**Community Engaged Research**

A report created in partnership with The Community Fund of Bronxville Eastchester and Tuckahoe, and Pace University's Helene T. & Grant M. Wilson Center for Social Entrepreneurship and the Department of Public Administration of Dyson College of Arts and Sciences.

# Community Needs Assessment: Bronxville, Eastchester & Tuckahoe

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# Acknowledgements

This Community Needs Assessment is the result of a community engaged research partnership between the Community Fund of Bronxville, Eastchester and Tuckahoe, Pace University's Wilson Center for Social Entrepreneurship and the Department of Public Administration of Pace's Dyson College of Arts and Sciences, and the many community agencies and residents who generously shared their time and perspectives.

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## Community Engaged Research

Pace University is proud to partner on community engaged research with our neighbors. Community engaged research is a powerful collaborative process that incorporates input from the people and organizations that the research outcomes will impact as equal partners in the research process. This can take many forms including co-designing the research questions, dialoging and deciding on the method and approach, influencing policy, and ultimately creating programs and interventions that address the issues that arise in the research findings – with the community ultimately a true partner on these decisions that will affect their own lives.

# Organizational Background

## About The Community Fund

The Community Fund was founded in 1919 to support qualified local agencies and programs that provide vital services within the Bronxville, Eastchester and Tuckahoe communities. These services help thousands of our neighbors each year at little or no expense to those least able to pay. The Community Fund is largely staffed and administered by members of our own community volunteering their time and talents. The Fund invests $500,000 annually into our community through macro and micro grants targeting quality of life issues.  Our staff and volunteers are dedicated to ensuring that the most vulnerable members of our community are taken care of and that all residents' lives are improved dramatically through our support.  For more information, please visit www.thecommunityfund.org.

## About Pace University

Pace University has a proud history of preparing its diverse student body for a lifetime of professional success as a result of its unique program that combines rigorous academics and real-world experiences. Pace is ranked the #1 private, four-year college in the nation for upward economic mobility by Harvard University's Opportunity Insights, evidence of the transformative education the University provides. From its beginnings as an accounting school in 1906, Pace has grown to three campuses, enrolling 13,000 students in bachelor's, master's, and doctoral programs in more than 150 majors and programs, across a range of disciplines: arts, sciences, business, health care, technology, law, education, and more. The university also has one of the most competitive performing arts programs in the country. Pace has a signature, newly renovated campus in New York City, located in the heart of vibrant Lower Manhattan, next to Wall Street and City Hall, and two campuses in Westchester County, New York: a 200-acre picturesque Pleasantville Campus and the Elisabeth Haub School of Law in White Plains. For more information, please visit www.pace.edu.

# Executive Summary

This study employs a community needs assessment to examine the needs of the Bronxville Eastchester and Tuckahoe (BET) community by using secondary data coming the Internal Revenue Services and U.S. Census, and primary data collected from an original survey and individual interviews. The report uses Internal Revenue Service's Business Master Files of tax-exempt organizations to analyze the number of organizations across various subsectors in the BET area, along with their mission focus, and budget size. A mixed-mode community survey was conducted between March and October 2022 by a team of researchers at Pace University. The survey yielded 520 valid responses with 95% of responses being completed online and 5% being completed in paper format. Finally, the community needs assessment captured the perceptions of 22 community leaders through semi-structured interviews that were conducted between April and September 2022.

Results indicate that, with a few exceptions (i.e., health, religion, education), the BET nonprofit sector size and scope align closely with the nationwide sector. The report identifies significant differences in the proportion of total revenue in the BET nonprofit sector compared to U.S. aggregates for education and health organizations. Specifically, BET's proportion of nonprofit budgets in the education subsector is proportionally larger than nationwide, while health represents a significantly lower segment of budget activity in the BET communities.

Overall, survey participants ranked the five categories of community services from the highest to the lowest priority, as follows: Families, Children and Seniors ranked the highest (50%), followed by services in the Basic Human Needs category (16%), and those in the Mental and Physical Health category (14%). The lowest priorities were directed to services in the Community Resources (11%), Crisis and Disaster management (6%) and Other (3%) categories.

**Survey findings indicate the top priority area varies by each BET community:**

- Eastchester residents placed a slightly higher priority on Families, Children and Seniors than residents in the other two communities.

- Tuckahoe and outside residents placed a higher priority on Human Needs services than residents in the other communities.

- Bronxville and outside residents placed a higher priority on Mental and Physical Health when compared to residents in the other communities .

- Tuckahoe residents placed a higher priority on Community Resources when compared to residents in the other communities.

- Non-residents placed a higher priority on Crisis and Disaster services than the BET residents.

Within the Families, Children and Seniors category *elder care options* was perceived as one common service priority by all three communities. Also, Bronxville and Tuckahoe respondents identified *special needs for adults* as one of their top priorities whereas Eastchester and Tuckahoe respondents identified a similar top priority in *extra-curricular education*. But this report also identified differences among the three communities, as noted below:

- Bronxville has the highest service gap among the BET communities in childcare during regular and extended hours, and free/subsidized lunch.

- Eastchester has the highest service gap among the BET communities for extra-curricular education, parent training, and safety at school.

- Tuckahoe has the highest service gap among the BET communities for the following seven services: special needs for adults, school counseling services, college prep, after school activities, bilingual/multilingual communications, special needs for children, and digital access.

In terms of Basic Human Needs this report identifies one common service priority for the three communities: *preventing bias, discrimination, and racism*. Another similarity can be noted for Bronxville and Tuckahoe in identifying quality grocery stores as a top need for their communities. The results for the Basic Human Needs category show more differences than similarities among the three communities, with Tuckahoe having the highest service gap among the three communities for nine of the eleven services in this category.

The survey results show the most similarities among the three communities under study for the Physical and Mental Health services. All three communities identified the following services as high needs in their communities: *youth and adult suicide counseling and intervention, mental health care, and youth and adult prevention and treatment of substance abuse*. Additionally, *counseling services* are perceived as having a high gap in Eastchester and Tuckahoe.

In Community Resources, results indicate two high service priorities that all three communities

have in common: *opportunities to contribute to community decisions* and *environments promoting active living*. Additionally, the residents of the three communities under study also identified two services for which the needs are fully met: *houses of worship, and adequate transportation*.

Survey results further indicate that there are two high priorities in the Crisis and Disaster category for all three communities: *disaster assistance and emergency recovery*. Bronxville and Tuckahoe respondents identified *victim assistance* as one of their top priorities, whereas Eastchester and Tuckahoe respondents identified a similar top priority in the form of *emergency preparedness*. Finally, residents from all the three BET communities agree that police response time to emergency calls has the lowest need gap.

Overall, survey results show that while the three communities differ in priorities based on service categories, *Mental and Physical Health* emerged as the biggest service gap area overall, with six services showing a need gap of 1-point and higher among the BET communities, as follows:

- Youth and adult suicide counseling and intervention

- Mental health care

- Youth and adult prevention and treatment of substance abuse

- Counseling services

Findings emerging from the interviews largely confirm the survey results. The most identified theme among all the interview participants refers to mental and emotional health, followed by diversity, equity and inclusion, and youth social and emotional programs. Affordable housing was perceived as the third common need, followed by substance abuse, senior programs and services, physical and open space, and support for the business corridor. Physical health and childcare were among the least common themes that emerged from the interviews.

# Introduction

This Community Needs Assessment shines a light on the human service issues that affect Bronxville, Eastchester and Tuckahoe residents, businesses and organizations, and tells the story of three communities that are rich in socioeconomic diversity and the issues that come along with this diversity. The aim of this study is to identify the types of services and resources available to residents, and to uncover any potential gaps or inadequacies in areas such as human services, health care, housing, public safety, day care, and recreation, among other vital community needs.

Following a series of planning discussions in Fall 2021, our team embarked on a year-long research project lead by Pace University faculty in collaboration with students and staff, with the partnership and guidance of The Community Fund of Bronxville, Eastchester and Tuckahoe's steering committee and community agencies. Looking ahead to 2023, Pace researchers will work with The Community Fund to disseminate the report, and partake in community conversations on how the Bronxville, Eastchester and Tuckahoe communities can leverage these findings to prioritize programs and resources, and to develop impactful initiatives and partnerships to better serve their residents.

This Community Needs Assessment includes information from four areas: 1) demographic profile of the BET community; 2) resource mapping of human service agencies and organizations; 3) a survey of community residents; and 4) interviews with nonprofit and government representatives.

**Demographic Profile of the BET Community:** Drawing from US Census Bureau Data, the NY State Education Department, and other sources, we developed a comprehensive demographic profile of the Bronxville, Eastchester and Tuckahoe communities. Key themes from this analysis emerge and are integrated into the discussion of our primary findings.

**Resource Mapping of Human Service Organizations:** To identify, codify and map the existing human services in the Bronxville, Eastchester and Tuckahoe area, our team pulled all area zip codes from the Internal Revenue Service's Business Master Files of tax-exempt organizations, and created an interactive, dynamic map of these nonprofits on the Google Maps Platform. We analyzed the number of organizations across various subsectors in the BET area, along with their mission focus, and budget size.

**Survey of Community Residents:** A key component of this Community Needs Assessment is a mixed-mode community survey consisting of both paper questionnaire and a self-administered online survey. The survey was developed in dialogue with local leaders and community members and resulted in 520 valid responses from residents and employees in the three communities representing a wide variety of demographics. The majority of the survey consisted of structured questions in order to provide quantifiable data, and other questions allowed for qualitative open-ended responses.

**Interviews with Nonprofit and Government Representatives:** Using a purposive sampling strategy for the identification and selection of information-rich cases related to community needs in the BET area, the research team undertook a series of semi-structured interviews designed to allow for a depth of participant response in their area of knowledge and expertise, while allowing for adherence to the core elements of the Community Needs Assessment. These interviews elicited a qualitative overview of the various perspectives and challenges in the BET area.

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# Community Demographic Profile

The BET community includes the Eastchester census designated place and the villages of Bronxville and Tuckahoe. Overall, these communities share similar geographic location, population density, community design and resources but they differ in terms of their resident, housing and school profiles. According to U.S. Census (2021) Eastchester is the largest community in terms of population size, with 78% of residents and 67% of students identifying as White.  Tuckahoe has somewhat more racial and ethnic diversity, with 61% of the population and 65% of students identifying as White alone, with Bronxville the most homogenous in these terms with almost 81% of the population and 79% of students being White alone. The communities also differ by means of housing type and cost with Eastchester homes valued at $635,200 on average, and 79% of its residents being homeowners. In Tuckahoe, 44% of residents are homeowners, with their average home value of $487,400. Bronxville homes have an average value of over $1,000,000 with 77% of the population owning their homes.

The communities of Bronxville, Eastchester and Tuckahoe are among the wealthiest areas in Westchester County but individually differ based on the variables of racial/ethnic composition, income and housing, and school characteristics. The following sections describe the socio-demographic and economic profile for Eastchester, Tuckahoe and Bronxville individually along with a comparison of the three.
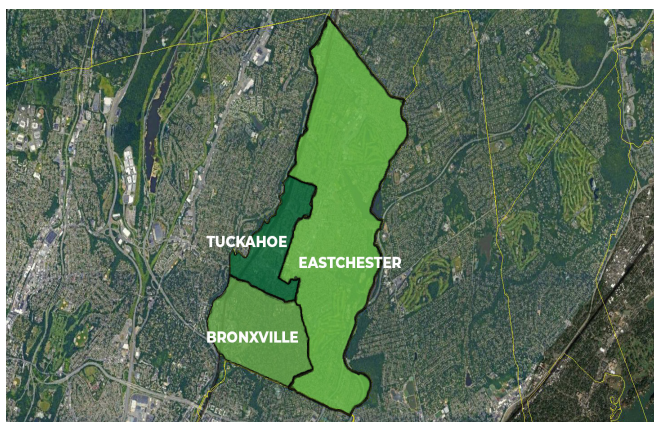
**Town of Eastchester:** The Eastchester census-designated place (CDP) encompasses 3.3 square miles between Bronxville, Tuckahoe and Yonkers to the west and New Rochelle to the east. Of the 20,901 persons residing in Eastchester in 2021, 78%% identified as White alone, 8% identified as Asian, 7.% Hispanic or Latino, 5% two or more races, 1.% identified as Black or African American, and the rest of 1% as other race(U.S. Census Bureau, 2021). The gender distribution shows slightly

TOWN SIZE: 3.3 SQUARE MILES

POPULATION: 20,901 RESIDENTS

HOUSEHOLD INCOME: $141, 836

more females (51.9%) than males (48.1%) residing in Eastchester. (U.S. Census Bureau, 2021). Based on the five-year estimate from 2017-2021 of the U.S. Census American Community Survey, of the 8,198 occupied households in Eastchester, married couples encompass ten percent higher than that of Westchester County households at 75% followed by 14% non-family, 8% female householder and 3% male householder (U.S. Census Bureau, 2020). Although the Eastchester CDP had 8,609 available housing units in 2020, 95% of them being occupied, with the majority (79.2%) being homeowners and 20.8% of units being renter-occupied (U.S. Census Bureau, 2021).  According to data from the U.S. Census (2021), owner-occupied housing had a median value $635,200 in 2021 and the median household income was $141,836.  Regarding employment, 65.3% of persons aged 16 years and older are in the civilian labor force (U.S. Census Bureau, 2021).

The majority of Eastchester residents (98.1%) report having health coverage with the majority coming from employee plans (67.1%) along with Medicare (16.3%) (Data USA, 2020).  In terms of educational



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attainment, 95.5% of residents have at least a high school degree and 67.4% are graduates with a bachelor's degree or higher (U.S. Census Bureau, 2021). Eastchester's Union-Free School District enrolled 3,178 K-12 students in 2020 with slightly more males (53%) than females. Although the majority of students identify as White alone at 67%, 14% identify as Asian or Native Hawaiian/Other Pacific Islander, 13% being of Hispanic/Latino origin and 4% multiracial, with 2% of students identifying as Black or African American (NYSED, 2021). Student demographics also vary by specific groups with 7% of enrolled students learning English as a new language, 15% receiving disability services and 2% being economically disadvantaged (NYSED, 2021). Based on data from the New York State Education Department (2021), the four-year graduation rate outcome was 97% in 2021 and this rate has been relatively consistent since 2019 (NYSED, 2021).

