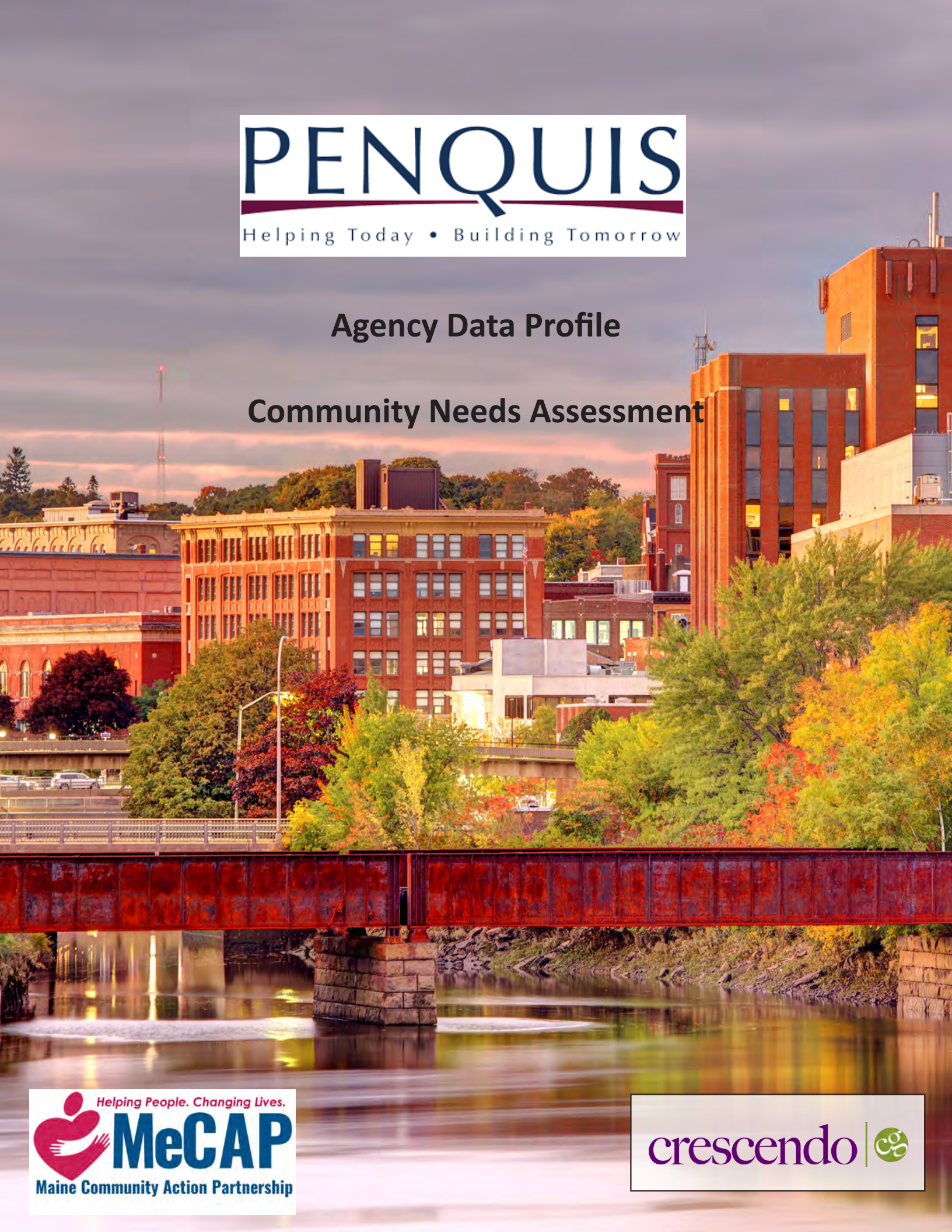




## Agency Data Profile

## Community Needs Assessment



## Penquis Community Action Partners Profile



Helping Today • Building Tomorrow

### About Penquis

Penquis is a nonprofit organization dedicated to helping Maine people be safe, healthy, connected, and financially secure. It is a community action agency, a licensed mental health agency, a community development corporation, and a community housing development organization. Its subsidiaries include a community development financial institution, a sexual assault services agency, and housing development organizations. Programs and services work together to enable individuals and families to achieve economic security, safe and affordable housing, reliable transportation, school readiness, and healthy lives.

Penquis primarily serves individuals and families in Penobscot, Piscataquis and Knox counties. It has an even broader impact across all of Maine's sixteen counties through its programs, subsidiaries and community partnerships. Penquis touches the lives of 6,000 people each day and more than 30,000 each year.

Penquis is a chartered member of NeighborWorks® America and a member of the Housing Partnership Network. Penquis has consistently earned an "exemplary" rating from NeighborWorks America for attaining the highest level of performance and impact. Other recognition includes a 2018 Nonprofit of the Year Award from the Bangor Region Chamber of Commerce, a 2018 Rural Community Transportation System of the Year award from the Community Transportation Association of America, and a 2020 Stephen B. Mooers Award from MaineHousing.

