recreation Industries	343	2.9%
Colleges And Universities, Including Junior Colleges	311	2.6%
Truck Transportation	250	2.1%
Hospitals	249	2.1%
Building Material And Supplies Dealers	219	1.8%
Real Estate	211	1.8%
Department And Discount Stores	186	1.6%
Accounting, Tax Preparation, Bookkeeping And Payroll Services	179	1.5%
Periodical, Book, And Directory Publishers	159	1.3%
Individual And Family Services	154	1.3%
Banking And Related Activities	153	1.3%
Clothing Stores	150	1.3%
Miscellaneous Retail Stores	145	1.2%
Automobile Dealers	143	1.2%
Couriers And Messengers	142	1.2%
Offices Of Physicians	131	1.1%
Services To Buildings And Dwellings, Ex Constr Cln	130	1.1%
Residential Care Facilities, Without Nursing	123	1.0%
Landscaping Services	121	1.0%
Religious Organizations	121	1.0%

Source: U.S. Census Bureau

Table 23
Top 25 Occupations for Frederick County Persons in Poverty, 2009
(PUMS Analysis)

	Persons in Poverty	
	Number	Percent of Total
Total Population	11,865	
Retail Salespersons	749	6.3%
Cashiers	597	5.0%
Secretaries And Administrative Assistants	464	3.9%
Teacher Assistants	338	2.8%
Waiters And Waitresses	279	2.4%
Elementary And Middle School Teachers	266	2.2%
Receptionists And Information Clerks	222	1.9%
Cooks	210	1.8%
Grounds Maintenance Workers	194	1.6%
Office Clerks, General	194	1.6%
Driver/Sales Workers And Truck Drivers	186	1.6%
Maids And Housekeeping Cleaners	184	1.6%
Carpenters	178	1.5%
File Clerks	176	1.5%
Couriers And Messengers	176	1.5%
Janitors And Building Cleaners	173	1.5%
Bookkeeping, Accounting, And Auditing Clerks	173	1.5%
Other Teachers And Instructors	169	1.4%
Laborers And Freight, Stock, And Material Movers, Hand	169	1.4%
Nursing, Psychiatric, And Home Health Aides	167	1.4%
Registered Nurses	165	1.4%
Child Care Workers	165	1.4%
Preschool And Kindergarten Teachers	150	1.3%
First Line Supervisors/Managers Of Retail Sales Workers	148	1.2%
Recreation And Fitness Workers	145	1.2%

Source: U.S. Census Bureau

Table 24
Top 25 Industries of Employment for Frederick County Working Poor Individuals, 2009
(PUMS Analysis)

	Working Poor Individuals	
	Number	Percent of Total
Total Population	15,768	
Restaurants And Other Food Services	1,575	10.0%
Elementary And Secondary Schools	1,303	8.3%
Construction, Incl Cleaning During And Imm After	1,241	7.9%
Grocery Stores	639	4.1%
Department And Discount Stores	573	3.6%
Nursing Care Facilities	526	3.3%
Hospitals	430	2.7%
Banking And Related Activities	422	2.7%
Child Day Care Services	337	2.1%
Building Material And Supplies Dealers	332	2.1%
Landscaping Services	287	1.8%
Automobile Dealers	275	1.7%
Religious Organizations	228	1.4%
Traveler Accommodation	225	1.4%
Truck Transportation	217	1.4%
Services To Buildings And Dwellings, Ex Constr Cln	216	1.4%
Real Estate	213	1.4%
Insurance Carriers And Related Activities	192	1.2%
Offices Of Physicians	186	1.2%
Colleges And Universities, Including Junior Colleges	177	1.1%
Scientific Research And Development Services	166	1.1%
Private Households	161	1.0%
Crop Production	157	1.0%
Animal Production	151	1.0%
Miscellaneous General Merchandise Stores	139	0.9%

Source: U.S. Census Bureau

Occupations

- For 194 of a possible 470 occupations, at least one working-poor individual reported working in that occupation.
- There were a total of 17 occupations for which at least 250 working-poor individuals reported as their occupation.
- The most frequently cited occupations in which working poor individuals worked included: cashiers (5%), secretaries and administrative assistants (4%), waiters and waitresses (3%), drivers (3%), cooks (3%), and customer service representatives (3%).

Table 25
Top 25 Occupations for Frederick County Working Poor Individuals, 2009
(PUMS Analysis)

	Working Poor Individuals	
	Number	Percent of Total
Total Population	15,768	
Cashiers	751	4.8%
Secretaries And Administrative Assistants	659	4.2%
Waiters And Waitresses	432	2.7%
Driver/Sales Workers And Truck Drivers	421	2.7%
Cooks	393	2.5%
Customer Service Representatives	388	2.5%
Janitors And Building Cleaners	370	2.3%
Retail Salespersons	358	2.3%
Stock Clerks And Order Fillers	341	2.2%
Teacher Assistants	335	2.1%
Elementary And Middle School Teachers	325	2.1%
Tellers	293	1.9%
First Line Supervisors/Managers Of Retail Sales Workers	285	1.8%
Carpenters	276	1.8%
Nursing, Psychiatric, And Home Health Aides	271	1.7%
Food Preparation Workers	260	1.6%
Grounds Maintenance Workers	253	1.6%
Medical Assistants And Other Healthcare Support Occupations	247	1.6%
Miscellaneous Agricultural Workers, Including Animal Breeders	245	1.6%
Preschool And Kindergarten Teachers	244	1.5%
Electricians	240	1.5%
Receptionists And Information Clerks	238	1.5%
Bus Drivers	232	1.5%
Child Care Workers	230	1.5%
Automotive Service Technicians And Mechanics	216	1.4%

Source: U.S. Census Bureau

Section II: Existing Needs, Existing Services, and Gaps in Services

To gain understanding and insight about Frederick County's human needs, expert and public input was systematically gathered through focus groups, interviews, and surveys. Representatives from Frederick County agencies and nonprofits and service providers involved in the areas of health and mental health, housing, transportation, public safety, workforce development, youth development, and others provided input about the needs of Frederick County residents, the supply of services, and gaps in services (see Appendix III: Methodology and Appendix IV: Research Participants and Respondents). In addition, information on Frederick County's human needs was solicited from the end-users of services and the general public. See survey template in Appendix Table 12. Reports by Frederick County agencies and nonprofits and statewide entities providing Frederick County information were also used (see Appendix V: Reports).

For example, respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs.

Within The Community Foundation's three priority areas (health, youth, and basic needs), the following sub-categories emerged from the study's information-gathering as the ones needing particular focus. They were used to guide the investigation of existing needs, existing services, and gaps in services. Needs in the three strategic areas are deeply interrelated.

- Health
 - Affordable health care
 - Medical home
 - Mental health care
- Youth
 - Caring adults in the lives of youth
 - School readiness
 - Outside-of-school activities
- Basic Needs
 - Shelter
 - Affordable housing
 - Supportive housing
 - Homeless services
 - Jobs and job supports
 - Adult literacy
 - Affordable, high-quality child care
 - Public transportation

NOTE: *Needs in the three strategic areas are deeply interrelated*

Definitions

- **MEDICAL HOME:** The 2010 Affordable Care Act provides a statutory definition of the medical home model, defining a medical home as: “a mode of care that includes (A) personal physicians; (B) whole person orientation; (C) coordinated and integrated care; (D) safe and high-quality care through evidence informed medicine, appropriate use of health information technology, and continuous quality improvements; (E) expanded access to care; and (F) payment that recognizes added value from additional components of patient-centered care.”³⁹
- **CARING ADULTS** are first and foremost parents, grandparents, and other relatives involved in a child or youth’s development, but also include teachers, counselors, coaches, mentors, adults in shared faith communities, and community members.
- **PUBLIC TRANSPORTATION** includes all modes of transport for those who do not have available vehicles.

HEALTH NEEDS

The qualitative analysis of needs, supply of services, and gaps in services relied to a large extent on the knowledge and opinions of Frederick County “experts,” individuals who have long experience in delivering human services in Frederick County or who are currently or in the past held elected or appointed policymaking positions. These experts were identified by The Community Foundation of Frederick County, which managed convening and scheduling of all meetings and telephone conferences. Unless otherwise noted, all statements and opinions included here are theirs. All participants were assured that their comments would not be attributed.

Frederick County’s health needs are being shaped by its changing demographics. As the elderly become a larger share of the population over the next 20 years and the number of children remains relatively constant, pressure to address chronic conditions will increase even while Frederick remains a location of choice for families with children.

Affordable Health Care

Affordable health care is the number one health-related need in Frederick County, where 8.6% of Frederick County residents and 4.8% of children lack health insurance.⁴⁰ Low-income individuals and families without health insurance or with inadequate insurance coverage often lack access to preventive services. When faced with the acute consequences of untreated chronic conditions, they often seek treatment using emergency services. In Frederick County, 27% of hospital emergency room (ER) visits are for non-emergency reasons that would have been much less expensively and more effectively addressed by primary health care providers in a medical home (see section below).⁴¹

After release from the hospital, those without health insurance or with inadequate coverage are at high risk of readmission due to lack of follow-up care. In the county, Frederick Memorial Hospital’s readmission rate is 6%.⁴² In addition, there are higher costs to the public in uncompensated care. Frederick Memorial Hospital’s uncompensated care grew 8% between 2008 and 2009, to more than \$15 million.⁴³

Low-income service users also have difficulty accessing specialty care—normally the function of a referring primary care physician—and establishing continuity in the medical professionals they see, resulting in poorer health outcomes.

⁴⁰ U.S. Census Bureau, 2009 American Community Survey one-year estimates.

⁴¹ PRC Community Health Assessment (2007).

⁴² PRC Community Health Assessment (2007).

⁴³ Maryland Health Care Cost Review Commission.

In Frederick County, Frederick Memorial Hospital is the largest provider of affordable health care by far, with \$315 million in revenues in 2010⁴⁴ and a 72% share of the region's market.⁴⁵ The remaining affordable health care organizations are medium-sized, but serve more than 3,700 patients per month. They provide direct care to more than 1,500, and deliver counseling sessions to another 1,600. Demand is rising and there appears to be a need for further duplication of this.

Operationally, health care service providers depend most heavily on their skilled, full-time employees; however, nine of the programs described that used volunteers were reliant on them, very reliant on them, or made them an essential element of service delivery.

Gaps in Affordable Health Care Services

Study participants identified the following as the most pressing unmet affordable health care needs in Frederick County:

- More physicians, medical specialists, mental health practitioners, and dentists who ***accept Medicaid***.
- Incentives for ***physicians to accept Medicare***, given the predicted dramatic increase in the elderly population.
- ***Low-cost medications and other prescribed treatments*** after hospitalization or physician visits.
- Respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports were meeting needs. "***Dental services***" was rated ***1.76*** on a four point scale with 33 of 188 survey respondents unaware of dental services for low-income residents in Frederick County.
- ***Permanent location for the dental clinic*** staffed by volunteer dentists that now depends on informal space-use arrangements with churches, with appointments scheduled at least six months in advance to maximize participation by dentists.
- Strategy for addressing ***high frontline health care worker turnover*** and growing shortages.
- Strategy for ***working-poor*** individuals who do not qualify for medical assistance, but cannot afford health care out of pocket.

⁴⁴ Frederick Memorial Healthcare System Financial Report and Management Discussion For the Nine Months ended March 31, 2011 (www.dacbond.com/GetContent?dctm_r_object_id=0900bbc7800f6bb4).

⁴⁵ "Fitch Affirms Frederick Memorial Hospital's (Maryland) Rev Bonds at 'BBB+'; Outlook Stable," Business Wire, April 11, 2011.

SURVEY RESPONDENTS

Care Net Pregnancy Center of Frederick
The Federated Charities Corporation of Frederick County
Frederick Community Action Agency
Frederick County Health Care Coalition
Frederick County Health Department (FCHD)
Frederick Memorial Hospital
Gale Houses, Inc.
Hospice of Frederick County
The Learning Institute For Enrichment & Discovery
Mission of Mercy
The Religious Coalition for Emergency Human Needs
Seton Center Inc.
St. Catherine's Nursing Center
Way Station, Inc.

Table 26
Service Providers' Survey Responses: Affordable Health Care Programs

Survey question	Aggregate response
Number of programs providing affordable health care	15
People served monthly (w/o FMH)	3742
Units of service monthly:	
# of patients given direct care (w/o FMH)	1545
# of client assessments/referrals	160
# of loans of medical equipment	60
# of counseling sessions	1599
# of low cost prescriptions filled	200
# of diagnostic tests administered	45
# other services	133
Demand change from 2009 to 2010?	14-higher, 0-lower, 1-same
Able to serve all clients who need your organization's services?	10-yes, 5-no
Demand greater than capacity of all Frederick County providers of this service?	10-yes, 5-no
Estimated number of clients per month not served because of geographical access	185

Chart 3
**Affordable Health Care Organizations’
Workforce**

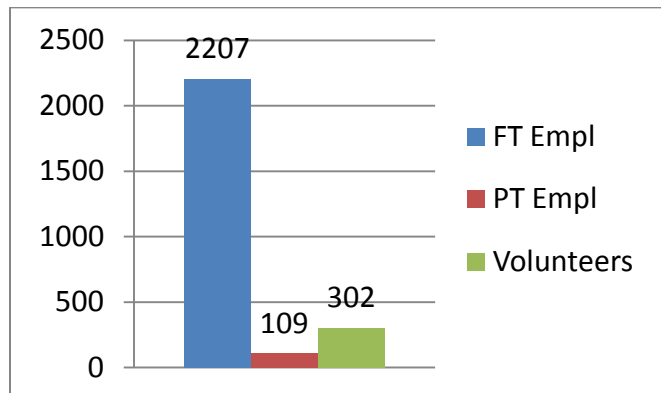


Table 27
**Affordable Health Care Organizations’
Budgets**

Budget Size	# Programs
<\$50K	4
\$50K-\$100K	1
\$100K-\$250K	2
\$250K-\$500K	1
\$500K-\$1M	1
\$1M-\$2M	2
\$2M-\$3M	2
\$4M-\$5M	1
>\$5M	1

Medical Home

In 2007, the largest primary care physician organizations in the United States, including the American Academy of Family Physicians, the American Academy of Pediatrics, the American College of Physicians, and the American Osteopathic Association, released the groundbreaking *Joint Principles of the Patient-Centered Medical Home*. The report introduced an approach to providing comprehensive primary care for children, youth, and adults, called a “medical home.” The medical home is a health care setting that facilitates partnerships between individual patients and their personal physicians. The medical home model was developed based on the following principles:

Each patient has an ongoing relationship with a ***personal physician*** trained to provide first contact, continuous, and comprehensive care.

- In a ***physician-directed medical practice***, the personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients.
- Based on a ***whole person orientation***, the personal physician is responsible for providing for all the patient’s health care needs or taking responsibility for appropriately arranging care with other qualified professionals.
- ***Care is coordinated and/or integrated***, for example, across specialists, hospitals, home health agencies, and nursing homes.
- ***Quality and safety*** are assured by a care planning process, evidence-based medicine, clinical decision support tools, performance measurement, active participation of patients in decision-making, information technology, a voluntary recognition process, quality improvement activities, and other measures.
- ***Enhanced access*** to care is available (e.g., via open scheduling, expanded hours, and new options for communication).

- **Payment** must "appropriately recognize[s] the added value provided to patients who have a patient-centered medical home." For instance, payment should reflect the value of "work that falls outside of the face-to-face visit," should "support adoption and use of health information technology for quality improvement," and should "recognize case mix differences in the patient population being treated within the practice."

In 2010, Congress enacted the Patient Protection and Affordable Care Act (popularly known as the Affordable Care Act), which for the first time established the medical home as formal public policy. The Affordable Care Act provides a statutory definition of the medical home model, which is a mode of care that includes (a) personal physicians, (b) whole person orientation, (c) coordinated and integrated care, (d) safe and high-quality care through evidence-informed medicine, appropriate use of health information technology, and continuous quality improvements, (e) expanded access to care, and (f) payment that recognizes added value from additional components of patient-centered care.⁴⁶

In Frederick County, a pressing need exists for more integrated health care for the uninsured and the focus on chronic disease management that a medical home brings. Twenty-eight percent of Frederick County's population is obese, 29% suffers from hypertension, 6% from chronic heart disease, and the incidence of diabetes is 9%. Fourteen percent of adults and 11 of children have asthma.⁴⁷ More than 21% of seniors ages 65 and older have diabetes⁴⁸ and 60% suffer from hypertension.⁴⁹

Several large state and local agencies provide medical home services. As the summary data in Table 30 shows, the remainder of the providers are very small. All rely primarily on skilled, full-time employees; however, two of the programs described that used volunteers were very reliant on them or made them an essential element of service delivery.

Demand for medical home services is rising and there appears to be a need for further duplication of these services. Respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting all needs; 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. "Primary health care services" (for children and youth) were rated 2.2.

⁴⁶<http://www.gpo.gov/fdsys/pkg/PLAW-111publ148/content-detail.html>.

⁴⁷ PRC Community Health Assessment.

⁴⁸ Maryland Department of Health and Mental Hygiene.

⁴⁹ PRC Community Health Assessment.

Gaps in Medical Home Services

Study participants identified the following as the most pressing unmet medical home needs in Frederick County:

- ***Affordable medical homes*** for patients now using the emergency room for their health care needs. Twelve thousand of Frederick Memorial Hospital's 70,000 ER patients could have been treated in primary care, costing 70% to 80% less than ER treatment.
- ***Affordable primary dental care home*** for uninsured patients. Frederick Memorial Hospital estimates that the primary diagnoses for uninsured patients in the emergency room are dental conditions.
- ***Culturally competent medical homes*** for Hispanic residents who make up 80% of dental patients and 90% of prenatal patients seen by FMH's emergency department.
- ***Care coordination*** for uninsured patients, which could dramatically reduce costs and improve health care.
- ***Management of chronic diseases***, including diabetes, asthma, and heart failure, particularly for the growing elderly population.
- Medical home for ***developmentally disabled young people*** that enables their caregivers to maintain good mental health themselves.
- ***Accessible community health centers***, possibly in schools, co-located with food banks and other social services.

SURVEY RESPONDENTS

Frederick Community Action Agency
Frederick County Health Department
Frederick County Hepatitis Clinic, Inc.
Mental Health Management Agency of Frederick County, Inc.
Mental Health Association of Frederick County
The Religious Coalition for Emergency Human Needs
St. Catherine's Nursing Center
Way Station, Inc.

OTHER PROVIDERS OF MEDICAL HOME SERVICES IDENTIFIED BY THE SURVEY RESPONDENTS

Catholic Charities
Division of Rehabilitation Services, Maryland State Department of Education
Family Partnership
Vital Sources

Table 30
Service Providers Survey Responses: Medical Home Programs

Survey question	Aggregate response
Number of programs providing medical home services	6
People served monthly	842
Units of service monthly:	
# of patients given direct care	752
# of counseling sessions	90
Demand change from 2009 to 2010?	6-higher, 0-lower, 0-same
Able to serve all clients who need your organization's services?	3-yes, 3-no
Demand greater than capacity of all Frederick County providers of this service?	4-yes, 2-no
Estimated number of clients per month not served because of geographical access	45

Chart 5
Medical Home Organizations'
Employment

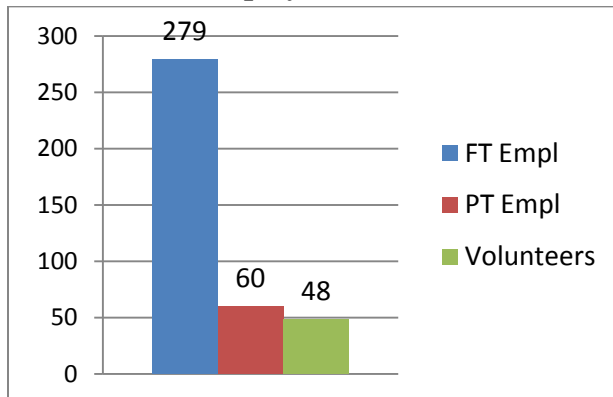


Table 31
Medical Home Organizations'
Budgets

Budget Size	# Programs
<\$50K	
\$50K-\$100K	1
\$100K-\$250K	1
\$250K-\$500K	
\$500K-\$1M	
\$1M-\$2M	
\$2M-\$3M	
\$4M-\$5M	3
>\$5M	1

Mental Health Services

In Frederick County, the need for mental health services for residents of all ages and insufficient resources to meet that need is growing rapidly. In 2009, the U.S. Census Bureau's American Community Survey estimates that 6,500 Frederick County residents reported cognitive difficulty.⁵⁰ In 2007, 6.7% of adults reported fair or poor mental health, with higher rates among residents under 40 and those with incomes less than 200% of the Federal Poverty Level.⁵¹ Dual diagnosis of mental health problems and substance abuse are common, and especially pronounced among homeless persons. Although 2,243 Frederick County residents are receiving substance abuse treatment, there are 7,000 people who need treatment but are not receiving it.

⁵⁰ Five year rolling average 2005-2009.

⁵¹ PRC Community Health Assessment.

The state of Maryland has identified a shortage of psychiatric care health professionals in Frederick County. There are not enough inpatient beds and those patients who do not meet the criteria for inpatient care still need treatment and face waiting lists. Standards of best treatment often call for more hours, including frequent treatment visits that quickly become unaffordable. Even after patients have seen a mental health professional, resources are needed to obtain often costly medications.

The Frederick County Health Department provides mental health/substance abuse programs in a community-wide continuum of care and operates youth mental health prevention programs that can identify the early stages of mental illness. As demand increases, resources for these exemplary programs are wearing thin and even maintaining the status quo is proving difficult. Prevention programs for mental health and substance abuse have been eliminated in budget cuts despite proven successes, particularly with in-home services provided to children that avoid costly out-of-home, often out-of-county, placements.

Respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. "Mental health crisis support services" received an average rating of 2.17, "outpatient mental health services" received an average rating of 2.01, and "inpatient mental health services" received an average rating of 1.74. Thirty-nine of 184 survey respondents were unaware of a service in Frederick County that would meet inpatient mental health service need, 32 were unaware of outpatient services, and 23 were unaware of crisis support services.