**Village of Tuckahoe:** With a land area of 0.6 square miles, the Village of Tuckahoe is located north of Bronxville and borders the Eastchester CDP. In 2021, the Village had a population of 6,974 which was a 1.5% decline from the prior year (U.S. Census Bureau, 2020). The population varies by race and ethnicity, but the majority of residents identify

TOWN SIZE: 0.6 SQUARE MILES

POPULATION: 6,947 RESIDENTS

HOUSEHOLD INCOME: $104,188

as being White alone (61.3%). The second largest racial/ethnic group identify as being Hispanic or Latino (20.7%), followed by Asians (11.1%%), African-Americans (5.3%) and two or more races (5.6%) (U.S. Census Bureau, 2021). In terms of gender representation, the percentage of residents is split relatively even between males (48.4%) and females (51.6%). Based on the five-year estimate from 2016-2020 U.S. Census American Community Survey, of the 2,934 total occupied households in Tuckahoe, 66% of those are occupied by married couples, 20%

non-family households, 8% female householders and 6% male householders (U.S. Census Bureau, 2020). Overall, 43% of Tuckahoe residents identified as single and 57% identified as married (U.S. Census Bureau, 2021).

The owner-occupied housing rate in Tuckahoe is 43.6%, and in 2019, 70.6% of renting householders were rent burdened meaning that they spent more than 30% of their household income on rent (WCA, 2022). The median value of owner-occupied housing units was $487,400 in 2021 and with a median household income of $104,188 (U.S. Census Bureau, 2021). In 2021, 67.7% of the population aged 16 years or older was in the civilian labor force (U.S. Census Bureau, 2021).

Regarding access to healthcare, the majority of Tuckahoe residents (96.2%) have health coverage although this varies by type of coverage. 64.8% receive healthcare on employee plans, 7.01% on Medicaid, 14.2% on Medicare, 10.1% on non-group plans, and 0.153% on military or VA plans (Data USA, 2021). In terms of educational attainment of residents, 90.4% of the population over 25 years of age have a high school degree and 55% have an educational attainment of at least a bachelor's degree (U.S. Census Bureau, 2021).

Tuckahoe's public school district had a K-12 enrollment of 1,138 students in 2020 with a slightly larger population of males (52%) compared to females (New York State Education Department, 2021). Although the majority of students identified as White alone at 65%, Hispanic or Latino origin (16%), Black or African American (8%) and Asian or Native Hawaiian/Other Pacific Islander (7%) encompassed the remaining majority of racial/ethnic composition. Based on data from the New York State Education Department, the school district works with 6% of students that are English language learners, 15% that receive disability services and 18% that are economically disadvantaged (New York State Education Department, 2021). In 2021, the four-year graduation rate outcome was 88% which was a decrease from the 2019 four-year graduation rate of 98% (New York State Education Department, 2021).

**Village of Bronxville:** Bronxville is one square mile and had a population of 6,525 persons in 2021

which was a 1.6% decrease from the previous year (U.S. Census Bureau, 2021). The population includes slightly more females (54.1%) than males, and the majority of residents identify as White alone at 81%. Those with an ethnic origin of Hispanic or Latino make up the next largest ethnic/racial group (6.4%) followed by Asian (5.7%) and two or more races (5.1%) while those who identify as Black or African American account for 1% of the

**TOWN SIZE: 1.0 SQUARE MILES**

**POPULATION: 6,525 RESIDENTS**

**HOUSEHOLD INCOME: $168,917**

population (U.S. Census Bureau, 2021). Although 54% of Bronxville adults were married, of the 2,327 occupied households in Bronxville, married couples make up 74% followed by 14% nonfamily, 9% female householder and 3% male householder (U.S. Census Bureau, 2020).

There were a total of 2,505 available household units in Bronxville and while 93% of those are occupied, the majority are occupied by homeowners (76.9%) rather than renters (23.1%) (U.S. Census Bureau, 2020). The median value of owner-occupied housing units is high at $1,039,100 in 2021 , and the median household income in Bronxville was $168,917 (U.S. Census Bureau, 2021).  Compared to other areas in Westchester County, those aged 16 years and older in Bronxville who are in the civilian labor force is relatively low at 58% (U.S. Census Bureau, 2021).

In terms of healthcare, 99% of Bronxville residents have health coverage, with 66.7% on employee plans, 4.09% on Medicaid, 12% on Medicare (Data USA, 2020). Residents are predominantly highly educated with 98.1% having attained at least a high school degree and 75.4% with a bachelor's degree or higher (U.S. Census Bureau, 2021). Bronxville's Union-Free School District had a K-12 enrollment of 1,612 in 2020, with 53% identifying as male (NYSED, 2021). With 79% of students identifying

as White alone, there are similar percentages of Hispanic or Latino students (7%), Asian or Native Hawaiian/Other Pacific Islander (7%) and multiracial (6%), with very few students identifying as Black or African American (NYSED, 2021). Other characteristics of student demographics include 8% of students receiving disability services and 4% being economically disadvantaged (NYSED, 2021). Based on data from the New York State Education Department (2021), the four-year graduation rate outcome was 99% in 2021 which is similar to the prior two years.

# Resource Mapping:
## Human Service Organizations

**Dynamic Map of Organizations:** To identify, codify and map the existing human services in the Bronxville, Eastchester and Tuckahoe area, our team pulled all area organizations by zip code from the Internal Revenue Service's Business Master Files of tax-exempt organizations, and created an interactive, dynamic map of these nonprofits on the Google Maps Platform. This interactive map will be embedded in the Community Fund website as a resource for all community organizations and residents.



**Nonprofit Resources:** Also with IRS Business Master Files data, we analyzed the number of BET-area nonprofit organizations across various subsectors, along with their mission focus, budget size and total assets (*Table 1*).

For comparable analysis, we present the BET nonprofit sector size and scope alongside a parallel analysis of the entire US nonprofit sector, and while there is some variation (i.e., health, religion, education) overall the local communities' number of nonprofit organizations align closely with the nationwide sector (*Figure 1*).
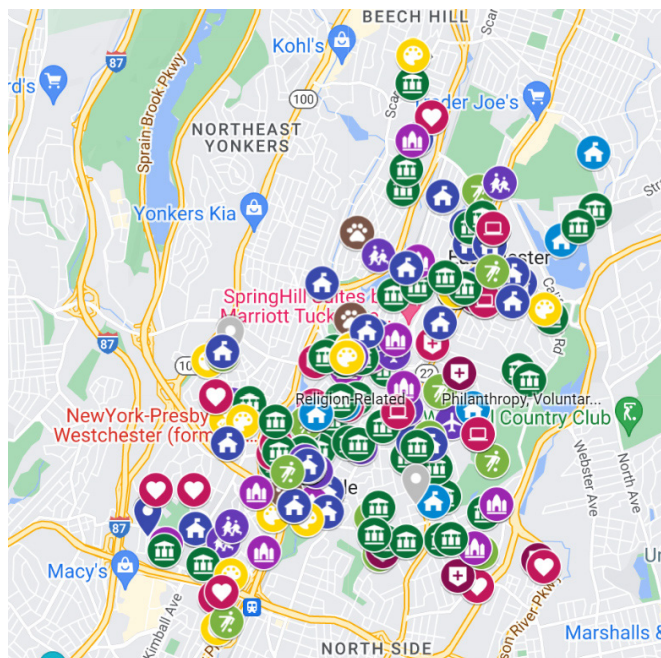
*Table 1: Bronxville, Eastchester and Tuckahoe Registered Public Charities, Public Foundations and Private Foundations: Number, Revenue and Assets 2022*

|  | Number | Revenue | Assets |
|---|---|---|---|
| All Public Charities | 211 | $281,214,724 | $398,504,770 |
| Arts, Culture & Humanities | 22 | $1,369,980 | $11,798,726 |
| Education | 47 | $180,296,841 | $330,421,768 |
| Higher Education | 2 | $160,651,814 | $294,772,690 |
| Other Education | 45 | $19,645,027 | $35,649,078 |
| Environment & Animals | 7 | $6,965 | $13,445 |
| Health | 10 | $73,238,643 | $6,698,833 |
| Hospitals and primary care facilities | 1 | $71,990,325 | $0 |
| Other Health Care | 10 | $1,248,318 | $6,698,833 |
| Human Services | 82 | $26,206,659 | $41,743,788 |
| International, Foreign Affairs & National Security | 4 | $4,802 | $2,959,555 |
| Other Public & Societal Benefit | 16 | $72,645 | $766,600 |
| Religion-Related | 26 | $72,645 | $4,102,055 |
|  |  |  |  |
| Philanthropy, Voluntarism & Grantmaking Foundations* | 60 | $1,351,555 | $82,690,349 |
| *not included in totals above |  |  |  |

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Area nonprofits include nearly 300 public charities registered with the IRS, in addition to religious institutions not required to report. Of the 211 operating public charities (not including philanthropy, voluntarism and grantmaking foundations), the largest subsector of nonprofits by number are human service organizations, followed by education and religion-related organizations. By comparison, nationally we see a significantly larger proportion of organizations focused on health, environment and animals, and other public and societal benefits.

*Figure 1: Percentage of Registered Public Charities by Program Area: BET to US Comparison*
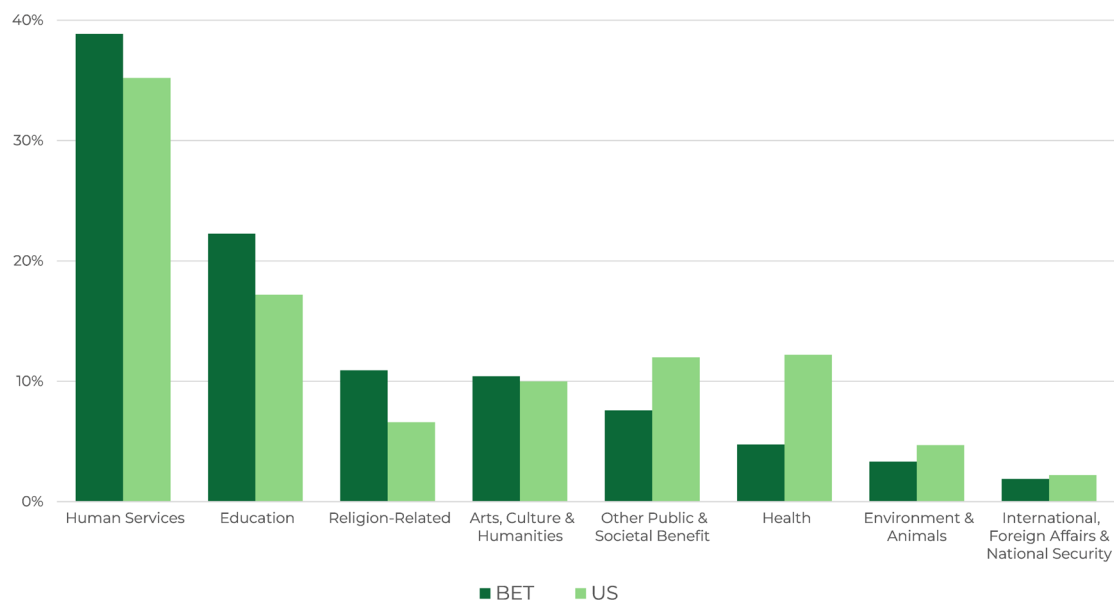


When we examine nonprofit revenue, which is a proxy for budget size, typically education and health organizations have larger budgets than other nonprofits, especially higher education institutions and hospitals: and this nationwide trend is reflected in the BET nonprofit sector *(Figure 2)*. However, we see significant differences in the proportion of total revenue in the BET nonprofit sector compared to U.S. aggregates in these two areas. While education and health budgets are large across the United States, BET's proportion of nonprofit budgets in the education subsector is proportionally much larger than we see nationwide, while health represents a significantly lower segment of budget activity in the BET communities.

*Figure 2: Revenue of Registered Public Charities by Program Area: BET to US Comparison*
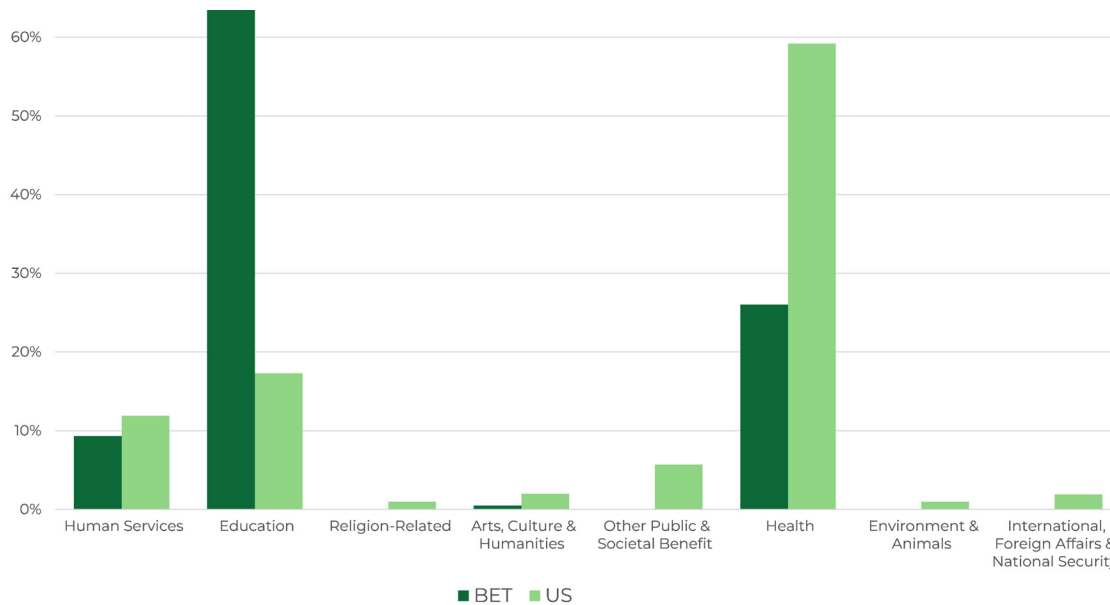


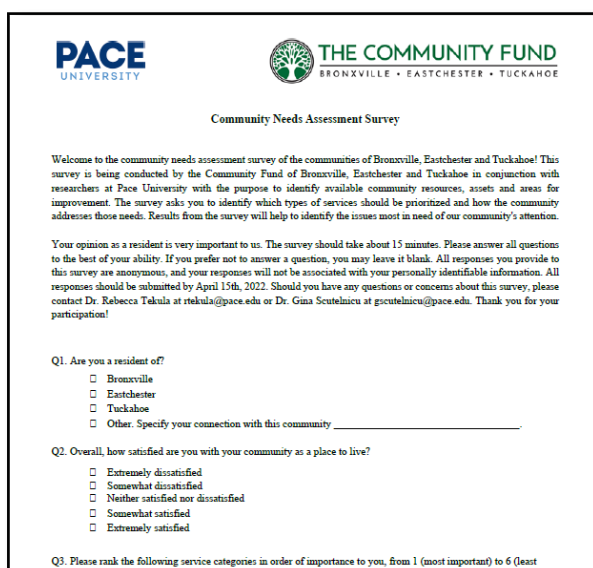Removing hospitals and higher education institutions from our analysis further uncovers these disparities *(Figure 3)*. While education remains a high area of investment, human services cover the largest proportion of budget activity for BET nonprofit organizations, and heath care represents a very small fraction of nonprofit activity compared to other subsectors and the national benchmarks.

