



**SOUTH HOLYOKE**  
**SAFE NEIGHBORHOOD INITIATIVE**  
Building Community...One Person at a Time!

**SURVEY REPORT – RESIDENTS AND AGENCIES – 2012-2013**  
**SOUTH HOLYOKE SAFE NEIGHBORHOOD INITIATIVE**  
**SPRING 2014**

**NEIGHBORHOOD SURVEY, 2012 & 2013**



**SURVEY REPORT – RESIDENTS AND AGENCIES – 2012-2013  
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**NEIGHBORHOOD SURVEY, 2012 & 2013**

**INTRODUCTION**

Within South Holyoke Safe Neighborhood Initiative (SHSNI), one goal of the organization is to share information between and within interested parties, including city and state government, law enforcement, schools, civic groups, faith-based entities, property managers, and residents. In Fall 2012, South Holyoke Safe Neighborhood Initiative (SHSNI) began collecting data in a pilot survey of residents within our targeted neighborhood surrounding Morgan School. In Fall 2013, using a revised survey instrument, [based on the recommendations of the Anti-Gang Message Committee (C3 prevention model)], SHSNI conducted face-to-face interviews with residents. In conjunction with the neighborhood surveys, an agency study was conducted in Fall 2013, for the purpose of identifying services provided by agencies as well as identifying perceived gaps in services.

**METHODS**

Prior to conducting the surveys, in Fall 2012 and 2013, announcements were mailed to targeted residents to serve as implied consent when surveys were conducted. Surveys are attached as Appendix A to this report.

For the pilot survey, on November 3, 2012 approximately 40 volunteers from various agencies serving South Holyoke canvassed the targeted neighborhood blocks surrounding Morgan School to conduct a survey intended to determine the perceived social service needs of the community, as well as collecting data on crime reporting strategies of residents. The survey and map of the targeted area of South Holyoke are attached at the end of this report (see Appendix). As noted, the 2012 survey was treated as a pilot study as it was the first wave of what is expected to be a longitudinal study of neighborhood perception of crime as well as service needs.

On October 26, 2013 South Holyoke Safe Neighborhood Initiative volunteers conducted a second, more substantive survey in the target neighborhood in Holyoke.

## RESULTS

Number of Surveys	2012	2013
Attempted contacts	284 (100%)	416 (100%)
Total households contacted	173 (61%)	182 (44%)
Total surveys completed	132 (47%)	120 (29%)
Number of households that refused to take the survey	41 (14%)	61 (15%)
Number of surveys with missing data	1 (.03%)	1 (.00%)

76% of the households where someone answered the door completed our 2012 survey, which is normative for door-to-door contact. Because of the hour of the day (11 am to 1 pm) as well as the day of the week, Saturday, it is conceivable that many of the residents were away from home when we conducted the survey.

Though this a convenience sampling, 47% response rate for the number of attempted contacts is substantial. For these types of studies, a 20% sampling would be acceptable to be considered reliable.

When conducting the 2013 neighborhood survey, there were 32% more attempted contacts, however there were proportionately more homes where there was no answer at the door (56%). It did not appear to make a significance difference on “no answers” at the door in 2013 as compared to 2012, when we adjusted the survey date to avoid the first weekend of the month when we expected a larger number of residents to be away from their homes as they would have just receive their federal and/or state assistance checks.

## CHILDREN AND COMMUNITY PROGRAMS

Children in Household, 2012	Mean	Median	Mode	SD	%
1. Survey in Spanish or English?			Spanish		52%
2. Children in household?			Yes		79%
3. Number of children in household?	2.49*	2	2	1.26	
4. Age of children in household?	8.5 years	8.75 years	9 years	4.8 years	
5. School attending?			Other**		
6. Participation in youth or afterschool programs?			No		65%