Mental health service providers are overwhelmed individually and the majority feel that there are insufficient services to meet what they unanimously agree is growing demand. These service providers operate primarily with full-time staff; however, four of the five programs described that used volunteers were very reliant on them or made them an essential element of service delivery. In the mental health realm, there is a more even distribution of budget size than in general medical services, with a number of mid-size providers.

Gaps in Mental Health Services

Study participants identified the following as the most pressing mental health services needs in Frederick County:

- ***Increased behavioral health services.*** Services are not keeping up with rising demand as the stigma surrounding mental illness is diminishing; diagnoses and interventions are more commonplace, particularly in early childhood settings and schools; information about available services is more widely disseminated, although continuing to be less than experts would like to see; and financial stress levels driven by the recession and the

foreclosure crisis have intensified among people of all income levels. Impoverished and working-poor households, already having difficulty making ends meet in Frederick County, have been additionally stressed.

- ***Affordable services*** - In particular, more robust coverage of mental health services for uninsured and underinsured residents that include the ***multiple visits and/or medications*** are often required for effective treatment.
- ***Adolescent psychiatrists*** – There are very few, if any, general practice adolescent psychiatrists in Frederick County who are currently accepting new patients or accepting new patients without a week- or month-long wait.
- ***Reduced waiting periods*** for behavioral health outpatient services.
- An increase in currently ***limited in-patient spaces***.
- Increased mental health ***crisis response services***, particularly mobile response services.
- ***Effective in-home prevention programs for children, which have been eliminated*** in budget cuts, leading to expensive out-of-area residential placements.
- Mental health/substance abuse treatment ***programs for incarcerated adults and others who need assistance to get their children back*** from out-of-home placements.

SURVEY RESPONDENTS

Frederick Community Action Agency
Frederick County Health Department
Heartly House, Inc.
Hospice of Frederick County
Mental Health Association of Frederick County
National Alliance on Mental Illness (NAMI) Frederick County
Villa Maria
Way Station, Inc.

OTHER MENTAL HEALTH SERVICE PROVIDERS IDENTIFIED BY THE SURVEY RESPONDENTS

Behavioral Health Partners of Frederick
Laurel Hall School in Frederick
Catholic Charities
Catoclin Counseling for Abuser Intervention Program
Frederick County Department of Social Services
Frederick Memorial Hospital specialists
Vital Sources

Table 32
Service Providers' Survey Responses: Mental Health Programs

Survey question	Aggregate response
Number of programs providing mental health care services	8
People served monthly	2761
Demand change from 2009 to 2010?	6-higher, 0-lower, 2-same
Able to serve all clients who need your organization's services?	2-yes, 6-no
Demand greater than capacity of all Frederick County providers of this service?	5-yes, 3-no
Estimated number of clients per month not served because of geographical access	229

Chart 6
Mental Health Service Providers' Employment

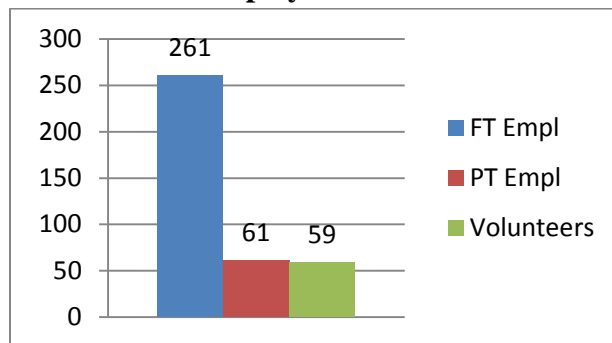


Table 33
Mental Health Service Providers' Budgets

Budget Size	# Programs
<\$50K	1
\$50K-\$100K	
\$100K-\$250K	2
\$250K-\$500K	2
\$500K-\$1M	
\$1M-\$2M	1
\$2M-\$3M	
\$4M-\$5M	
>\$5M	2

The survey of service providers included an open-response question: "In your professional opinion, what are the top three unmet needs in all of Frederick County?" Table 34 summarizes the health-related responses.

Table 34
Health Needs: Service Providers' Survey Results

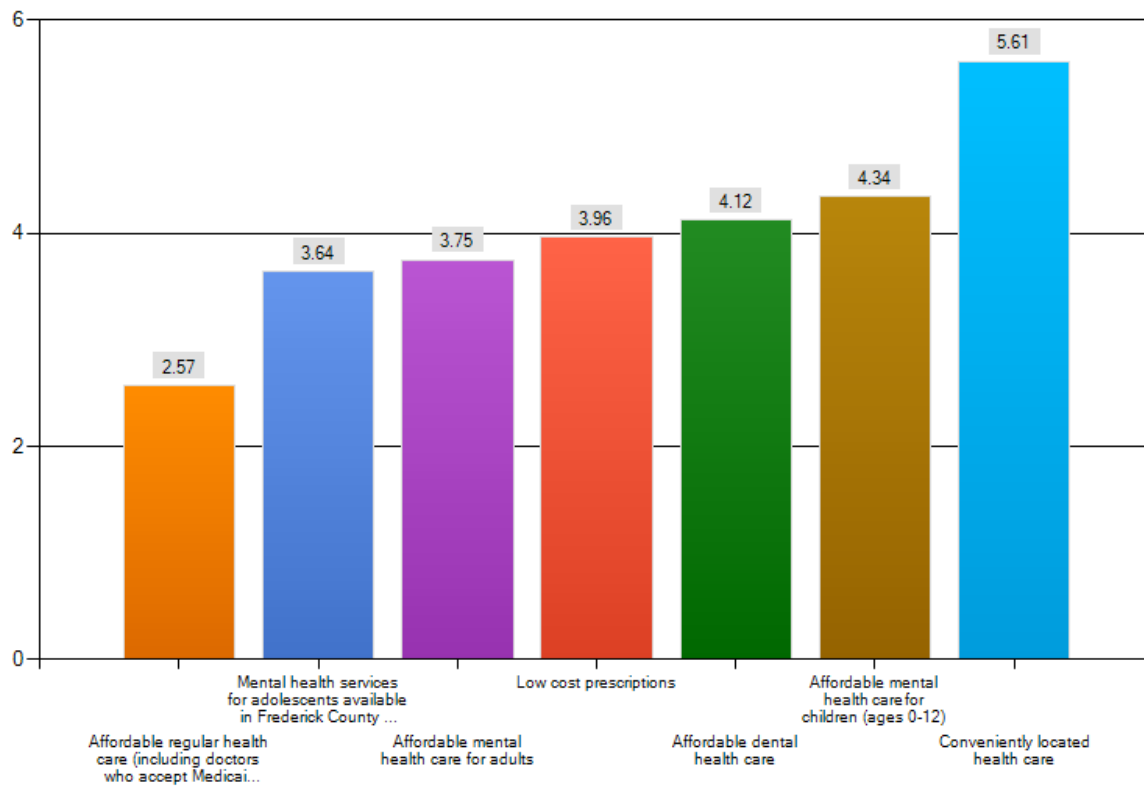
Q#12: In your professional opinion, what are the top five unmet needs in the county?

Number of responses – A=first listed, B=second listed, C=third listed

Health Needs	A	B	C	TOTAL
Affordable health care	6		7	13
Mental health care	7	2		11
Dental care	3		1	4
Vision services for low income population	2	1		3
Affordable prescriptions	1			1

Chart 7

Unmet Health Needs in Frederick County. Public Survey, April 2011. (Lowest number is highest ranking)



****See Appendix Table 12 for public survey template****

YOUTH NEEDS

The qualitative analysis of needs, supply of services, and gaps in services relied to a large extent on the knowledge and opinions of Frederick County “experts,” individuals who have long experience in delivering human services in Frederick County or who are currently or in the past held elected or appointed policymaking positions. These experts were identified by The Community Foundation of Frederick County, which managed convening and scheduling of all meetings and telephone conferences. Unless otherwise noted, all statements and opinions included here are theirs. All participants were assured that their comments would not be attributed.

Youth ages 18 and under make up approximately 28% of Frederick County’s population and their numbers are expected to increase 65% in the next 20 years. There is at least one individual younger than 18 years old living in 34.5% of Frederick County’s 84,800 households. Almost 27% (26.8%) of households are composed of married couples with their own children under age 18; 5.5% of households are composed of a female householder with no spouse present with her own children under age 18; and 2.2% of a male householder with no spouse present with his own children under age 18.⁵²

Youth need caring adults in their lives

Study participants agree with research⁵³ that has shown that caring adults who are consistently present and active in the lives of youth enhance resilience in young people, helping them thrive despite obstacles. They also act as protective factors for youth in high-risk settings and facilitate student learning. Conversely, when parents or other caring adults are absent, healthy development of young people is compromised. Optimally, parents and other family members fill the role of caring adults throughout the lives of youth; however, other caring adults, including teachers, counselors, coaches, mentors, faith community members, and in some cases foster parents, are also necessary to supplement or, in some cases, substitute for parental attention.

A 1998 University of Minnesota longitudinal study of youth development programs found that the adults most trusted and respected by youth are those who (a) make it clear they see the potential, not the pathology, in the young people they encounter, (b) make the young person, not the activity, their priority, (c) convey a sense of power and purpose for themselves and for the young people around them, (d) are described as authentic—real, not phony—with a genuine interest and concern for young people, and (e) are motivated to give back to their communities,

⁵² Maryland Department of Planning, Maryland State Data Center, Census 2010.

⁵³ See, for example, Bernat, D.H., PhD and Resnick, M.D., PhD (2006). “Healthy Youth Development: Science and Strategies,” *Journal of Public Health Management and Practice* 12:6 (S10-S16).

neighborhoods, families, or organizations in return for the benefits they experienced by having caring adults in their lives when they were young.”⁵⁴

Programs that either support parents in their parenting roles or provide other caring adults in the lives of children are small and rely heavily on volunteers. Demand for these programs is growing and there is a need for greater capacity to do this work. It is becoming harder to recruit volunteers.

Caring Adults Helping to Prepare Youth for the Future

School career and college counselors can play an important role in the lives of youth and their families. Parents unaware of the financial options available to them may discourage their children from exploring college options in the mistaken belief they cannot afford it. In Frederick County, these parents range from recent immigrants to longtime residents who have been able to adequately support their families without higher education and do not believe it is necessary for their own children.

Frederick County enjoys admirably low rates of high school dropouts (the second lowest in Maryland), high rates of students who graduate from high school (the second highest in Maryland), and high percentages of students who complete the minimum requirements for admission into the schools in the University System of Maryland (the highest in the state). The best efforts of caring adults are needed to make sure these students succeed after high school.

Frederick County Public Schools’ *College and Career Ready Task Force Report* of January 2011 found that (a) Frederick County schools provide students with adequate academic and cognitive preparation for eventual college and careers, but do not provide sufficient or consistent attention to important non-cognitive factors, including basic work habits, perseverance, and self-management skills, (b) the current “Career Pathways” included in the high school course offering guide is not useful to students and families, and (c) the current program for teaching financial literacy does not have the appropriate content or a clear and consistent structure.

The report recommends (a) examining the degree to which current staffing formulas, class sizes, and student/counselor ratios are sufficient to ensure that all Frederick County Public Schools (FCPS) graduates are college and career ready, (b) engaging business and local college personnel in promoting study skills and non-cognitive habits, (c) determining how extracurricular activities can best contribute to college and career readiness, (d) modifying FCPS’ graduation requirements to include a one-credit financial literacy class, (e) increasing the role of school guidance counselors in promoting and monitoring students’ career preparation,

⁵⁴ Walker, J. & White. L. (1998, Winter). *Caring adults support the healthy development of youth*. Minneapolis, MN: University of Minnesota, Extension.

beyond college enrollment, and (f) increasing college and career support available to potential first-generation college enrollees and English Language Learners.

Respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. "Lack of role models, mentoring, and positive influences" was found to be the second most pressing problem for children of all ages and the number one problem for children ages 13 to 18. "Parenting skill programs/resources" received an average rating of 2.06. "Mentoring services" were rated 1.79, and 33 of 181 respondents were unaware of a service in Frederick County that would meet this need. "Foster care services" were rated 1.65 and 59 of 182 survey respondents were unaware of a service in Frederick County that would meet this need. Of those who responded foster care "meets no needs" or "meets some needs," 21 respondents answered in a follow-up question that needs were greater than the agencies' ability to meet them, and 11 chose "the agencies offering these services are not providing a quality service."⁵⁵ "Support services for older youth" -- 19 to 21 year olds included in the LMB study -- was rated very low -- 1.52, or meeting only "some needs."

Gaps in Programs that Provide Caring Adults in the Lives of Youth:

Study participants identified the following as the most pressing unmet needs in Frederick County:

- ***Parenting education and support*** for all expectant families, particularly for families at risk.
- More widely available ***continuing support for parents*** (or grandparents or other caregivers, where appropriate) throughout their children's lives.
- A special ***focus on the mental health of parents and other caregivers***, not only for the adults' sake, but also because it profoundly affects the resilience of children in their care. This need was pronounced for parents of special needs children and youth.
- Expanded ***school counselor numbers***, hours, and professional development. Focus group members and FCPS' *College and Career Ready Task Force Report* found school counseling resources to be inadequate and counselors to be working with overwhelming caseloads.
- ***College/career preparation earlier*** in children's school careers.

⁵⁵ Frederick County Local Management Board. (2010). *Community wide needs assessment: Determining the strengths, gaps, and opportunities in the human service system for children and families in Frederick County*. Frederick, MD: Frederick County Local Management Board.

- ***School counselor meetings with families*** conveniently scheduled in the evenings, more frequently than once during a child's high school career.
- ***College affordability expertise*** available to students and families in school⁵⁶ and/or offered by community nonprofits to help more families (many of whom do not believe they can afford college and therefore do not engage in college application conversations) realize their aspiration of a college education for their children.
- ***Involvement by industry professionals and community-based programs*** in FCPS' efforts to prepare students for college and careers.⁵⁷
- ***Support for potential first-generation college enrollees*** and English Language Learners and their families.⁵⁸
- A dramatic ***increase in adult mentors*** available to all students of all ages (Lincoln Elementary School, which uses volunteer parents and high school athletes as mentors, was cited as a good model).

SURVEY RESPONDENTS

Boys & Girls Club of Frederick County
 Child Advocacy Center
 Frederick Alliance for Youth
 Maryland Sheriffs' Youth Ranch
 Frederick Police Activities League
 ThorpeWood

OTHER PROVIDERS OF CARING ADULTS SERVICES IDENTIFIED BY THE SURVEY RESPONDENTS

Big Brothers Big Sisters of Frederick County
 Boy Scouts of America
 Faith-based youth groups
 Frederick County Public Schools
 Girl Scouts of America
 Recreation councils

⁵⁶ Frederick County Public Schools (2011). *Findings of the Superintendent's College and Career Ready Task Force.*

⁵⁷ *Findings of the Superintendent's College and Career Ready Task Force.*

⁵⁸ *Findings of the Superintendent's College and Career Ready Task Force.*

Table 35
Service Providers Survey Responses:
Programs to Support and Expand the Caring Adults in the Lives of Children and Youth

NOTE: Providers may have more than one program

Survey question	Aggregate response
Number of programs providing or supporting caring adults in the lives of Frederick County youth	9
People served monthly	1750
Units of service monthly:	
# of hours of contact/programs	323
# residential care	18
# youth served: mentorship, snacks, sports, etc.	1395
# hours of counseling	14
Demand change from 2009 to 2010?	4-higher, 1-lower, 3-same
Able to serve all clients who need your organization's services?	4-yes, 5-no
Demand greater than capacity of all Frederick County providers of this service?	7-yes, 2-no
Estimated number of clients per month not served because of geographical access	0

Chart 8
Caring Adults Services Employment
Budgets

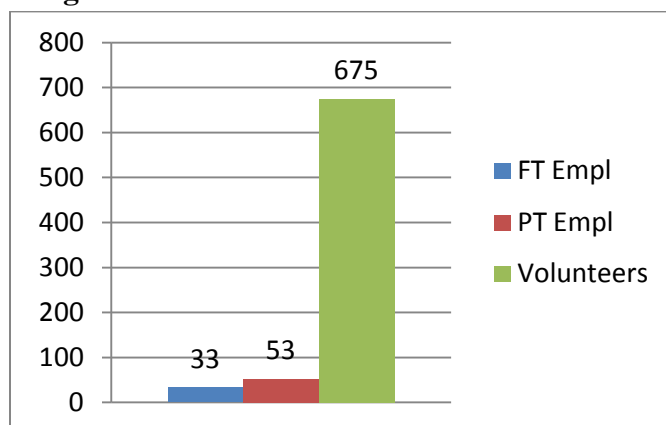


Table 36
Caring Adults Services

Budget Size	# Programs
<\$50K	1
\$50K-\$100K	3
\$100K-\$250K	1
\$250K-\$500K	3
\$500K-\$1M	
\$1M-\$2M	1
\$2M-\$3M	
\$4M-\$5M	
>\$5M	

School Readiness

There were 15,576 children under the age of five living in Frederick County in 2010 - 6.9% of the total population. Their share of the population is expected to hold steady over the next 20 years, but in the context of the population growth projected for the county, this translates into approximately 7,600 additional infants, toddlers, and preschoolers.⁵⁹

Parents have by far the greatest responsibility for children's school readiness and are often called children's "first teachers," starting from the time they hold an infant close for a chat, providing a physical sense of security and the beginnings of interactivity. Many prospective

⁵⁹ Maryland State Data Center population projections.

parents, families expecting children, and parents of infants and toddlers require support to enable them to successfully parent and help their sons and daughters realize their potential. Poorer families require intensive support from pregnancy through childhood because school readiness is profoundly affected by maternal and family stress, substance abuse, child neglect, and in the worst cases, abuse.

In the Frederick County Local Management Board’s 2010 survey of child-serving agencies, “lack of parenting skills, knowledge, support, and parental involvement” was the most frequently cited problem for parents of children of all ages and “increase focus on parenting strategies” was among the top answers for “If you could improve three aspects of the current delivery system, what would they be?”

Prenatal care is critical to healthy child development. In 2009, only 80% of Frederick County births were to mothers who received early prenatal care, compared to 92% in Howard County and 91% in Carroll County - ranking Frederick County 19th in the state of Maryland.⁶⁰

The Maryland Model for School Readiness measures school readiness using exemplars adapted from the Work Sampling System®. Kindergarten teachers evaluate incoming students in multiple domains, including (a) social and personal development, (b) language and literacy, (c) mathematical thinking, (d) scientific thinking, (e) social studies, (f) the arts, and (g) physical development. A growing percentage of Frederick County children are entering kindergarten “fully ready” to learn, and great strides have been made in improving the school readiness of poor and racial/ethnic minority children, who continue to lag behind white students. Children who were less than “fully ready” for kindergarten were more likely to be English Language Learners and to have received care at their own or others’ homes rather than in child care centers than the majority of Frederick County students.⁶¹

Quantifying the need—359 students who are rated “developing” or “approaching” readiness out of a total of 2,984 kindergarteners—reveals a manageable population size that, if addressed, may help younger children as well as their parents (see Table 38 below).

Table 37
Frederick County Students Fully Ready for Kindergarten

Race/Ethnicity/Income	2010/2011	2001/2002
White	90%	71%
African American	84%	44%
Hispanic	78%	52%
Poor children (Free and Reduced Price Meals)	81%	
All entering kindergarteners	88%	68%

SOURCE: Maryland State Department of Education

⁶⁰ Frederick County Local Management Board, 2010 *Community Wide Needs Assessment*.

⁶¹ Maryland State Department of Education.

Table 38
Frederick County Children Less Than Fully Ready For Kindergarten 2010-2011
(n=359; duplication in counts possible)

Race/Ethnicity/Income/Prior Care	# of Kindergarteners
White	185
Hispanic	89
African American	53
Poor (Free and Reduced Price Meals)	159
English Language Learners	76
Home/Informal Care before kindergarten	104

SOURCE: Maryland State Department of Education

Most school readiness programs serve parents and/or caregivers as well as children, because the children are so young and these are the adults with the greatest influence over their capacity to succeed in school. Many of these programs (e.g., Family Partnership) work not only to improve parenting and child outcomes, but also to build the human capital of parents and caregivers through literacy instruction and other employment development services.

Providers of school readiness services sent the strongest message of all service providers surveyed about the lack of capacity within their own organizations and in Frederick County as a whole to meet growing demand.

Respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. "Parenting skill programs/resources" received an average rating of 2.05.

School readiness programs are generally small-to-medium size and heavily reliant on volunteers (see Chart 9 and Table 40). Three of the five programs that use volunteers use them as essential components of service delivery. As noted in Tables 23 and 25, workers in this field earn very low wages.

Gaps in School Readiness Services

Study participants identified the following as the most pressing unmet school readiness needs in Frederick County:

- ***Universal well-baby home visits*** (Healthy Families Frederick conducts visits for first-time, at-risk parents).
- ***Expanded availability of two-generation early childhood programs*** (birth through age three), like Family Partnership.
- ***Continuation of Head Start*** program with professional educators as well as parents.

SURVEY RESPONDENTS

Care Net Pregnancy Center of Frederick
Centro Hispano de Frederick
The Delaplaine Visual Arts Education Center
Family Partnership
Frederick Alliance for Youth
Frederick Community Action Agency
Frederick County Head Start
Mental Health Association of Frederick County
Way Station, Inc.