### Services Offered by Penquis

Penquis focuses its efforts in five strategic areas: Economic Security, Safe and Affordable Housing, Reliable Transportation, School Readiness, and Healthy Lives. Services offered within each area are as follows.

**Economic Security:** Programs supporting economic security create financial stability and increase assets through education and access to capital. They include financial coaching and matched savings programs; homebuyer education and housing counseling; small business advising and entrepreneurship classes; and home and business lending.

**Safe and Affordable Housing:** Programs within this area of focus increase health, safety, and stability through affordable housing access and availability. They consist of heating and utilities assistance; home improvement programs, including repair, replacement, and testing; affordable housing options,



including rental housing, rental assistance, and rent-to-own properties; and weatherization, including above ground tank replacement, heating system repair, heat pumps, and weatherization services.

**Reliable Transportation:** Penquis transportation programs support health, independence, and access to resources through safe, reliable transportation options. These include the arrangement of non-emergency transportation for MaineCare-covered appointments, general public transportation to meet every day needs, and transportation reimbursement options.

**School Readiness:** Services and supports help children enter kindergarten ready to be successful in school and later in life. Children receive high quality early childhood education and childcare services, healthy nutrition, and benefit from home visiting, which supports families in providing nurturing care that promotes healthy development.

**Healthy Lives:** Programs in this area help individuals achieve optimal health and development in safe, nurturing environments. They include individual and family support services such as assisted living, case management, parenting education, supervised visitation, whole family services, and behavioral health and disability supports, including residential, day, in-home, and community support services, clinical counseling, and behavioral health navigation; victim services, including services for sexual assault survivors and child victims of sexual abuse, education for male perpetrators of domestic violence, transitional housing and civil legal assistance for survivors of domestic violence, sexual assault, and stalking; volunteer programs for older adults; and youth programs, including youth engagement, restorative justice, homeless youth services, programming for youth victims of the opioid crisis, and services to support employment success and financial security.

## Environmental Scan

The following tables provide an overview of the community that Penquis serves in their service area. For more detailed statewide data by county, please see the full 2021 MeCAP Statewide Community Needs Assessment.

Figure 1: Social Vulnerability Index

| Measure                                    | United States | Maine     | Penobscot County | Piscataquis County | Knox County |
|--|---------------|-----------|------------------|--------------------|-------------|
| <b>Population</b>                          | 324,697,795   | 1,335,492 | 151,774          | 16,836             | 39,759      |
| <b>Median Age</b>                          | 38.1          | 44.7      | 42.0             | 51.5               | 48.4        |
| <b>Below Poverty</b>                       | 13.4%         | 11.8%     | 14.8%            | 18.5%              | 9.9%        |
| <b>Median Household Income</b>             | \$62,843      | \$57,918  | \$50,808         | \$40,890           | \$57,751    |
| <b>Age 65+</b>                             | 15.6%         | 20.0%     | 18.0%            | 25.9%              | 24.3%       |
| <b>Age 17 or Younger</b>                   | 22.6%         | 18.9%     | 18.3%            | 17.3%              | 18.1%       |
| <b>Unemployment (July 2021)</b>            | 5.4%          | 5.0%      | 5.4%             | 4.9%               | 4.3%        |
| <b>Households with Disability</b>          | 12.6%         | 16.0%     | 19.0%            | 26.3%              | 15.4%       |
| <b>Single Parent Household</b>             | 14.0%         | 21%       | 26.5%            | 22.7%              | 27.6%       |
| <b>Speak English less than “very well”</b> | 8.4%          | 1.5%      | 0.8%             | 0.9%               | 0.7%        |
| <b>Housing Units - Mobile Homes %</b>      | 6.2%          | 9.5%      | 22.9%            | 24.8%              | 15.5%       |
| <b>No Vehicle</b>                          | 8.6%          | 7.1%      | 7.7%             | 7.4%               | 6.3%        |

SOURCE: American Community Survey, 2019 5-Year Estimates; 2021 County Health Rankings