<b>Children in Household, 2013</b>	<b>Mean</b>	<b>Median</b>	<b>Mode</b>	<b>SD</b>	<b>%</b>
1. Survey in Spanish or English?			Spanish		61%
2. Children in household?			Yes		80%
3. Number of children in household?	2.47*	2	2	1.28	
4. Age of children in household?	11 years	9.5 years	9 years	6.2 years	
5. School attending?			Other**		
6. Participation in youth or afterschool programs?			Yes		63%
7. How likely will you continue with these programs?***	3.83	5	5	1.93	

\*National average = 1.92 children per household (2010 U.S. Census)

\*\*Kelly School, for elementary age students; Holyoke HS for HS age students

\*\*\* Likert Scale, 0=Not Likely; 5=Very Likely

The some common responses for why children are not in afterschool programs is “lack of money”, proximity, or that the parents were not aware of what programs are available in the area. Some parents are aware of the role of programs in intervention and named Connections, Homework House, and Boys and Girls Club of Holyoke as being successful programs in their cases (2013 survey).

#### **What type of programs would your children show interest in?**

	<b>2012</b>	<b>2013</b>
Education	30%	38%
Arts and Crafts	41%	38%
Sports*	58%	58%
Recreational	27%	32%
Computer	39%	50%
Vocational**	23%	21%
Other***	4%	11%

\*Sports: It should be noted that some of the standard types of sports programs are requested, including football and basketball. However, what should be of special interest is that one resident requested volleyball for her daughter.

\*\*Vocational: Beautician school; trades; computer training

\*\*\*Other:

2012: Of the households where children are participating in afterschool programs, families rely on community programs including Connections, Boys and Girls Club of Holyoke, or various sports including basketball, baseball, football, and boxing. When asked why their children were not in afterschool programs, answers included “no programs available,” “none

offered” or “not interested.” In light of the limited number of spaces in existing programs,<sup>1</sup> this is a prevention area that should be explored. It should be noted that in one case, a parent reported that their child was not in a program because he/she was “afraid of drugs taking place in community/crime in general.”

2013: The types of programs that are being noted in the open-ended question of “other” programs include special needs. This confirms the results of a survey conducted at a Family Fun Night as a follow up to the 2012 community survey. Specific programs requested included dance/music and general afterschool programs.

On the question of the number of residents surveyed whether they would be willing to volunteer time for community events or programs, 67% reported “yes” – this question was new to the 2013 survey.

**CRIME AND SAFETY ISSUES**

**What issues do you feel threaten your community the most?**

	<b>2012</b>
Domestic Violence	22%
Teen Pregnancy	29%
School Truancy	18%
Break-ins or thefts	29%
Gangs	47%
AIDS	20%
Drug dealing and/or drug use, buildings and/or surroundings	66%
Presence of Criminal Activity in and/or around your residence	42%
Other*	10%

\*Other issues:

A lot of people in back [hanging around]

Public drunks

Shooting every night; paint ball on Halloween

Society itself

Rape

Not enough protection from police

New to the 2013 survey, instead of asking what issues threaten the community, questions were reframed to be measured on a Likert scale<sup>2</sup>, 0=Not at all safe and 5=Very safe:

<sup>1</sup> It is our understanding from Connections personnel that there are limited spaces in their program and waiting lists exist (2012).

<sup>2</sup> A Likert Scale forces respondents to reply with an attitudinal degree to which they feel one way or another on a particular topic (Likert 1932; Boone and Boone 2012), rather

**Perception of Neighborhood Safety  
(2013)**

	Mean	Median	Mode	SD
How safe do you feel in your neighborhood?	2.85	3	5	1.84
How safe do you feel in Holyoke in general?	3.14	3	5	1.64

0=Not at all safe, 5=Very safe

Noted in the responses to the question of how safe residents feel in their neighborhood, compared to how they feel in Holyoke, in general, there is no statistical difference in their perceptions. However, from antidotal reports of mobility within the community, some residents may not feel safe to venture out far beyond their immediate neighborhood or do not have reliable transportation resources to do so.