OTHER PROVIDERS OF SCHOOL READINESS SERVICES IDENTIFIED BY SURVEY RESPONDENTS

Families Plus
Frederick County Health Department
Frederick County Public Schools
Healthy Families Frederick

Table 39

Service Providers' Survey Responses: School Readiness Programs

NOTE: Providers may have more than one program

Survey question	Aggregate response
Number of programs providing school readiness services	8
People served monthly	1365
Units of service monthly:	
# of hours of classes/lessons	260
# of children enrolled	270
# of onsite/home visits	685
various	150
Demand change from 2009 to 2010?	6-higher, 0-lower, 2-same
Able to serve all clients who need your organization's services?	1-yes, 7-no
Demand greater than capacity of all Frederick County providers of this service?	8-yes, 0-no
Estimated number of clients per month not served because of geographical access	113

Chart 9
School Readiness Services' Employment

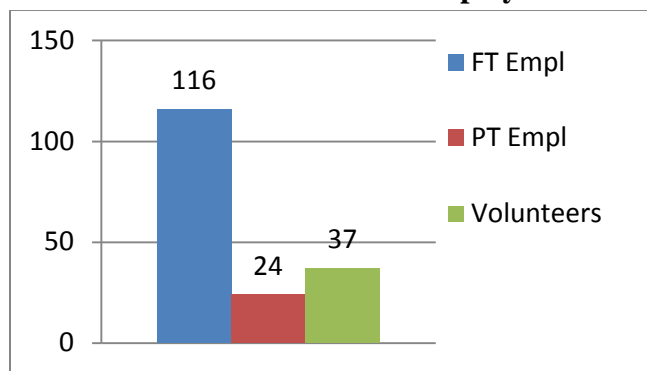


Table 40
School Readiness Services' Budgets

Budget Size	# Programs
<\$50K	2
\$50K-\$100K	2
\$100K-\$250K	2
\$250K-\$500K	1
\$500K-\$1M	
\$1M-\$2M	1
\$2M-\$3M	
\$4M-\$5M	1
>\$5M	

Activities Outside of School

More appealing and affordable activities for youth and families were called for by both experts and the public; they were judged by experts to be important to counter gang influences, particularly for older children and youth. These activities provide youth with opportunities to interact with non-family caring adults. The Frederick County Local Management Board focus group of youth recommended more afterschool clubs, afterschool and intramural sports programs, and recreational/social opportunities as their first, second, and fourth choices on a wish list of programs. The families and caregivers focus group cited more recreational activities as the fourth highest need for children and families in the county. The focus group of service providers ranked affordable, high-quality afterschool programs the second highest problem for children ages 6 to 12 and their families in the current service delivery system and a specific lack of recreational activities among the top needs. Older youth (18-21) also asked for more job/life skills activities, echoed by experts calling for financial literacy training. (see recommendations above from the FCPS *College and Career Ready Task Force Report*)

In general, afterschool, weekend, and evening activities for Frederick County youth are low-budget, volunteer-dependent operations (see Chart 10 and Table 42). They also utilize part-time workers to a greater extent than other service providers. Four of the organizations that use volunteers rely on them as essential parts of the delivery of services, and another four are somewhat reliant on their volunteers. The paid, full-time workforce is very small compared to the numbers of youth served. Already beyond the capacity of existing providers individually and in the aggregate, demand is growing.

Respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and

0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. “Organized recreational activities” received the highest rating, 2.25. “After school programs” received an average rating of 2.18.

Gaps in Outside-of-School Services

Study participants identified the following as the most pressing unmet needs in Frederick County:

- ***Mentors.***
- ***More internships*** in local businesses and nonprofit organizations.
- Support for ***costs of certification and purchase*** of tools/equipment/supplies for training and work.
- ***Expanded universal programs*** other than sports with few restrictive eligibility requirements, but with widely known sliding scales to ensure that those in need can afford them without stigma.
- Expanded programs that are attractive to ***older children (young teens and teens)***.
- Weekend and nighttime programs, with older mentors who “treat youth like adults,” in the words of LMB focus group youth.
- A ***resource guide*** for youth that provides information that youth participants have suggested would be useful.

SURVEY RESPONDENTS

Boys & Girls Club of Frederick County
Brunswick Main Street, Inc.
Centro Hispano de Frederick
Families Plus, Inc.,
Frederick Alliance for Youth
Frederick Challenger Little League
HandsOn Frederick County
Linganore Urbana Youth Athletic Association (LUYAA)
Mar-Lu-Ridge
Mental Health Association of Frederick County
Frederick County Office for Children and Families, Home of the Frederick County Local
Management Board
ThorpeWood

OTHER PROVIDERS OF OUTSIDE-OF-SCHOOL ACTIVITIES SERVICES
IDENTIFIED BY SURVEY RESPONDENTS

Bar-T Ranch
The Bishop Claggett Center
Boy Scouts of America
Frederick County Public Schools
Frederick County Parks and Recreation
Faith-based organizations
Girl Scouts of America
YMCA

Table 41
Service Providers' Survey Responses: Activities Outside of School Programs

Survey question	Aggregate response
Number of programs providing youth activities	11
People served monthly	1471
Units of service monthly:	
# of days of recreation	180
# of games/classes programs	110
# of hours of counseling	104
# of hours of volunteer opportunities	100
various	857
Demand change from 2009 to 2010?	8-higher, 0-lower, 1-same
Able to serve all clients who need your organization's services?	6-yes, 2-no
Demand greater than capacity of all Frederick County providers of this service?	6-yes, 2-no
Estimated number of clients per month not served because of geographical access	0

Chart 10
Youth Activities Services' Employment

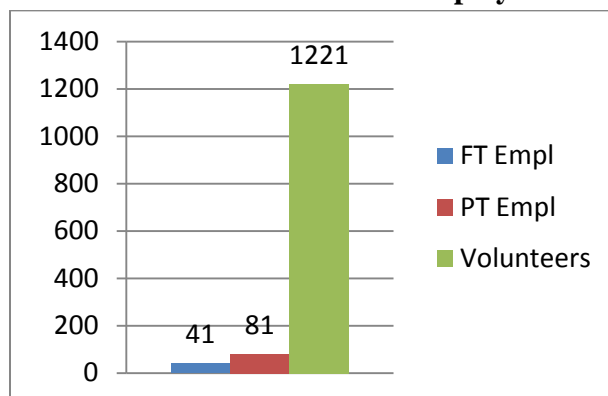


Table 42
Youth Activities Services' Budgets

Budget Size	# Programs
<\$50K	4
\$50K-\$100K	2
\$100K-\$250K	1
\$250K-\$500K	1
\$500K-\$1M	2
\$1M-\$2M	1
\$2M-\$3M	
\$4M-\$5M	
>\$5M	

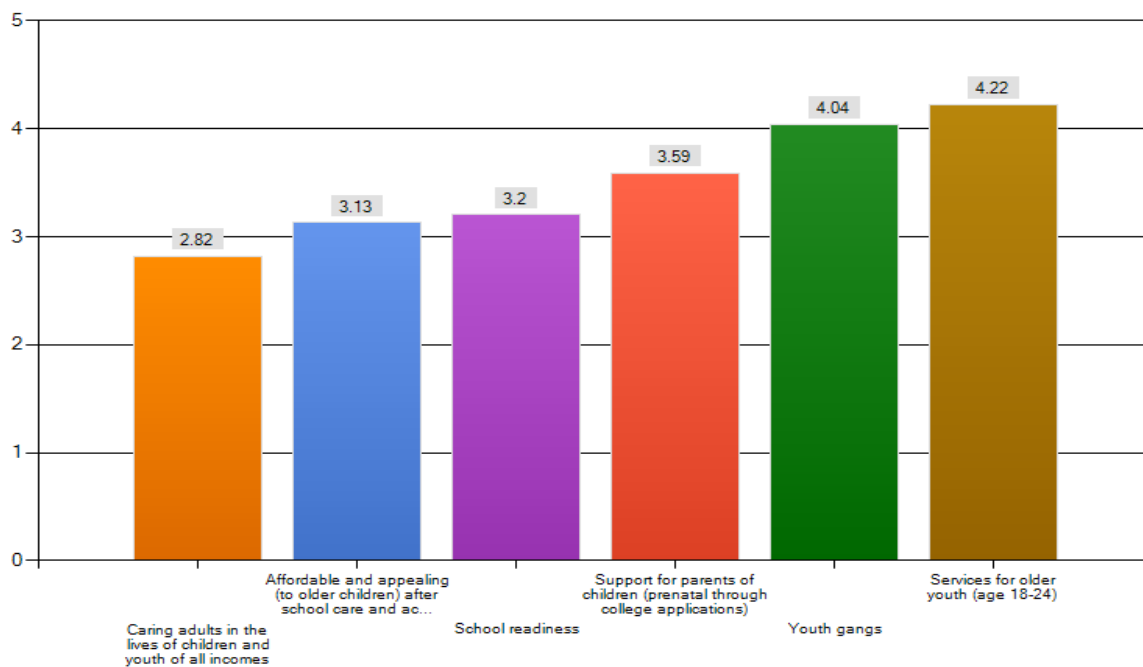
The service providers' survey included an open-response question: "In your professional opinion, what are the top three unmet needs in all of Frederick County?" Youth-related responses are summarized in Table 43.

Table 43
Youth Needs: Services Providers Survey Results
 Q#12: In your professional opinion, what are the top three unmet needs in the county?
 Number of responses – A–first listed, B-second listed, C-third listed

Youth activities	5	2	7
Education funding	3		3
Early intervention	2		2

Chart 11

Frederick County's Unmet Youth Needs. Public Survey, April 2011. (Lowest number is highest ranking)



See Appendix Table 12 for public survey template

BASIC NEEDS: SHELTER

The qualitative analysis of needs, supply of services, and gaps in services relied to a large extent on the knowledge and opinions of Frederick County “experts,” individuals who have long experience in delivering human services in Frederick County or who are currently or in the past held elected or appointed policymaking positions. These experts were identified by The Community Foundation of Frederick County, which managed convening and scheduling of all meetings and telephone conferences. Unless otherwise noted, all statements and opinions included here are theirs. All participants were assured that their comments would not be attributed.

Affordable Housing

Affordable housing was identified as the number one basic need in Frederick County. It is beyond the capacity of any social services sector in Frederick County, alone or in consortium, to materially affect the county’s housing market. The discussions and survey responses relevant to this needs analysis, however, focus on Frederick Countians who are precariously housed – in unsafe, overcrowded, unsanitary, or short-term circumstances or requiring so much of their income that other basic needs like food and health care must be sacrificed – or at risk of losing their residences altogether.

The U.S. Department of Housing and Urban Development (HUD) defines housing as “affordable” if it does not require households to spend more than 30% of gross household income on housing costs, which include payments of principal and interest on a mortgage, property taxes, utilities (electricity, gas, water, and sewer), and insurance. A household that spends more than 30% of its gross annual income on these costs is classified as “cost burdened.” A household that spends more than 50% of its gross annual income on housing has a “severe housing cost burden.” HUD’s definition of affordability is the legislative standard used to qualify applicants for federal housing assistance and is used in the administration of rental housing subsidies such as Housing Choice Vouchers (formerly Section 8).

According to HUD, cost-burdened families “may have difficulty affording necessities such as food, clothing, transportation, and medical care...A family with one full-time worker earning the minimum wage cannot afford the local fair-market rent for a two-bedroom apartment anywhere in the United States. The lack of affordable housing is a significant hardship for low-income households, preventing them from meeting their other basic needs, such as nutrition and healthcare, or saving for their future and that of their families.”⁶²

⁶² U.D. Department of Housing and Urban Development, Community Planning and Development (n.d.), www.hud.gov/offices/cpd/affordablehousing/.

Income and Housing Costs

In 2009, the median household income in Frederick County was \$82,598. When the Frederick County Department of Housing and Community Development joined with the Maryland Department of Housing and Community Development and other Maryland localities to file an application for a second round of HUD Neighborhood Stabilization Program (NSPII) funding, it reported that Frederick households earning 50% (\$41,299) or less of area median income (AMI) spent almost half of their income on housing costs. Those with incomes 80% of AMI (\$66,078) spent almost one third of their income on housing costs, and those with incomes 120% of AMI (\$99,118) spent almost one fifth of their income on housing costs.

Rental Housing

Frederick County households face a shrinking supply of affordable rental housing, which declined from 75% of the rental stock in 2000 to just under 60% in 2008. As a result, more renters have been spending a larger share of their income on rent. The percentage of Frederick County renters who spent more than 30% of their income on rent increased from 34% in 2000 to 43% in 2008. Frederick County renters who spent more than 50% of their income on rent increased from 13% to nearly 18% over the same period.”⁶³ In 2009, 42% of Frederick County renters spent more than 20% of median household income on housing.

Homeownership

During the same period, 36% of Frederick County homeowners spent more than 30% of median household income on housing. In addition, between 2005 and 2009, they lost an average of \$78,546 in homeowner equity per homeowner, the third highest loss in Maryland; only Queen Anne’s and Washington County fared worse.

Lower-wage workers in Frederick County have found residences outside the county (see Tables 16 and 17 and Charts 1 and 2 in Section I), presumably in more affordable locations.

Survey responses used in this analysis do not include feedback from the Housing Authority of the City of Frederick (HACF), although its executive director, Teresa Justice, participated in the housing focus group. According to Ms. Justice, HACF owns 400 housing units, with 500 people on a waiting list, and has been allocated 680 Housing Choice Vouchers (Section 8). The Frederick County Department of Housing and Community Development has 420 Housing Choice Vouchers, a total that is reflected in Table 44. The HACF’s (Section 8) waiting list has been reopened since the focus group meetings in spring 2011.

Respondents to the Frederick County Local Management Board’s 2010 survey of child-serving agencies were asked how well Frederick County’s services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting

⁶³ Real Property Research Group. (2010). *Multifamily Rental Market Assessment: Frederick County, Maryland*.

all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. “Low income housing services” were rated 1.97.

Gaps in Affordable Housing Services

Study participants identified the following as the most pressing unmet affordable housing needs in Frederick County:

- The affordable housing supply needs to be augmented, with specific attention to the acquisition and associated costs to nonprofits that wish to address this need.
- One of the gaps identified was the fragmentation of affordable housing advocates, and a call was made for a coalition of affordable housing advocates to increase their effectiveness.
- Related to the needs expressed above, need for broad support for on-going explorations of a land trust with an affordable housing component was expressed by the housing focus group.
- Federal HUD homeless services funds were announced in January 2011 for Frederick County organizations. Matching grants are needed for the Housing First program, which provides stable rental housing.
- The addition of affordable housing without restrictions that prevent family members with criminal records from rejoining their families, or seek to modify the regulations is needed.

SURVEY RESPONDENTS

Frederick Community Action Agency
Frederick County Department of Housing and Community Development
Habitat for Humanity of Frederick County, MD
Heartly House, Inc.
Interfaith Housing Alliance, IHA

OTHER PROVIDERS OF AFFORDABLE HOUSING SERVICES IDENTIFIED BY THE SURVEY RESPONDENTS

Housing Authority of the City of Frederick
Rebuilding Together Frederick County

Table 44
Service Providers Survey Responses: Affordable Housing Programs
NOTE: Some respondents have multiple programs

Survey question	Aggregate response
Number of programs providing affordable housing services	7
People served monthly	2,973
Units of service monthly:	
# of units of housing provided	600
# of houses weatherized	105
# of counseling sessions	130
# of home repairs/maintenance	2,688
Demand change from 2009 to 2010?	7-higher, 0-lower, 0-same
Able to serve all clients who need your organization's services?	2-yes, 5-no
Demand greater than capacity of all Frederick County providers of this service?	6-yes, 1-no
Estimated number of clients per month not served because of geographical access	80

The survey responses tabulated above and below do not include the Housing Authority of the City of Frederick (HACF). The addition of HACF would have added approximately 25 full time employees and another “over \$5 million” budget organization to the table and chart below.

Chart 14
Affordable Housing Services' Employment

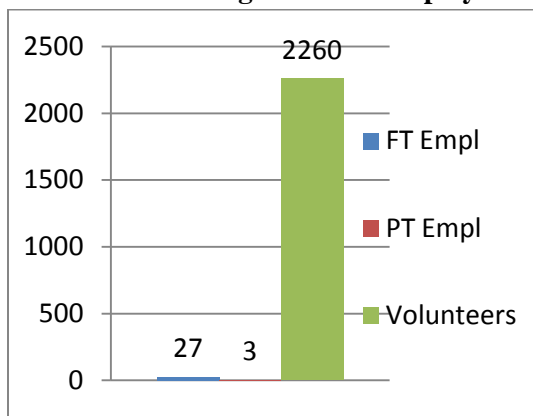


Table 45
Affordable Housing Services' Budgets

Budget Size	# Programs
<\$50K	
\$50K-\$100K	1
\$100K-\$250K	1
\$250K-\$500K	3
\$500K-\$1M	1
\$1M-\$2M	
\$2M-\$3M	
\$4M-\$5M	
>\$5M	1

Supportive Housing Services

Supportive housing, sometimes called “shelter plus care,” is required when an individual or a family needs services in addition to permanent shelter. The supportive housing model recognizes that simply finding shelter is not enough for people or heads of households who are homeless or at risk of homelessness and have multiple barriers to employment and housing stability. Barriers may include mental illness, chemical dependency, and/or other disabling or chronic health conditions.

Supportive housing combines long-term affordable leased units with onsite, facilitated access to a flexible and comprehensive array of supportive services designed to assist tenants in

achieving and sustaining housing stability. Like the federal initiative “Housing First,” the model departs sharply from past practices of providing semi-permanent and permanent housing only *after* individuals overcame barriers to stability. Supportive housing service providers proactively engage tenants in onsite and community-based supportive services, but participation in such supportive services is not a condition of ongoing tenancy. Service and property management strategies include effective, coordinated approaches for addressing issues resulting from substance use, relapse, and mental health crises, with a focus on fostering housing stability.⁶⁴

There is an unmet need for supportive housing services in Frederick County. Most of the organizations that provide these labor-intensive, small-scale services are medium-size or larger and depend heavily on volunteers. Several are “transitional housing” providers, who intend their support services—sometimes lasting several years—to help launch previously homeless individuals into independent living.

Respondents to the Frederick County Local Management Board’s 2010 survey of child-serving agencies were asked how well Frederick County’s services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. While not technically permanent supportive housing, “transitional housing for older youth,” most likely those aging out of foster care at 19, was rated 1.27, receiving the lowest rating of all social services and supports in the survey. Sixty of 182 respondents were unaware of a service in Frederick County that would meet this need.

The Metropolitan Washington Council of Government’s Homeless Services Planning and Coordinating Committee’s *A Regional Portrait of Homelessness: The 2011 Count of Homeless Persons in Metropolitan Washington* reports that the Maryland Mental Hygiene Administration administers 19 HUD Shelter Plus Care vouchers in Frederick County and the Frederick Community Action Agency administers eight units (11 beds) of HUD permanent supportive housing under a Housing First model for individuals who are disabled and chronically homeless. Table 46 provides additional data on people who were formerly homeless and now reside in permanent supportive housing.

Gaps in Supportive Housing Services

Study participants identified the following as the most pressing unmet supportive housing needs in Frederick County:

- A greater supply of ***housing with supports for individuals with chronic mental illness***.
- ***Transitional housing*** for individuals and families who are homeless.
- ***Transitional housing*** for drug-court clients.

⁶⁴ Corporation for Supportive Housing.

- ***Housing and services for youth aging out of foster care*** or transitioning from disabled student services to adult services.

SURVEY RESPONDENTS

The Arc of Frederick County*
Community Living, Inc
Gale Houses, Inc.**
Heartly House, Inc.**

OTHER PROVIDERS OF SUPPORTIVE HOUSING SERVICES

IDENTIFIED BY THE SURVEY RESPONDENTS

Advocates for Homeless Families, Inc.
Alliance, Inc
Frederick Community Action Agency**
Frederick Rescue Mission**
Hope Alive, Inc.**
Washington County Human Development Council, Inc.
Jeanne Bussard Center
MedSource Community Services, Inc.
United Cerebral Palsy
Way Station, Inc.
Faith-based organizations

**Provides in-home services to help disabled individuals maintain independence*

*** Transitional housing*

Table 46

Service Providers' Survey Responses: Supportive Housing Programs

Survey question	Aggregate response
Number of programs providing supportive housing	4
People served monthly	392
Units of service monthly:	
# of hours of service	354
# of housing/beds	38*
Demand change from 2009 to 2010?	4-higher, 0-lower, 0-same
Able to serve all clients who need your organization's services?	0-yes, 4-no
Demand greater than capacity of all Frederick County providers of this service?	4-yes, 0-no
Estimated number of clients per month not served because of geographical access	32

The survey did not include responses from Family Service Foundation, Housing Authority of the City of Frederick, Community Living, Inc., and United Cerebral Palsy of Central Maryland, Frederick Center, as well as many licensed group homes operating in the City of Frederick and Frederick County.

Chart 15
Supportive Housing Services' Employment

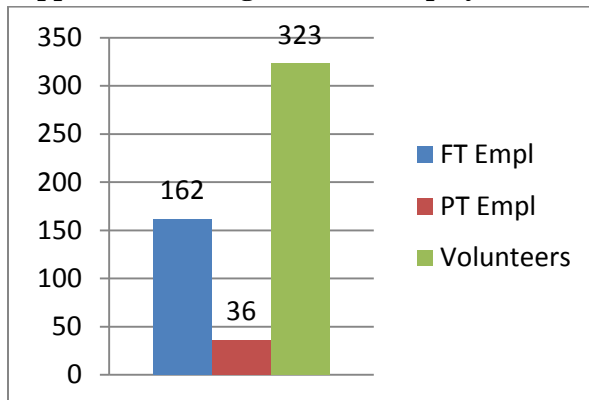


Table 47
Supportive Housing Services' Budgets

Budget Size	# Programs
<\$50K	
\$50K-\$100K	
\$100K-\$250K	
\$250K-\$500K	1
\$500K-\$1M	1
\$1M-\$2M	1
\$2M-\$3M	
\$3M-\$4M	1
>\$5M	

Table 48
Frederick County Formerly Homeless Persons
Now Residing In Permanent Supportive Housing

Persons served as single individuals	23
Persons served as members of a family (adults and children)	8
Chronic Substance Abuser (CSA)	1
Severe Mental Illness (SMI)	7
Dually Diagnosed (CSA & SMI)	14
Chronic Health Problem	9
Living With HIV/AIDS	1
Physical Disability	7
Domestic Violence Survivor	2
Language Minority	0
U.S. Veterans	2

SOURCE: Metropolitan Washington Council of Governments (2011), A Regional Portrait of Homelessness

Homeless Services

The Department of Housing and Urban development (HUD) defines people who are homeless as those who reside in some form of emergency or transitional shelters, domestic violence shelters, runaway youth shelters, or places not meant for human habitation, including streets, parks, alleys, abandoned buildings, and stairways. The federal McKinney-Vento Homeless Assistance Act includes children and youth who double-up with other families due to loss of housing or economic hardship as part of its definition of homeless.⁶⁵

A point-in-time count of homeless people conducted in Frederick County on January 26, 2011 totaled 280 people, equal to 1.4 homeless persons per 1,000 residents. This was a decrease of 8% since January 2010 and 16% since a high of 324 people in 2009.