Figure 2: Age and Demographics

| Measure                                    | United States | Maine | Penobscot County | Piscataquis County | Knox County |
|--|---------------|-------|------------------|--------------------|-------------|
| <b>Under 5 Years</b>                       | 6.1%          | 4.8%  | 4.7%             | 4.3%               | 4.4%        |
| <b>5 to 9 Years</b>                        | 6.2%          | 5.2%  | 4.9%             | 4.6%               | 4.9%        |
| <b>10 to 19</b>                            | 12.9%         | 11.3% | 12.2%            | 10.4%              | 10.3%       |
| <b>20 to 34</b>                            | 20.7%         | 17.5% | 20.3%            | 12.6%              | 15.0%       |
| <b>35 to 54</b>                            | 25.6%         | 25.3% | 24.7%            | 23.9%              | 24.4%       |
| <b>55 to 64</b>                            | 12.9%         | 15.7% | 15.0%            | 18.4%              | 16.6%       |
| <b>65+</b>                                 | 15.6%         | 20.0% | 18.0%            | 25.9%              | 24.3%       |
| <b>Race and Ethnicity</b>                  |               |       |                  |                    |             |
| <b>White alone, Not Hispanic or Latino</b> | 60.7%         | 98.3% | 96.4%            | 97.1%              | 98.1%       |
| <b>Hispanic or Latino</b>                  | 18.0%         | 1.7%  | 1.4%             | 1.5%               | 1.5%        |
| <b>Black or African American</b>           | 12.7%         | 2.0%  | 1.5%             | 1.0%               | 1.3%        |
| <b>American Indian or Alaska Native</b>    | 0.8%          | 1.7%  | 2.2%             | 1.4%               | 1.4%        |
| <b>Asian</b>                               | 5.5%          | 1.7%  | 1.5%             | 1.2%               | 0.9%        |
| <b>Other</b>                               | 5.5%          | 0.4%  | 0.4%             | 0.7%               | 0.5%        |
| <b>Foreign Born Population</b>             | 13.3%         | 3.6%  | 2.9%             | 2.0%               | 2.3%        |

SOURCE: American Community Survey, 2019 5-Year Estimates

Figure 3: Household Income and Poverty

|   | United States | Maine    | Penobscot County | Piscataquis County | Knox County |
|---|---------------|----------|------------------|--------------------|-------------|
| <b>Median Household (HH) Income</b>                 | \$62,843      | \$57,918 | \$50,808         | \$40,890           | \$57,751    |
| <b>Total Below 100% Federal Poverty Level (FPL)</b> | 13.4%         | 11.8%    | 14.8%            | 18.5%              | 9.9%        |
| <b>Under 5 years</b>                                | 20.3%         | 17.0%    | 17.5%            | 28.3%              | 24.4%       |
| <b>5 to 17 years</b>                                | 17.9%         | 14.4%    | 17.8%            | 24.2%              | 12.9%       |
| <b>18 to 34 years</b>                               | 16.3%         | 16.0%    | 23.0%            | 24.9%              | 12.0%       |
| <b>35 to 64 years</b>                               | 10.5%         | 9.9%     | 12.0%            | 19.0%              | 7.4%        |
| <b>65 years and over</b>                            | 9.3%          | 8.7%     | 8.4%             | 9.8%               | 8.3%        |
| <b>Below 50% of FPL</b>                             | 5.5%          | 4.0%     | 4.7%             | ND                 | ND          |
| <b>Below 125% of FPL</b>                            | 16.3%         | 14.6%    | 16.2%            | ND                 | ND          |
| <b>Below 150% of FPL</b>                            | 20.3%         | 18.6%    | 21.1%            | ND                 | ND          |
| <b>Below 185% of FPL</b>                            | 26.3%         | 24.8%    | 28.8%            | ND                 | ND          |
| <b>Below 200% of FPL</b>                            | 28.9%         | 27.7%    | 31.6%            | ND                 | ND          |