Also new to the 2013 survey, the question of personal and community issues was reframed to include a Likert scale measure degree of perceptions:

**To what degree do the following personal and community issues directly impact you or someone you know?**

	Mean	Median	Mode	SD
Domestic Violence	1.92	3	0	2.12
Teen Pregnancy	2.71	3	5	2.18
School Truancy	2.35	2	0	2.17
Criminal Record (CORI)	2.62	3	0	2.21
General Criminal Victimization	2.94	4	5	2.21
Gangs	3.09	4	5	2.21
Drug/Alcohol Addiction	3.22	5	5	2.2
HIV/AIDs	2.36	2	0	2.2
Mental Health	2.75	3	5	2.29
General Health	3.09	4	5	2.08
Housing	2.53	3	0	2.17
Food	2.04	0	0	2.12
Unemployment	3.02	4	5	2.24

0=Never, 5=Very Frequently

As will be noted in the Agency Survey section of this report, most stark contrasts between residents' perceptions of to what degree a social issue is a problem in the neighborhood and that of the agencies serving this population is in the area of domestic violence. This mimics the contrasts between reported domestic violence (e.g. Uniform Crime Report) and actual incidents of domestic violence (e.g. National Survey of Crime Victims, International Survey of Crime Victims).

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than a yes or no response. In analyzing Likert Scale data, the mean and standard deviation (SD) are the more critical univariate statistics (Boone and Boone 2012).

Residents were also asked if they could name any local agencies that could help with social and community issues. A number of the agencies that are currently partnered with SHSNI were mentioned, including health clinics and the Boys and Girls Club of Holyoke. A complete list of agencies reported by respondents is available on request: Laura L. Hansen, Ph.D., [lauralynn.hansen@wne.edu](mailto:lauralynn.hansen@wne.edu).

## Reporting Crime

### Have you ever reported a crime?

	2012	2013
Yes	13%	21%
No	83%	76%
No Answer	4%	3%

The majority of those surveyed reported that they have not reported a crime in both the 2012 and 2013 surveys. The percent change could be due to a number of factors, including increase trust in reporting crime. These figures should be compared to the actual crime figures for the area, as reported by the Holyoke Police Department, in 2012 and 2013.

For those who reported that they had not reported a crime, the most common answers for not doing so is that they “haven’t seen anything” or they were minding their own business, in both surveys. For those who reported that they had reported a crime, the most common method to do so was to use a phone.

It should also be noted that this is somewhat normative as compared to other cities in the United States, as crime in general is localized to a limited number of households, even in the most crime-plagued communities. What should be of concern is that “real” crime figures, when we compare the Uniform Crime Report with the National Crime Victims Survey. We could predict that within this community that likewise a number of crimes go unreported, supported by the number of residents reported that they hadn’t reported a crime because they wanted to “mind their own business.”

New to the 2013 survey is that there was more concern for personal safety in reporting a crime. For example, one resident noted that he/she did not report a crime because of their relationship with the alleged criminal.

**PERCEIVED LEVEL OF NEEDS**

**Services Desired in Community (2013 Survey)**

Education (preschool)	76%
Education (afterschool)	78%
Vocational Education	60%
Recreation	78%
Computer Training (Children)	73%
Computer Training (Adults)	76%
ESL	74%
GED Preparation	78%
Post-Incarceration Re-Entry	70%
Mentoring	81%
Mental Health Care	72%
Psychiatric Care	66%
General Health Education	66%
Teen Pregnancy Prevention	81%
HIV/AIDS Education and Counseling	76%
Drug Rehabilitation	71%
Legal Counseling	73%
General Counseling Services	71%
Spiritual/Religious Counseling	68%
Other*	15%

**\*Other**

- Sports for special needs children
- Parent education
- Truancy report
- Daycare
- Spanish education
- Suicide prevention

**Level of Needs (Number of Services Requested)**

	<b>2012</b>	<b>2013</b>
Low (0-2 services)	37%	8%
Moderate (3-5 services)	31%	10%
High (6+ services)	32%	82%

As indicated by responses in the 2012 survey, over one-third of the residents report a low level of need, based on the number of services that they were requesting. However, it is of some concern the high percentage of residents (32%) who are reporting that they perceive they need (and are assumedly not receiving) anywhere from six to nine of the services suggested by the survey, including public health issue assistance and career development/training.