In January 2011, Frederick County's homeless population included 37 families, consisting of 39 adults and 72 children. Sixteen percent of these people were unsheltered. Single, employed

⁶⁵ <http://center.serve.org/nche/m-v.php>.

adults made up 30% of the homeless population and employed adults in families comprised 38%. More than 77% of homeless adults in families reported income, compared to 38% of single adults. Both percentages were up slightly from 2010. The number of chronically homeless people rose dramatically from 54 in 2010 to 88 in 2011.

Homelessness is in part the ultimate outcome of unaffordable housing, while other factors such as mental illness and substance abuse may factor significantly. Study participants cited an urgent need for year-round, all-day shelters for homeless people in Frederick County. In addition, short- and long-term housing with supportive services is an unmet need.

Many homeless service providers are small and rely to a great extent on volunteers, particularly those affiliated with a faith community. Within Frederick County there is a strong set of individual homeless services, many delivered on a small scale. The members of the Frederick County Coalition for the Homeless are working toward a continuum of care.

Respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. "Homeless services" was ranked 1.96.

Gaps in Homeless Services

Study participants identified the following as the most pressing unmet homeless services needs in Frederick County:

- ***A coordinated system of services*** for individuals who are ***chronically homeless***.
- ***A coordinated system of services*** for ***emergent homeless families***.
- ***Day shelter(s)***.
- ***24-hour, year-round shelter(s)***.
- ***Women's shelter(s)***.
- ***Expansion of services for homeless families***. The face of homelessness is changing across the metropolitan Washington area, and services must adjust. The gap between growing demand for family services and supply is widening.

SURVEY RESPONDENTS

Advocates for Homeless Families
Community Living, Inc
Frederick Community Action Agency
Frederick Rescue Mission
Gale Houses, Inc.
Heartly House, Inc.
Hope Alive, Inc.
Religious Coalition for Emergency Human Needs

**OTHER PROVIDERS OF HOMELESS SERVICES
IDENTIFIED BY THE SURVEY RESPONDENTS**

Abilities Network
American Red Cross
Frederick County Coalition for the Homeless
Frederick County Department of Social Services
Washington County Human Development Council, Inc.
MedSource Community Services, Inc.
Mental Health Management Agency of Frederick County
Quinn Chapel AME Church
The Salvation Army
Second Street and Hope
United Cerebral Palsy
Faith-based organizations

TABLE 49

Frederick County's Homeless Subpopulations			
Subpopulations	Single Individuals	Persons served as members of a family	Total
Chronic Substance Abuser	25	1	26
Severe Mental Illness	22	1	23
Dually Diagnosed	46	1	47
U.S. Veteran	6	1	7
Living with HIV/AIDS	5	0	5
Domestic Violence Survivor	6	41	47
Physical Disability	25	2	27
Chronic Health Problem	45	1	46
Language Minority	2	0	2
Chronically Homeless	88	0	88

TABLE 50
Frederick County's Formerly Homeless Persons Now Residing in
Permanent Supportive Housing

Homeless Subpopulation	Number
Persons served as single individuals	23
Persons served as members of a family (adults and children)	8
Chronic Substance Abuser (CSA)	1
Severe Mental Illness (SMI)	7
Dually Diagnosed (CSA & SMI)	14
Chronic Health Problem	9
Living With HIV/AIDS	1
Physical Disability	7
Domestic Violence Survivor	2
Language Minority	0
U.S. Veterans	2

SOURCE for date on homelessness: Metropolitan Washington Council of Government's Homeless Services Planning and Coordinating Committee (2011). *A Regional Portrait of Homelessness: The 2011 Count of Homeless Persons in Metropolitan Washington*, to which the Frederick County Coalition for the Homeless contributes counts.

Table 51
Service Providers' Survey Responses: Homeless Services Programs
NOTE: Some providers have multiple programs

Survey question	Aggregate response
Number of programs providing services to the homeless	7
People served monthly	470
Units of service monthly:	
# of hours of counseling	381
# of shelter/support services	89
Demand change from 2009 to 2010?	5-higher, 1-lower, 1-same
Able to serve all clients who need your organization's services?	1-yes, 6-no
Demand greater than capacity of all Frederick County providers of this service?	6-yes, 1-no
Estimated number of clients per month not served because of geographical access	20

Chart 16
Homeless Services Providers' Employment

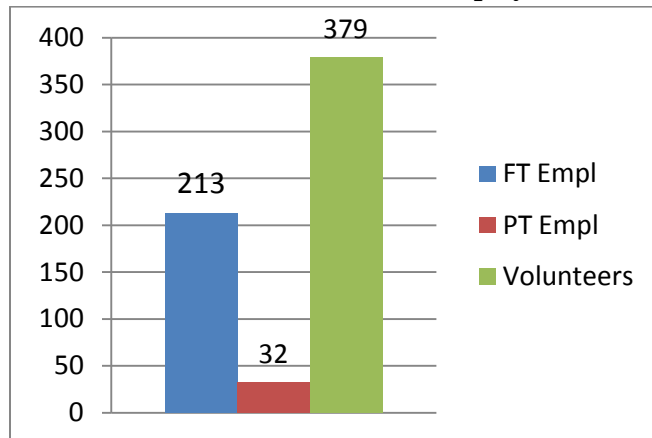


Table 52
Homeless Services Providers' Budgets

Budget Size	# Programs
<\$50K	1
\$50K-\$100K	
\$100K-\$250K	4
\$250K-\$500K	1
\$500K-\$1M	
\$1M-\$2M	
\$2M-\$3M	
\$3M-\$4M	1
>\$5M	

BASIC NEEDS: Jobs and Job Supports

The qualitative analysis of needs, supply of services, and gaps in services relied to a large extent on the knowledge and opinions of Frederick County “experts,” individuals who have long experience in delivering human services in Frederick County or who are currently or in the past held elected or appointed policymaking positions. These experts were identified by The Community Foundation of Frederick County, which managed convening and scheduling of all meetings and telephone conferences. Unless otherwise noted, all statements and opinions included here are theirs. All participants were assured that their comments would not be attributed.

Employment services

In 2010, an average of 8,000 Frederick County residents ages 16 and older were unemployed—an unemployment rate of 6.6%, compared to 7.5% for the state of Maryland overall. This number does not include the 33,000 county residents between the ages of 16 and 64 who are not employed and not looking for work (out of the labor force), some by choice and others discouraged after failed attempts to find jobs.⁶⁶

The percentage of Frederick County residents in the labor force as a percentage of the total working population (ages 16-64) is projected to increase between 2000 and 2030.⁶⁷ In the past decade, public investment in workforce development has declined, making the need for job supports which assist residents in obtaining and maintaining employment acute. Respondents to the Frederick County Local Management Board’s 2010 survey of child-serving agencies cited

⁶⁶ Maryland Department of Labor, Licensing and Regulation.

⁶⁷ Maryland Department of Labor, Licensing and Regulation.

lack of jobs, vocational training, and career development as the largest problem for young adults 19 to 21 years old.

Job seekers have multiplied in the lingering recession. The results of corporate downsizing—initially occurring in response to the business cycle—are now permanent as employers find they can be more profitable with fewer employees, greater productivity, and more contract and other flexible workers. Skilled workers are taking jobs beneath their skill level. Youth and low-skill workers are being crowded out of the lowest paying jobs because employers have found that they can hire skilled landscapers or painters or carpenters to do the work for the same wages they would pay an unskilled young person on summer break from school.⁶⁸

Federal legislation reauthorizing workforce services in 1998 mandates that workforce career centers provide universal service, and agencies are funded to provide intensive help to only the lowest income job seekers whose incomes are less than 150% of the Federal Poverty Level. To obtain, keep, and advance in a job, unemployed and underemployed Frederick County residents need job supports that address personal barriers and/or enhance opportunities, including adult literacy instruction, affordable high-quality child care, and transportation.

Frederick County Workforce Services (FCWS) provides the majority of the county's workforce development programs for adults who are most in need and likely to benefit from services, dislocated workers who generally have had their employment circumstances change through no fault of their own, and youth who are economically disadvantaged or in at-risk situations. Services include job search assistance, career assessment and planning, intensive job coaching and occupational skills training for those who meet the eligibility criteria, recruitment of workers for employers, outplacement services for workers dislocated by employer closure or downsizing, summer jobs for youth, and intensive job readiness including literacy and numeracy for low-income youth. Occupational skills training is grant-funded at FCWS. While FCWS' total budget is approximately \$2 million, its individual programs and staffing are quite modest.

FCWS program managers agree with respondents from smaller organizations that demand for its services is increasing. County-wide capacity was only found to be insufficient in key areas such as intensive job coaching.

Gaps in Employment Services

Study participants identified the following as the most pressing unmet employment services needs in Frederick County:

- More and better focused ***employment readiness and job coaching programs***.
- Better coordinated and more effective ***network of job supports providers***.

⁶⁸ See weekly stories in business press, i.e. "Where Are the Jobs?" The Economist, Dec. 3, 2010; "Even in a Recession, Some Jobs Won't Return," Wall Street Journal, January 12, 2010.

- ***Career path orientation***—placement, retention, advancement— rather than placement in low-paying, dead-end jobs with low-level or no benefits.
- ***Improved tracking*** of individuals on paths to self-sufficiency.
- Ongoing ***skills-upgrade partnerships*** with employers.
- Greater emphasis ***on science, technology, engineering, and math education*** at all levels of public schooling.

SURVEY RESPONDENTS

Centro Hispano de Frederick
Frederick County Workforce Services
Goodwill Industries of Monocacy Valley

OTHER PROVIDERS OF EMPLOYMENT SERVICES IDENTIFIED BY THE SURVEY RESPONDENTS

Jeanne Bussard Center
Scott Key Center
United Cerebral Palsy

Table 53

Service Providers' Survey Responses: Employment Services Programs

NOTE: Some providers have multiple programs

Survey question	Aggregate response
Number of programs providing employment services	12
People served monthly	5,584
Units of service monthly:	
# workshop attendees	650
# visitors to Job Resources Center	3,140
# cases of intensive job coaching	665
# trainees in occupational skills	131
# individuals recruited for employers	300
# workers outplaced after business downsizing or closure	200
# summer jobs for youth	155
# youth served in WIA job readiness program	40
# of hours of training/counseling/mentoring	145
various employment services	158
Demand change from 2009 to 2010?	10-higher, 1-lower, 1-same
Able to serve all clients who need your organization's services?	7-yes, 5-no
Demand greater than capacity of all Frederick County providers of this service?	4-yes, 8-no
Estimated number of clients per month not served because of geographical access	203

Chart 17

Employment Service Providers' Employment

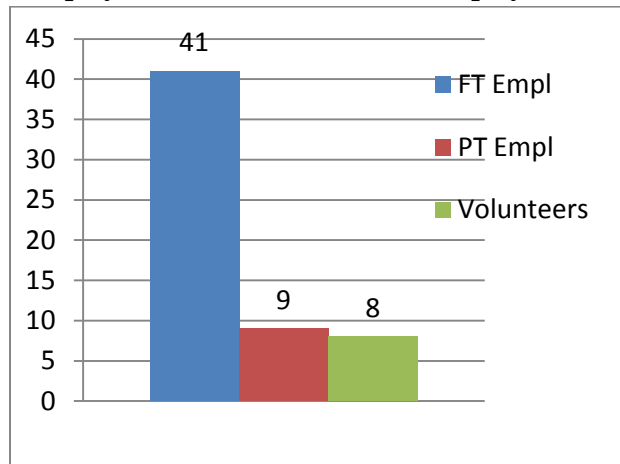


Table 54

Employment Service Providers' Budgets

Budget Size	# Programs
<\$50K	1
\$50K-\$100K	
\$100K-\$250K	8
\$250K-\$500K	3
\$500K-\$1M	
\$1M-\$2M	
\$2M-\$3M	
\$4M-\$5M	
>\$5M	

Job Supports: Adult Literacy

In the last national survey of adult literacy in 2003, 6% of Frederick County residents ages 16 or older lacked basic prose literacy skills.⁶⁹ The U.S. Census Bureau's American Community Survey three-year estimates (2007-2009) revealed that 11% of Frederick County residents and 16% of Frederick City residents spoke a language other than English at home. Three-and-one-half percent of Frederick County respondents and 6.3% of Frederick City respondents reported they spoke English "less than very well." Compounding the challenge of mastering English is the fact that many of these non-English speakers are not fully literate in their native languages.

Only two of the county's adult literacy service providers responded to the survey, and they are typical of the smallest programs that have virtually no paid employees or budget and rely on volunteers. The larger institutional providers are the Frederick County Public Schools and Frederick Community College. FCPS' Flexible Evening High School now offers more than 30 English Language Learner classes enrolling 1000 students, who range from foreign-born individuals illiterate in their native languages to individuals with advanced degrees. Courses are offered in collaboration with Frederick Community College. The number of adult basic and GED classes increased dramatically two years ago as the recession began and people began to realize that they needed basic credentials to compete in the shrinking job market. More than 50 part-time instructors teach courses, including retired military personnel, full-time teachers, and PTA members. Educational specialists oversee the curriculum and emphasize engaging students intellectually, emotionally, and socially.

Respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting

⁶⁹ National Center for Educational Statistics.

all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. “Literacy/tutoring support” was rated 1.86. Forty-one of the 184 respondents were unaware of a service in Frederick County that would meet this need.

Gaps in Adult Literary Services:

Study participants identified the following as the most pressing unmet adult literacy services needs in Frederick County:

- ***More GED and adult basic education services*** to meet greatly increased demand over the last two years of the recession.
- Literacy outreach and ***services for rural areas*** where it is necessary to overcome unwillingness to ask for or receive help.
- Literacy outreach and ***services for areas of generational poverty***.
- Literacy services for those who are ***illiterate in their native languages*** as well as English.
- ***Expanded English for Speakers of Other Languages (ESOL)*** services to serve those on waiting lists.
- GED and adult basic education ***services in the Frederick County Detention Center***.

SURVEY RESPONDENTS

Centro Hispano de Frederick
Literacy Council of Frederick County, Inc

OTHER PROVIDERS OF ADULT LITERACY SERVICES
IDENTIFIED BY THE SURVEY RESPONDENTS

Frederick County Public Schools
Frederick Community College
LIFE and Discovery

Table 55
Service Providers' Survey Responses: Job Supports – Adult Literacy
NOTE: Some providers have multiple programs

Survey question	Aggregated response
Number of programs providing adult literacy services	3
People served monthly	300
Demand change from 2009 to 2010?	-higher, -lower, -same
Able to serve all clients who need your organization's services?	2-yes, 1-no
Demand greater than capacity of all Frederick County providers of this service?	2-yes, 1-no
Estimated number of clients per month not served because of geographical access	5

Chart 18
Adult Literacy Service Providers' Employment

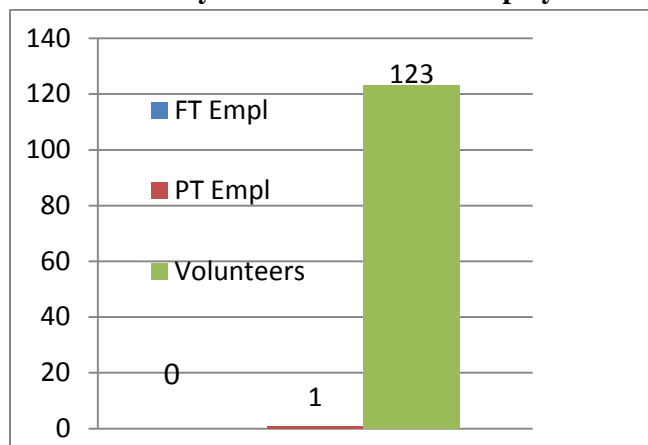


Table 56
Adult Literacy Service Providers' Budgets

Budget Size	# Programs
<\$50K	3
\$50K-\$100K	
\$100K-\$250K	
\$250K-\$500K	
\$500K-\$1M	
\$1M-\$2M	
\$2M-\$3M	
\$4M-\$5M	
>\$5M	

Job supports: Affordable, high-quality child care

Affordable, high-quality child care—defined as care that is licensed by the state of Maryland, with trained caregivers in an inspected, safe, healthy environment— is critical to working parents' ability to obtain and keep a job and demand for this care is enormous. In 2011, 77% (27,853) of Frederick County children under the age of 12 had mothers in the workforce. Families with children ages birth to five who responded to the Frederick County Local Management Board's 2010 survey of child-serving agencies ranked affordable child care as their number one problem. Families with children age six to 12 ranked it fourth.

High-quality child care is essential to the healthy development of children, especially those from birth through age five and most particularly for those whose families are under stress. Quality care costs money. Child care is one of the largest or the largest expense in a Frederick County family's budget, depending on whether they have one or more than one child. The 2011

Child Care Demographics report for Frederick County⁷⁰ documents that in 2010 a family with one toddler and one preschooler spends an average of 23% of income on child care. Average costs are shown in Table 57 below. The logical and painfully common answer for poor and working-poor families is to rely on informal, unlicensed “family, friends and neighbor” care, which can be unreliable and offer a less than rich developmental environment for children.

Tables 20 and 21 in Section I show that a total of 667 poverty and 2,126 working-poor households have at least one child under six years old. Using the percentage of each category—poor and working poor—who are employed, a rough estimate shows 2,280 working households with at least one child who may need affordable daytime child care. Another 4,800 households may need affordable before-and-after school care. Maryland’s Child Care Subsidy Program uses federal funds and state matching funds to subsidize child care for low-income families on a sliding scale depending on income and county. In Frederick County, the family copayment can be \$55.38 per week for a child older than 24 months or \$71.66 for an infant (compared to average Frederick County market costs of \$191 per week for preschoolers and \$178 per week for infants, respectively).⁷¹

However, child care subsidy funds are far from sufficient to meet needs. Maryland’s allocation has declined from \$134.5 million in FY 2003 to \$93.7 million in FY 2011. Frederick County’s FY2011 allocation is \$2,008,124, which would fund 566 full-time children.

In 2011, there were 52 center-based licensed child care providers and 452 licensed child care providers in Frederick County, with space for an estimated 10,000 children. Surveyed service providers reported that demand for high-quality child care services was higher than available services in the county. Child care service providers are among the highest volume users of part-time employees of all service providers. As noted in Tables 23 and 25, workers in this field earn very low wages.

Respondents to the Frederick County Local Management Board’s 2010 survey of child-serving agencies were asked how well Frederick County’s services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. “Child care services” was rated 2.22.

⁷⁰ Maryland Child Care Resource Network.

⁷¹ Maryland Child Care Subsidy Program regulations - http://www.marylandpublicschools.org/NR/rdonlyres/FF4D42D2-46A0-44E6-9CEC-546C5641F978/26946/13A1406_Subsidy_eff112910a.pdf; and Maryland Child Care Resource Network *Child Care Demographics 2011*.

Gaps in affordable high-quality child care services:

Study participants identified the following as the most pressing unmet affordable child care services needs in Frederick County:

- An ***increase in affordable child care.***
- More ***extensive financial aid*** for working parents.
- ***Streamlined procedures*** for obtaining existing child care subsidies.
- ***Incentives for families*** to choose high-quality child care.
- ***Financial assistance and professional development for child care providers***, particularly those that care for infants and toddlers.

SURVEY RESPONDENTS

Carl and Norma Miller Children's Center

EduCare/Hope Alive, Inc.

Mental Health Association of Frederick County*

YMCA Children's Centers

**Provides training for child care providers*

OTHER PROVIDERS OF AFFORDABLE HIGH QUALITY CHILD CARE SERVICES IDENTIFIED BY THE SURVEY RESPONDENTS

Brunswick Community Clubhouse for Kids, Inc.

CDI/Head Start

Faith-based organizations

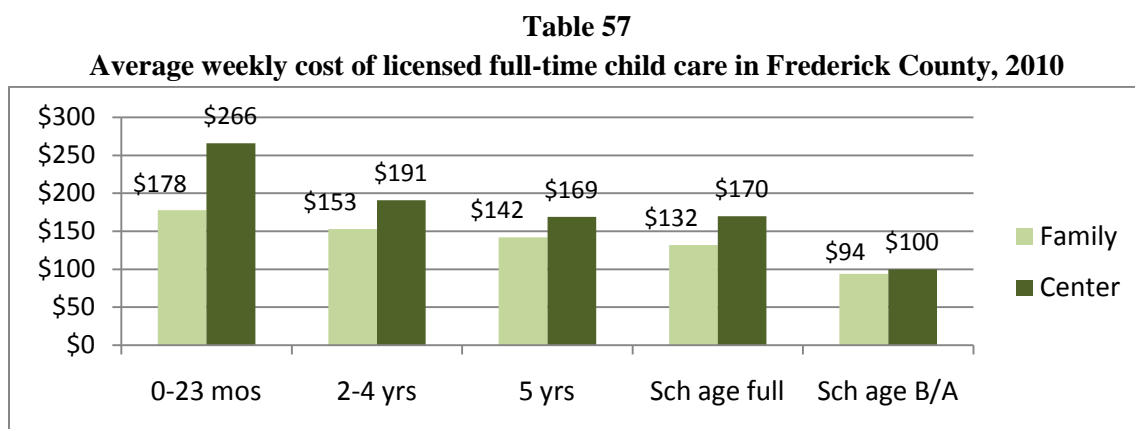


Table 58
Service Providers' Survey Responses: Job Support – Affordable High Quality Child Care
NOTE: Providers may have multiple programs

Survey question	Aggregate response
Number of programs providing affordable child care services	5
People served monthly	2,309
Units of service monthly:	
# of hours/days of child care	389
# of onsite visits	100
# technical assistance/contacts/training	220
# of children enrolled in programs	1,600
Demand change from 2009 to 2010?	5-higher,0 -lower,0 -same
Able to serve all clients who need your organization's services?	0-yes, 5-no
Demand greater than capacity of all Frederick County providers of this service?	4-yes, 1-no
Estimated number of clients per month not served because of geographical access	100

Chart 19
Affordable Child Care Providers' Employment

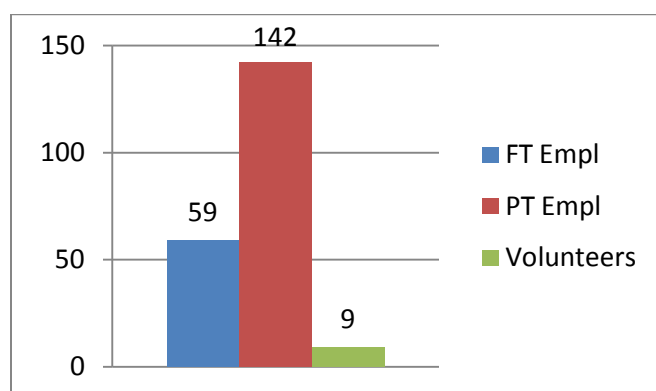


Table 59
Affordable Child Care Providers' Budgets

Budget Size	# Programs
<\$50K	
\$50K-\$100K	
\$100K-\$250K	3
\$250K-\$500K	
\$500K-\$1M	1
\$1M-\$2M	
\$2M-\$3M	
\$4M-\$5M	1
>\$5M	

Job supports: Transportation

In a suburban county like Frederick County, personal transportation is required to exploit employment opportunities, starting with job applications and interviews. The 2010 Census shows that 4.2% of Frederick County households and 7.2% of Frederick City households do not have an available vehicle. Only 1.9% of Frederick County commuters and 2.6% of Frederick City commuters use public transportation to get to work.⁷² Transportation is also important to car-less families that need to juggle work schedules and family-related travel to social services providers.