SOURCE: American Community Survey, 2019 5-Year Estimates

Figure 4: Social Characteristics Measures

|   | United States | Maine   | Penobscot County | Piscataquis County | Knox County |
|---|---------------|---------|------------------|--------------------|-------------|
| <b>Total Households</b>                               | 120,756,048   | 559,921 | 62,156           | 7,025              | 17,020      |
| <b>Homeownership Percentage</b>                       | 64.0%         | 72.3%   | 69.4%            | 75.9%              | 77.2%       |
| <b>Single Parent Household<sup>1</sup></b>            | 14%           | 21%     | 26.5%            | 22.7%              | 27.6%       |
| <b>Living Alone</b>                                   | 13.3%         | 15.1%   | 14.7%            | 16.1%              | 16.7%       |
| <b>Grandparents Responsible for Grandchildren</b>     | 34.1%         | 34.1%   | 45.6%            | 36.8%              | 35.0%       |
| <b>Veteran Status</b>                                 | 7.3%          | 9.6%    | 9.1%             | 12.6%              | 9.0%        |
| <b>Educational Attainment</b>                         |               |         |                  |                    |             |
| <b>Less than 9th grade</b>                            | 5.1%          | 2.6%    | 2.7%             | 3.5%               | 1.6%        |
| <b>9th to 12th grade, no diploma</b>                  | 6.9%          | 4.8%    | 5.4%             | 6.2%               | 4.8%        |
| <b>High school graduate/ GED</b>                      | 27.0%         | 31.5%   | 33.6%            | 40.7%              | 32.9%       |
| <b>Some college, no degree</b>                        | 20.4%         | 19.3%   | 20.2%            | 18.2%              | 19.3%       |
| <b>Associate degree</b>                               | 8.5%          | 10.1%   | 10.6%            | 12.9%              | 7.8%        |
| <b>Bachelor's degree</b>                              | 19.8%         | 20.0%   | 17.5%            | 12.9%              | 21.2%       |
| <b>Graduate degree</b>                                | 12.4%         | 11.8%   | 10.2%            | 5.5%               | 12.4%       |
| <b>HS Graduation rate (202)</b>                       | 88.0%         | 87.4%   | 86.7%            | 87.2%              | 91.3%       |
| <b>No Health Insurance</b>                            | 8.8%          | 7.9%    | 8.8%             | 10.2%              | 9.4%        |
| <b>Receiving SNAP Benefits</b>                        | 11.7%         | 13.5%   | 16.8%            | 20.7%              | 9.9%        |
| <b>Food Insecurity – All Ages</b>                     | 10.9%         | 12.1%   | 20.0%            | 25.4%              | 18.1%       |
| <b>Median Mortgage (2019)</b>                         | \$1,595       | \$1,398 | \$1,231          | \$1,087            | \$1,368     |
| <b>Median Rent</b>                                    | \$1,062       | \$853   | \$1,094          | \$618              | \$856       |
| <b>Housing Cost Burdened<sup>2</sup></b>              | 32.88%        | 29.75%  | 29.44%           | 31.24%             | 30.26%      |
| <b>Children Eligible for Free/Reduced Price Lunch</b> | 49.5%         | 38.3%   | 39.5%            | 54.4%              | 36.3%       |

SOURCE: American Community Survey, 2019 5-Year Estimates; Source: Feeding America, State-By-State Resource: The Impact of Coronavirus on Food Insecurity, 2019; Annie E. Casey Foundation, Kids Count Data Center, County Graduation Rates 2014-2020 Maine.

<sup>1</sup> 2021 County Health Rankings.

<sup>2</sup> The percentage of households that spend 30% or more of their income on housing.

Figure 5: Health Overview

|   | United States | Maine   | Penobscot County | Piscataquis County | Knox County |
|---|---------------|---------|------------------|--------------------|-------------|
| <b>Poor Mental Health Days</b>                                  | 3.8           | 5.0     | 5.1              | 5.2                | 4.5         |
| <b>Poor Physical Health Days</b>                                | 3.4           | 4.2     | 4.5              | 4.8                | 3.8         |
| <b>Frequent Mental Health Distress</b>                          | 11.7%         | 12.7%   | 16%              | 17%                | 14%         |
| <b>Ratio of Primary Care Providers</b>                          | 880:1         | 900:1   | 770:1            | 1,680:1            | 990:1       |
| <b>Ratio of Mental Health Providers</b>                         | 170:1         | 200:1   | 180:1            | 450:1              | 190:1       |
| <b>Ratio of Dentists</b>  | 1,210:1       | 1,480:1 | 1,170:1          | 3,360:1            | 1,370:1     |
| <b>Chronic Disease Prevalence (per 100,000)</b>                 |               |         |                  |                    |             |
| <b>Adults with Heart Disease</b>                                | 26.81%        | 22.48%  | 23.03%           | 23.34%             | 23.43%      |
| <b>High Blood Pressure</b>                                      | 57.20%        | 48.71%  | 49.39%           | 47.69%             | 46.50%      |
| <b>Adults with Asthma</b>                                       | 4.97%         | 4.68%   | 4.79%            | 3.21%              | 4.93%       |
| <b>Diagnosed Diabetes</b>                                       | 26.95%        | 22.55%  | 24.55%           | 23.74%             | 19.06%      |
| <b>Leading Causes of Death (deaths per 100,000)<sup>3</sup></b> |               |         |                  |                    |             |
| <b>Heart Disease</b>  | 166.0         | 147.9   | 163.2            | 180.4              | 154.1       |
| <b>Cancer</b>   | 155.5         | 169.2   | 171.5            | 201.2              | 174.7       |
| <b>Unintentional Injury</b>                                     | 45.7          | 59.1    | 61.3             | 76.5               | 60.6        |
| <b>Diabetes</b>   | 21.2          | 22.3    | 24.1             | 25.3               | 18.8        |
| <b>Alzheimer's</b>  | 29.4          | 27.6    | 20.5             | 29.3               | 28.2        |
| <b>Suicide Rates (Age-Adjusted Rate per 100,000)</b>            | 14.5          | 18      | 17               | 25                 | 20          |
| <b>Adult Obesity Prevalence (Age-Adjusted Rate per 100,000)</b> | 42.2          | 31.7    | 33.2             | 35.2               | 29.3        |
| <b>Maine Adults Past Month Binge Drinking</b>                   | 25.8%         | 17.9%   | 19.9%            | 14.5%              | 17.6%       |
| <b>Percent Adults Current Smokers</b>                           | 16.1%         | 22.6    | 24.2%            | 33.2%              | 17.8%       |
| <b>COVID-19 Confirmed Cumulative Cases (as of 9/12/21)</b>      | 41.3M         | 57,752  | 5,594            | 439                | 1,254       |
| <b>COVID-19 Deaths (as of 9/12/21)</b>                          | 662K          | 897     | 108              | 7                  | 9           |