The primary reason for the greater number of services requested in 2013 is that the list was expanded to include a wider variety of services, including post-incarceration, re-entry, mentoring, and spiritual/religious counseling. Important to note is that the highest perceived needs are in mentoring and teen pregnancy prevention.

More consistent with the agency data is the community outreach data, where, on average, issues surrounding unemployment and substance abuse were more likely to be reported.

### **ADDITIONAL QUALITATIVE DATA**

**Please indicate another ideas or suggestions you would like to see in the South Holyoke Community.**

There were a variety of suggestions for SHSNI, however most respondents had no comment to this open-ended survey item. The following is a summary list of the most common suggestions:

- More employment programs
- Youth jobs/youth programs
- Curfews for young children
- More security
- More sports and afterschool activities for children
- Continue to clean up the park
- Greater police presence, including cameras
- A community center

In comparing the 2012 survey to the 2013 survey, though the list of suggestions for South Holyoke were consistent across both surveys, the overwhelmingly most common response to this survey item was the need for more law enforcement in the area. This is consistent with more crimes being reported, which may mirror actual crime statistics for 2013.

## AGENCY SURVEY, 2013

### INTRODUCTION

In response to the neighborhood surveys, SHSNI determined that it would be advisable to follow up with a survey of partner agencies in order to see how closely matched the services available in the community matched the perceived needs of residents. A second purpose of the survey was to determine just how severe social and crime issues are, as estimated by the partner agencies.

To What Degree do the following personal and community issues directly impact your client population?	Mean	Median	Mode	SD
DOMESTIC VIOLENCE	3.38	3	3	1.07
CHILD ABUSE	3.05	3	3	1.15
TEEN PREGNANCY	2.93	3	3	1.40
SCHOOL TRUANCY	3.05	3	4	1.48
CRIMINAL RECORD (CORI)	3.09	3	3	1.36
GENERAL CRIMINAL VICTIMIZATION (OTHER THAN DV)	3.12	3	3	1.24
GANGS	3.06	3	4	1.51
DRUG AND/OR ALCOHOL ADDICTION	3.6	4	5	1.37
HIV/AIDS	2.18	2	3	1.19
MENTAL HEALTH	3.6	4	5	1.37
GENERAL HEATH (i.e. HD, DIABETES, CANCER)	3.16	3	4	1.34
HOUSING	3.31	3	3	1.35
FOOD	3.22	3	4	1.31
UNEMPLOYMENT	3.73	4	4	1.19

0=Never, 5=Very Frequently

The figures highlighted in red note community issues that are under-reported by residents in the resident surveys (2012 and 2013), as compared to the perceptions of partner agencies experiences. Figures highlighted in green note community issues that are perceived to be of greater importance to residents, and are consistent with agency perceptions. This is a strong indication that there is considerable under-reporting of social and community issues to SHSNI.

Which of the following programs and/or services does your agency provide?	Percent (n=56)
Education (preschool)	14%
Education (afterschool)	20%
Recreation	14%
Vocational	4%
Computer Training (children)	11%
Computer Training (adults)	0%
ESL	13%
GED Preparation	14%
Post-Incarceration Re-Entry	4%
Mentoring	5%
Mental Health Care	7%
Psychiatric Care	9%
Health Care Education (other than mental health care)	55%
Teen Pregnancy Prevention	13%
HIV/AIDS Education and Counseling	9%
Drug Rehabilitation	16%
Legal Counseling	4%
General Counseling Services	2%
Spiritual/Religious Counseling	9%
Other*	

\*Other Services Provided:

- Church pick up
- Sports
- Book programs

Except in the area of health care education, there appear to be some possible gaps in services to the targeted community. It is clear from the response of residents in the 2013 survey that some of the barriers to receiving services are 1) being unaware that the services exist in the community, 2) work obligations, and 3) transportation.