*Figure 3: Revenue of Registered Public Charities by Program Area: BET to US Comparison (without Hospitals and Higher Education)*

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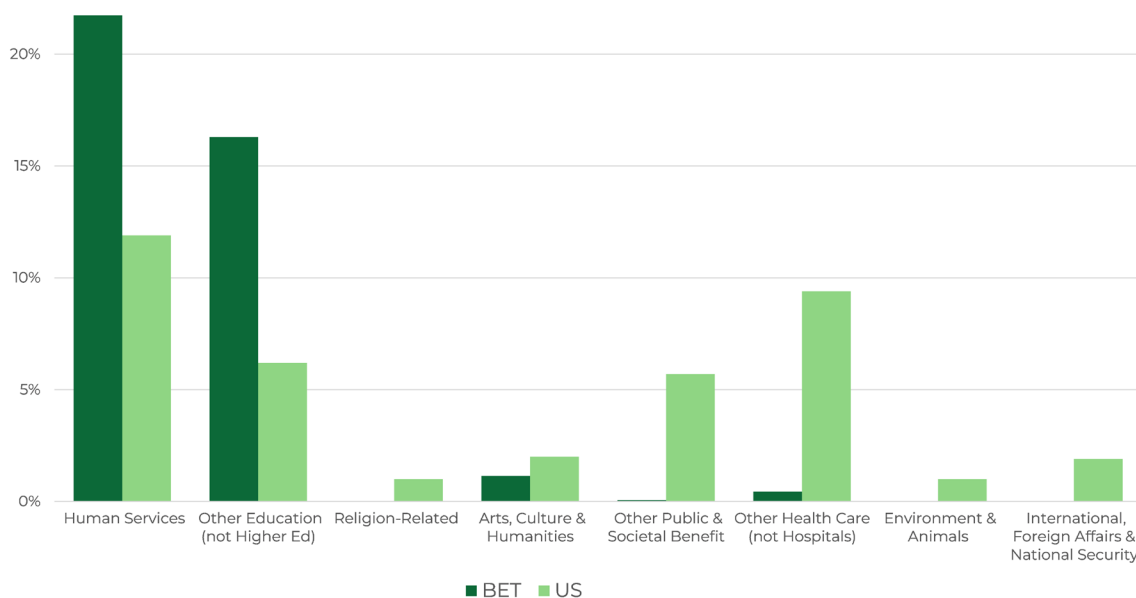
# Community Needs Survey

The BET community needs survey consisted of 54 questions covering five key community service areas: basic human needs; community services; crisis and disaster services; families, children and seniors; and mental and physical health (Appendix A). It was designed primarily by using closed-ended questions, in order to provide quantifiable data – that is, data that can be counted (for example, the number of residents who feel environments that promote active living are important in the community). Additionally, the survey included several open-ended questions that allowed respondents to provide more in-depth responses.

Once the survey questionnaire was designed, it was pilot tested by BET Community Fund board members and partners. Prior to the start of data collection, the Pace University Institutional Review Board issued an approval to conduct the research study. The community needs survey was then distributed to the residents and employees of the three communities using a mixed-mode survey of both internet and in-person modes. Both survey modes in this survey used self-administered questionnaires, which residents filled out on their own without the assistance of an interviewer. Using both internet and in-person modes also helps with a better participant representation by including the voices of those who don't have access to an electronic device.

To reach a diverse group of residents, we identified individuals and organizations in each community that assisted us with direct outreach. Key community partners that helped with the survey dissemination in the three communities included local governments, parent-teacher associations (PTAs), libraries, senior centers, counselling centers, medical centers and local community organizations. The sampling frame of the survey consisted of approximately 8,000 potential respondents who were part of official listservs of the BET Community Board and the aforementioned key community partners.

The online survey was distributed through several channels: the Community Fund and local municipalities listservs, website links, social media channels of various community partners, local newspapers, and personal outreach. It was conducted via Qualtrics, a leading online survey platform, in partnership with Pace University. The in-person survey was administered at the location of several community partners. Fliers with QR codes were also utilized and those were distributed to local businesses and organizations that were able to share them. The survey was administered between March 7th and October 21st, 2022.

# Overview of Survey Respondents

The survey received 520 valid responses from residents and employees in the three communities. All participants completed the survey in English. The survey reflects a wide variety of demographics. We explain various demographics in this section.

## Residency of Survey Responses

The majority of participants (43.8%) reside in the Town of Eastchester, 24.5% reside in the Village of Tuckahoe, followed by 21.8% of participants who reside in the Village of Bronxville and 9.9% of respondents residing outside of the three communities but being connected to them as employees, business owners, former or community adjacent residents.

*Figure 4: Residency of Survey Respondents*



- Eastchester
- Bronxville
- Tuckahoe
- Other
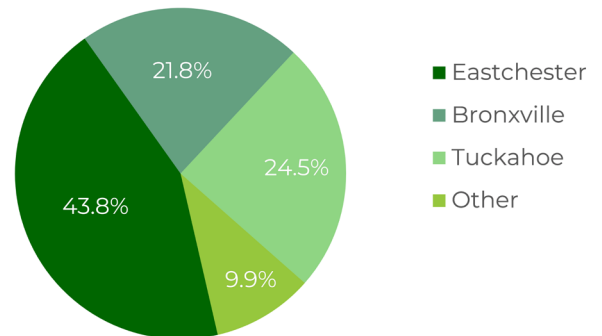
*Figure 5: Gender of Survey Respondents*



- Female
- Male
- Not disclosed
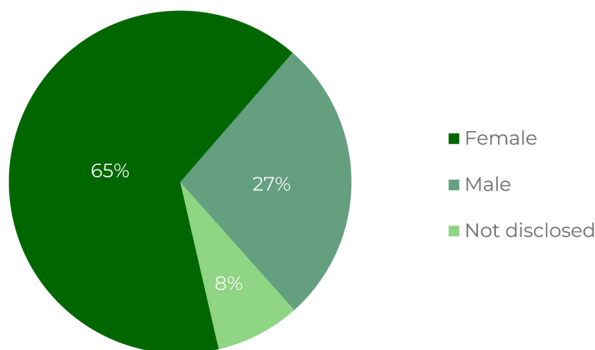
## Gender of Survey Responses

Approximately 65% of respondents in the survey who provided responses to our gender question identified as females, 27% as males, and 8% preferred not to disclose their gender identity. It should be noted that 43% of participants responded to this question whereas 57% preferred not to.

## Race/Ethnicity of Survey Responses

Of those who chose to disclose their race/ethnicity approximately 82% indicated they were white or Caucasians, 6% identified as Black or African-Americans, 4% identified as Hispanic or LatinX, 3% identified as Asian-Americans, and 5% identified as other. It's worth mentioning that 42% of participants disclosed their race while 58% chose not to.

*Figure 6: Race/Ethnicity of Survey Respondents*

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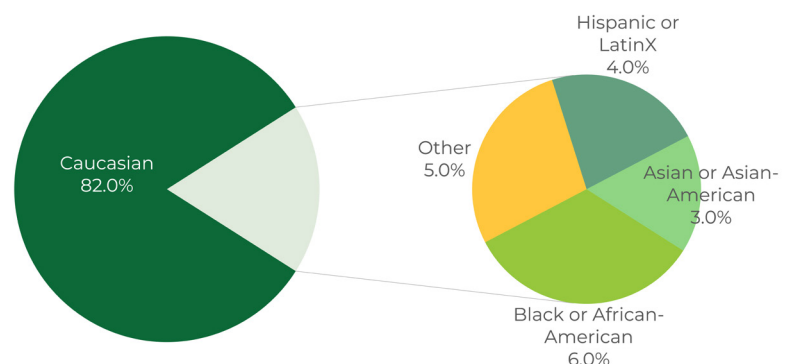
## Education Level of Survey Respondents

We also asked respondents to indicate their highest level of education completed. The majority of respondents (50%) in our survey had a graduate degree, 37% were college graduates, 9% completed some college without being awarded a degree, and 4% completed high school or less. It should be noted that 43% of respondents disclosed their highest level of education and 57% chose not to.

*Figure 7: Education of Survey Respondents*
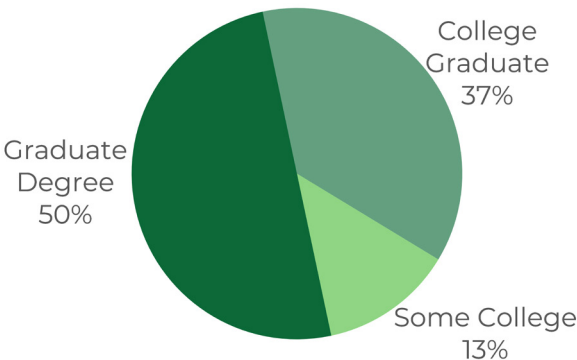


*Figure 8: Age of Survey Respondents*
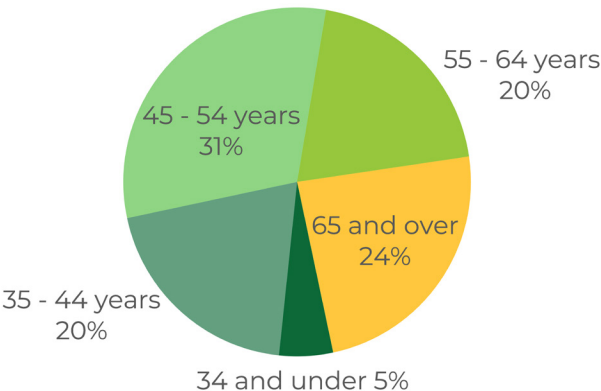


## Age of Survey Respondents

Participants were asked to provide the year they were born. We created age ranges as depicted in Figure 8. Almost a quarter of respondents (24%) were 65 years and older, 20% of them were between 55 and 64, 31% of them were between 45 and 54, another 20% of participants were between 35 and 44, and 5% being 34 years old and younger. Almost half of the participants (44%) were 55 and older.

## Employment Status of Survey Respondents

The majority of respondents (51%) indicated they were employed full-time, 10% indicated they were employed part-time, 9% were self-employed, 19% were retired, and 11% were not employed. Forty one percent of survey participants chose to respond to this question whereas 59% chose not to.

*Figure 9: Employment Status of Survey Respondents*
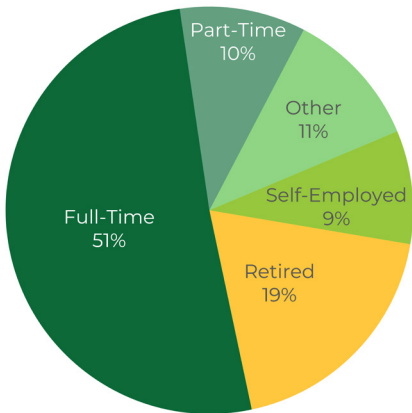
## Household Income of Survey Respondents

We also asked respondents to indicate their household income level. Thirty percent of participants indicated their household income was over 300k a year, 21% indicated their household earned between 200 and 299k a year, 27% indicated their household members earned between 100 and 199k a year, and 22% of participants indicated their household income was below 99k a year. Only 35% of survey participants chose to disclose their household annual income while 65% chose not to.

*Figure 10: Household Income of Survey Respondents*



*Figure 11: Housing Situation of Survey Respondents*
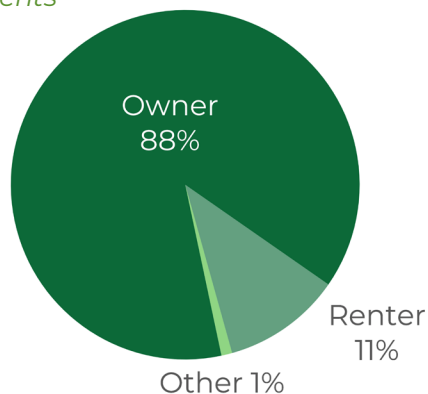


## Housing Situation of Survey Responses

The overwhelming majority of participants (88%) indicated they were homeowners, 11% indicated they rented a home and 1% had a different living arrangement. It should be noted that 41% of all survey respondents chose to disclose their housing situation whereas 59% chose not to.

## Years in Community of Survey Respondents

The majority of respondents in this survey have lived in their BET community for a number of years, with 71 percent of respondents having lived in the BET community for 11 or more years, and 46 percent of survey respondents for over 21 years. A full distribution is shown in Figure 12.