Source: County Health Rankings & Roadmaps, 2018; National Institute on Minority Healthy & Health Disparities HDPulse; Death Rate Report for Maine by County 2014 – 2018; National Center for Chronic Disease Prevention & Health Promotion; Division of Population Health Places Database, 2018; The State Epidemiological Outcomes Workgroup, Tobacco Prevention & Control Dashboard, 2015 – 2017

<sup>3</sup> NIH, HDPulse. Death Rates Table.

## Qualitative Research Findings

|                              | Number of Participants |
|------------------------------|------------------------|
| Focus Group Participants     | 17                     |
| Stakeholders Interviewed     | 18                     |
| Community Survey Respondents | 537                    |

### Key Stakeholder Interview Quotes

A total of 18 stakeholders were interviewed from the Penquis service area. A selection of quotes that provide some insight into the strengths, needs, and challenges and barriers include the following:

- “Overall, there is a lot of opportunity here. We have great art opportunities, recreation for kids and adults, and lots of nature walks.”
- “It’s a pretty supportive community, especially the schools. People don’t hesitate to pinch in to help with volunteers and funding.”
- “We’re largely a service and recreation region. Seasonal employment, small mom and pop businesses by large. A few large companies in the area that are owner-operated with limited employment and keeping hours under 35 so they don’t have to pay for health insurance.”
- “The trades are pretty hot right now. If I was a parent right now, then I won’t recommend a liberal arts college. There is still some stigma around trade schools, but mostly gone now.”
- “Childcare is a barrier to gaining and maintaining employment.”
- “For rural areas, [transportation] is the most challenging. If you live in the Greater Bangor area then you have a lot more options. If you’re in rural Piscataquis [County] then it’s very limited.”
- “The bus system [in Bangor] is pretty inadequate at the moment. Many people told us it doesn’t meet their system. Buses stop at 6 pm and don’t run on Sundays. Many wage workers can get to work [at the mall] but can’t get home.”
- “Housing requires an application that asks about their past. Criminal record is a barrier to housing.”
- “[Older] individuals living alone and on a fixed income – upkeep of the homes, steps that need to be repaired, roof leaks, bathrooms not on the first floor. Maine’s housing stock is old. Some of these people have lived in these houses for years.”
- “For the tribes, there is limited [housing] stock. People are often waiting at one to two years. Surrounding towns don’t have affordable housing stock either.”
- “Housing affordability is creeping up north. Penquis has done a good job historically with affordable housing.”
- “Multigenerational families or people taking in youth is very, very common. We don’t know how many there are as we can’t count them. It’s becoming more of an issue.”
- “If they could apply for a 9 to 5 job then childcare could be easier to find. Frontline workers then working outside of the 9 to 5 schedule then no childcare is available. There are a few places that are popping up that do outside hours.”
- “Social determinants of health is the three-legged stool with physical health and mental health.”
- “We lost a lot of care facilities. Some are underground and providing care without a license. The DHHS website isn’t accurate. We only know by word of mouth so we’re trying to do a survey. We have had a great number of women leave the workforce due to childcare and jobs. They want to go back to work.”



- “Nursing homes – cost is a huge barrier, availability is limited, and if you’re low income individual then it’s very limited.”
- “Dental is a way bigger need than health.”
- “Therapists are hard to find in the area. A lot of pediatricians lack knowledge of [childhood] development.”
- “Mental health is a huge problem – depression, isolation, loneliness. I don’t know how we can get our arms around it.”
- “Mental health is no different than chronic disease and managing. It’s so, s important to identify the condition and early intervention. We don’t have enough money for early detection.”
- “Very few residential substance misuse services in the state.”
- “Alcohol is a huge issue in the area.”
- “There’s the mentality ‘I don’t need it, and someone needs more than me.’ It’s something we hear often in the senior population, and we heard it more during COVID-19.”
- “Technology – lack broadband services available everywhere.”