## **SHSNI RESPONSES TO SURVEY RESULTS**

It is important to note that there is a dramatic shift in the number of children reported to be participating in afterschool programs. In upcoming surveys, we need to be asking questions that might lead to what variables have brought on this change from 65% of children in 2012 reportedly not participating in programs and events to 63% reportedly now in after school programs. How much of this shift is attributed to SHSNI's efforts and how much has been the community's awareness of the initiative's presence, particularly with the Family Fun Night programs that residents may be including in the count of what programs their children are involved in. This still leaves approximately 37% (over one third) of children in the targeted area, at least in the 2013 sample, without a program or events to occupy their afterschool hours, critical to keeping them from delinquent behavior, including gang involvement.

The Mobile Community Policing (MCP) run by Holyoke Police Department (HPD) continues to be an intricate part of the efforts of SHSNI. HPD has been an active partner, including offering personnel support at all SHSNI events. In committee discussions, we continue to see that in order for the initiative to be successful for as many residents as we can possibly reach, there needs to be a continued reduction in criminal activity within the targeted area.

Within the last year, in response to the survey data, SHSNI has made a concerted effort to provide more opportunities for youth. The initiative had in place a boxing program. New opportunities have included basketball programs, tied to anti-gang and drug curriculum, as well as table tennis leagues at Morgan School. Family Fun Nights have become increasingly become more organized around themes that are salient to neighborhood resident needs (e.g. health and safety).

### **DEBRIEFING NOTES, NEIGHBORHOOD SURVEY, 2013**

On October 26, 2013 South Holyoke Safe Neighborhood Initiative volunteers conducted a survey in the target neighborhood in Holyoke. Some of the challenges faced by volunteers were residents not answering their doors; some residents even seemed to be home but just ignored the knocks. On next year's survey it would be worth considering a "no answer but appears to be home" option for the volunteers' apartment checklist. Also a set of two shifts, a morning shift and an afternoon shift could produce more results. More of an incentive for completing the survey may also yield more results.

Other problems encountered seemed to relate more to the surveyors than the residents. One problem that the Spanish speaking volunteers ran into was the survey's Spanish translation, it was not word for word, and that can become a "lost in translation" problem. Some people found the questions to be unclear so it may be helpful to have a focus group who are native Spanish speakers that will check over questions and possibly come up with suggestions to make the questions easier to follow.

One suggestion was a revision that offered direction to other questions if some become irrelevant. Possibly two separate surveys, one for residents with children and one for

residents without, this year's survey was focused on people with children and addressed residents' need for after schools programs but it may also be important to simply focus on the community's need for any services. Some apartment buildings had locked doors, 27 and 29 Cabot Street had their doors locked and a few other buildings that Dr. Hansen made note of for reference. There were also a number of apartments with dogs; carrying dog treats may be a good idea even though it probably is not considered an incentive.

The surveys that were completed often took more than ten minutes apiece and so that time should be taken into account when giving a total time for the survey process. Another suggestion about the survey itself was to compress the categories. An incentive or door prize for volunteers was another recommendation, possibly gas cards.

Some of the strategies that worked well for the volunteers were the co-ed teams. The volunteers liked the t-shirts because it made them easily identifiable for the residents. Most volunteers found that the residents of South Holyoke were very welcoming. An exit survey for the volunteers was also suggested. There should also be a master copy of team lists for administration.

## **DISCUSSION AND FUTURE CONSIDERATIONS**

It is our recommendation that a survey be conducted every 2 to 3 years, as we SHSNI has a substantial amount of baseline data. This would afford us the opportunity to establish a longitudinal study of the targeted area to determine if a) the needs of the community are being met by the work of SHSNI, b) establish consistency of data collection for any future attempts to obtain grant funding and c) determine if the efforts of SHSNI, a multi-dimensional approach, are being met with improvements in the perceptions of crime within the community.