⁷² Maryland State Data Center.

Participants in the Frederick County Local Management Board's 2010 focus group of service providers ranked transportation as the top barrier preventing children and families from accessing the current human services delivery system

TransIT, Frederick County's public transit agency, made its 800,000th FY2011 trip at the end of June. TransIT offers frequent Monday-through-Saturday, 6:00-a.m.-to-9:30-p.m. service on "connector" routes that bring shoppers, students, and employees to malls, Route 40, the West End, Frederick Community College, and the Frederick-Walkersville corridor. Monday through Friday connector service is available in midtown Frederick and the northwest corridor to Fort Detrick, office parks, and smaller shopping areas.

TransIT offers shuttle service serving commuters to the Frederick City, Monocacy, and Point of Rocks Maryland Area Rail Commuter (MARC) stations. Shuttle services also link Frederick City senior-living complex residents to services and serve Frederick City shoppers, workers at business parks, and visitors to the detention center along Route 85. In addition, one or two morning and evening shuttles link residents of Brunswick, Jefferson, Knoxville, Emmitsburg, and Thurmont to Frederick City.

TransIT also provides TransIT-plus, which is on-demand door-to-door transportation for senior citizens, individuals with permanent or temporary disabilities, and people with a Medical Assistance card who do not live near a bus route for medical services only.

Community service providers were asked to estimate how many individuals or families were unable to access services due to geographical/transportation constraints. Services provided closest to residences, such as youth activities and adult literacy, saw the fewest services users hampered by transportation constraints. All responses are summarized in Table 61.

Respondents to the Frederick County Local Management Board's 2010 survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt that services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs. "Transportation services" was rated 1.94.

Gaps in Transportation Services:

Study participants identified the following as the most pressing unmet transportation services needs in Frederick County:

- ***Services for the unemployed and underemployed***, who are most vulnerable and geographically dispersed, limiting physical access to services as well as to employment centers and child care;

- **Reliable paratransit and other options for areas outside Frederick City** where scheduled transit service is unlikely to be justifiable.

SURVEY RESPONDENTS

The Arc of Frederick County* (5%)

Boys & Girls Clubs of Frederick County (20%)

The Family Partnership* (80%)

Frederick Alliance for Youth* (100%)

Frederick Community Action Agency*

Frederick County Head Start* (85%)

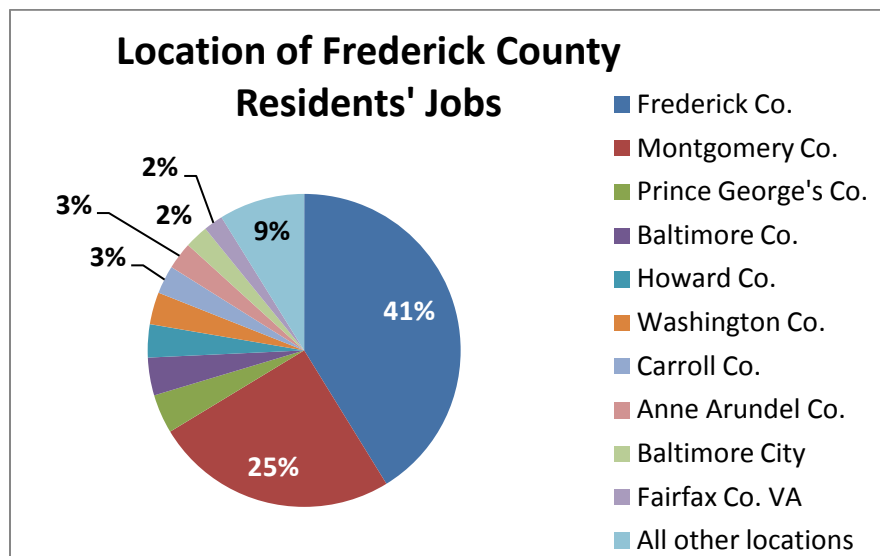
Frederick County Health Care Coalition* (1%)

TransIT

Frederick County Workforce Services

**Provides transportation to (x%) of the users of the agency's services*

Chart 20



Map 7

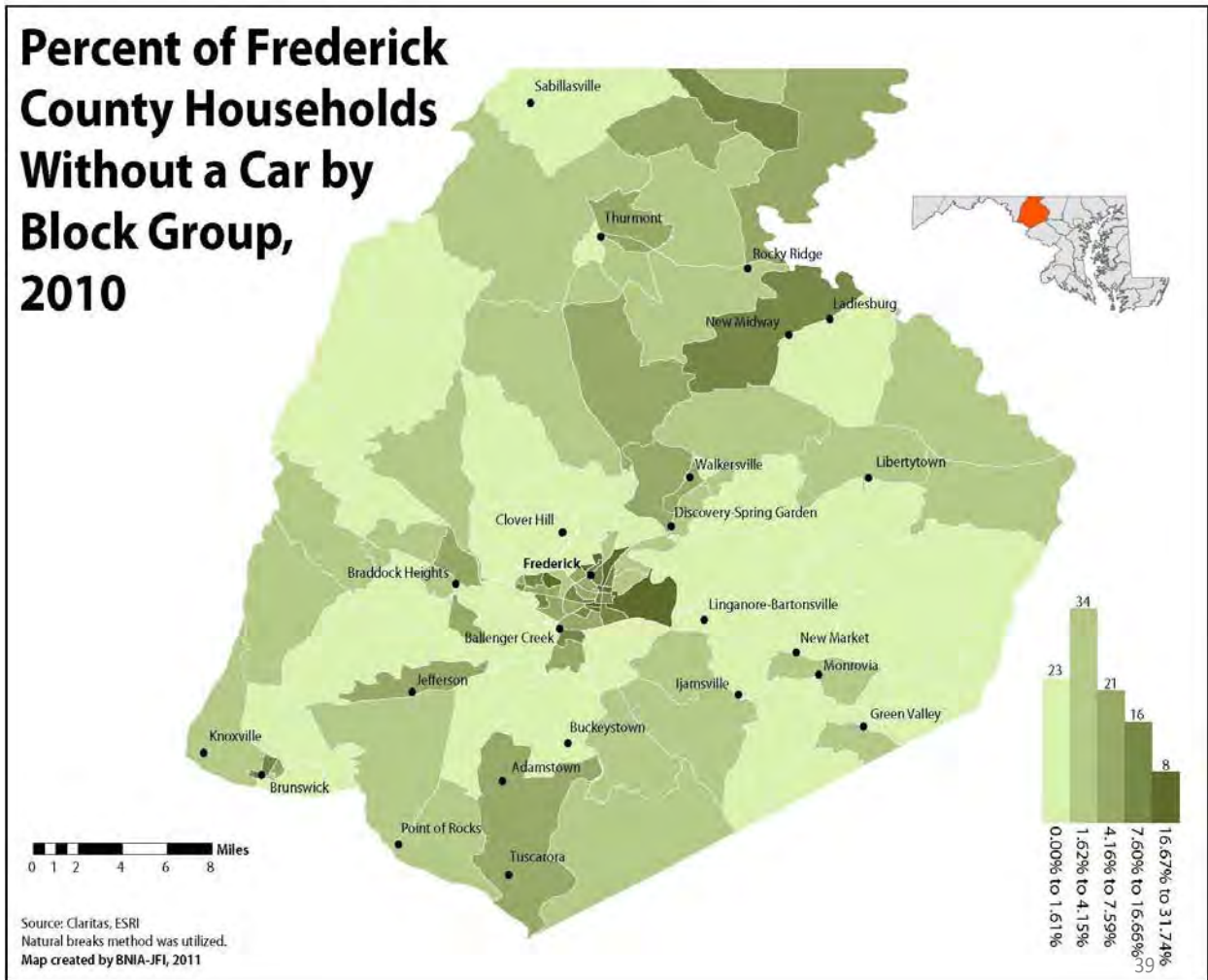


Table 60
Service Providers' Survey Responses: Transportation Services

Survey question	Aggregate response
Number of programs providing transportation services	3
People served monthly	65,033
Units of service monthly:	
# of rides from residence	65,033
Demand change from 2009 to 2010?	2-higher, 0-lower, 1-same
Able to serve all clients who need your organization's services?	1-yes, 2-no
Demand greater than capacity of all Frederick County providers of this service?	2-yes, 0-no, 1-no response
Estimated number of clients per month not served because of geographical access	110

Table 61
TransIT Shuttles

ROUTE (roughly)	Frequency	Times	Days
BRUNSWICK/JEFFERSON: Frederick Transit Center-Jefferson-Knoxville-Brunswick (including City Park, Medical Center, MARC station, Shopping Center, Senior Center)-Frederick	Four loops per day	Early morning, mid-morning; mid-afternoon, 4-5 PM	Monday-Friday
EAST COUNTY: Flexible route -Frederick Transit Center eastward and back to MVA, Spring Ridge Senior Apartments (and to Lake Linganore/New Market on advance request); and/or westward and back through Frederick City, library, YMCA, College Park Plaza, Frederick Memorial Hospital, Dept of Aging Center (optionally to Frederick Community College)	Six variable-route trips per day	8:45 AM to 3:30 PM	Tuesday and Thursday
EMMITSBURG/THURMONT: Frederick Transit Center-Thurmont-Emmitsburg-Thurmont-Frederick	Two loops per day	6:30 to 8:30 AM; 4:15 to 5:45PM	Monday-Friday
POINT OF ROCKS MEET THE MARC: Frederick Shopping Center-Ft. Detrick loop or Frederick and Monocacy MARC Brunswick Line/Frederick extension line train stations-Zion Road ParknRide-Point of Rocks MARC Brunswick line train station	Three AM, Seven PM one-way trips to and from MARC stations	5:35 to 6:40 AM; 3:26 to 8:55 PM	Monday-Friday
ROUTE 85: Frederick Transit Center-New Design Way-business and industrial parks at English Muffin Way-Adult Detention Center-Westview Promenade-Ballenger Creek Pike-Jefferson St,-South Street-Frederick Transit Center	Two figure-8 loops per day	7:15 to 7:57 AM; 4:15 to 4:57 PM	Monday-Friday
WALKERSVILLE MEET THE MARC: Walkers Village Shopping Center-downtown Walkersville-downtown Frederick MARC station	Three AM, three PM one-way trips to and from MARC stations	4:36 –6:25 AM; 5:40 -8:15 PM	Monday-Friday

Table 62
Service Provider Survey Respondents Providing Transportation Services
Employment & Budgets

Full-time employees	65	\$100K - \$250K	1 program
Part-time employees	34	\$500K - \$1M	1 program
		\$4M - \$5M	1 program

Table 63
Estimated Number of Service Users Unable to Access Services per Month
(from service providers' survey)

Service	#/mo
Affordable health care	185
Medical home	45
Mental health	229
Caring adults in the lives of children and youth	0
School readiness	113
Youth activities outside of school	0
Affordable housing	80
Supportive housing	32
Homeless	20
Jobs	213
Job supports: Adult literacy	5
Job supports: Affordable high quality child care	100
Job supports: Transportation	100
TOTAL PER MONTH	1,112

The service providers' survey included an open-response question: "In your professional opinion, what are the top three unmet needs in all of Frederick County?" Basic human needs-related responses are summarized in Table 64.

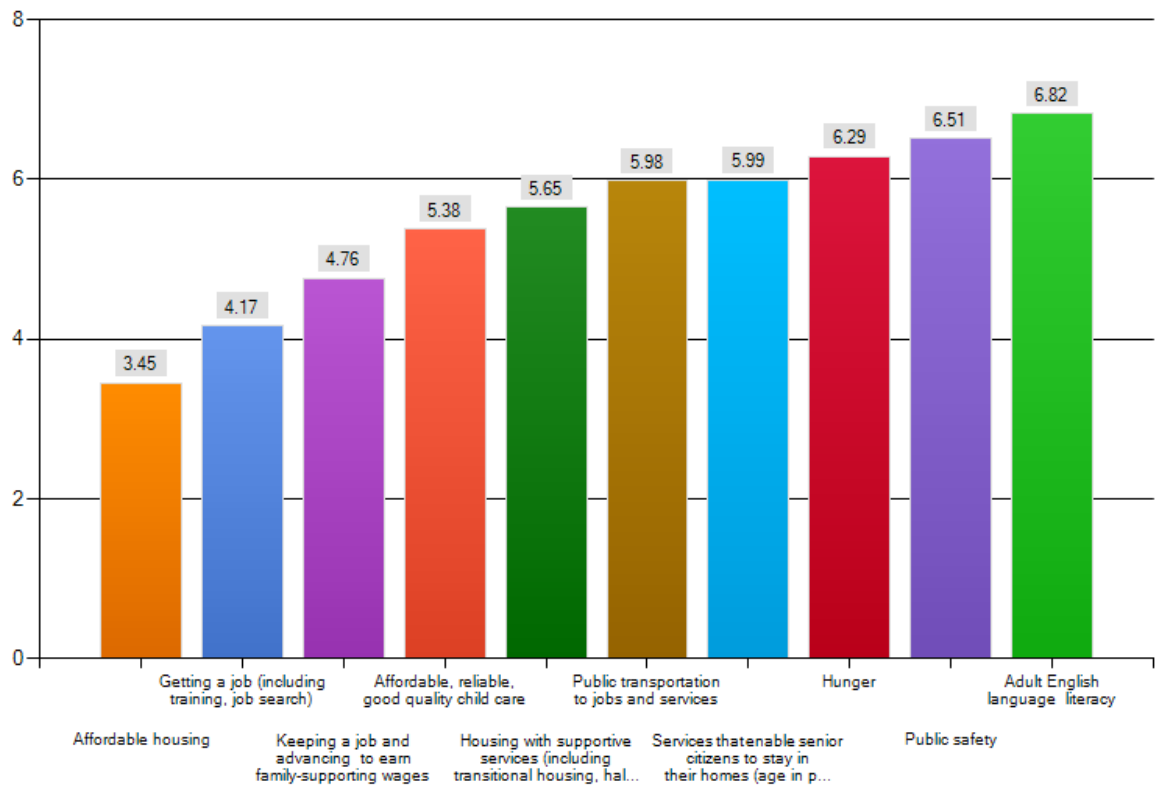
Table 64
Basic Human Needs: Service Providers Survey Results

Q#12: In your professional opinion what are the top three unmet needs in the county?
 Number of responses - A= first listed, B= second listed, C=third listed

BASIC NEEDS	A	B	C	TOTAL
Affordable housing	25	7	5	37
Jobs	8	3	7	18
Social services	4	5	5	14
Homelessness	3	6	2	11
Child care	2	3	2	7
Transportation	3	1	3	7
Elderly services		4	2	6
Special needs populations	2	2	2	6
Crisis/emergency needs	2			2
Food	1	1		2
Women's needs		2		2

CHART 21

Unmet Basic Human Needs in Frederick County. Public Survey, April 2011. (Lowest number is highest ranking)



****See Appendix Table 12 for public survey template****

Section III: Additional Needs

In addition to health, youth, and basic needs, participants and respondents also cited needs within Frederick County that cut across the Community Foundation's priority areas, were raised often by participants, and deserve mention.

Services for Senior Citizens

The demographic imperative for senior citizen services is clear: the fastest-growing segment of the Frederick County population is 65 years old and older. The number of senior citizens in the county is projected to increase by 40,000 between 2000 and 2030, the third highest projected increase in Maryland. The elderly population will more than triple over the period and will have impacts across the priority areas.

Gaps in Services for Senior Citizens:

Study participants identified the following as the most pressing unmet senior citizens services needs in Frederick County:

- ***Systems that allow seniors to age safely in their own homes***, even if family members are no longer nearby.
- ***Housing*** for seniors with support services.
- Prevention and response programs that target ***physical, emotional, and financial abuse*** of senior citizens. In FY2010, the Frederick County Department of Social Services investigated 182 adult protective services reports and provided case management services for 173 adults who were ages 65 and older.
- Community networks that ***combat isolation*** of senior citizens.
- ***Reliable transportation***, especially as residents age and become unable to drive or lack a vehicle.
- Incentives for physicians to accept ***Medicare***, given the predicted dramatic increase in the elderly population.
- ***Medical home*** for managing multiple health challenges and diseases, with a focus on depression.
- ***Nutrition monitoring*** and assistance.
- Increase in the ***number of geriatricians*** in the county.

Table 65
Cross Cutting Services: Senior Citizens
Based Upon the Service Provider Responses and Focus Group Discussions

Theme	Providers	Service(s)
HEALTH: Affordable Health Care	Federated Charities Corp. of Frederick Co	Free loan of homecare medical equipment
	YMCA	Healthy seniors programs
HEALTH: Medical Home	St. Catherine's Nursing Center	Licensed and certified nursing services to enable independent living
HEALTH: Mental Health	Hospice	Emotional & bereavement counseling
	Delaplaine Visual Arts Education Center	Classes for residents with early stage memory loss and their caregivers
BASIC NEEDS: Affordable housing	Habitat for Humanity	Help maintain homes for elderly residents
	Interfaith Housing Alliance	Housing for families and seniors
OTHER:	Community Living	Retirement day program
	HandsonFredCo	RSVP network of service programs that engage seniors

Services for individuals with disabilities

Several survey respondents identified a need for housing for people with disabilities. There are 19,368 people with disabilities residing in Frederick County—8.6% of Frederick County's population. One percent of people with disabilities are under 5 years old, 4% are 5 to 17 years old, 7% are 18 to 64, and 32% are 65 or older.⁷³

Gaps in services for individuals with disabilities

Study participants identified the following as the most pressing unmet needs for people with disabilities in Frederick County:

- Programs that address the ***increasing number of autism diagnoses***.
- More ***affordable services***.
- ***Increase in available grant funding*** for children and youth with developmental disabilities.

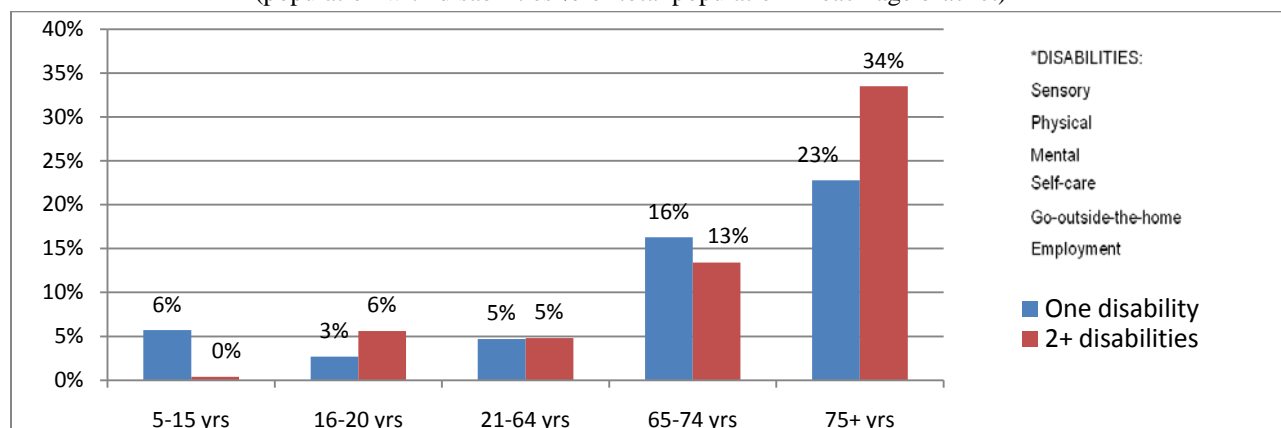
⁷³ U.S. Census Bureau, American Community Survey 2005-2009.