## Key Focus Group Quotes

| Comments and Ideas                            |  |
|---|--|
| <b>Top Challenges Mentioned</b>               | <ul style="list-style-type: none"> <li>• Transportation</li> <li>• Shelters</li> <li>• Childcare</li> </ul>  |
| <b>Unique Strength or Challenge Mentioned</b> | <ul style="list-style-type: none"> <li>• Hard to teach older people how technology works, and many don't want to learn. Internet access spotty in rural area and could be more affordable and better.</li> </ul>   |
| <b>Housing</b>                                | <ul style="list-style-type: none"> <li>• Housing has gone insane. Not enough low income housing.</li> <li>• I got HUD voucher but hard to find somewhere to live because you can only have \$500 or less and it's in the worst part of town.</li> <li>• Homelessness and housing instability is a problem.</li> <li>• I'm surprised so many homeless. Shelter doesn't have enough beds.</li> </ul> |
| <b>Mental Health</b>                          | <ul style="list-style-type: none"> <li>• In the 1990's we had preventative care for mental health, but now we don't. Funding cancelled by governments who don't understand needs.</li> <li>• We need more education about mental health, especially depression during pandemic.</li> <li>• Social media and Zoom created connections but not always for the better.</li> </ul>                     |
| <b>Childcare</b>                              | <ul style="list-style-type: none"> <li>• Childcare isn't affordable for anybody, ever. Can't make enough money to pay for childcare. There are programs out there, but people don't know about them.</li> </ul>  |
| <b>Transportation</b>                         | <ul style="list-style-type: none"> <li>• Hard to get a job without traveling or transportation. Link's transportation's hours aren't convenient if you don't have a job.</li> </ul>  |
| <b>Employment</b>                             | <ul style="list-style-type: none"> <li>• No livable wage - hard to pay rent and save. A few people got jobs during COVID-19. Not much changed due to COVID-19.</li> </ul>  |
| <b>Basic Needs</b>                            | <ul style="list-style-type: none"> <li>• Overcoming stigma. I think some people don't know where to start their search for help. Then Pride gets in the way. There are Resources, it's just a struggle for some to reach out.</li> </ul>   |
| <b>Magic Wand Highlight</b>                   | <ul style="list-style-type: none"> <li>• Make the government see the people's perspectives.</li> <li>• Subsidized or private co-housing opportunities</li> </ul>   |
| <b>Noted Policy Area</b>                      | <ul style="list-style-type: none"> <li>• Childcare. I need another full time job just to pay for daycare. Hard to get vouchers.</li> </ul>   |

## Community Survey Results

Figure 6: Top Needs Identified in the Community Survey

| Penquis |  |         |
|---------|--|---------|
|         | Need   | Percent |
| 1       | Increasing the number of affordable apartments   | 75.0%   |
| 2       | Making dental care more affordable   | 70.7%   |
| 3       | Increasing the number of mental health providers in rural communities  | 65.7%   |
| 4       | Reducing the amount of opioid misuse   | 64.7%   |
| 5       | Reducing the amount of other drug misuse (heroin, cocaine, etc.)   | 64.2%   |
| 6       | Developing more livable-wage jobs  | 64.0%   |
| 7       | Expanding crisis services for mental health and substance use disorders  | 63.3%   |
| 8       | Creating higher quality rental apartments and houses   | 61.6%   |
| 9       | Increasing programs for major housing repairs (roofs, windows, etc.)   | 60.8%   |
| 10      | Developing rental and mortgage assistance programs   | 60.8%   |
| 11      | Increasing the number of affordable houses for sale  | 60.6%   |
| 12      | Reducing the amount of childhood obesity   | 60.2%   |
| 13      | Providing more flexible and affordable childcare options for working parent(s)   | 59.7%   |
| 14      | Creating more emergency shelter beds for people who are homeless   | 59.7%   |
| 15      | Increasing the number of dentists who serve MaineCare patients   | 59.5%   |
| 16      | Providing job growth opportunities   | 59.5%   |
| 17      | Improving access to high-speed internet and technology   | 59.2%   |
| 18      | Creating more shelter beds for certain populations (children, women, families, LGBTQ, veterans, etc.)                                | 59.2%   |
| 19      | Increasing the number of substance use disorder providers and services   | 59.1%   |
| 20      | Reducing stigma associated with mental health and substance misuse   | 58.8%   |
| 21      | Creating technical school, trade school, or other job training options   | 57.2%   |
| 22      | Making public transportation available in rural communities  | 56.9%   |
| 23      | Providing more senior housing options  | 56.7%   |
| 24      | Providing more after-school programs for school-aged children  | 56.3%   |
| 25      | Increasing the number of affordable childcare providers  | 56.1%   |
| 26      | Providing more recreational opportunities for youth  | 54.9%   |
| 27      | Reducing building costs of new affordable housing units  | 54.3%   |
| 28      | Providing help with weatherization   | 53.3%   |
| 29      | Increasing the number of landlords who accept housing vouchers   | 53.3%   |
| 30      | Providing help with utility assistance (heating fuel, electricity, etc.)   | 52.9%   |
| 31      | Increasing the number of high quality licensed childcare providers   | 51.9%   |
| 32      | Increasing the availability of prepared foods for seniors (Meals on Wheels, etc.)  | 50.4%   |
| 33      | Reducing stigma associated with the housing voucher program  | 49.9%   |
| 34      | Reducing the amount of adult obesity   | 49.8%   |
| 35      | Helping more people who are homeless to find their missing identification documents (driver's license, social security number, etc.) | 49.6%   |
| 36      | Providing soft skills education (customer service, showing up on time, etc.)   | 49.5%   |
| 37      | Increasing the number of detox facilities  | 49.3%   |
| 38      | Reducing the amount of alcohol misuse  | 48.7%   |
| 39      | Increasing the number of childcare providers who offer age-appropriate education   | 48.4%   |
| 40      | Reducing the amount of smoking and vaping  | 47.0%   |
| 41      | Increasing programs for minor housing repairs (paint, upgrades, etc.)  | 46.8%   |
| 42      | Creating more affordable public transportation options   | 45.1%   |