*Figure 12: Years in Community of Survey Respondents*
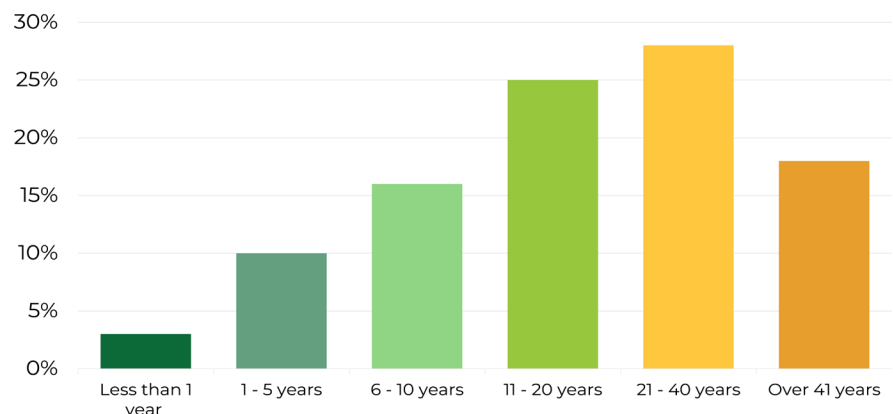
**Differences in Participants by the BET Community**

Survey participants differed in most of their demographic characteristics in the three BET communities. Figure 13 depicts the break-down for the number of years residents lived in their communities. Tuckahoe has the largest percentage of newer residents whereas Bronxville has the largest percentage of residents who lived in their community the longest. Eastchester has the largest percentage of residents who lived in their communities for a medium time.

*Figure 13: Years in Community of Survey Respondents, by Community*
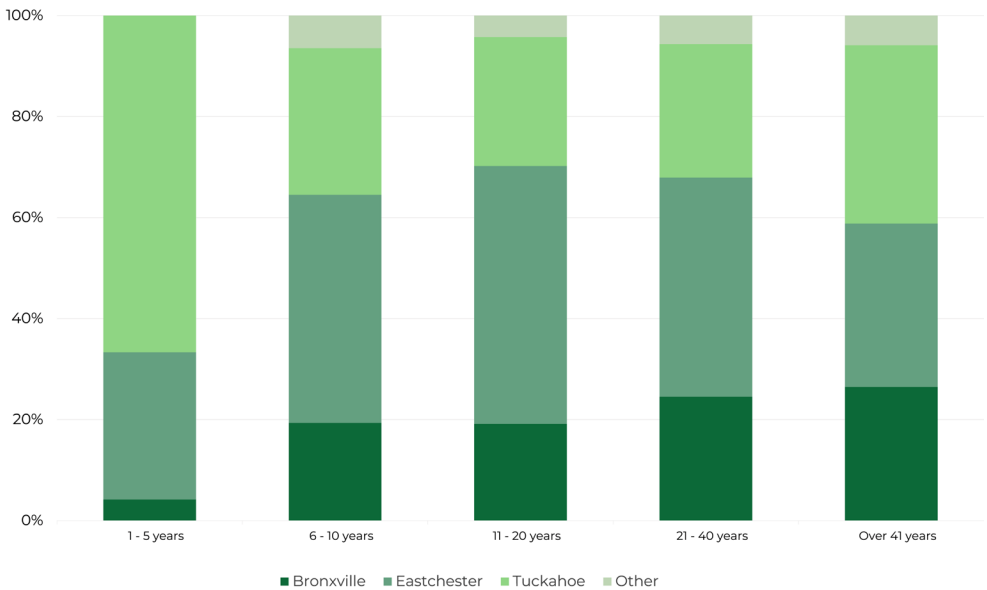
**Education:** There was a higher percentage of Eastchester and Tuckahoe residents who had a high school diploma and those who completed some college when compared to Bronxville residents.

**Race/Ethnicity:** Survey participants of Hispanic or LatinX descent show a higher representation in Eastchester and Tuckahoe than in Bronxville. A significantly higher percentage of African American respondents came from Tuckahoe than from Bronxville and Eastchester. Finally, there was a higher representation of Asian Americans who resided in Tuckahoe when compared to Bronxville and Eastchester.

**Income:** There was a higher representation of residents whose households had fewer earnings (e.g., in the 50-99K and 100-149K ranges) from Tuckahoe than from Eastchester and Bronxville. Conversely, Bronxville residents whose households had the higher income had a higher representation in the survey than their counterparts in Eastchester and Tuckahoe.

**Employment:** Survey participants also differed by their employment status with a higher representation of full-time employees in Eastchester residents than in Tuckahoe and Bronxville. Also, there were more retired residents in Tuckahoe and Bronxville than in Eastchester who participated in the survey.

**Housing:** Finally, there were more Tuckahoe survey participants who were renters when compared to those in Eastchester and Bronxville.

Survey participants are a fairly representative sample of the BET population, with some groups being slightly over-represented whereas others being under-represented. For instance, women's voices are over-represented in this survey (65%) when compared to their BET population (53%). Additionally, the voices of two ethnic groups are over-represented in the survey when compared to their presence in the population: participants who identified themselves as white (82% v. 75%) and those who identified themselves as African American (6% v. 2%). Other two ethnic groups are under-represented in this survey. Participants who identified themselves as LatinX had a lower representation in this survey than in their population (4% v. 10%). Similarly, those who identified themselves as Asian Americans had a lower representation in the survey (3%) than in the BET population (8%). Whereas the survey responses do not exactly mirror all the sub-groups in the population, they captured the overall diversity of the three communities. The follow-up interviews were conducted to check the accuracy and increase the reliability of the survey results.

# Service Priority Areas

**Top Service Priority Area:** Participants ranked the five categories of community services from the highest to the lowest priority. Services included in the Families, Children and Seniors ranked the highest (50%), followed by services in the Basic Human Needs category (16%), and those in the Mental and Physical Health category (14%). The lowest priorities were directed to services in the Community Resources (11%), Crisis and Disaster management (6%) and Other (3%) categories.

*Table 2: Top BET Community Priority Area*

| Top Priority | Percent | N |
|---|---|---|
| Families, Children and Seniors | 50% | 228 |
| Basic Human Needs | 16% | 75 |
| Mental and Physical Health | 14% | 66 |
| Community Resources | 11% | 48 |
| Crisis and Disaster Services | 6% | 27 |
| Other | 3% | 12 |
| Total | 100% | 456 |

**Service Priorities by Community:** When the top priority was broken down by the individual BET communities, the following trends were noted:

- Eastchester residents placed a slightly higher priority on Families, Children and Seniors than residents in the other two communities

- Tuckahoe and outside residents placed a higher priority on Human Needs services than residents in the other communities

- Bronxville and outside residents placed a higher priority on Mental and Physical Health when compared to residents in the other communities

- Tuckahoe residents placed a higher priority on Community Resources when compared to residents in the other communities

- Non-residents placed a higher priority on Crisis and Disaster services than the BET residents.

*Figure 14: Service Priorities by Community*
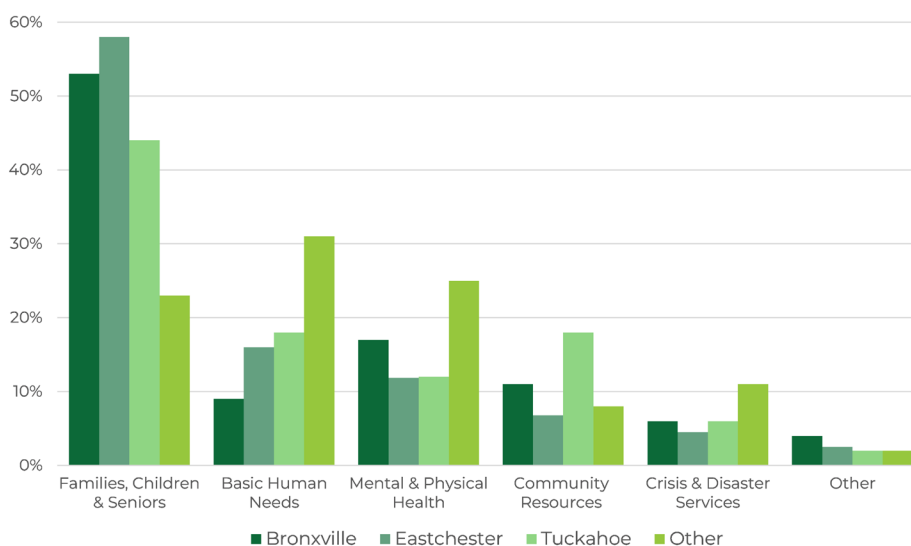
# Gap Analysis:
# Families, Children and Seniors

Families, Children and Seniors was the highest ranked service category by survey participants, with 50% of respondents indicating support for it. Participants indicated their perceived level of importance and how the need for a service was met by using a 1-5 scale with 1 being the least important and lowest degree of need being met, and 5 being the most important and highest degree of need being met. Table 3 below shows that, overall, the BET community needs improvement in all the areas to close the service gap. *The top services that show the highest need are:*

- Elder Care Options
- Parent Training
- School Counseling Services
- Special Needs Services for Adults
- Extra-curricular Education
- College Prep
- Childcare During Regular & Extended Hours
- Safety at School

Overall, services that were identified as a lower priority refer to the following: after school activities, special needs services for children, bilingual or multi-lingual communications, free or subsidized lunch, and digital access.

*Table 3: Gap Analysis for Services in the Families, Children and Seniors Category*

| | Importance | Needs Met | Gap | N |
|---|---|---|---|---|
| Elder Care Options | 4.17 | 3.09 | 1.08 | 270 |
| Parent training | 3.91 | 2.99 | 0.92 | 253 |
| School counseling services | 4.50 | 3.60 | 0.90 | 271 |
| Special needs services for adults | 4.13 | 3.23 | 0.90 | 272 |
| Extra-curricular education | 4.42 | 3.55 | 0.87 | 269 |
| College prep | 4.38 | 3.56 | 0.82 | 267 |
| Childcare during regular and extended hours | 4.13 | 3.32 | 0.81 | 249 |
| Safety at school | 4.65 | 3.89 | 0.76 | 272 |
| After school activities | 4.33 | 3.69 | 0.64 | 258 |
| Special needs services for children | 4.30 | 3.68 | 0.62 | 270 |
| Bilingual/multilingual communications | 3.69 | 3.13 | 0.56 | 243 |
| Free/subsidized lunch | 3.71 | 3.22 | 0.49 | 243 |
| Digital access | 4.30 | 3.86 | 0.44 | 266 |
| *Scale of 1 to 5 where 5 indicates the highest level of perceived importance and degree to which the need is being met.* | | | | |

Figure 15 depicts the variation of the three communities under analysis in terms of service needs in the Families, Children and Seniors category. The three communities varied in some of their top needs to be met, as follows:

*Figure 15: Service Gap by Community: Families, Children and Seniors*
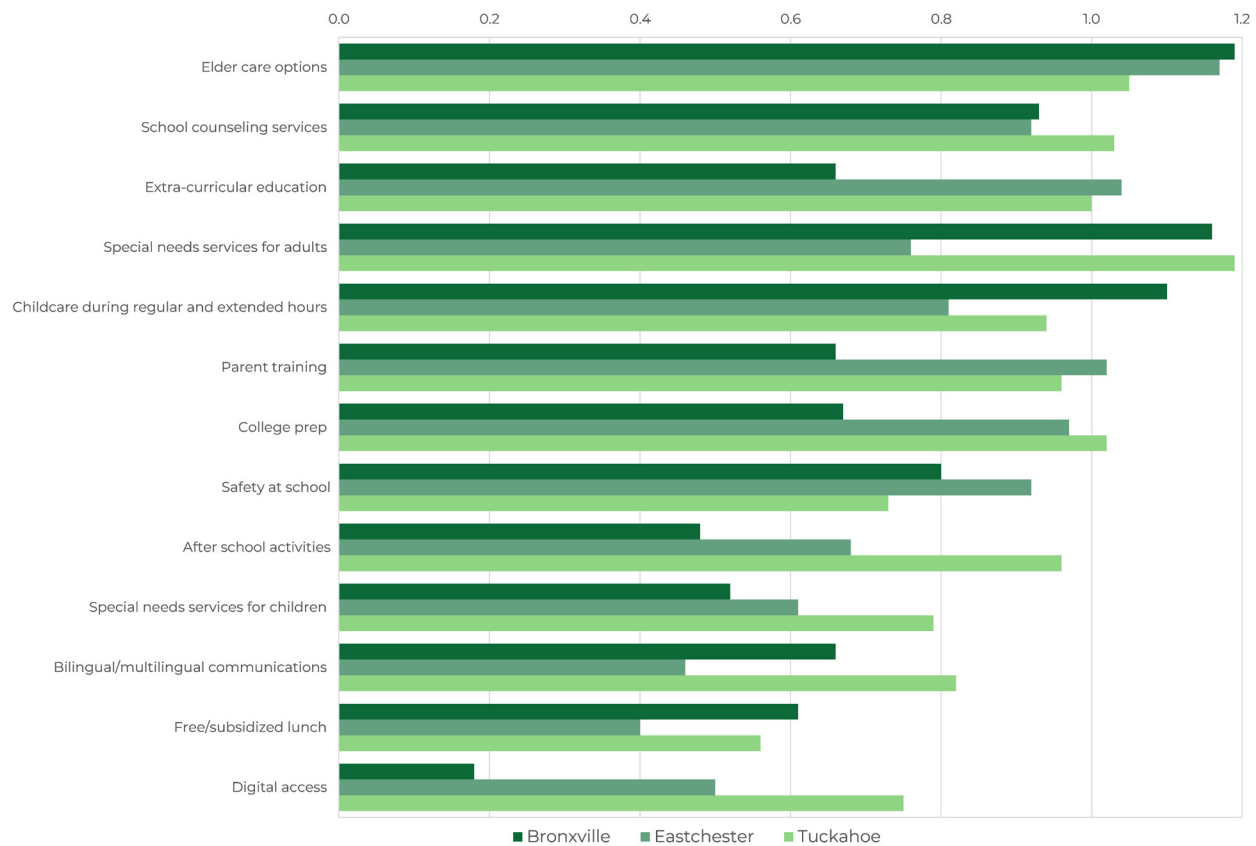


**Bronxville** residents identified the following top 5 unmet needs:

- Elder Care Options
- Special Needs Services for Adults
- Childcare during Regular & Extended Hours
- School Counseling Services
- Safety at school

**Eastchester** residents identified the following top 5 unmet needs:

- Elder care options
- Extra-curricular Education
- Parent Training
- College Prep
- Safety at school (tie)
- School counseling services (tie)

**Tuckahoe** residents identified the following top 5 unmet needs:

- Special Needs Services for Adults
- Elder Care Options
- School Counseling Services
- College Prep
- Extra-curricular Education

It's worthwhile noting that Tuckahoe residents identified large service gaps for three additional services as follows: parent training, after school activities, and child-care during regular and extended hours.