We are already taking steps to discuss how best to address the areas of most concern for residents. At the January 2013 Family Fun Night, we conducted a survey of parents/adults attending (N=22) on what types of health issues they were concerned with. Of those surveyed, the three health issues of most concern that residents would like to see workshops conducted on are depression (59%), diet and exercise (59%) and care for children with special needs (50%). Other concerns include cancer and drug/alcohol addiction. As these are part of the prevention and intervention models, we should be actively seeking to assistance from public health agencies in order to set up workshops to address these health care issues.

Key issues that need to be tackled based on both the community and agency surveys are domestic violence, school truancy, teen pregnancy, gang activity, housing, and unemployment. Additionally the issue of the targeted area sitting in the center of a "food desert"<sup>3</sup> is of concern, based on the disconnection between agency and neighborhood

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<sup>3</sup> *Food deserts* are defined by the USDA as low-income communities that do not have access to quality, healthy food ([www.usda.gov](http://www.usda.gov)).

perceptions of how serious an issue food is, including food education programs. With transportation an issue for a number of residents, the initiative should consider inviting additional community groups to SHSNI, including Nuestras Raices.

The most important information to glean from this report is that there is a need to get the services directly to the targeted population. The Mobile Community Police program is one step in the right direction. However, as indicated by the gap between services available and perceived needs, the initiative should be working towards grant funding opportunities to sustain SHSNI in coming years, help develop and fund afterschool programs, and support the efforts of Morgan School improve its Level 5 at-risk status.

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## APPENDIX

### PILOT SURVEY, NOVEMBER 2012



November 2012

Dear Participant:

We are volunteer members of the South Holyoke Safe Neighbor Initiative (SHSNI) and we are inviting you to participate in a survey, asking questions about programs that you might like to see started in your community as well as your perceptions of safety in the neighborhood.

The survey will take approximately 10 minutes to complete. There is no compensation for responding and there are no known risks. Your answers are anonymous and your personal information will not be collected directly on your survey. We will, however, ask you to fill out a separate form with your contact information so that we may let you know of any programs that the SHSNI are aware of that will benefit you and/or your family.

If you are not satisfied with the manner in which this study is being conducted, you may report (anonymously if you so choose) any complaints to Mr. Ed Caisse ([ed.caisse@sdh.state.ma.us](mailto:ed.caisse@sdh.state.ma.us)), Project Coordinator.

Sincerely,

***South Holyoke Safe Neighborhood Initiative Members***

**The following is a list of questions designed to identify the needs of the community. Please answer all questions and include any suggestions or ideas.**

- 1.) Do you have children in your household?  yes  no  
If you don't have any children, **please skip to question number 4.**

If yes, please list age, gender and school which they attend:

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- 2.) Have your children ever participated or do they currently participate in any youth events or after school programs?  yes  no

If yes, which ones?

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If no, why not?

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- 3.) What type of programs would your children show interest in?

Education  Arts & Crafts  Sports \_\_\_\_\_  
 Recreational  Computer  Vocational \_\_\_\_\_  
 Other \_\_\_\_\_

- 4.) Would you be interested in volunteering time for community events or programs?  
 yes  no

- 5.) Do you feel safe in your neighborhood?  yes  no

6.) Which issues do you feel threaten your community the most?:

Domestic Violence                       Teen Pregnancy                       School Truancy

Break-in or thefts                       Gangs                       AIDS

Drug dealing and/or drug use in the buildings and/or surrounding

Presence of Criminal Activity in and/or around your residence

Other: \_\_\_\_\_

7.) What do you think would best address these problems?

Anonymous Text-A-Tip number                       Surveillance Cameras

Neighborhood Watch                       Community Sharing Information

Other: \_\_\_\_\_

8.) Have you ever reported a crime?                       yes                       no

If so, what method do you use to report it?

\_\_\_\_\_

If no, what prevents you from reporting crime? \_\_\_\_\_

9.) What services and/or programs would you like to see offered in the community?