|           |  |       |
|-----------|--|-------|
| <b>43</b> | Expanding food options for people with dietary restrictions or allergies at food banks | 44.2% |
| <b>44</b> | Providing help with the cost of vehicle repairs  | 43.4% |
| <b>45</b> | Providing more transportation options to childcare services                            | 42.9% |
| <b>46</b> | Adding better routes and time schedules to current public transportation system        | 42.5% |
| <b>47</b> | Expanding open hours at food banks   | 41.2% |
| <b>48</b> | Reducing MaineCare transportation limitations (i.e., limited to one parent and child)  | 35.5% |
| <b>49</b> | Providing help with the cost of vehicle insurance and regular maintenance              | 35.0% |

Figure 7: Top 5 Needs by Household Incomes - Penquis

| Need |  |  |   |   |   |   |   |
|------|--|--|---|---|---|---|---|
|      | Under \$15,000   | Between \$15,000 and \$29,999  | Between \$30,000 and \$49,999   | Between \$50,000 and \$74,999   | Between \$75,000 and \$99,999                               | Between \$100,000 and \$150,000   | Over \$150,000  |
| 1    | Making dental care more affordable                               | Making dental care more affordable                                     | Making dental care more affordable                                      | Reducing the amount of opioid misuse                                  | Increasing the number of affordable apartments              | Increasing the number of mental health providers in rural communities   | Expanding crisis services for mental health and substance use disorders |
| 2    | Increasing the number of affordable apartments                   | Reducing the amount of opioid misuse                                   | Increasing the number of affordable apartments                          | Increasing the number of mental health providers in rural communities | Making dental care more affordable                          | Increasing the number of affordable apartments                          | Reducing the amount of other drug misuse (heroin, cocaine, etc.)        |
| 3    | Developing more livable-wage jobs                                | Developing more livable-wage jobs                                      | Increasing the number of mental health providers in rural communities   | Reducing the amount of other drug misuse (heroin, cocaine, etc.)      | Making public transportation available in rural communities | Expanding crisis services for mental health and substance use disorders | Reducing the amount of opioid misuse                                    |
| 4    | Reducing the amount of other drug misuse (heroin, cocaine, etc.) | Increasing the number of substance use disorder providers and services | Expanding crisis services for mental health and substance use disorders | Increasing the number of affordable apartments                        | Reducing the amount of opioid misuse                        | Increasing the number of substance use disorder providers and services  | Reducing the amount of childhood obesity                                |
| 5    | Reducing the amount of opioid misuse                             | Increasing the number of affordable apartments                         | Reducing the amount of other drug misuse (heroin, cocaine, etc.)        | Making dental care more affordable                                    | Creating higher quality rental apartments and houses        | Reducing the amount of childhood obesity                                | Reducing stigma associated with mental health and substance misuse      |



## Needs Prioritization

The following table contains the list of prioritized needs for the Penquis service area.