Residents outside the BET community identified as the top unmet need in this category to be parent training. Additional services that had medium gaps referred to: elder care options, special needs services for children, and school counseling services.

One service priority that all three communities have in common is represented by elder care options. Other similarities can be noted. Bronxville and Tuckahoe respondents identified special needs for adults as one of their top priorities whereas Eastchester and Tuckahoe respondents identified a similar top priority in the form of extra-curricular education.

When considering differences among the three communities for the Families, Children and Seniors category, some trends are noted, as follows:

- Bronxville has the highest service gap among the BET communities in childcare during regular and extended hours, and free/subsidized lunch.
- Eastchester has the highest service gap among the BET communities for extra-curricular education, parent training, and safety at school.
- Tuckahoe has the highest service gap among the BET communities for the following seven services: special needs for adults, school counseling services, college prep, after school activities, bilingual/multilingual communications, special needs for children, and digital access.

Non-BET residents didn't have the highest service gap in any services in this category. Lower service priorities also varied by the three communities, as follows:

**Bronxville** residents identified the following services as having the lowest need gaps:

- Digital access
- After-school activities and
- Special needs services for children.

**Eastchester** residents identified the following services as having the lowest need gaps:

- Free/subsidized lunch
- Bilingual/multilingual communications and
- Digital access.

**Tuckahoe** residents identified free/subsidized lunch service as having the lowest need gap. Residents outside the BET community identified after-school activities and digital access as two service areas that fully met their needs.

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# Gap Analysis:
# Basic Human Needs

The second highest ranked service category was Basic Human Needs with 16% of the survey participants indicating support for it.  Results presented in *Table 4* show that, overall, the service needs identified by the BET residents vary considerably. *The services that show the highest need in this category are:*

• Preventing Bias, Discriminiation and Racism

• Presence of Quality Grocery Stores

• Quality Housing

Services that were identified as mid-priorities refer to: literacy training, shelter services, English as a second language, housing assistance, and food banks/pantries. Finally, the services that were identified as low priority refer to immigration assistance, nutrition and food assistance, and reentry assistance of ex-offenders.

On the following page, *Figure 16* describes the service gap variation in the Human Needs category by community. The three communities varied in some of their top needs to be met, as follows:

*Table 4: Service Gaps for Basic Human Needs*

|  | Importance | Needs Met | Gap | N |
|---|---|---|---|---|
| Preventing bias, discmination and racism | 4.04 | 3.01 | 1.03 | 242 |
| Quality grocery stores | 4.60 | 3.66 | 0.94 | 248 |
| Quality housing | 4.22 | 3.52 | 0.70 | 249 |
| Literacy training | 3.58 | 3.02 | 0.56 | 245 |
| Shelter services | 3.19 | 2.73 | 0.46 | 244 |
| English as a second language instruction | 3.39 | 2.99 | 0.40 | 244 |
| Housing assistance | 3.48 | 3.04 | 0.44 | 244 |
| Food banks/pantries | 3.59 | 3.15 | 0.44 | 244 |
| Immigration assistance | 3.16 | 2.78 | 0.38 | 243 |
| Nutrition/food assistance | 3.78 | 3.38 | 0.40 | 247 |
| Reentry assistance of ex-offenders | 2.99 | 2.72 | 0.27 | 244 |
| *Scale of 1 to 5 where 5 indicates the highest level of perceived importance and degree to which the need is being met.* | | | | |

Bronxville residents identified two top service needs in this category: presence of quality grocery stores and preventing bias, discrimination and racism. They also identified two medium priorities: literacy training, and food banks and pantries.

Eastchester residents identified only one top service priority - preventing bias, discrimination and racism, and three medium priorities: quality housing, literacy training, and presence of quality grocery stores.

Tuckahoe residents identified the following services as being their highest needs: preventing bias, discrimination and racism, quality grocery stores, quality housing and literacy training.It should be noted that Tuckahoe residents indicated that all but one (e.g., reentry assistance of ex-offenders) service from the rest of the Human Needs services were medium priorities.

Residents outside the BET community identified quality housing as the top unmet need in this category. Services that had medium need gaps referred to: preventing bias, discrimination and racism, shelter services, reentry assistance for ex-offenders, quality grocery stores, and food banks/pantries.

There is one top common service priority for the three communities: preventing bias, discrimination and racism. Another similarity can be noted for Bronxville and Tuckahoe in identifying quality grocery stores as a top need for their communities.

The results for the Basic Human Needs category show more differences than similarities among the three communities, as follows:

- Tuckahoe has the highest service gap among the three communities for nine of the eleven services in this category. Although quality grocery stores and food banks/pantries were ranked as the second highest service gap by Tuckahoe residents, the difference between the first and the second place are minimal for these two services.

- Bronxville has the highest service gap among the BET communities in quality grocery stores, and food banks/pantries.

- Interestingly, Eastchester didn't lead in any of the Basic Human Need services but it had the second highest service gap in the following areas: preventing bias, discrimination and racism, quality housing, literacy training, English as a second language, and housing assistance.

- Non-BET residents had the highest service gap in shelter services and reentry initiatives.

*Figure 16 Service Gap by Community: Basic Human Needs*
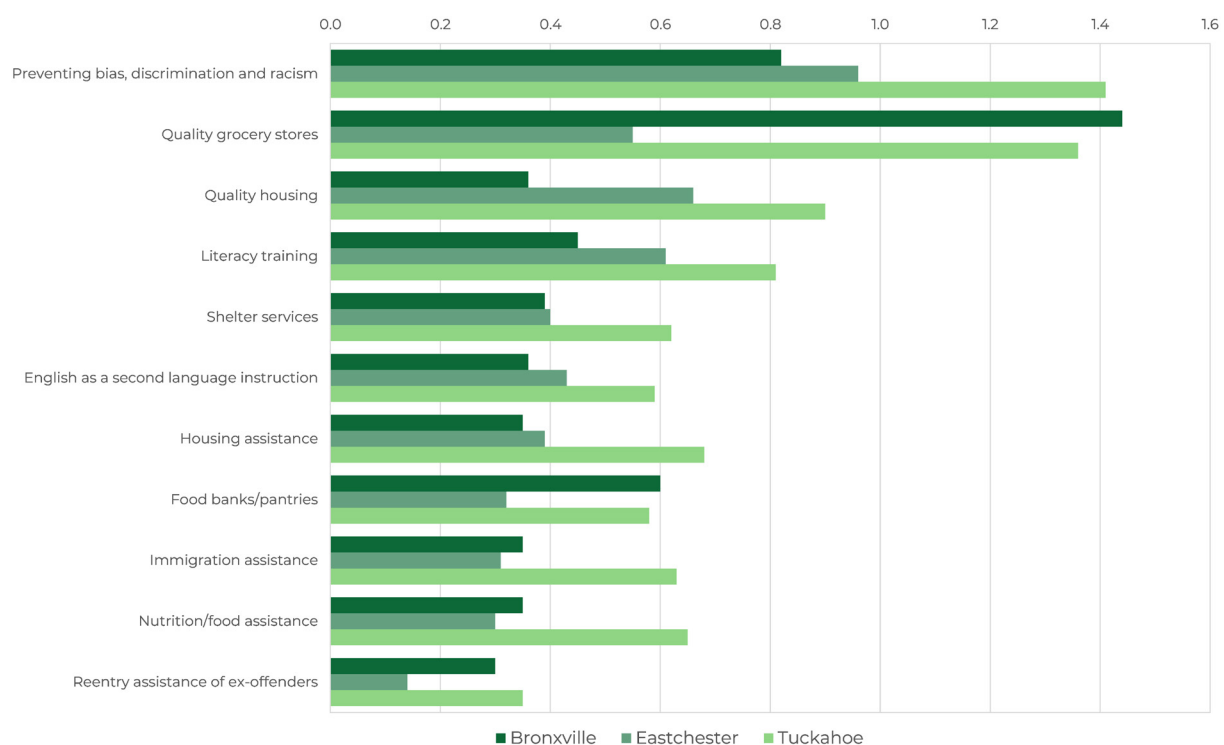
Lower service priorities also varied by the three communities, as follows:

Bronxville residents identified the following services as having the lowest need gaps:

- Reentry assistance for ex-offenders
- Housing assistance
- Nutrition/food assistance and
- Immigration assistance.

Eastchester residents identified the following services as having the lowest need gaps:

- Reentry assistance for ex-offenders
- Nutrition/food assistance
- Immigration assistance and
- Food banks/pantries.

Tuckahoe residents identified reentry assistance for ex-offenders as the service with the lowest need gap.

Residents outside of the BET area identified the following services as having the lowest need gaps: English as a second language instruction, immigration assistance, and literacy training.

# Gap Analysis:
## Mental and Physical Health

Mental and physical health is the third largest-ranked service category by the BET community, with 14% of participants indicating support for it. *Table 5* presents the service gaps for all services in the mental and physical health area. Namely, survey participants identified twelve out of the fifteen services as high priority (a service gap need of .70 and above), with six services that had a service gap of over one point, as follows:

• Youth and Adult Suicide Counseling and Intervention

• Mental Health Care

• Youth and Adult Prevention and Treatment of Substance Abuse

• Counseling Services

It's important to note that the mental and physical health category contains the largest number of services where the need gap is above one point when compared to all the other service categories. In addition to the services above that had very high gap needs, the following services were also identified as high priorities by the BET residents:

• Medical care

• Home health care

• Rehabilitation services

• Disability services

• Healthcare for uninsured or under-insured services and

• Healthcare assistance programs.

*Table 5: Service Gaps for Mental and Physical Health*

| | Importance | Needs Met | Gap | N |
|---|---|---|---|---|
| Youth suicide counseling and intervention | 4.42 | 2.94 | 1.48 | 355 |
| Adult suicide counseling and intervention | 4.27 | 2.96 | 1.31 | 353 |
| Mental health care | 4.28 | 3.03 | 1.25 | 356 |
| Youth prevention and treatment of substance abuse | 4.29 | 3.11 | 1.18 | 355 |
| Counseling services | 4.18 | 3.10 | 1.08 | 352 |
| Adult prevention and treatment of substance abuse | 4.12 | 3.07 | 1.05 | 355 |
| Medical care | 4.56 | 3.66 | 0.90 | 354 |
| Home health care | 3.95 | 3.17 | 0.78 | 353 |
| Rehabilitation services | 3.94 | 3.17 | 0.77 | 356 |
| Disability Services | 4.02 | 3.27 | 0.75 | 355 |
| Healthcare for uninsured or under-insured people | 3.78 | 3.05 | 0.73 | 355 |
| Healthcare assistance programs | 3.88 | 3.17 | 0.71 | 351 |
| Emergency Medical Services | 4.69 | 4.05 | 0.64 | 361 |
| Chronic illness services | 4.05 | 3.47 | 0.58 | 356 |
| Ambulatory care | 4.43 | 3.96 | 0.47 | 358 |
| *Scale of 1 to 5 where 5 indicates the highest level of perceived importance and degree to which the need is being met.* | | | | |

Three services were identified as lower priorities and they refer to: emergency medical services, chronic illness services and ambulatory care. Overall, survey participants did not indicate that mental and physical health services were a low priority in the BET area.

*Figure 17: Service Gap by Community: Mental and Physical Health*
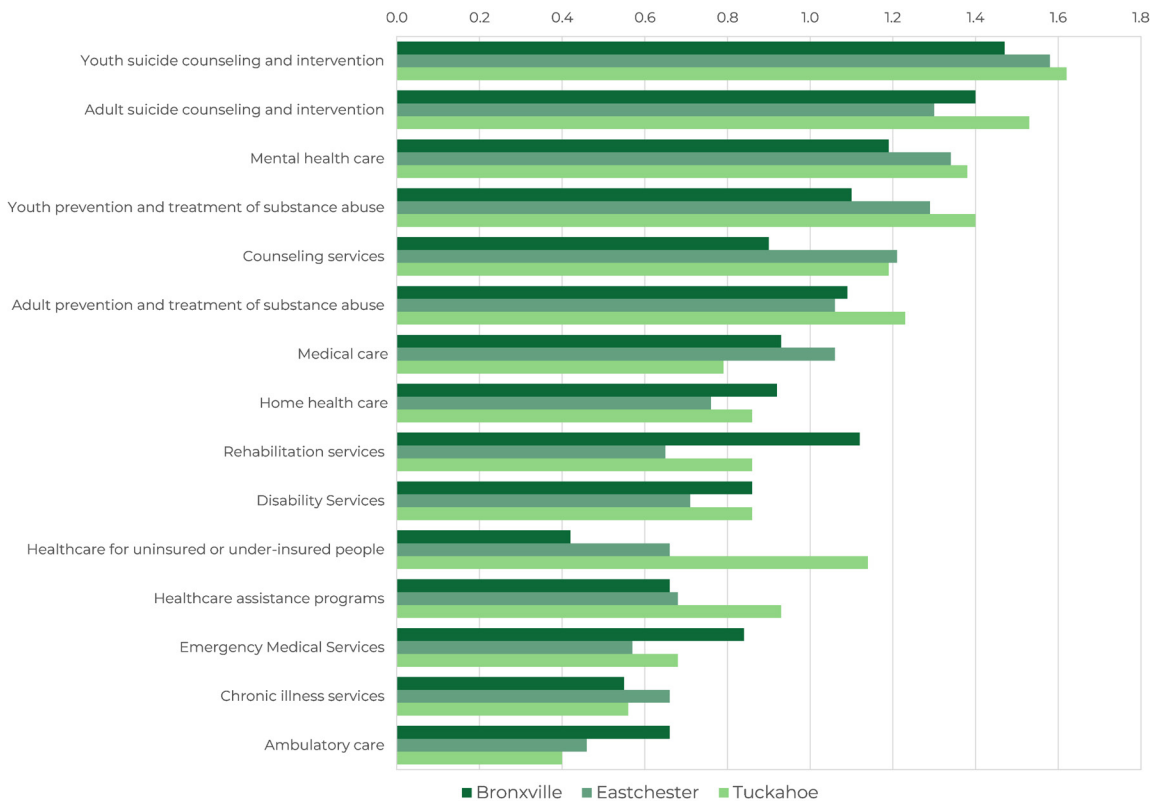


Figure 17 describes the service gap variation in the Mental and Physical Health category by community. The three communities were mostly consistent in terms of their top health priorities and varied slightly in some of their very high needs, as follows:

**Bronxville** residents identified the following health services as top priorities:

- Youth & adult suicide counseling & intervention
- Mental health care
- Rehabilitation services
- Youth & adult prevention & treatment of substance abuse.