- Assistance for *long-term care and prescriptions*
- *Respite and mental health services for caregivers* to improve their own resilience
- More skilled/knowledgeable *developmental disability specialists* to provide primary care

Table 66
Cross Cutting Services: Citizens with Disabilities
Based Upon the Service Provider Responses and Focus Group Discussions

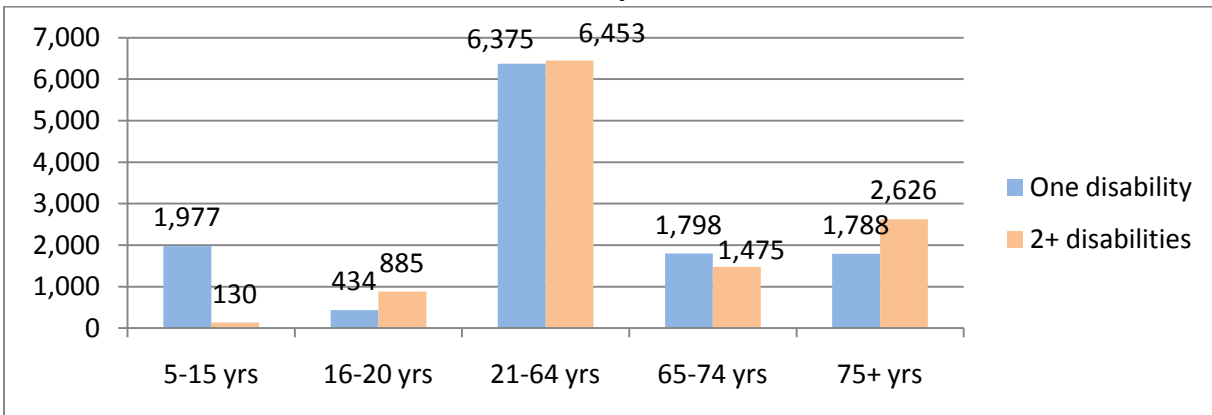
Theme	Providers	Service(s)
HEALTH: Medical Home	Mental Health Assn of Frederick County	Systems navigation for families with special needs children
BASIC NEEDS: Supportive housing	ARC of Frederick County	Supports that enable residents to stay at home for as long as possible; job search and support
	Community Living, Inc.	Housing for people with disabilities; support at home
	Frederick Co Community Action Agency	Transitional shelter for adults with physical or medical disabilities
BASIC NEEDS: Affordable child care	Mental Health Assn of Frederick County	Assistance to help child care providers improve quality, including serving children with special needs
OTHER	Delaplaine Visual Arts Education Center	Classes for adults with disabilities
	Monocacy Foundation	Grants to persons with developmental disabilities

Chart 22
Frederick County Residents with Disabilities*
(population with disabilities % of total population in each age bracket)



SOURCE for disabilities data: Census Bureau, American Community Survey 2006

Chart 23
Numbers of Frederick County Residents with Disabilities



Crisis Response Services

Study participants identified the following as the most pressing unmet needs for crisis response services in Frederick County:

- Walk-in 24-hour ***crisis mental health*** service.
- Expanded ***mobile crisis*** services.
- ***Re-examination of eligibility*** that may be counterproductive, e.g. employment requirements in order to receive services when lack of employment has caused the emergency.
- Need an ***expanded view of vulnerability***. The recession has shown that many apparently high-functioning citizens living paycheck to paycheck may suddenly need crisis services if a job is lost.
- Restoration of ***Community Agency School Services*** that mobilizes social services resources to address family needs when an FCPS child begins to show signs of distress.

Table 67
Cross Cutting: Emergency/Crisis Services
Based Upon the Service Provider Responses and Focus Group Discussions

Theme	Providers	Service(s)
HEALTH: Affordable Health Care	Seton Center	Urgent dental care
HEALTH: Mental Health	Frederick County Department of Housing and Community Development	Crisis intervention for victims of domestic abuse, sexual assault, child abuse
	Heartly House	Crisis appointments for domestic violence ; short term shelter
	Way Station	Mobile crisis
BASIC NEEDS: Homelessness	Religious Coalition for Emergency Human Needs	Homeless shelter, only emergency shelter in the county; utility, rental
OTHER	Brunswick Ecumenical Assistance Committee on Needs	Emergency food, financial assistance, resource support
	Frederick County Department of Social Services	Emergency food, burial assistance, emergency cash assistance to families who need emergency help paying rent, utilities, or other emergency bills, child protective services
	Frederick Rescue Mission	Food and shelter
	Goodwill Industries	Emergency clothing, household items
	American Red Cross	Disaster response
	Salvation Army	Referrals to local safe house or rescue missions for shelter; meals
	Seton Center	Used clothing, household items
	Mental Health Assn Frederick Co	Frederick County Hotline

Cultural Competence

Cultural competence refers to the ability to be aware of the impact of culture and to address the needs of different groups of people in accordance with their values, customs, beliefs, and languages.

Considerable concern was stated in the needs assessment focus groups about the need for tolerance and understanding of diversity and for growing cultural competence in service delivery to the African American, Hispanic, and Asian communities. In the Frederick County Local Management Board's 2010 focus groups of community boards and interagency collaboratives, 47% of respondents felt that cultural competence training was needed across agencies, and 23% saw a need for increasing the diversity of staff and increasing bilingual providers. The families and caregivers focus group was evenly divided in its opinion of whether there was a sufficient level of cultural competence in the current child and family service system. The Frederick County Local Management Board's 2010 survey of child-serving agencies human needs assessment gave the Frederick County child and family service delivery system a 2.11 average rating on a cultural competence scale of zero to four, with zero the least culturally competent

Child Neglect and Abuse

The Frederick County Department of Social Services (DSS) sees families in which, for a variety of reasons, there is no caring adult present in the lives of children. DSS reports relatively stable levels of Child Protective Services referrals from FY2008 to FY2010 and the first three quarters of FY2011. Referrals – allegations – are reviewed to determine whether they fall within the definitions of abuse or neglect and, in FY2010, investigations were begun on 45% of the 2,723 referrals. Thirty-five cases of abuse and 105 cases of neglect were substantiated. Critical needs identified by Frederick County DSS are: 1) treatment for family drug abuse and/or mental illness, 2) domestic violence, 3) affordable housing to stabilize residence for those now sequentially “couch surfing” or doubling up, 4) countywide transportation, 5) parenting knowledge and skills.

Additional Needs

Victims of domestic abuse were identified as a population with critical needs, including housing. In 2009, the Frederick County Sheriff’s Office reported 645 domestic violence calls. Focus group participants expressed a need for domestic abuse services, particularly mobile crisis services.

Substance abuse prevention and treatment were not rated highly in surveys of unmet needs or raised to a priority in this study’s focus groups. The Frederick County Local Management Board’s focus group of youth, however, rated substance abuse and resistance to drugs as the biggest problem facing Frederick County youth.

Service coordination, while not a “human need,” was cited regularly by all participants. See Section IV.

Section IV: Service Delivery - Related Responses

From the service providers' surveys, those responses that related to the mechanics of service delivery were extracted and are presented here. Please note that there were 110 responses to these questions because a number of organizations answered the first 13 organizational questions but provided no program details, so their surveys were not used for the analysis presented elsewhere in this report. In addition, where "select all that apply" is indicated, responses exceed 100%.

Survey Question #7: *How do you measure the results of your services? (Select all that apply)*

- Activity measures - 97% of respondents
- Outcome measures – 58% of respondents
- Impact measures – 51% of respondents

Survey Question #8: *How do you document your results? (Select all that apply)*

- Administrative data (collected by your own or other agencies) – 97% of respondents
- Customer surveys – 57% of respondents
- Census or other third party data – 26% of respondents

Survey Question #9: *Would you like to measure results in a different way? (please specify)*

- Yes - 37%. Table 68 contains specific responses.

Table 68

Survey Respondents That Would Like To Measure Results in a Different Way

Verbatim responses to question #9, Community Foundation of Frederick County Service Providers Survey

- | |
|--|
| <ul style="list-style-type: none">• Would like to see if services we provide improve children's school performance.• Measurement of effectiveness of collaborations is difficult. Would love to see a tool for this.• Would like greater measuring of impact data.• Seeking to find more data and resources to measure client change over a longer period of time than the emergent occurrence.• Improve on existing outcome and impact measurement activities.• Add more measures and make it more seamless and automatically a part of what we do; use technology better for it.• Through community forums. Found the input to be honest, direct and invaluable.• Ideally, would like to partner with a third party (like a college) that would measure our results and lend the objectivity of a third party.• Would love to do additional measurement. Our survey techniques are very volunteer intensive. The organization needs to gear up for another round.• 1. Would like to track more variables 2. Would like to do more follow-up 3. Would like to use statistical programs.• Surveys.• Would like to be able to do more data collection. Would like to be able to track more fields, pre-test vs. post-test. Would like to be able to do more follow up.• More objectively measure results with implementation of planned online data base focusing on results-based management and evaluation. |
|--|

- Trustees would like to know if they are reaching all who need their services.
- We are basically guided by our state funding source and have to provide outcomes and data that meet their requirements.
- Ideally we would like to have an outside agency manage outcomes tracking in order to ensure objectivity.
- Yes, we seek to develop a set of baseline data points across all of our programs so that, over time, we can better report results, outcomes, and, where possible, community impact.
- Maybe one day with client evaluations.
- More impact measures would be desirable.
- How cost effective our services have been. How much linkages we made for other agencies to do their outreach. How much growth have we achieved. How much community involvement has been increased. How policy may have changed as a result of our advocacy, work and services.
- How much do other agencies benefit from our work? In what way? What is the cost effectiveness of our work? Did we make any long term impact? Did we affect any policy change? Did we see more volunteers to get involved? Did we help build better relationship between entities? service providers? communities? Is the community more involved?
- Better follow-up to determine transformed lives.
- We are now beginning to use outcome measures through comprehensive case plans and tracking.
- More specific ways to measure impacts.
- Outcome measures that are quantifiable.
- We are moving toward the use of outcome measures through comprehensive case planning and tracking.
- We are in the process of moving to the use of outcome measures through comprehensive case planning and tracking.
- 1. Cost effectiveness 2. Infrastructure development - from ground zero up 3. Supportive role of other services or program - a Bridge 4. Policy changes – advocacy.
- Would like to have the resources to measure Program Outcome and Impact.
- Would like to have the resources to measure Outcomes and Impact of the participants served.
- Yes, we would like to continue to integrate specific hospital outcome data with individual provider performance data in a meaningful manner that looks at the entire episode of a patients care from the outpatient setting to the inpatient setting, and then home.
- We currently use a spreadsheet, which is a zero-normal database, and practice management software to follow results. These methods have built-in drawbacks. This type of database is characterized by all contained within a single large table. We would like to trend our patients with a real time third normal hierarchical database.
- Survey
- More strategic processes internally to track movement of congregants through classes that are indicative of growth
- We are restricted by state and federal requirements. If we had our druthers, we would measure the improved health and happiness of our people and their activity levels.
- The community at large needs to tell us if we are providing the services that they perceive are a community need; it is not just client needs or provider needs but the community that should let us know if delivering a perceived value to the community
- Determine community effectiveness by assessing, from the community's perspective, the effectiveness of programs and services and not from the client or service providers' perspective.
- We need to know if we are effective in meeting the community needs as defined by the community and by the client or service provider.
- More specific outcome measures
- Measure the impact as perceived by the general public and not the client or the agency

Survey Question #12: ***In your professional opinion, what are the top three unmet needs in all of Frederick County?*** (An open-ended question; complete results presented in Section II).

- Interagency cooperation - four respondents
- Assessment of unmet needs and overlap – two respondents
- Volunteerism – one respondent

Service delivery questions were asked about each of the profiled organizations' programs. They included: ***Do you collaborate with other organizations to deliver this service?***

- Yes - 71 of 167 programs

Please list all organizations with which you collaborate. On which organizations do you rely most heavily? For what do you rely on the organizations you have listed, e.g. referrals, specialty care, facilities?

Do you use volunteers?

- Yes - 49 of 167 programs

How critical are they to the delivery of this service? How difficult/easy is it to recruit volunteers? How has this changed over the past five years?

In addition, survey respondents, focus group members, and key informants listed service delivery priorities. The issues raised most frequently were:

- Coordination and collaboration among service providers
- Communication about available services to target audiences – concern that intended beneficiaries, and sometimes other professionals, are unaware of services available
- Access to services – geographic, language, and cultural
- Growing difficulty recruiting volunteers, including board members
- Measuring results, outcomes, and impact (see Table 68 for specific improvements desired by service providers)

Section V: Indicators for Measuring Progress

Communitywide use of indicators for measuring progress toward shared goals has been under discussion since this project was launched and is being revisited now that strategic priorities have been identified. Unfortunately, much of the easily available census data do not measure the changes that a consensus of experts and the public in Frederick County would like to see.

The following indicators are provided to serve as possible starting points for continuing conversations among county leaders and the public about the Frederick County they envision.

Table 69
Indicators of progress for discussion

HEALTH	Key indicator(s)
Affordable health care	<ul style="list-style-type: none">• Uninsured residents• % of physicians/health care providers that accept Medicaid
Medical home	<ul style="list-style-type: none">• ER visits for primary care treatment
Mental health services	<ul style="list-style-type: none">• # mental health practitioners serving all populations• Increased availability of financial assistance for medications

YOUTH	Key Indicator(s)
Caring adults	<ul style="list-style-type: none">• % of Frederick County parents receiving parenting support• Caseloads of college and career counselors• % of low income middle school families receiving in-depth college financial aid counseling• # of active mentors for youth at each age level
School readiness	<ul style="list-style-type: none">• % of low income students scoring fully ready for kindergarten on Maryland's Work Sampling System™
Youth activities	<ul style="list-style-type: none">• % of youth involved in regularly scheduled activities, mapped

BASIC NEEDS: Housing	Indicator(s)
Affordable housing	<ul style="list-style-type: none"> • # of net new affordable housing units added per year (rental and for sale)
Supportive housing	<ul style="list-style-type: none"> • # of permanent slots for 1) mentally ill, 2) other disabilities, 3) youth with special needs
Homelessness	<ul style="list-style-type: none"> • # of homeless • # of homeless successfully transitioned to permanent housing per year

BASIC NEEDS: Jobs and Job Supports	Indicator(s)
Employment search and training	<ul style="list-style-type: none"> • Tracking those who are out of labor force moved into jobs • Hiring, retention, advancement of trained and placed clients
Adult literacy	<ul style="list-style-type: none"> • # of ESL, ABE graduates employed or advanced
Affordable child care	<ul style="list-style-type: none"> • # low and middle income children served
Transportation	<ul style="list-style-type: none"> • Progress on options: paratransit, vehicles for change, sharecars, etc.

Appendices

Appendix I	Socioeconomic and Demographic Data Tables
Appendix II	Frederick County Regions by Census Tract
Appendix III	Methodology
Appendix IV	Research Participants and Respondents
Appendix V	Reports Reviewed
Appendix VI	Author Biographies

Appendix 1: Socioeconomic and Demographic Data Tables

Appendix Table 1
Frederick County Population by Age, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
Total Population	195,277	224,185	28,908	14.8%	59,845	65,182	5,337	8.9%	50,975	54,113	3,138	6.2%	84,457	104,890	20,433	24.2%
Under 5 years	14,056	15,596	1,540	11.0%	4,296	5,055	759	17.7%	3,177	2,829	(348)	-11.0%	6,583	7,712	1,129	17.2%
5 to 9 years	15,596	15,729	133	0.9%	4,428	4,434	6	0.1%	3,791	3,064	(727)	-19.2%	7,377	8,231	854	11.6%
10 to 14 years	15,565	16,932	1,367	8.8%	4,116	3,618	(498)	-12.1%	4,071	4,572	501	12.3%	7,378	8,742	1,364	18.5%
15 to 19 years	13,468	16,654	3,186	23.7%	3,627	4,350	723	19.9%	4,249	5,114	865	20.4%	5,592	7,190	1,598	28.6%
20 to 24 years	9,705	13,276	3,571	36.8%	3,873	4,649	776	20.0%	2,703	3,980	1,277	47.2%	3,129	4,647	1,518	48.5%
25 to 29 years	11,565	12,373	808	7.0%	4,806	5,255	449	9.3%	2,522	2,049	(473)	-18.8%	4,237	5,069	832	19.6%
30 to 34 years	15,465	13,531	(1,934)	-12.5%	5,210	5,426	216	4.1%	3,553	2,062	(1,491)	-42.0%	6,702	6,043	(659)	-9.8%
35 to 39 years	18,957	16,805	(2,152)	-11.4%	5,460	4,367	(1,093)	-20.0%	4,633	3,670	(963)	-20.8%	8,864	8,768	(96)	-1.1%
40 to 44 years	17,853	20,522	2,669	14.9%	4,976	5,662	686	13.8%	4,522	4,935	413	9.1%	8,355	9,925	1,570	18.8%
45 to 49 years	15,213	19,529	4,316	28.4%	4,232	4,963	731	17.3%	4,023	4,976	953	23.7%	6,958	9,590	2,632	37.8%
50 to 54 years	13,213	16,677	3,464	26.2%	3,606	3,760	154	4.3%	3,767	4,272	505	13.4%	5,840	8,645	2,805	48.0%
55 to 59 years	9,266	13,380	4,114	44.4%	2,520	3,482	962	38.2%	2,740	3,756	1,016	37.1%	4,006	6,142	2,136	53.3%
60 to 64 years	6,519	10,477	3,958	60.7%	1,869	2,960	1,091	58.4%	1,923	2,765	842	43.8%	2,727	4,752	2,025	74.3%
65 to 69 years	5,293	6,812	1,519	28.7%	1,657	1,983	326	19.7%	1,569	1,746	177	11.3%	2,067	3,083	1,016	49.2%
70 to 74 years	4,791	5,435	644	13.4%	1,686	1,657	(29)	-1.7%	1,347	1,656	309	22.9%	1,758	2,122	364	20.7%
75 to 79 years	3,994	4,302	308	7.7%	1,488	1,527	39	2.6%	1,087	1,177	90	8.3%	1,419	1,598	179	12.6%
80 to 84 years	2,670	2,821	151	5.7%	1,042	871	(171)	-16.4%	739	729	(10)	-1.4%	889	1,221	332	37.3%
85 years and over	2,088	3,334	1,246	59.7%	953	1,163	210	22.0%	559	761	202	36.1%	576	1,410	834	144.8%

Source: U.S. Census Bureau

Appendix Table 2
Frederick County Population by Race and Ethnicity, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
White	174,432	186,928	12,496	7.2%	47,283	46,444	(839)	-1.8%	48,973	49,646	673	1.4%	78,176	90,838	12,662	16.2%
Black or African American	12,429	18,148	5,719	46.0%	7,896	10,939	3,043	38.5%	972	1,775	803	82.6%	3,561	5,434	1,873	52.6%
American Indian and Alaska Native	404	772	368	91.1%	166	195	29	17.5%	80	247	167	208.8%	158	330	172	108.9%
Asian	3,269	7,868	4,599	140.7%	1,874	3,826	1,952	104.2%	321	576	255	79.4%	1,074	3,466	2,392	222.7%
Native Hawaiian and Other Pacific Islander	61	381	320	524.6%	33	227	194	587.9%	8	77	69	862.5%	20	77	57	285.0%
Some other race	1,806	5,475	3,669	203.2%	1,224	2,144	920	75.2%	195	840	645	330.8%	387	2,491	2,104	543.7%
Hispanic or Latino (of any race)	4,664	12,566	7,902	169.4%	2,647	5,213	2,566	96.9%	600	1,698	1,098	183.0%	1,417	5,655	4,238	299.1%

Source: U.S. Census Bureau

Appendix Table 3
Frederick County Population by Gender and Marital Status, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
Total Population 15 Years and Older	150,046	175,928	25,882	17.2%	46,923	52,075	5,152	11.0%	39,929	43,648	3,719	9.3%	63,194	80,205	17,011	26.9%
Male	72,998	85,941	12,943	17.7%	22,140	25,477	3,337	15.1%	19,701	21,166	1,465	7.4%	31,157	39,298	8,141	26.1%
Male; Never married	18,711	25,020	6,309	33.7%	6,806	8,842	2,036	29.9%	5,151	6,449	1,298	25.2%	6,754	9,729	2,975	44.0%
Male; Now married	47,335	52,447	5,112	10.8%	12,760	13,317	557	4.4%	12,947	12,662	(285)	-2.2%	21,628	26,468	4,840	22.4%
Male; Now married; Married; spouse present	44,230	48,747	4,517	10.2%	11,687	11,699	12	0.1%	12,114	12,137	23	0.2%	20,429	24,911	4,482	21.9%
Male; Now married; Married; spouse absent	3,105	3,700	595	19.2%	1,073	1,618	545	50.8%	833	525	(308)	-37.0%	1,199	1,557	358	29.9%
Male; Now married; Married; spouse absent; Separated	1,599	1,881	282	17.6%	602	780	178	29.6%	358	330	(28)	-7.8%	639	771	132	20.7%
Male; Now married; Married; spouse absent; Other	1,506	1,819	313	20.8%	471	838	367	77.9%	475	195	(280)	-58.9%	560	786	226	40.4%
Male; Widowed	1,546	1,910	364	23.5%	564	638	74	13.1%	333	669	336	100.9%	649	603	(46)	-7.1%
Male; Divorced	5,406	6,564	1,158	21.4%	2,010	2,680	670	33.3%	1,270	1,386	116	9.1%	2,126	2,498	372	17.5%
Female	77,048	89,987	12,939	16.8%	24,783	26,598	1,815	7.3%	20,228	22,482	2,254	11.1%	32,037	40,907	8,870	27.7%
Female; Never married	15,965	22,979	7,014	43.9%	6,335	8,317	1,982	31.3%	4,096	5,950	1,854	45.3%	5,534	8,712	3,178	57.4%
Female; Now married	48,067	50,617	2,550	5.3%	13,337	12,416	(921)	-6.9%	13,019	12,694	(325)	-2.5%	21,711	25,507	3,796	17.5%
Female; Now married; Married; spouse present	44,439	47,325	2,886	6.5%	11,575	11,244	(331)	-2.9%	12,138	11,963	(175)	-1.4%	20,726	24,118	3,392	16.4%
Female; Now married; Married; spouse absent	3,628	3,292	(336)	-9.3%	1,762	1,172	(590)	-33.5%	881	731	(150)	-17.0%	985	1,389	404	41.0%
Female; Now married; Married; spouse absent; Separated	1,843	1,988	145	7.9%	825	723	(102)	-12.4%	387	479	92	23.8%	631	786	155	24.6%
Female; Now married; Married; spouse absent; Other	1,785	1,304	(481)	-26.9%	937	449	(488)	-52.1%	494	252	(242)	-49.0%	354	603	249	70.3%
Female; Widowed	6,463	7,269	806	12.5%	2,327	2,492	165	7.1%	1,731	1,636	(95)	-5.5%	2,405	3,141	736	30.6%
Female; Divorced	6,553	9,122	2,569	39.2%	2,784	3,373	589	21.2%	1,382	2,202	820	59.3%	2,387	3,547	1,160	48.6%