Figure 8: Penquis Prioritized Community Needs

| Rank | Need  | Score    | Level of Need | Locus of Control |
|------|---|----------|---------------|------------------|
| 1    | Increasing the number of affordable housing units                                     | 6.857143 | C,F           | 2                |
| 2    | Making dental care more affordable  | 6.142857 | C,F           | 3                |
| 3    | Developing more livable-wage jobs   | 5.142857 | C,F           | 1,2,3            |
| 4    | Increasing the number of mental health providers in rural communities                 | 6.142857 | C,F,A         | 2,3              |
| 5    | Providing more flexible and affordable childcare options for working parent(s)        | 6.285714 | F,A,C         | 1,2              |
| 6    | Reducing the amount of opioid and other drug (heroin, meth, cocaine, etc.) misuse     | 6.142857 | C,F           | 2,3              |
| 7    | Expanding crisis services for mental health and substance use disorders               | 6.333333 | C,F           | 3                |
| 8    | Increasing the number of dentists who serve MaineCare patients                        | 6.428571 | C             | 3                |
| 9    | Increasing the number of affordable childcare providers                               | 5.833333 | C,F           | 2,3              |
| 10   | Providing job growth opportunities  | 5        | F,C,A         | 1,2              |
| 11   | Improving access to high-speed internet and technology                                | 6.142857 | F,C           | 3                |
| 12   | Creating technical school, trade school, or other job training options                | 4.428571 | F,A,C         | 2,3              |
| 13   | Increasing programs for housing repairs   | 5.571429 | F,A           | 1,2              |
| 14   | Increasing the number of substance use disorder providers and services                | 6.333333 | C,F,A         | 2,3              |
| 15   | Reducing stigma associated with mental health and substance misuse                    | 6.285714 | C,F,A         | 1,2,3            |
| 16   | Reducing the stigma around poverty and asking for help                                | 6        | C,F,A         | 1,2,3            |
| 17   | Reducing the amount of childhood obesity  | 4.714286 | C,F           | 1,2,3            |
| 18   | Creating more emergency shelter beds for people experiencing homelessness             | 5.857143 | C             | 2,3              |
| 19   | Increasing public transportation  | 6.142857 | F,A,C         | 1,2              |
| 20   | Developing rental and mortgage assistance programs                                    | 5.857143 | A,F           | 2                |
| 21   | Providing more after-school programs for school-aged children                         | 5.571429 | F,C,A         | 1,2<br>W/FUNDING |
| 22   | Increasing the number of high quality licensed childcare providers                    | 5.857143 | F,C,A         | 1,2,3            |
| 23   | Making public transportation available in rural communities                           | 5.857143 | F,C,A         | 1,2,3            |
| 24   | Providing more senior housing options   | 6.428571 | A,F,C         | 2                |
| 25   | Reducing MaineCare transportation limitations (i.e., limited to one parent and child) | 5        | F             | 1                |
| 26   | Providing additional utility assistance (heating fuel, electricity, etc.)             | 5.428571 | F,A           | 2                |
| 27   | Increasing the number of childcare providers who offer age-appropriate education      | 5.285714 | F,C,A         | 1,2,3            |

|    |  |          |     |     |
|----|--|----------|-----|-----|
| 28 | Providing soft skills education (e.g., interview skills, customer service, punctuality, etc.) to job seekers and others  | 4.714286 | A,F | 1,2 |
| 29 | Providing help with home weatherization  | 4.857143 | F,A | 1,2 |
| 30 | Helping people find or replace missing identification documents (e.g., driver's license, social security number, etc.) as part of their application for services | 4.714286 | F   | 1   |
| 31 | Providing help with the cost of vehicle repairs  | 5.571429 | F   | 1,2 |
| 32 | Increasing community awareness of Community Action Agencies and the services they provide  | 5.571429 | A,C | 1,2 |
| 33 | Increasing the number of detox facilities  | 5.833333 | C   | 3   |
| 34 | Increasing the collaboration between community providers   | 5.285714 | A,F | 2   |
| 35 | Increasing the collaboration/partnerships/funding opportunities between multiple (or all) CAP agencies in the state  | 4        | A   | 2   |

## Key

### Level of Need

**Family [F]** -Does the need concern individuals and families who have identified things in their own life that is a challenge/barrier/lacking?

**Agency [A]** -Are there areas where Penquis does not have resources or capacity to respond to an identified need?

**Community [C]** -Does the issue impact the community as a whole?

### Locus of Control:

1 = "We could do it ourselves"

2 = "We could do it with collaboration"

3 = "We could support, but others would need to lead."

### Timeline:

1 = "Impact within Year 1"

2 = "Impact in Year 2 or Year 3"

3 = "Impact would be long-term, 3+ years"

## Stakeholder Interview Participants

| Name               | Organization                               |
|--------------------|--|
| Jayne Martin       | Legal Services for the Elderly             |
| Joanna Russell     | North Eastern Workforce Development        |
| Dyan Walsh         | Eastern Area on Aging                      |
| Susan Hammond      | Four Directions                            |
| Scott Oxley        | Northern Light Acadia Hospital             |
| Sharisse Roberts   | Division for the Blind                     |
| Darcy Cooke        | Food & Medicine and Transportation for All |
| Meredith Batley    | Knox Clinic                                |
| Lee Umphrey        | EMDC                                       |
| Sarah Marx         | Welcoming Our Immigrant Neighbor           |
| Sue Mackey Andrews | Helping Hands with Heart                   |
| Tom Peaco          | PenBay Chamber                             |
| Rebecca Kirk       | Bangor Rotary / Habitat for Humanity       |
| Amanda Cost        | Partners for Peace                         |
| Wade Betters       | Bangor Police Department                   |
| Amy Bragg          | Maine Child Development Services           |
| John McDonald      | RSU #13 (Rockland)                         |
| Danielle Malcolm   | Maine Ombudsman                            |