**Eastchester** residents identified the seven health services as top priorities:

- Youth & adult suicide counseling & intervention
- Mental health care
- Youth prevention & treatment of substance abuse
- Counseling services
- Adult prevention & treatment of substance abuse
- Medical care.

Tuckahoe residents identified the following health services as top priorities:

- Youth & adult suicide counseling & intervention
- Youth prevention & treatment of substance abuse
- Mental health care
- Adult prevention & treatment of substance abuse
- Counseling services
- Healthcare for uninsured or under-insured services.

Residents outside the BET community did not identify gap service needs higher than one point.

The three communities also varied in terms of their medium and lower ranked service priorities, as follows:

Bronxville residents identified three medium service needs in the health category in the form of ambulatory care, healthcare assistance programs, and chronic illness services. They also identified healthcare for uninsured or under-insured people as a low priority.

Eastchester residents identified the following health services as medium priorities:

- Healthcare assistance programs
- Chronic illness services
- Healthcare for uninsured or under-insured people
- Rehabilitation services and
- Emergency medical services.

The lowest priority for the Eastchester residents was identified to be ambulatory care.

Tuckahoe residents identified emergency medical services and chronic illness services as being medium needs. Their lowest service health priority refers to ambulatory care.

Residents outside the BET community identified four services as the top unmet need in this category, as follows: youth and adult suicide counseling and intervention, counseling services, and mental health. Services that had medium need gaps referred to: healthcare for uninsured or under-insured people, medical care, adult prevention and treatment of substance abuse, and rehabilitation services.

The results show many similarities among the three communities under study for the Physical and Mental Health services. All three communities identified the following services as high needs in their communities:

- Youth and adult suicide counseling and intervention
- Mental health care
- Youth and prevention and treatment of substance abuse

Additionally, counseling services are perceived as having a high gap in Eastchester and Tuckahoe. When considering differences among the three communities, the following trends are noted:

- Bronxville has the highest service gap among the BET communities for rehabilitation services.
- Eastchester has the highest service gap among the BET communities for medical care.
- Tuckahoe has the highest service gap among the BET communities for
- Healthcare for uninsured and under-insured.
- Non-BET residents didn't have the highest service gap in any services in this category.

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# Gap Analysis:
# Community Resources

Community Resources is the fourth largest ranked service category by the BET community, with 11% of participants indicating support for it. The gap analysis for the services in the Community Resources category are presented in *Table 6. Overall, the services that were perceived to have the highest need in this category are:*

- Opportunities to Contribute to Community Decisions
- Environments that Promote Active Living
- Small Businesses
- Parks and Recreation

Services that were identified as mid-priorities refer to: neighborhood appearance and street lighting. Four services were identified as low priority and they refer to: employment opportunities, street parking, job placement services, and sanitation needs. The BET residents indicated that the needs for adequate transportation and houses of worships were fully met.

*Table 6: Service Gaps for Community Resources*

|  | Importance | Needs Met | Gap | N |
|---|---|---|---|---|
| Opportunities to contribute to community decisions | 4.21 | 3.27 | 0.94 | 424 |
| Environments that promote active living | 4.40 | 3.50 | 0.90 | 427 |
| Small businesses | 4.31 | 3.55 | 0.76 | 425 |
| Parks and recreation | 4.52 | 3.81 | 0.71 | 426 |
| Neighborhood appearance | 4.57 | 3.89 | 0.68 | 412 |
| Street lighting | 4.34 | 3.77 | 0.57 | 422 |
| Employment opportunities | 3.71 | 3.31 | 0.40 | 415 |
| Street parking | 3.87 | 3.48 | 0.39 | 420 |
| Job placement services | 3.34 | 3.01 | 0.33 | 398 |
| Sanitation needs | 4.61 | 4.34 | 0.27 | 425 |
| Adequate transportation | 3.76 | 3.74 | 0.02 | 419 |
| Houses of worship | 3.63 | 4.01 | -0.38 | 392 |
| *Scale of 1 to 5 where 5 indicates the highest level of perceived importance and degree to which the need is being met.* | | | | |

*Figure 18* depicts the variation of the three communities under analysis in terms of service needs in the Community Resources category. The three communities had fairly similar priorities and they slightly varied in some of their top needs to be met.

Bronxville residents identified the following five services as top priorities:
- Opportunities to Contribute to Community Decisions
- Environments that Promote Active Living
- Street Lighting
- Small Business
- Parks and Recreation

*Figure 18: Service Gap by Community: Community Resources*
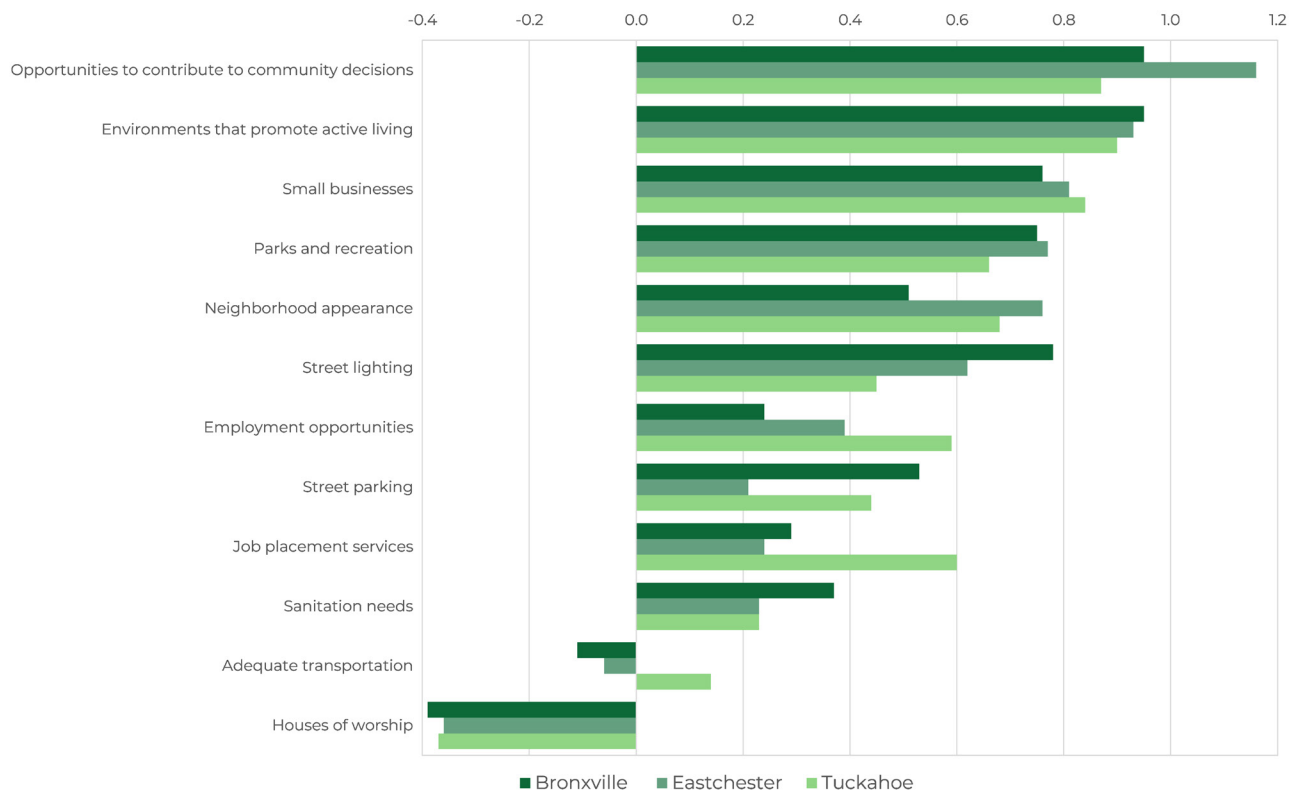


**Eastchester** residents identified the following services as top priorities:

- Opportunities to Contribute to Community Decisions
- Environments that Promote Active Living
- Small Businesses
- Parks and Recreation
- Neighborhood Appearance.

**Tuckahoe** residents identified three services as top priorities:

- Opportunities to Contribute to Community Decisions
- Environments that Promote Active Living
- Small Businesses.

Residents outside the BET community identified street parking and environments that promote active living as services with high need gaps.

The BET communities showed some variation in terms of their medium and lower ranked Community Resource priorities, as follows:

**Bronxville** residents identified two medium service needs in the form street parking and neighborhood appearance. They also identified sanitation needs, job placement services and employment opportunities as low priorities. Finally, Bronxville residents indicated in their responses that the needs for adequate transportation and houses of worship were fully met.

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Eastchester residents identified street lighting as a medium priority, and the following services as low priority:

· Employment opportunities

· Job placement services

· Sanitation needs and

· Street parking.

Similar to Bronxville, Eastchester residents indicated in their responses that the needs for adequate transportation and houses of worship were fully met.

Tuckahoe residents identified four services as having medium needs, as follows:

· Neighborhood appearance

· Parks and recreation

· Job placement services and

· Employment opportunities.

The same residents identified four services as being priorities: street lighting, street parking, and sanitation needs, and adequate transportation. Tuckahoe residents indicated in their collective responses that the need for houses of worship was fully met. Residents outside the BET community identified neighborhoods appearance as a medium need for the community. Services that had lower need gaps referred to:

· Small businesses

· Sanitation needs

· Employment opportunities

· Adequate transportation

· Opportunities to contribute to community decisions

· Street lighting and

· Job placement services.

Again, houses of worship was perceived as being a resource whose needs had been fully met. Results indicate that there are two high service priorities that all three communities have in common: opportunities to contribute to community decisions, and environments that promote active living. Additionally, the residents of the three communities under study also identified two services for which the needs are fully met: houses of worship, and adequate transportation.

When considering differences among the three communities for the Community Resources category, the following could be noted:

· Bronxville has the highest service gap among the BET communities for street lighting.

· Eastchester has the highest service gap among the BET communities for neighborhood appearance.

· Tuckahoe has the highest service gap among the BET communities for employment opportunities, and job placement services.

· Non-BET residents indicated the highest service gap in this category was street parking.

# Gap Analysis:
# Crisis and Disaster

Crisis and Disaster is the lowest ranked service category by the BET community, with 6% of participants indicating support for it. The gap analysis for the services in the Community Resources category are presented in *Table 7. Overall, the services that were perceived to have the highest need in this category are:*

- Disaster assistance
- Emergency recovery
- Victim assistance
- Emergency preparedness and
- Emergency food and aid distribution.

Services that were identified as mid to high priorities refer to crime prevention, assistance with domestic abuse or neglect, and neighborhood safety. Police response time to emergency calls was identified as the lowest priority in this service category.

*Table 7: Service Gaps for Crisis and Disaster*

|  | Importance | Needs Met | Gap | N |
|---|---|---|---|---|
| Disaster assistance | 4.54 | 3.56 | 0.98 | 223 |
| Emergency recovery | 4.50 | 3.52 | 0.98 | 220 |
| Victim assistance | 4.57 | 3.67 | 0.90 | 223 |
| Emergency preparedness | 4.63 | 3.73 | 0.90 | 227 |
| Emergency food and aid distribution | 4.36 | 3.49 | 0.87 | 222 |
| Crime prevention | 4.71 | 3.92 | 0.79 | 227 |
| Assistance with domestic abuse or neglect | 4.43 | 3.72 | 0.71 | 223 |
| Neighborhood safety | 4.77 | 4.08 | 0.69 | 221 |
| Police response time to emergency calls | 4.78 | 4.37 | 0.41 | 221 |
| *Scale of 1 to 5 where 5 indicates the highest level of perceived importance and degree to which the need is being met.* | | | | |

On the following page, *Figure 19* depicts the variation of the three communities under analysis in terms of service needs in the Crisis and Disaster Services category. The three communities slightly varied in some of their top needs to be met, as follows:

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*Figure 19: Service Gap by Community: Crisis and Disaster Services*
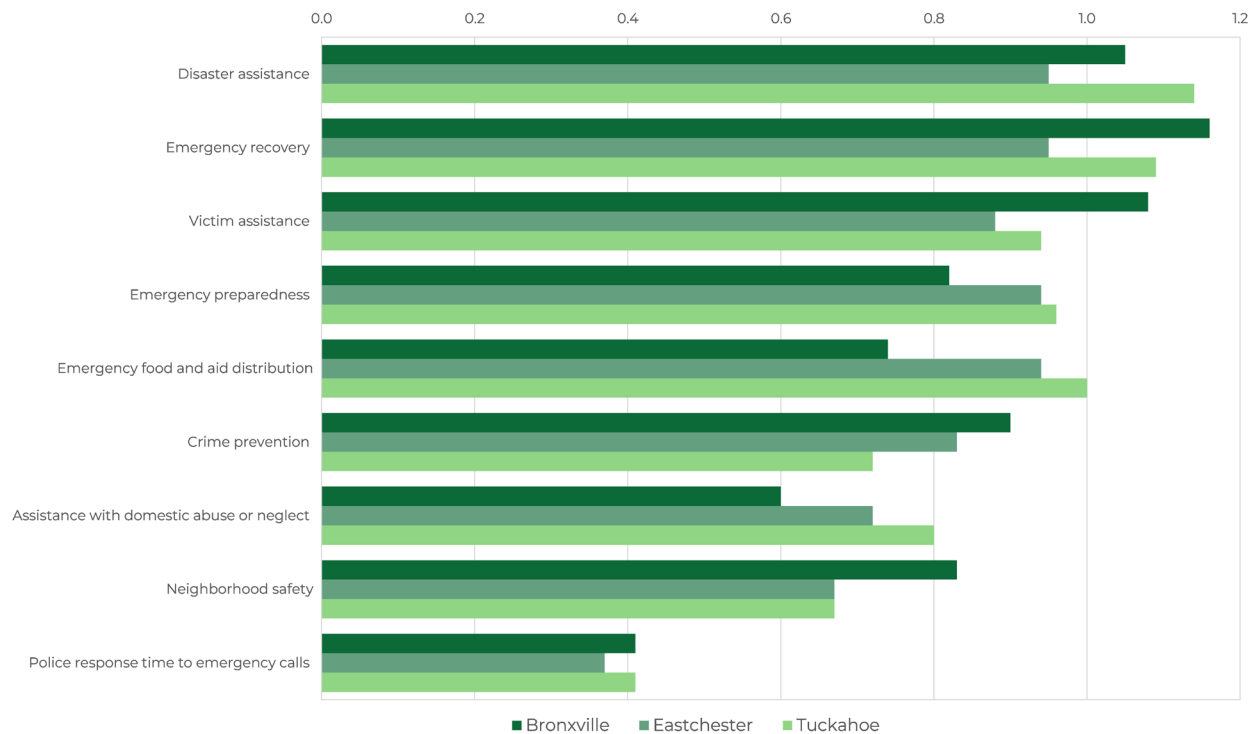


The BET communities showed some variation in terms of their medium and lower ranked Crisis and Disaster service priorities, as follows:

Bronxville residents identified the following three services as top priorities:

- Emergency recovery
- Victim assistance
- Disaster assistance and
- Crime prevention.