English as a Second Language                       Referrals to other Agencies

Health Workshops                       Intramural Tournaments

Community Policing                       Career Development

Basic Computer Training                       Athletic Program \_\_\_\_\_

Workshops (Domestic Violence, Job, Substance Abuse, Teen pregnancy)

10.) Please indicate any other ideas or suggestions that you would like to see in the South Holyoke Community:

\_\_\_\_\_  
\_\_\_\_\_

**SHSNI TEAM MEMBERS:**

**PLEASE DETACH THIS VOLUNTARY FORM BEFORE YOU BEGIN THE SURVEY, ASK PARTICIPANTS TO FILL IT OUT, AND COLLECT SEPARATE FROM THE SURVEYS. THERE SHOULD BE ABSOLUTELY NO IDENTIFYING INFORMATION ON THE SURVEYS THEMSELVES.**

**PARCIPANTS:**

**PLEASE FILL OUT THE BELOW INFORMATION SO THAT THE SHSNI CAN CONTACT YOU WITH INFORMATION ABOUT PROGRAMS THAT MIGHT BE BENEFICIAL TO YOU AND/OR YOUR FAMILY. YOU MAY REFUSE TO DO SO, AS THIS INFORMATION IS VOLUNTARY.**

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address & Apt #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Employer: \_\_\_\_\_

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you want to be added to our mailing list? Yes \_\_\_\_\_ No \_\_\_\_\_

Do you want to learn more about anonymous reporting? Yes \_\_\_\_\_ No \_\_\_\_\_

## SECOND WAVE SURVEY, OCTOBER 2013



October 2013

Dear Participant:

We are volunteer members of the South Holyoke Safe Neighbor Initiative (SHSNI) and we are inviting you to participate in a survey, asking questions about programs that you might like to see started in your community as well as your perceptions of safety in the neighborhood.

The survey will take approximately 10 minutes to complete. There is no compensation for responding and there are no known risks. Your answers are anonymous and your personal information will not be collected directly on your survey. We will, however, ask you to fill out a separate form with your contact information so that we may let you know of any programs that the SHSNI are aware of that will benefit you and/or your family.

If you are not satisfied with the manner in which this study is being conducted, you may report (anonymously if you so choose) any complaints to Mr. Ed Caisse ([ed.caisse@sdh.state.ma.us](mailto:ed.caisse@sdh.state.ma.us)), Project Coordinator.

Sincerely,

*South Holyoke Safe Neighborhood Initiative Members*

*The following is a list of questions designed to identify the needs of the community. Please answer all questions and include any suggestions or ideas.*

- 1.) Do you have children in your household?  yes  no  
If you don't have any children, **please skip to question number 6.**

If yes, please list age and sex:

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If yes, please list school and grade levels:

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- 2.) Have your children ever participated or do they currently participate in any youth events or after school programs?  yes  no

If yes, which ones?

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If no, why not?

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- 3.) Thinking about the overall quality of the youth events or after school programs that your children participate in, on a scale of 0-5, 0= Not Likely and 5= Very Likely, how likely are you to continue with these programs?

0    1    2    3    4    5

- 4.) Thinking about the answer you just gave in Question 3, if you answer anything from 0-3, what is it about the program or programs that your children participate in prevents you from being more likely to continue with these programs?

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5.) What type of programs would your children show interest in?

- Education             Arts & Crafts             Sports\_\_\_\_\_
- Recreational             Computer             Vocational \_\_\_\_\_
- Other\_\_\_\_\_

6.) Would you be interested in volunteering time for community events or programs?

- yes             no

7.) On a scale of 0-5, 0= Not at all safe and 5 = Very Safe, how safe do you feel safe in your neighborhood?

- |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        |
| <input type="checkbox"/> |

8.) On a scale of 0-5, 0=Not at all safe and 5=Very Safe, how safe do you feel in Holyoke in general?

- |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        |
| <input type="checkbox"/> |

9.) On average, to what degree do the following personal and community issues directly impact you or someone you know?