Source: U.S. Census Bureau

Appendix Table 4
Frederick County Population by Race and Educational Attainment, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
White																
Less than high school diploma	14,131	10,673	(3,458)	-24.5%	4,376	3,142	(1,234)	-28.2%	5,144	3,250	(1,894)	-36.8%	4,611	4,281	(330)	-7.2%
High school graduate, GED, or alternative	34,704	35,405	701	2.0%	8,428	7,637	(791)	-9.4%	11,285	12,137	852	7.5%	14,991	15,631	640	4.3%
Some college or associate's degree	30,902	34,834	3,932	12.7%	8,641	9,373	732	8.5%	8,214	8,733	519	6.3%	14,047	16,728	2,681	19.1%
Bachelor's degree or higher	35,544	43,727	8,183	23.0%	11,194	11,731	537	4.8%	7,359	8,542	1,183	16.1%	16,991	23,454	6,463	38.0%
Black or African American																
Less than high school diploma	1,567	1,421	(146)	-9.3%	1,079	774	(305)	-28.3%	64	199	135	210.9%	424	448	24	5.7%
High school graduate, GED, or alternative	2,698	3,422	724	26.8%	1,704	2,183	479	28.1%	50	251	201	402.0%	944	988	44	4.7%
Some college or associate's degree	2,260	3,558	1,298	57.4%	1,413	1,929	516	36.5%	272	245	(27)	-9.9%	575	1,384	809	140.7%
Bachelor's degree or higher	851	2,661	1,810	212.7%	478	1,678	1,200	251.0%	82	216	134	163.4%	291	767	476	163.6%
Asian																
Less than high school diploma	234	304	70	29.9%	95	250	155	163.2%	11	0	(11)	-100.0%	128	54	(74)	-57.8%
High school graduate, GED, or alternative	293	665	372	127.0%	122	414	292	239.3%	14	4	(10)	-71.4%	157	247	90	57.3%
Some college or associate's degree	429	918	489	114.0%	270	560	290	107.4%	21	62	41	195.2%	138	296	158	114.5%
Bachelor's degree or higher	1,142	3,331	2,189	191.7%	603	1,248	645	107.0%	75	201	126	168.0%	464	1,882	1,418	305.6%

Source: U.S. Census Bureau

Appendix Table 5
Frederick County Employment Status of Persons 16 Years Old and Above, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
Total Population 16 and Older	147,144	172,765	25,621	17.4%	46,253	51,293	5,040	10.9%	39,041	42,903	3,862	9.9%	61,850	78,569	16,719	27.0%
In labor force	107,151	125,886	18,735	17.5%	33,742	37,848	4,106	12.2%	27,736	30,194	2,458	8.9%	45,673	57,844	12,171	26.6%
In Armed Forces	1,006	1,112	106	10.5%	726	517	(209)	-28.8%	121	86	(35)	-28.9%	159	509	350	220.1%
Civilian	106,145	120,821	14,676	13.8%	33,016	36,027	3,011	9.1%	27,615	29,066	1,451	5.3%	45,514	55,728	10,214	22.4%
Employed	102,856	119,521	16,665	16.2%	31,611	35,460	3,849	12.2%	26,704	28,825	2,121	7.9%	44,541	55,236	10,695	24.0%
Unemployed	3,289	5,253	1,964	59.7%	1,405	1,871	466	33.2%	911	1,283	372	40.8%	973	2,099	1,126	115.7%
Not in labor force	39,993	46,879	6,886	17.2%	12,511	13,445	934	7.5%	11,305	12,709	1,404	12.4%	16,177	20,725	4,548	28.1%

Source: U.S. Census Bureau

Appendix Table 6
Frederick County Housing and Household Characteristics, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
Total Households	70,060	81,274	11,214	16.0%	23,530	25,615	2,085	8.9%	17,360	19,043	1,683	9.7%	29,170	36,616	7,446	25.5%
Total Occupied Housing Units	70,060	81,274	11,214	16.0%	23,530	25,615	2,085	8.9%	17,360	19,043	1,683	9.7%	29,170	36,616	7,446	25.5%
1-person household	14,062	18,107	4,045	28.8%	6,715	7,500	785	11.7%	2,763	3,712	949	34.3%	4,584	6,895	2,311	50.4%
2-person household	22,866	26,469	3,603	15.8%	7,673	8,207	534	7.0%	5,947	6,712	765	12.9%	9,246	11,550	2,304	24.9%
3-person household	13,101	14,649	1,548	11.8%	3,990	4,512	522	13.1%	3,396	3,437	41	1.2%	5,715	6,700	985	17.2%
4-person household	12,353	13,571	1,218	9.9%	3,130	3,317	187	6.0%	3,244	3,238	(6)	-0.2%	5,979	7,016	1,037	17.3%
5-person household	5,399	6,338	939	17.4%	1,437	1,545	108	7.5%	1,348	1,414	66	4.9%	2,614	3,379	765	29.3%
6-person household	1,617	1,582	(35)	-2.2%	384	394	10	2.6%	442	388	(54)	-12.2%	791	800	9	1.1%
7-or-more-person household	662	558	(104)	-15.7%	201	140	(61)	-30.3%	220	142	(78)	-35.5%	241	276	35	14.5%
Total Housing Units	73,017	85,781	12,764	17.5%	24,806	27,766	2,960	11.9%	18,013	20,043	2,030	11.3%	30,198	37,972	7,774	25.7%
Occupied Housing Units	70,060	81,274	11,214	16.0%	23,530	25,615	2,085	8.9%	17,360	19,043	1,683	9.7%	29,170	36,616	7,446	25.5%
Vacant Housing Units	2,957	4,507	1,550	52.4%	1,276	2,151	875	68.6%	653	1,000	347	53.1%	1,028	1,356	328	31.9%
Total Occupied Housing Units	70,060	81,274	11,214	16.0%	23,530	25,615	2,085	8.9%	17,360	19,043	1,683	9.7%	29,170	36,616	7,446	25.5%
Total Owner Occupied Housing Units	53,138	62,627	9,489	17.9%	14,013	15,973	1,960	14.0%	14,207	15,890	1,683	11.8%	24,918	30,764	5,846	23.5%
Total Renter Occupied Housing Units	16,922	18,647	1,725	10.2%	9,517	9,642	125	1.3%	3,153	3,153	0	0.0%	4,252	5,852	1,600	37.6%

Source: U.S. Census Bureau

Appendix Table 7
Frederick County Occupied Housing Units by Vehicles Available, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
Total	70,060	81,274	11,214	16.0%	23,530	25,615	2,085	8.9%	17,360	19,043	1,683	9.7%	29,170	36,616	7,446	25.5%
Owner occupied	53,138	62,627	9,489	17.9%	14,013	15,973	1,960	14.0%	14,207	15,890	1,683	11.8%	24,918	30,764	5,846	23.5%
No vehicle available	1,196	1,206	10	0.8%	421	302	(119)	-28.3%	342	371	29	8.5%	433	533	100	23.1%
1 vehicle available	10,262	11,335	1,073	10.5%	4,041	4,237	196	4.9%	2,223	2,597	374	16.8%	3,998	4,501	503	12.6%
2 vehicles available	25,119	27,906	2,787	11.1%	6,709	7,596	887	13.2%	6,375	6,403	28	0.4%	12,035	13,907	1,872	15.6%
3 vehicles available	11,304	14,201	2,897	25.6%	2,089	2,835	746	35.7%	3,434	3,925	491	14.3%	5,781	7,441	1,660	28.7%
4 vehicles available	3,654	5,507	1,853	50.7%	535	720	185	34.6%	1,134	1,686	552	48.7%	1,985	3,101	1,116	56.2%
5 or more vehicles available	1,603	2,472	869	54.2%	218	283	65	29.8%	699	908	209	29.9%	686	1,281	595	86.7%
Renter occupied	16,922	18,647	1,725	10.2%	9,517	9,642	125	1.3%	3,153	3,153	0	0.0%	4,252	5,852	1,600	37.6%
No vehicle available	2,285	2,218	(67)	-2.9%	1,731	1,284	(447)	-25.8%	185	224	39	21.1%	369	710	341	92.4%
1 vehicle available	7,362	8,915	1,553	21.1%	4,550	4,995	445	9.8%	1,147	1,443	296	25.8%	1,665	2,477	812	48.8%
2 vehicles available	5,346	5,397	51	1.0%	2,562	2,448	(114)	-4.4%	1,191	940	(251)	-21.1%	1,593	2,009	416	26.1%
3 vehicles available	1,358	1,793	435	32.0%	540	859	319	59.1%	417	348	(69)	-16.5%	401	586	185	46.1%
4 vehicles available	401	226	(175)	-43.6%	60	28	(32)	-53.3%	155	144	(11)	-7.1%	186	54	(132)	-71.0%
5 or more vehicles available	170	98	(72)	-42.4%	74	28	(46)	-62.2%	58	54	(4)	-6.9%	38	16	(22)	-57.9%

Source: Claritas, 2009

Appendix Table 8
Frederick County Household and Family Income, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
Median Household Income	\$60,276	\$80,970	\$20,694	34.3%	\$45,813	\$61,723	\$15,910	34.7%	\$56,177	\$73,671	\$17,494	31.1%	\$70,794	\$97,082	\$26,288	37.1%
Median Family Income	\$67,879	\$94,231	\$26,352	38.8%	\$54,133	\$72,349	\$18,216	33.7%	\$67,879	\$84,198	\$16,319	24.0%	\$75,323	\$103,910	\$28,587	38.0%

Source: Claritas, 2009

Appendix Table 9
Frederick County Occupations for Persons 16 Years and Over, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
Total Population 16 Years & Older	102,856	119,521	16,665	16.2%	31,611	35,460	3,849	12.2%	26,704	28,825	2,121	7.9%	44,541	55,236	10,695	24.0%
Management, professional, & related	41,615	51,465	9,850	23.7%	12,849	15,069	2,220	17.3%	9,524	10,178	654	6.9%	19,242	26,218	6,976	36.3%
Mgmt, business, & financial operations	17,173	22,142	4,969	28.9%	4,686	5,736	1,050	22.4%	4,084	4,596	512	12.5%	8,403	11,810	3,407	40.5%
Management , except farmers & farm managers	10,842	15,361	4,519	41.7%	2,949	4,053	1,104	37.4%	2,558	3,191	633	24.7%	5,335	8,117	2,782	52.1%
Business & financial operations	5,642	6,781	1,139	20.2%	1,705	1,683	(22)	-1.3%	1,181	1,405	224	19.0%	2,756	3,693	937	34.0%
Professional & related	24,442	29,323	4,881	20.0%	8,163	9,333	1,170	14.3%	5,440	5,582	142	2.6%	10,839	14,408	3,569	32.9%
Computer & mathematical	4,447	6,031	1,584	35.6%	1,569	2,277	708	45.1%	647	737	90	13.9%	2,231	3,017	786	35.2%
Architecture & engineering	3,222	3,221	(1)	0.0%	869	874	5	0.6%	767	518	(249)	-32.5%	1,586	1,829	243	15.3%
Life, physical, & social science	2,155	2,376	221	10.3%	959	884	(75)	-7.8%	399	562	163	40.9%	797	930	133	16.7%
Community & social services	1,317	1,646	329	25.0%	563	528	(35)	-6.2%	351	359	8	2.3%	403	759	356	88.3%
Legal	885	1,056	171	19.3%	249	334	85	34.1%	152	167	15	9.9%	484	555	71	14.7%
Education, training, & library	6,134	7,055	921	15.0%	2,024	1,989	(35)	-1.7%	1,523	1,446	(77)	-5.1%	2,587	3,620	1,033	39.9%
Arts, design, entertainment, media	2,130	2,412	282	13.2%	772	863	91	11.8%	392	643	251	64.0%	966	906	(60)	-6.2%
Healthcare practitioners & technical	4,152	5,526	1,374	33.1%	1,158	1,584	426	36.8%	1,209	1,150	(59)	-4.9%	1,785	2,792	1,007	56.4%
Health diagnosing & treating practitioners	2,878	3,683	805	28.0%	727	895	168	23.1%	794	792	(2)	-0.3%	1,357	1,996	639	47.1%
Health technologists & technicians	1,274	1,843	569	44.7%	431	689	258	59.9%	415	358	(57)	-13.7%	428	796	368	86.0%
Service	13,235	16,252	3,017	22.8%	4,549	5,525	976	21.5%	3,747	4,710	963	25.7%	4,939	6,017	1,078	21.8%
Healthcare support	1,498	1,898	400	26.7%	530	718	188	35.5%	425	482	57	13.4%	543	698	155	28.5%
Protective service	2,034	2,889	855	42.0%	672	841	169	25.1%	609	727	118	19.4%	753	1,321	568	75.4%
Food preparation & serving related	4,043	5,133	1,090	27.0%	1,466	2,151	685	46.7%	1,191	1,489	298	25.0%	1,386	1,493	107	7.7%
Building & grounds cleaning	2,914	3,006	92	3.2%	1,169	778	(391)	-33.4%	760	1,126	366	48.2%	985	1,102	117	11.9%
Personal care & service	2,746	3,326	580	21.1%	712	1,037	325	45.6%	762	886	124	16.3%	1,272	1,403	131	10.3%
Sales & office	26,456	30,634	4,178	15.8%	8,186	9,116	930	11.4%	6,617	7,430	813	12.3%	11,653	14,088	2,435	20.9%
Sales & related	10,241	13,065	2,824	27.6%	3,306	4,309	1,003	30.3%	2,358	2,761	403	17.1%	4,577	5,995	1,418	31.0%
Office & administrative support	16,215	17,569	1,354	8.4%	4,880	4,807	(73)	-1.5%	4,259	4,669	410	9.6%	7,076	8,093	1,017	14.4%
Farming, fishing, & forestry	452	415	(37)	-8.2%	70	53	(17)	-24.3%	188	179	(9)	-4.8%	194	183	(11)	-5.7%
Construction & extraction	11,481	12,706	1,225	10.7%	3,017	3,535	518	17.2%	3,701	3,761	60	1.6%	4,763	5,410	647	13.6%
Construction & extraction	7,001	8,370	1,369	19.6%	1,960	2,529	569	29.0%	2,261	2,609	348	15.4%	2,780	3,232	452	16.3%
Installation, maintenance, & repair	4,480	4,336	(144)	-3.2%	1,057	1,006	(51)	-4.8%	1,440	1,152	(288)	-20.0%	1,983	2,178	195	9.8%
Production, transportation, & moving	9,617	8,049	(1,568)	-16.3%	2,940	2,162	(778)	-26.5%	2,927	2,567	(360)	-12.3%	3,750	3,320	(430)	-11.5%
Production	4,800	3,462	(1,338)	-27.9%	1,388	1,029	(359)	-25.9%	1,501	1,087	(414)	-27.6%	1,911	1,346	(565)	-29.6%
Transportation & material moving	4,817	4,587	(230)	-4.8%	1,552	1,133	(419)	-27.0%	1,426	1,480	54	3.8%	1,839	1,974	135	7.3%
Supervisors, transportation & material moving workers	176	474	298	169.3%	79	143	64	81.0%	31	100	69	222.6%	66	231	165	250.0%
Motor vehicle operators	2,846	2,689	(157)	-5.5%	799	495	(304)	-38.0%	940	909	(31)	-3.3%	1,107	1,285	178	16.1%
Material moving workers	1,407	1,424	17	1.2%	510	495	(15)	-2.9%	381	471	90	23.6%	516	458	(58)	-11.2%

Source: Claritas, 2009

Appendix Table 10
Frederick County Industry of Employment for Persons 16 Years and Over, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
Total Population 16 Years & Older	102,856	119,521	16,665	16.2%	31,611	35,460	3,849	12.2%	26,704	28,825	2,121	7.9%	44,541	55,236	10,695	24.0%
Agriculture, forestry, fishing & hunting, & mining	1,393	1,085	(308)	-22.1%	128	89	(39)	-30.5%	644	469	(175)	-27.2%	621	527	(94)	-15.1%
Agriculture, forestry, fishing & hunting	1,254	1,046	(208)	-16.6%	113	75	(38)	-33.6%	608	465	(143)	-23.5%	533	506	(27)	-5.1%
Mining	139	39	(100)	-71.9%	15	14	(1)	-6.7%	36	4	(32)	-88.9%	88	21	(67)	-76.1%
Construction	10,426	11,860	1,434	13.8%	2,734	3,231	497	18.2%	3,316	3,401	85	2.6%	4,376	5,228	852	19.5%
Manufacturing	8,756	7,623	(1,133)	-12.9%	2,435	2,041	(394)	-16.2%	2,642	1,824	(818)	-31.0%	3,679	3,758	79	2.1%
Wholesale trade	2,783	2,812	29	1.0%	890	887	(3)	-0.3%	725	698	(27)	-3.7%	1,168	1,227	59	5.1%
Retail trade	11,944	13,461	1,517	12.7%	4,076	4,041	(35)	-0.9%	2,691	3,478	787	29.2%	5,177	5,942	765	14.8%
Transportation & warehousing, & utilities	3,773	3,984	211	5.6%	976	1,054	78	8.0%	1,026	1,025	(1)	-0.1%	1,771	1,905	134	7.6%
Transportation & warehousing	3,107	3,309	202	6.5%	839	934	95	11.3%	872	883	11	1.3%	1,396	1,492	96	6.9%
Utilities	666	675	9	1.4%	137	120	(17)	-12.4%	154	142	(12)	-7.8%	375	413	38	10.1%
Information	3,874	3,359	(515)	-13.3%	1,295	753	(542)	-41.9%	686	761	75	10.9%	1,893	1,845	(48)	-2.5%
Finance, insurance, real estate & rental & leasing	8,466	9,616	1,150	13.6%	2,642	2,954	312	11.8%	1,871	2,005	134	7.2%	3,953	4,657	704	17.8%
Finance & insurance	6,742	6,972	230	3.4%	2,033	2,042	9	0.4%	1,525	1,606	81	5.3%	3,184	3,324	140	4.4%
Real estate & rental & leasing	1,724	2,644	920	53.4%	609	912	303	49.8%	346	399	53	15.3%	769	1,333	564	73.3%
Prof, scientific, mgmt, admin, & waste mgmt	13,088	18,519	5,431	41.5%	4,338	5,608	1,270	29.3%	2,735	3,498	763	27.9%	6,015	9,413	3,398	56.5%
Professional, scientific, & technical services	9,660	14,185	4,525	46.8%	3,151	4,251	1,100	34.9%	2,022	2,471	449	22.2%	4,487	7,463	2,976	66.3%
Management of companies & enterprises	58	178	120	206.9%	5	30	25	500.0%	10	22	12	120.0%	43	126	83	193.0%
Admin & support & waste management services	3,370	4,156	786	23.3%	1,182	1,327	145	12.3%	703	1,005	302	43.0%	1,485	1,824	339	22.8%
Educational, health & social services	18,905	22,990	4,085	21.6%	6,125	6,549	424	6.9%	5,216	5,752	536	10.3%	7,564	10,689	3,125	41.3%
Educational services	9,091	10,726	1,635	18.0%	3,072	2,534	(538)	-17.5%	2,462	2,982	520	21.1%	3,557	5,210	1,653	46.5%
Health care & social assistance	9,814	12,264	2,450	25.0%	3,053	4,015	962	31.5%	2,754	2,770	16	0.6%	4,007	5,479	1,472	36.7%
Arts, entertainment, rec, & food services	6,544	8,980	2,436	37.2%	2,367	3,796	1,429	60.4%	1,636	2,140	504	30.8%	2,541	3,044	503	19.8%
Arts, entertainment, & recreation	1,403	2,121	718	51.2%	473	895	422	89.2%	288	368	80	27.8%	642	858	216	33.6%
Accommodation & food services	5,141	6,859	1,718	33.4%	1,894	2,901	1,007	53.2%	1,348	1,772	424	31.5%	1,899	2,186	287	15.1%
Other services (except public administration)	4,825	5,370	545	11.3%	1,305	1,547	242	18.5%	1,329	1,417	88	6.6%	2,191	2,406	215	9.8%
Public administration	8,079	9,862	1,783	22.1%	2300	2910	610	26.5%	2,187	2,357	170	7.8%	3,592	4,595	1,003	27.9%

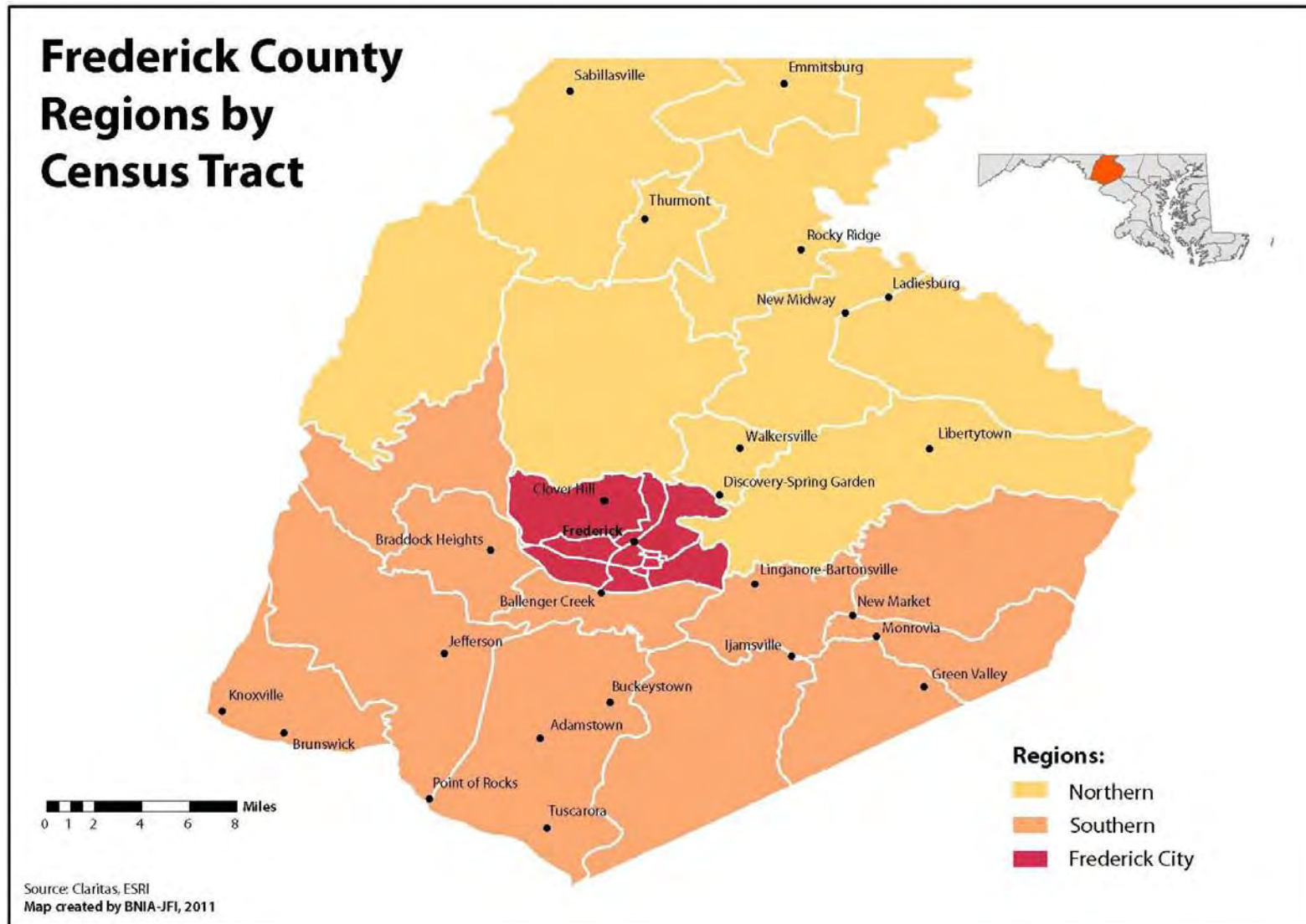
Source: Claritas, 2009

Appendix Table 11
Frederick County Educational Attainment for Persons 25 Years and Over, 2000 to 2005-2009, by Region