Eastchester residents identified the following services as top priorities:

- Disaster assistance
- Emergency recovery
- Emergency preparedness and
- Emergency food and aid distribution.

Tuckahoe residents identified four services as top priorities:

- Disaster assistance
- Emergency recovery
- Emergency food and aid distribution and
- Emergency preparedness.

Residents outside the BET community identified emergency preparedness and crime prevention as services with high need gaps.

The BET communities showed some variation in terms of their medium and lower ranked Crisis and Disaster service priorities, as follows:

Bronxville residents identified the following medium to high service needs:

- Neighborhood safety
- Emergency preparedness
- Emergency food and aid distribution
- Assistance with domestic abuse or neglect.

Police response time to emergency calls was perceived as the lowest priority in this category in the eyes of the Bronxville residents.

Eastchester residents identified the following services as medium to high priority:

- Victim assistance
- Crime prevention
- Assistance with domestic abuse or neglect
- Neighborhood safety.

Similar to Bronxville, police response time to emergency calls was perceived as the lowest priority in this category in the eyes of the Eastchester residents.

Tuckahoe residents identified four services as having medium to high needs, as follows:

- Victim assistance
- Assistance with domestic abuse or neglect
- Crime prevention and
- Neighborhood safety.

Again, police response time to emergency calls was perceived as the lowest priority in this category by the Tuckahoe residents.

Residents outside the BET community identified six services as medium to high priority, as follows:

- Disaster assistance
- Emergency recovery
- Victim assistance
- Assistance with domestic abuse or neglect
- Neighborhood safety
- Emergency food and aid distribution

The same residents perceived police response time to emergency calls was perceived as the lowest priority in this category.

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Results indicate that there are two high priorities all three communities have in common: disaster assistance and emergency recovery. Other similarities can be noted. Bronxville and Tuckahoe respondents identified victim assistance as one of their top priorities, whereas Eastchester and Tuckahoe respondents identified a similar top priority in the form of emergency preparedness. Finally, residents from all the three BET communities agreed that police response time to emergency calls had the lowest need gap.

When considering differences among the three communities, the following could be noted:

- Bronxville has the highest service gap among the BET communities for crime prevention and neighborhood safety.

- Eastchester residents didn't have the highest service gap among the BET communities for any of the services in this category.

- Tuckahoe has the highest service gap among the BET communities in assistance with domestic abuse.

- Non-BET residents indicated the highest service gap in this category was police response time to emergency calls.

# Service Gap:
# Differences and Similarities

As described in *Figure 20* the BET communities differ in their overall service priorities. While the three communities differ in priorities based on service categories , Mental and Physical Health emerges as the biggest service gap area overall. *Figure 21* presents the highest service gaps for the Physical and Mental Health category.

*Figure 20: Priorities by Community*



BRONXVILLE
Mental &
Physical Health

EASTCHESTER
Families, Children
& Seniors

TUCKAHOE
Basic Human
Needs

OTHER
Mental &
Physical Health

The three communities differ in priorities.
**Mental and Physical Health is the biggest gap area overall.**

- Eastchester places a slightly higher priority on Families, Children and Seniors than residents in Bronxville and Tuckahoe.
- Tuckahoe and outside residents placed a higher priority on Human Needs services than residents in the other communities
- Bronxville and outside residents placed a higher priority on Mental and Physical Health when compared to residents in the other communities
- Tuckahoe residents placed a higher priority on Community Resources when compared to residents in the other communities
- Non-residents placed a higher priority on Crisis and Disaster services than the BET residents.

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*Figure 21: Service Gaps in Mental and Physical Health*
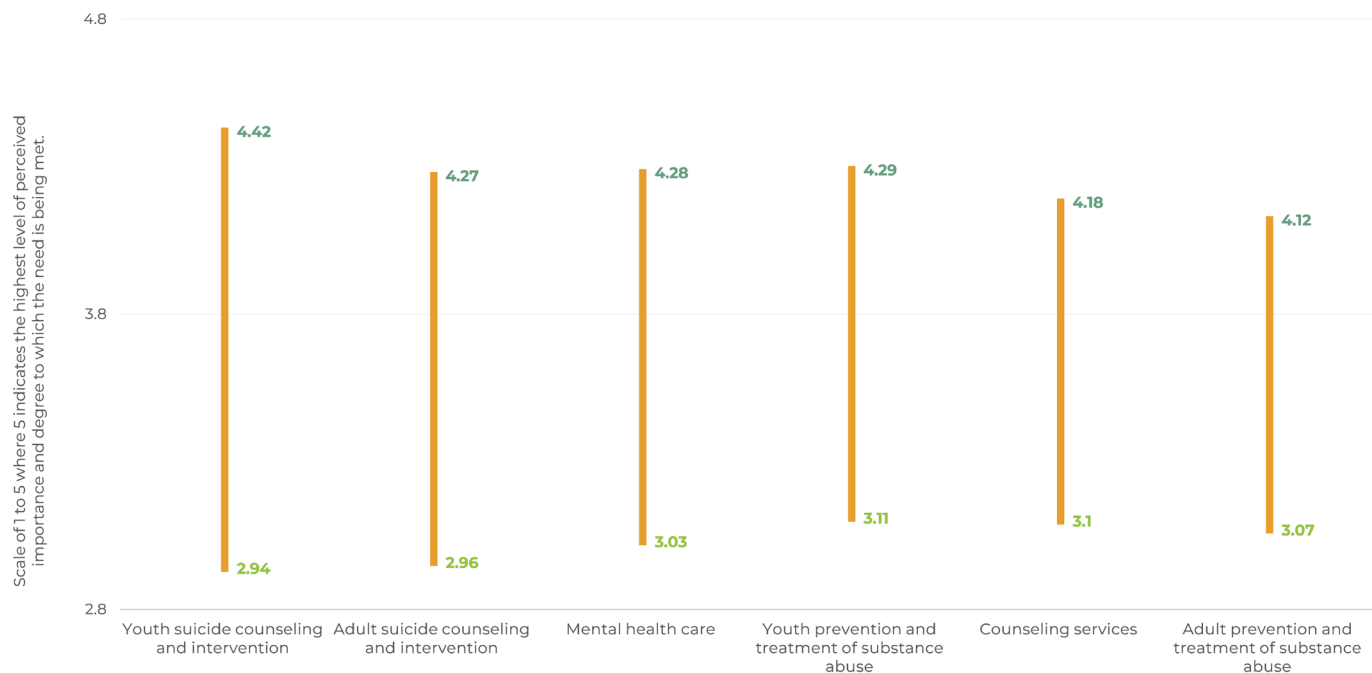


Overall, six services show a need gap of 1 point and higher among the BET communities, as follows:

- Youth and adult suicide counseling and intervention

- Mental health care

- Youth and adult prevention and treatment of substance abuse

- Counseling services

As depicted in Figure 22, results show that the top service priorities for all BET communities contain two more services in addition to the six aforementioned health services: elder care options, and preventing bias, discrimination and racism.

*Figure 22: Overall Top Priorities*
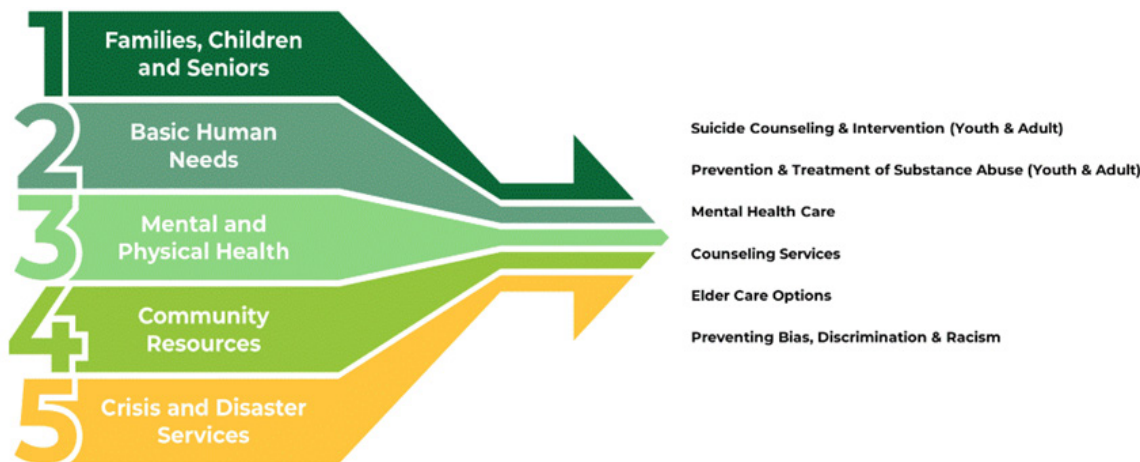
When service categories were broken down by community, several similarities and differences could be noted among the BET communities. The following similarities stand out:

- The three communities shared high unmet service needs in the following services categorized under the Families, Children and Senior category: elder care options, special needs for adults, and extra-curricular education.

- In terms of Human Needs the three communities had two common high unmet needs: preventing bias, discrimination and racism, and quality grocery stores.

- All three communities identified the following health services as high needs in their communities: youth and adult suicide counseling and intervention, mental health care, youth and adult prevention and treatment of substance abuse, and counselling services.

- There are two high Community Resources service priorities all three communities have in common: opportunities to contribute to community decisions, and environments that promote active living.

- The following Crisis and Disaster services were identified as high common priorities: disaster assistance, emergency recovery, victim assistance, and emergency preparedness.

- Additionally, the residents of the three communities under study also identified two services for which the needs are fully met: houses of worship, and adequate transportation.

Results also indicate differences in unmet service needs among the BET communities. For the Families, Children and Senior category, the following trends emerge:

- Bronxville residents identified the highest service gaps for three services: eldercare options, childcare during regular hours, and free/subsidized lunch.

- Eastchester had the highest service gaps for extra-curricular education, parent training, and safety at school.

- Tuckahoe has the highest service gap in five of the service areas, as follows: after school activities, special needs for children, college prep, bilingual/multilingual communications, and digital access.

For Human Needs, Tuckahoe has the highest unmet gap in nine of the eleven services in this category, whereas Bronxville slightly leads in the areas of quality grocery stores, and food banks/pantries. Some differences are notable for the Physical and Mental Health category. Bronxville has the highest service gap in rehabilitation services, Eastchester in medical care, and Tuckahoe in healthcare for uninsured and under-insured. In terms of Community Resources category, the following differences could be noted: Bronxville has the highest service gap in street lighting, Eastchester in neighborhood appearance, Tuckahoe in employment opportunities, and job placement services, and non-BET residents in street parking. Finally, the following differences are notable for Crisis and Disaster services: Bronxville has the highest service gap in crime prevention and neighborhood safety, and Tuckahoe in assistance with domestic abuse.

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# Interview Results:
# Prioritizing Community Needs

In addition to the resident survey, the community needs assessment includes results derived from *22 semi-structured interviews* with government and nonprofit representatives in the three communities. The break-down of the interviews consists of seven interviews conducted with Tuckahoe community leaders, six interviews conducted with organizations representing all three communities under analysis, five interviews with Bronxville community leaders, and four interviews with Eastchester community leaders.

Interviews were conducted between April and September of 2022, and they were recorded, transcribed and then analyzed, with the aim of identifying themes and patterns associated with the most important needs facing the three BET communities. *Figure 23* presents the top 10 priorities derived from the qualitative analysis of the interviews.

*Figure 23: Top 10 Priorities Derived from Interviews*
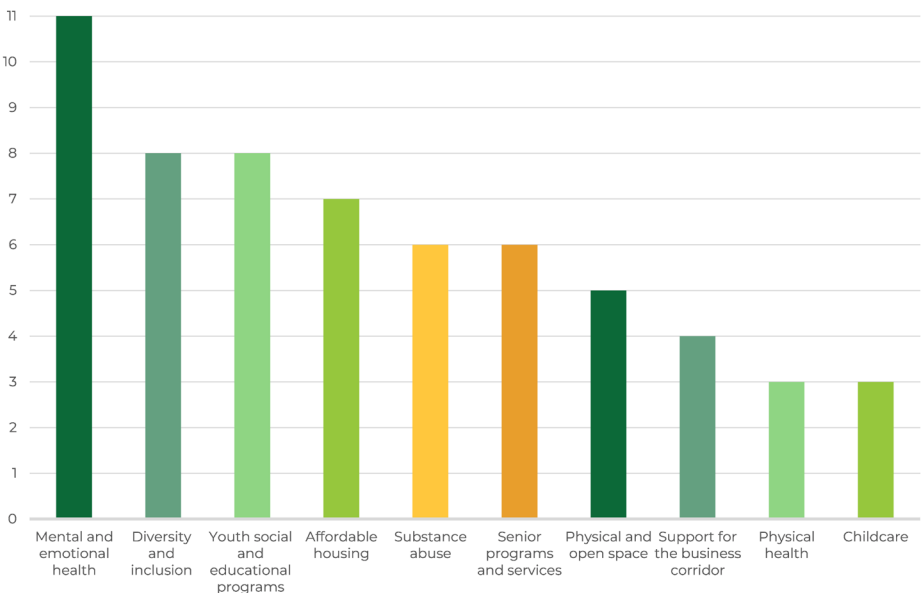


The most identified theme among all the interview participants refers to **mental and emotional health.** Interview participants identified *youth mental health* as an issue caused by the anxiety and pressure among teenagers generated by "a high achieving culture and social media" (Bronxville community representative).