- 5 = Very Frequently
- 4 = Frequently
- 3 = Occasionally
- 2 = Rarely
- 1 = Very Rarely
- 0 = Never

	0	1	2	3	4	5
Domestic Violence	<input type="checkbox"/>					
Teen Pregnancy	<input type="checkbox"/>					
School Truancy	<input type="checkbox"/>					
Criminal Record (CORI)	<input type="checkbox"/>					
General Criminal Victimization (other than Domestic Violence)	<input type="checkbox"/>					
Gangs	<input type="checkbox"/>					
Drug and/or Alcohol Addiction	<input type="checkbox"/>					
HIV/AIDS	<input type="checkbox"/>					
Mental Health	<input type="checkbox"/>					
General Health (including Heart Disease, Diabetes, Cancer)	<input type="checkbox"/>					
Housing	<input type="checkbox"/>					
Food	<input type="checkbox"/>					

Unemployment [ ] [ ] [ ] [ ] [ ] [ ]

10.) Can you name any local agencies that can help with the issues in Questions 10?

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11.) If you became aware that there was an agency that addresses an issue of your concern from Question 10, how comfortable would you be in approaching that agency for help, 0=Not at all; 5=Very comfortable.

0 1 2 3 4 5  
[ ] [ ] [ ] [ ] [ ] [ ]

12.) Thinking about the public safety issues listed in Question 10 (for instance, crime or gangs), what do you think would best address some of these problems?

- Anonymous Text-A-Tip number
- Surveillance Cameras
- Neighborhood Watch
- Community Sharing Information
- Other: \_\_\_\_\_

13.) Have you ever reported a crime?  yes  no

If so, what method do you use to report it? \_\_\_\_\_

If no, what prevents you from reporting crime? \_\_\_\_\_

14.) What services and/or programs would you like to see offered in the community?

- Education (preschool)
- Education (after school) Grade Level(s)
- Recreation
- Vocational \_\_\_\_\_
- Computer Training (children)
- Computer Training (adults)
- ESL
- GED Preparation
- Post-Incarceration Re-Entry
- Mentoring
- Mental Health Care
- Psychiatric Care
- Health Care Education (other than mental health care)
- Teen Pregnancy Prevention
- HIV/AIDS Education and Counseling
- Drug Rehabilitation
- Legal Counseling
- General Counseling Services
- Spiritual/Religious Counseling
- Other \_\_\_\_\_

Please indicate any other ideas or suggestions that you would like to see in the South Holyoke Community: \_\_\_\_\_

**SHSNI TEAM MEMBERS:**

**PLEASE DETACH THIS VOLUNTARY FORM BEFORE YOU BEGIN THE SURVEY, ASK PARTICIPANTS TO FILL IT OUT, AND COLLECT SEPARATE FROM THE SURVEYS. THERE SHOULD BE ABSOLUTELY NO IDENTIFYING INFORMATION ON THE SURVEYS THEMSELVES.**

**PARCIPANTS:**

**PLEASE FILL OUT THE BELOW INFORMATION SO THAT THE SHSNI CAN CONTACT YOU WITH INFORMATION ABOUT PROGRAMS THAT MIGHT BE BENEFICIAL TO YOU AND/OR YOUR FAMILY. YOU MAY REFUSE TO DO SO, AS THIS INFORMATION IS VOLUNTARY.**

Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Address & Apt #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Employer: \_\_\_\_\_

Comments:

\_\_\_\_\_  
\_\_\_\_\_

Do you want to be added to our mailing list?      Yes \_\_\_\_\_ No \_\_\_\_\_

Do you want to learn more about anonymous reporting?      Yes \_\_\_\_\_ No \_\_\_\_\_

**For more information about the SHSNI:**

Please contact: Ed Caisse

(413) 858-0225

[ed.caisse@sdh.state.ma.us](mailto:ed.caisse@sdh.state.ma.us)

Visit us on the web at:

[www.shsni.org](http://www.shsni.org)

Friend request us on Facebook at:

[Shsni Holyoke](#)