	Frederick County				City of Frederick				North Frederick				South Frederick			
	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change	2000	2009	Change	% Change
Total Population 25 Years and Older	127,256	145,998	18,742	14.7%	39,730	43,076	3,346	8.4%	33,010	34,554	1,544	4.7%	54,516	68,368	13,852	25.4%
No schooling completed	663	892	229	34.5%	341	366	25	7.3%	158	191	33	20.9%	164	335	171	104.3%
Nursery to 4th grade	230	201	(29)	-12.6%	97	50	(47)	-48.5%	75	30	(45)	-60.0%	58	121	63	108.6%
5th and 6th grade	1,013	1,046	33	3.3%	418	375	(43)	-10.3%	312	181	(131)	-42.0%	283	490	207	73.1%
7th and 8th grade	3,420	2,315	(1,105)	-32.3%	1,089	780	(309)	-28.4%	1,322	720	(602)	-45.5%	1,009	815	(194)	-19.2%
9th grade	1,843	1,322	(521)	-28.3%	755	464	(291)	-38.5%	572	327	(245)	-42.8%	516	531	15	2.9%
10th grade	3,418	2,907	(511)	-15.0%	1,091	1,025	(66)	-6.0%	1,073	833	(240)	-22.4%	1,254	1,049	(205)	-16.3%
11th grade	2,839	2,279	(560)	-19.7%	1,008	785	(223)	-22.1%	861	754	(107)	-12.4%	970	740	(230)	-23.7%
12th grade, no diploma	2,998	2,077	(921)	-30.7%	1,109	503	(606)	-54.6%	900	519	(381)	-42.3%	989	1,055	66	6.7%
High school graduate (includes equivalency)	38,314	41,080	2,766	7.2%	10,545	11,060	515	4.9%	11,459	12,608	1,149	10.0%	16,310	17,412	1,102	6.8%
Some college, less than 1 year	9,155	10,159	1,004	11.0%	2,544	2,849	305	12.0%	2,515	2,345	(170)	-6.8%	4,096	4,965	869	21.2%
Some college, 1 or more years (no degree)	16,954	19,599	2,645	15.6%	5,549	6,220	671	12.1%	4,134	4,315	181	4.4%	7,271	9,064	1,793	24.7%
Associate degree	8,233	11,225	2,992	36.3%	2,593	3,530	937	36.1%	2,039	2,583	544	26.7%	3,601	5,112	1,511	42.0%
Bachelor's degree	23,989	31,550	7,561	31.5%	7,679	9,064	1,385	18.0%	4,715	5,736	1,021	21.7%	11,595	16,750	5,155	44.5%
Master's degree	10,324	14,238	3,914	37.9%	3,447	4,191	744	21.6%	2,162	2,577	415	19.2%	4,715	7,470	2,755	58.4%
Professional school degree	1,979	2,264	285	14.4%	535	752	217	40.6%	448	416	(32)	-7.1%	996	1,096	100	10.0%
Doctorate degree	1,884	2,844	960	51.0%	930	1,062	132	14.2%	265	419	154	58.1%	689	1,363	674	97.8%

Source: Claritas, 2009

Appendix II: Frederick County Regions by Census Tract



Appendix III: Methodology

The quantitative portrait of needs by the Baltimore Neighborhood Indicators Alliance at the Jacob France Institute of the University of Baltimore relied on data from the U.S. Census Bureau, with exceptions noted in the report.

To gain deeper understanding and insight about Frederick County's human needs – the stories behind the numbers – six qualitative activities aimed at systematically gathering expert and public input were undertaken. Names of individuals and organizations that were surveyed or participated in focus groups or interviews are included in Appendix IV. All participants were assured that their comments would not be attributed. The qualitative analysis of needs, supply of services, and gaps in services relied to a large extent on the knowledge and opinions of Frederick County “experts,” individuals who have long experience in delivering human services in Frederick County or who are currently or in the past held elected or appointed policymaking positions. These experts were identified by The Community Foundation of Frederick County, which managed convening and scheduling of all meetings and telephone conferences.

Seven focus groups of a total of 38 representatives from government agencies and nonprofits participated in sessions were held at the Community Foundation, facilitated by Marsha Schachtel, Johns Hopkins Institute for Policy Studies. These individuals were asked for input about needs, supply of services, gaps in services, and priorities for filling them. Six individuals unable to participate in focus groups were interviewed by telephone. Comprehensive notes were taken by the Johns Hopkins graduate research assistant and, together with the facilitator's flip chart notes, used in extracting themes and formulating more finely detailed pictures of needs in each of the three strategic areas. Individuals representing pediatric and dental professionals who were unable to attend the focus group sessions to which they were invited were interviewed by telephone.

Participants in the focus groups included representatives of the following agencies and organizations:

- Frederick County agencies not included in other focus groups - Citizens Services Division, Department of Parks and Recreation, Department of Social Services, and TransIT
- Health- Frederick County Health Department, Frederick Memorial Hospital, Mental Health Management Agency, and Mission of Mercy.
- Housing - Advocates for Homeless Families, Frederick City Community Development, Frederick Community Action Agency, Frederick County Housing and Community Development, Habitat for Humanity, Interfaith Housing Alliance, Inc., and Housing Authority of the City of Frederick
- Nonprofits operating in Frederick County and not included in other focus groups - Frederick County Ministerial Association, Goodwill Industries of Monocacy Valley,

Mental Health Association of Frederick County, Religious Coalition, Seton Center, and YMCA

- Public safety - Department of Juvenile Services, Frederick City Police Department, Frederick County Sheriff's Office, and Frederick County State's Attorney
- Workforce development - Chamber of Commerce, Frederick Community College, Frederick City Office of Economic Development, and Frederick County Workforce Services
- Youth – Boys and Girls Club of Frederick County, Frederick Alliance for Youth, Frederick County Public Schools, Frederick County Department of Social Services, Frederick Mayor's Office, and Heather Ridge School

Eight key informant interviews were conducted, with current and past elected officials and representatives of the United Way, the judiciary, and public schools. Once again, comprehensive notes were taken and themes extracted.

A *survey of service providers* was used to collect information about services available to meet needs, the providers were asked not only about their own services, but also about other organizations who provided similar services or with which they cooperated. To this base was added the perceptions of the expert focus group members and key informants. The survey also included the following open-response question #12: "In your professional opinion, what are the top three unmet needs in all of Frederick County?" Needs were not categorized by strategic priority area. Service providers were asked to list (A, B, C) three needs, not ranked. Based on manual text analysis, their responses are included in the section that follows, but it is useful to look at them overall to gain perspective on their weighting across priority areas. The numbers of responses, ranked by total responses for each, are shown below in Appendix Table 12.

In an online *survey of the general public*, respondents were asked to rank unmet needs in each of the Community Foundation's three core strategic areas. The survey availability was reported in local print media, on the Community Foundation's website, through email blasts, and social media. One hundred fourteen responses were received. The survey template is presented in Appendix Table 13.

A *focus group of 15 participants of human services programs*, which included services for people who are homeless, free clinic patients, and consumers of soup kitchens and food programs, was conducted. Participants were asked about their daily needs, programs that have helped them and why, their unmet needs, and the needs of community youth. Community Foundation leaders who participated in United Way of Frederick County's strategic planning process contributed their notes, which also were used in gauging community human needs.

Appendix Table 12
SURVEY OF THE GENERAL PUBLIC
What are Frederick County's highest priority unmet human needs
in each of the three strategic areas identified by The Community Foundation of Frederick County,
today and 10 years from now?

	Rank Today	Rank in 2021
HEALTH (rank 1 through 8, least important to highest priority)		
Affordable regular health care (including doctors who accept Medicaid patients)		
Affordable mental health care for adults		
Mental health services for adolescents available in Frederick County (13-18)		
Affordable mental health care for children (0-12)		
Affordable dental health care		
Conveniently located health care		
Low cost prescriptions		
Other: _____		
BASIC NEEDS (rank 1 through 11, least important to highest priority)		
Affordable housing		
Housing with supportive services		
Getting a job (including training, job search)		
Keeping a job and advancing to earn family-supporting wages		
Adult English language literacy		
Affordable, reliable, good quality child care		
Public transportation to jobs & services		
Services that enable senior citizens to stay in their homes (age in place)		
Public safety		
Hunger		
Other: _____		
YOUTH (rank 1 through 6, least important to highest priority)		
School readiness		
Support for parents of children (prenatal through college applications)		
Caring adults in the lives of children & youth of all incomes		
Affordable and appealing (to older children) after school care & activities		
Youth gangs		
Services for older youth (ages 18-24)		
Other: _____		

Analysis

Results of all six methods were compiled and analyzed to produce the top-ranked needs in each of the Community Foundation's strategic focus areas: health needs, needs of youth, and basic needs. The public survey produced results quite similar to those from expert participants.

Survey of Service Providers

In part of the service providers survey titled *Supply of Services to Meet Needs and Gaps*, respondents were asked an open-ended question about unmet needs, not categorized by strategic priority area. They were asked to list (A, B, C) three unranked needs. Their responses are included in relevant sections of Section II, but it is useful to look at them overall to gain

perspective on their weighting across priority areas. The numbers of responses, ranked by total responses for each, are shown below:

Appendix Table 13
Service Providers Survey Question # 12
In your professional opinion, what are the top 3 unmet needs in Frederick County?

Needs (basic, youth, health)	A	B	C	Total
Affordable housing	25	7	5	37
Jobs	8	3	7	18
Social services	4	5	5	14
Affordable health care/medical home	6		7	13
Mental health care	7	2	2	11
Homelessness	3	6	2	11
Youth activities	5	2		7
Transportation	3	1	3	7
Child care	2	3	2	7
Dental care	3		1	4
Special needs populations	2	2	2	6
Elderly services		4	2	6
Education funding	3			3
Vision services for low income population	2	1		3
Early intervention	2			2
Crisis/emergency needs	2			2
Food	1	1		2
Women's needs		2		2
Affordable prescriptions	1			1

The analysts also used the Frederick County Local Management Board's 2010 *Community Wide Needs Assessment*. Respondents to the Board's survey of child-serving agencies were asked how well Frederick County's services and supports in a variety of areas were meeting needs. A rating of 3-4 meant that a respondent felt services were meeting all needs, 2-3 meant that services met most needs, 1-2 meant that services met some needs, and 0-1 meant that services met no needs. No services were rated higher than 2.25 in capacity to meet needs.

Appendix IV: Research Participants and Respondents

THE COMMUNITY FOUNDATION OF FREDERICK COUNTY

Members of the Strategic Planning and Needs Assessment Subcommittee

- Robert E. Broadrup, DDS
- Gordon Cooley, Esq.
- Kathleen Costlow
- Kathleen M. Davis, CPA
- Elizabeth Y. Day
- Joyce Heptner, DM
- Karlys Kline
- Janet I. McCurdy, Esq.
- Tonyia Miller
- Meta Nash
- Margaret Nusbaum
- Joshua Pedersen
- Pat Rosensteel
- Gayle Sutch
- Joyce Summers
- Marlene B. Young

Board of Trustees

- Humberto “Beto” Benitez, CRS, GRI
- Dennis E. Black, Ph.D.
- William “Bill” Blakeslee
- Robert E. Broadrup, DDS
- Andrew Carpel
- Lisa Y. Coblentz
- Kathleen M. Davis, CPA
- Catharine V. Fairley, CPA, PFS, CFP
- Cornelius Ryan Fay III
- David L. Hoffman
- Karlys Kline
- Brenda M. Main
- Joanne R. McCoy
- Janet I. McCurdy, Esq.

- Meta Nash
- Joy Hall Onley
- Cynthia S. Palmer
- John M. “Jack” Quinn, Esq.
- J. Ray Ramsburg, III
- John R. Ratnavale, CFA
- Douglas W. Selby
- James R. Shoemaker, Esq.
- Shirley A. Shores
- John E. “Jack” Tritt

**FOCUS GROUP, FOLLOW-UP INTERVIEW,
AND KEY INFORMANT INTERVIEW
PARTICIPANTS**

- M. Richard Adams
- Scott Alexander
- Eileen Barnhard
- Sharon Boettinger
- Laurie Boyer
- Michele Bowman
- David Brewster
- Dr. Barbara Brookmyer
- Joe Case
- Dr. Susan Chaitovitz
- Ron Cramer
- Rev. Janice Daffern
- Nichol Dailey
- Mike Demidenko
- Chief Kim Dine
- Sr. Carol Durkin
- The Hon. Edward Dwyer
- Rev. Toni Fish
- Denise Flora
- Hon. Jan Gardner
- Singy Golden
- Richard Griffin

- Patricia Hanberry
- Laurie Holden
- Sheriff Charles Jenkins
- Teresa Justice
- Jeremy Kortright
- Dan Kurtenbach
- David Liddle
- Dr. Amaris Little
- Steve Lockard
- Patricia Motter
- Nancy Norris
- Margaret Nusbaum
- Josh Pedersen
- Robert Pitcher
- Daria Putnam-Steinhardt
- Richard Ramsburg
- Karen Reilly
- Rev. Brian Scott
- Jenny Short
- J. Charles Smith, III, Esq.
- Martha Sprow
- Mike Spurrier
- Steve White
- James Williams
- Hon. Blaine Young

SERVICE PROVIDER RESPONDENTS

- Advocates for Homeless Families, Inc.
- Arc of Frederick County, Inc.
- B & J Jorgensen Education Foundation
- Big Brothers Big Sisters of Frederick County
- Boys & Girls Club of Frederick County
- Brunswick Railroad Museum
- Calvary United Methodist Church
- Care Net Pregnancy Center of Frederick
- Celebrate Frederick
- Centro Hispano de Frederick
- Child Advocacy Center
- Community Living, Inc.
- The Delaplaine Visual Arts Education Center
- Families Plus, Inc.
- Family Assistance Inc.
- Family Partnership
- Federated Charities Corporation of Frederick
- Frederick Alliance for Youth, Inc.
- Frederick Arts Council
- Frederick Challenger Little League
- Frederick Community Action Agency
- Frederick County Citizens Services Division (Administration)
- Frederick County Department of Housing and Community Development
- Frederick County Foster and Adoptive Parents Association

- Frederick County Head Start/CDI Head Start
- Frederick County Health Care Coalition
- Frederick County Health Department
- Frederick County Hepatitis Clinic, Inc.
- Frederick County Office for Children and Families,
Home of the Local Management Board
- Frederick County Workforce Services
- Frederick Memorial Hospital
- Frederick Rescue Mission
- Frederick School of Religion, Inc.
- Gale Houses, Inc.
- Goodwill Industries of Monocacy Valley
- Habitat for Humanity International, Inc.
- HandsOn Frederick County
- Heartly House, Inc.
- Holy Family Catholic Community,
Middletown
- Hope Alive, Inc.
- Hospice of Frederick County
- Interfaith Housing Alliance, Inc.
- La Leche League of Frederick, MD
- Learning Institute for Enrichment
- Literacy Council of Frederick County
- Mar-Lu-Ridge Conference and
Educational Center
- Marriage Resource Center of Frederick
County, Maryland
- Mental Health Association of Frederick
County
- Mission of Mercy
- The Monocacy Foundation

- National Alliance on Mental Illness (NAMI)
- Phi Theta Kappa, Alpha Delta Sigma Chapter
- Religious Coalition for Emergency Human Needs
- Seton Center Inc.
- St. Catherine's Nursing Center
- St. Paul's Evangelical Lutheran Church, Utica
- ThorpeWood, Inc.
- TransIT
- United Way of Frederick County
- Villa Maria of Frederick County
- Way Station, Inc.
- YMCA of Frederick County

FREDERICK COUNTY LOCAL MANAGEMENT BOARD

(whose 2010 study is referenced throughout the report)

- John L. Kendall, Chair
- Pat Rosensteel, Vice-Chair
- Carol Abramson
- Shannon Aleshire
- Dr. Barbara Brookmeyer
- Chief Kim C. Dine
- Singy Golden
- Diane Gordy
- Carolyn Kimberlin
- Barbara Martin
- Mary Nagle
- Margaret Nusbaum
- Bob Pitcher
- Peter Shubiak
- Cam Smith
- Shelly Toms
- Maria Whittemore
- Brenda Williamson

OFFICE FOR CHILDREN AND FAMILIES

(staff to the Frederick County Local Management Board)

- Christal Hanson
- Derek Belz
- Kim Halter
- Becky Lafoon
- Marsha Nelson-Duncan

Appendix V: Reports Reviewed

College and Career Ready Task Force Report. (2011, January). Frederick, MD: Frederick County Public

Schools, [www.boarddocs.com/mabe/fcps/Board.nsf/files/8DQP4R62D5D4/\\$file/02_09_11_02.09.11College and Career Ready Report backup.pdf](http://www.boarddocs.com/mabe/fcps/Board.nsf/files/8DQP4R62D5D4/$file/02_09_11_02.09.11College_and_Career_Ready_Report_backup.pdf).

Evaluation of the Frederick Community Action Agency: A Collaborative Project of the FCAA and the Hood College Center for Community Research, Spring, 2010.

Frederick City and County 2010 continuum of care application to the U.S. Department of Housing and Urban Development, www.cityoffrederick.com/cms/files/fcaa/continuum-of-care-2010.pdf.

Frederick County Department of Social Services (FCDSS), *Data and Trends Report* prepared for The Community Foundation of Frederick County's human needs assessment project by FDCSS staff, May 2011.

Frederick County Health Department. *Annual report, Fiscal Year 2009*. Accessed online, from <http://www.frederickcountymd.gov/documents/Health%20Department/Annual%20Report%202009%20web%20version.PDF>.

Frederick County Local Management Board. (2010). *Community wide needs assessment: Determining the strengths, gaps, and opportunities in the human service system for children and families in Frederick County*. Frederick, MD: Frederick County Local Management Board.

Frederick County Public Schools. (2010, March). *Research on 2009 FCPS Graduates Enrolled at Frederick Community College*.

Maryland Child Care Resource Network. (2011). *Child care demographics 2011: Frederick County report*. Baltimore, MD: Child Care Choices, the Maryland Child Care Resource Network and Maryland Family Network, Inc.

Maryland Department of Housing and Community Development. (2009, July). *Maryland Consortium NSP2 Funding Application*. Accessed online, from <http://www.cphabaltimore.org/pdf/NSPIIApplicationMarylandState.pdf>.

Metropolitan Washington Council of Government's Homeless Services Planning and Coordinating Committee. (2010, May). *A regional portrait of homelessness: The 2010 count of homeless persons in Metropolitan Washington*. Accessed online from <http://www.mwcog.org/uploads/pub-documents/ql5fXlw20100513103856.pdf>.

No Wrong Door Work Group. (2011, January) *State of Maryland: No Wrong Door Committee interim report*. Accessed online, from http://dlslibrary.state.md.us/publications/JCR/2010/2010_96%28a%29.pdf.

Real Property Research Group. (2010, April). *Multifamily rental market assessment: Frederick County, Maryland*. Accessed online, from [http://www.dhcd.maryland.gov/website/programs/McArthur/documents/Frederick Assessment.pdf](http://www.dhcd.maryland.gov/website/programs/McArthur/documents/Frederick_Assessment.pdf).

Appendix VI: Author Biographies

Matthew Kachura is the Program Manager for the Baltimore Neighborhood Indicators Alliance – Jacob France Institute of the University of Baltimore (BNIA-JFI). In his position, Matthew oversees the daily operations, research, and strategic planning for BNIA-JFI. Matthew’s research focuses on urban issues, the development of neighborhood level indicators, and local policymaking and community building. He is a recognized expert on local data and economic and workforce development issues. He has authored numerous reports on housing and foreclosures, economic development, workforce development, and other urban issues. Currently, Matthew is serving on the Executive Committee for the National Neighborhood Indicators Partnership, a collaborative effort of the Urban Institute and over 36 local partners dedicated to the development of neighborhood-based information systems. Matthew received his Bachelor’s in Economics from UMD-College Park, earned his Master’s in Business Administration from the University of Baltimore, and is currently pursuing his Ph.D. in Public Policy specializing in Urban Issues from the University of Maryland, Baltimore County.

For the past 12 years, **Marsha R. B. Schachtel** has been a Senior Fellow at the Johns Hopkins Institute for Policy Studies, where she conducts research and provides technical assistance for Baltimore and Maryland organizations in the areas of technology-based economic development, human development, and community development. She advises and teaches students in Johns Hopkins’ Masters in Public Policy program. She previously served as Director of Technology Development at the Maryland Department of Business and Economic Development, Executive Assistant for Economic Development to Maryland Governor William Donald Schaefer and to Baltimore Mayor Kurt Schmoke, and Assistant Director and Business Development Manager of the Greater Baltimore Committee. She has also worked with states and cities around the country as Deputy Director of the National Association of State Development Agencies and Education Manager of the National Council for Urban Economic Development, and continues to play an advisory role in state science and technology organizations. Until 2006, she chaired the national Advisory Committee of NIST’s Advanced Technology Program. A Kentucky native, she holds a B.A. from Brown University and an M.S. from The Johns Hopkins University. Her current work focuses on technology-based economic development, fiscal issues, economic inclusion, human capital, and community development.