*"a high achieving culture and social media"*

*"everything counts from 9th grade in terms of academics, extra-curricular activitis and athletics."*

A Tuckahoe community representative explained that "everything counts from 9th grade in terms of academics, extra-curricular activities and athletics." In addition to youth, interviewees also described *mental health as a priority for adults*. Many interview respondents acknowledged that the *COVID-19 pandemic had an isolation effect* on people which exacerbated the emotional well-being and mental health of the BET community.

One perceived barrier in addressing mental and emotional health is the stigma that is associated with it. One Tuckahoe representative suggested that having guest speakers discussing their own struggle with mental health can alleviate such a stigma. Interview participants made suggestions to address the mental health need such as *placing a higher emphasis on counseling services, partnering with Westchester County, hiring more social/case workers, provision of psychiatric services, and more opportunities for in-person socialization.*

Two priorities were ranked second by the interview participants: **diversity, equity and inclusion**, and **youth social and emotional programs**. Lack of diversity, equity and inclusion were identified by many interview participants in each of the three communities in the areas of education, housing, access to information, resources and technology, and English as a second language. One Eastchester representative described diversity as follows: "it's not a melting pot but a stew where you can identify each vegetable that is part of the stew, and you need to pay attention to each vegetable's needs." Interview respondents acknowledged that some initiatives that encourage

*"it's not a melting pot but a stew where you can identify each vegetable that is part of the stew, and you need to pay attention to each vegetable's needs."*

diversity at school were emerging, but more work needed to be done. One Tuckahoe representative discussed their school DEI committee that paid careful attention to the selection of the books used in the classroom to allow for a better diversity of authors and topics. Another Eastchester representative mentioned that *low-income individuals and those with English as their second language didn't have access to information and did not know what to ask for.*

Other interview participants discussed DEI issues in the area of housing, education and community leadership as structural and systemic barriers that needed to be overcome by "unzipping the bubble" (Bronxville representative) and by "having a commitment to DEI" (Tuckahoe representative). Some notable recommendations to address the lack of DEI in the BET communities refer to ensuring a more diverse representation of individuals in community leadership roles and in the classroom. One Tuckahoe representative suggested there was "a need to hire more minority teachers to address absenteeism

*"Education is key in lifting people out of poverty"*

issues and participation in AP classes among minority students, and a need for direct community funding outreach to students who were recipients of free and subsidized lunch."

The youth social and emotional programs described by participants referred to curricular and extra-curricular activities. The *curricular programs identified as high priorities were tutoring classes for SAT and ACT tests, college prep, special needs and early childhood education, digital access and bilingual education.* One Tuckahoe representative noted that, "Education is key in lifting people out of poverty."

Extra-curricular activities that were seen important in the BET communities referred to *community service opportunities for students and community events in a post-pandemic world, community outreach programs* (e.g., teens interested to pursue a law enforcement career), *better field trips, experiential string instruments, art programs, cooking classes, CPR classes, and art programs.* Many interviewees suggested there was a need to *increase the number of non-sport social programs for the youth.* Some of them suggested that engaging highschoolers into peer-to-peer relationships (e.g., summer camps) and encouraging schools to partner with the town recreation department to offer more services in the underserved areas, could address some of the existing needs.

**Affordable housing** was perceived as the third common need in the BET community, especially for seniors and low-income individuals. Housing prices, gentrification and housing inequity were identified as major causes for a lack of affordable housing. One Eastchester representative noted, "Affordability is an issue that is forcing seniors to leave their homes even when they have close relationships with the community and want to stay." Another interviewee representing all three communities stated, "There was a severe lack of affordable housing prior to the pandemic (...) I predict a high housing crisis in the near future." Additionally, one Tuckahoe representative notes, "affordable housing perpetuates disparities between white and black/brown communities, and it affects minorities and seniors the most because Westchester County is a rich community where housing is not regulated enough."

*"Affordability is an issue that is forcing seniors to leave their homes even when they have close relationships with the community and want to stay."*

*"There was a severe lack of affordable housing prior to the pandemic (...) I predict a high housing crisis in the near future."*

Interviewees offered recommendations to improve affordable housing which referred to the following: *provide financial incentives* (e.g., tax breaks) *to developers and landlords who protect affordable housing for an extended period of time, offer tax credits or rebates to seniors and low-income people, create workforce housing programs to allow minority residents who work in the public sector access to housing, and building additional affordable housing in the larger neighboring area.*

**Substance abuse and senior programs** and services tied for the fourth most common perceived need in the BET community. Interview participants discussed about *youth addiction issues* in terms of vaping, marijuana and other drugs abuse and alcohol consumption. One Bronxville representative noted that "substance abuse leads to an increase in overdoses and emergency room visits for the youth."

*"substance abuse leads to an increase in overdoses and emergency room visits for the youth."*

Interviewees identified the following obstacles in addressing substance abuse prevention: *limited funding for prevention and educational programs*, substance abuse not being discussed in schools and parents' unawareness of the dangerous synthetic substances that are used today. One Tuckahoe representative suggested that: "schools could be more visionary and encourage students to be creative rather than teaching them to behave a certain way."

Some of the notable solutions that were identified by interviewees are: conducting consistent outreach and preventive work to educate the youth and parents about the role of peer pressure in substance abuse, organizing events with famous people who suffered from substance abuse, and offering opioid prevention training the school.

**Senior services** that were perceived as a need in the BET communities referred to food shopping and delivery for seniors, escort services for seniors, senior housing, full-day elder care programs especially for special need adults, and transportation for older adults. One Bronxville representative noted, "There are not enough support services and recreational activities for the elderly who are still living at home." Interview participants also identified a need for more space and in-person programming for seniors and technology training for older adults. Participants agreed that COVID-19 had a significant impact on the senior population because it eliminated the in-person interactive programs for seniors. Another Eastchester representative observed, "Prior to COVID Eastchester had one of the best senior

programming in the state but the pandemic hit them hard." Interview participants identified some solutions that would encourage older adults to be more active and better connected in a post-COVID world: implementation of senior programs through churches or doctor's offices.

*"Seniors whose English is not their first language is hidden, insular community of seniors because of the language barrier"*

One interesting finding emerged from the interviews: a need for bilingual/multilingual staff to work with/ assist older adults on receiving services. One Eastchester representative noted that: "Seniors whose English is not their first language is a hidden, insular community of seniors because of the language barrier."

**Physical and open space** was the fifth most common need identified by the interview participants. Eastchester and Tuckahoe representatives indicated that their communities were almost built out and there was little to no space left for new development. Respondents also indicated that Tuckahoe lacked enough parks and open space for outdoor recreational activities.

**Support for the business corridor** was the sixth most common theme among interview participants. Both Eastchester and Tuckahoe representatives suggested there was a need to expand the downtown area by adding more grocery stores, banking institutions, restaurants, and, possibly, a movie theatre.

**Physical health and childcare** were among the least common themes that emerged from the interviews. Interview participants indicated there were not enough providers for chronic disease treatment and full-day childcare options.

The service priorities that emerged from the interviews varied slightly by community. Bronxville representatives focused on youth social and educational programs, mental and emotional health, diversity and inclusion and affordable housing. Eastchester representatives prioritized senior programs and services, mental and emotional health, diversity and inclusion and affordable housing. Additionally, one Eastchester representative noted the demographic change in their community: "Demographics changed over time in terms of those receiving senior services: there are more immigrants, not only Black and Hispanic populations."

Tuckahoe representatives identified more priorities when compared to the other two communities as follows: mental and emotional health, diversity and inclusion, youth social and educational programs, physical and open space, affordable housing, substance abuse, support for the business corridor, and physical health. One Tuckahoe representative noted hos the community changed in the last decade: "In the past ten years the Black community has shrunk, the village has become a bedroom community of New York City."

# Conclusion

This report presented a community needs assessment of the Bronxville Eastchester and Tuckahoe (BET) community through the use of secondary data to map human services organizations, and through perceptions and opinions of the BET residential and business community. The Internal Revenue Service's Business Master Files of tax-exempt organizations was used to analyze the number of organizations across various subsectors in the BET area, along with their mission focus, and budget size. A mixed-mode community survey was conducted between March and October by a team of researchers at Pace University. The survey yielded 520 valid responses with 95% of responses being completed online and 5% being completed in paper format. Survey participants know their community well, with 71% of them having resided in the area 11 or more years. Whereas the survey captured a good representation of the populations in the three communities, some of the voices underrepresented in this survey are younger residents. Finally, the community needs assessment captured the perceptions of 22 community leaders through semi-structured interviews that were conducted between April and September.

Results indicated that, with a few exceptions (i.e., health, religion, education), the BET nonprofit sector size and scope align closely with the nationwide sector. When we examined nonprofit revenue, the report identified significant differences in the proportion of total revenue in the BET nonprofit sector compared to U.S. aggregates for education and health organizations. Specifically, BET's proportion of nonprofit budgets in the education subsector was proportionally larger than nationwide, while health represented a significantly lower segment of budget activity in the BET communities. When removing hospitals and higher education institutions from our analysis, we noted that education remained a high area of investment, whereas human services covered the largest proportion of budget activity

for BET nonprofit organizations, and heath care represented a small fraction of nonprofit activity compared to other subsectors and the national benchmarks.

Overall, survey participants ranked the five categories of community services from the highest to the lowest priority, as follows: Families, Children and Seniors ranked the highest (50%), followed by services in the Basic Human Needs category (16%), and those in the Mental and Physical Health category (14%). The lowest priorities were directed to services in the Community Resources (11%), Crisis and Disaster management (6%) and Other (3%) categories. When the top priority was broken down by the individual BET communities, the following trends were noted:

- Eastchester residents placed a slightly higher priority on Families, Children and Seniors than residents in the other two communities

- Tuckahoe and outside residents placed a higher priority on Human Needs services than residents in the other communities

- Bronxville and outside residents placed a higher priority on Mental and Physical Health when compared to residents in the other communities

- Tuckahoe residents placed a higher priority on Community Resources when compared to residents in the other communities

- Non-residents placed a higher priority on Crisis and Disaster services than the BET residents.

For Families, Children and Seniors, there was one service priority all three communities shared: *elder care options*. Also, Bronxville and Tuckahoe respondents identified special needs for adults as one of their top priorities whereas Eastchester and Tuckahoe respondents identified a similar top priority in extra-curricular education. When considering differences among the three communities for the Families, Children and Seniors category, some trends were noted:

- Bronxville had the highest service gap among the BET communities in childcare during regular and extended hours, and free/subsidized lunch.

- Eastchester had the highest service gap among the BET communities for extra-curricular education, parent training, and safety at school.

- Tuckahoe had the highest service gap among the BET communities for the following seven services: special needs for adults, school counseling services, college prep, after school activities, bilingual/multilingual communications, special needs for children, and digital access.

In terms of Basic Human Needs, there is one top common service priority for the three communities: *preventing bias, discrimination and racism.* Another similarity can be noted for Bronxville and Tuckahoe in identifying quality grocery stores as a top need for their communities. The results for the Basic Human Needs category show more differences than similarities among the three communities, with Tuckahoe having the highest service gap among the three communities for nine of the eleven services in this category.

The results showed many similarities among the three communities under study for the Physical and Mental Health services. All three communities identified the following services as high needs in their communities:

- Youth and adult suicide counseling and intervention

- Mental health care

- Youth and prevention and treatment of substance abuse

Additionally, counseling services were perceived as having a high gap in Eastchester and Tuckahoe. When considering differences among the three communities, the following trends are noted:

- Bronxville had the highest service gap among the BET communities for rehabilitation services.

- Eastchester had the highest service gap among the BET communities for medical care.

- Tuckahoe had the highest service gap among the BET communities for healthcare for uninsured and under-insured.

In Community Resources, results indicated two high service priorities that all three communities had in common: opportunities to contribute to community decisions and environments promoting active living. Additionally, the residents of the three communities under study also identified two services for which the needs are fully met: houses of worship, and adequate transportation. When considering differences among the three communities for the Community Resources category, the following could be noted:

- Bronxville had the highest service gap among the BET communities in street lighting.

- Eastchester had the highest service gap among the BET communities in neighborhood appearance.

- Tuckahoe had the highest service gap among the BET communities in employment opportunities, and job placement services.

Results indicated that there were two high priorities in the Crisis and Disaster category for all three communities: *disaster assistance and emergency recovery.* Bronxville and Tuckahoe respondents identified victim assistance as one of their top priorities, whereas Eastchester and Tuckahoe respondents identified a similar top priority in the form of emergency preparedness. Finally, residents from all the three BET communities agreed that police response time to emergency calls had the lowest need gap. When considering differences among the three communities, the following could be noted:

- Bronxville had the highest service gap among the BET communities for crime prevention and neighborhood safety.

- Eastchester residents didn't have the highest service gap among the BET communities for any of the services in this category.

- Tuckahoe had the highest service gap among the BET communities in assistance with domestic abuse.

This report showed that while the three communities differ in priorities based on service categories, *Mental and Physical Health emerged as the biggest service gap area overall*, with six services showing a need gap of 1 point and higher among the BET communities, as follows:

- Youth and adult suicide counseling and intervention

- Mental health care

- Youth and adult prevention and treatment of substance abuse

- Counseling services

Findings emerging from the interviews largely confirmed the survey results. The most identified theme among all the interview participants referred to mental and emotional health, followed by diversity, equity and inclusion, and youth social and emotional programs. Affordable housing was perceived as the third common need, followed by substance abuse, senior programs and services, physical and open space, and support for the business corridor. Physical health and childcare were among the least common themes that emerged from the interviews.

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