Human Services Needs Assessment for 40206 Zip Code

United Crescent Hill Ministries

Center for Neighborhoods
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Louisville Metro Government

2014
Acknowledgements

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Section 1. Overview

In order to provide a foundation for more strategically focused programs, United Crescent Hill Ministries (UCHM) retained the services of the Center for Neighborhoods (CFN) to conduct a Human Services Needs Assessment for the 40206 zip code. Due to consolidation of some of the local Ministries' geographic service areas, UCHM had recently absorbed the Butchertown neighborhood, to increase its service area to include almost all of the 40206 zip code, including the neighborhoods of Clifton, Clifton Heights and Crescent Hill in addition to Butchertown.

The needs assessment evaluated the current social and demographic composition of 40206 and surveyed neighborhood residents related to service needs that exist among the population. This information will ultimately be used to focus, guide and aide in planning the Ministries' programs as it relates to seniors, youth, nutrition, transportation, emergency assistance, and other community needs which may not be adequately addressed at the current time.
The Human Services Needs Assessment project was composed of four primary tasks:

1) The creation of a demographic profile of the 40206 zip code;
2) Development, distribution and analysis of a human services needs survey;
3) Community discussion that will provide public input to further the UCHM planning and decision making process; and
4) Compilation of a final report.

This report is organized into the following sections:
- 40206 Demographic Summary with Survey Respondent Demographics
- Familiarity With and Use of UCHM Services
- Human Services Needs Summary and Priorities
- Conclusion and Recommendations

**Background**

UCHM has been a mainstay in supporting its service community for 40 years. Coming together in response to the devastating 1974 tornado, area churches committed to continue to work together in an ongoing response to community needs. Now composed of over 20 churches, ministries, and religious institutions, supported by public and private funds and the contributions of local businesses, individuals and volunteers, UCHM provides support services directly to neighborhood residents, promotes community engagement and development throughout the area.

Many Louisville neighborhoods are struggling to meet ongoing economic and social challenges. The demographics of neighborhoods are changing before our eyes -- an increase in older residents, disenfranchised youth, isolated immigrant populations, the crisis in jobs and housing over the last six years, and the threats of crime and drugs. All these circumstances require a more local response to needs; a more caring and compassionate community.

A quick review of census data for the 40206 zip code reveals some interesting indicators.
- A growing non-white population, increasingly foreign-born
- An increasing number of non-traditional households -- multi-generational, one parent, multi-racial
- More single heads of households, older than the overall average
- An older, more highly educated population
- Older housing stock with an increase in rental units, with rents in the lower to moderate categories

But of concern are indicators of a growing gap between residents who are able to manage their needs and those who are unable to do so. Pockets of poverty and poor living conditions exist. A fair percentage of people are struggling amidst a stable exterior perception. Currently 8% of homes in 40206 are in foreclosure. An additional 10% of properties are vacant. These housing statistics are indicative of fragile economic conditions.

**Long Term Trends.** While it is good to evaluate and assess strengths and potentials for developing core program strengths, it must be done with an eye to the future. In reviewing several reports, both from a statewide and a local perspective, four key trends are consistently referenced and must be factored in when considering program sustainability.
Demographic changes. The population dynamic that already exists in 40206 -- larger percentages of new, younger residents and long-term older residents -- will likely continue. In addition, all reports indicate that racial diversity will increase. Immigrant and non-white populations will become a greater percentage of the overall.

Housing stock. The survey identified that already the need for home repairs is increasing, as age, experience and economic circumstances push people to defer maintenance. While this may not seem significant now, the area must pay attention to sustain the quality of housing stock or else the neighborhoods will lose their appeal, and therefore their value. The trend for some time has been flight from the urban core. The 40206 neighborhoods have remained strong in the face of this challenge, but overall this must remain an important focus.

Income and Employment. The area population will likely remain a diverse mix of income distribution, but will be susceptible to a hollowing out of the middle incomes. Lower paying service industry in food service, entertainment and health care will provide stable income but little growth. Young professionals, retirees, and entrepreneurs (small business and working from home) will likely grow.

Health and Wellness. Major health concerns in Kentucky will continue to be of great influence in the years to come. Rates of obesity and cancer will remain high. Health care, home care, and preventative practices (wellness, fitness, nutrition) will be important mainstays as the population ages and confronts these issues.

Survey Distribution Process

The survey was distributed in three different ways: a mailed survey to 1200 randomized 40206 residents; an online version of the survey posted on UCHM's website as well as the Metro Council member's site and one Neighborhood Association website; and finally several site specific one-on-one surveys taken at public community meetings, door to door in specific neighborhood areas, and with clients at the UCHM center.

The Project Team sent the randomized survey targeted to get a large enough response to be considered representative of the general 40206 population within a reasonable degree of certainty. We then used this to compare results from the online and site specific respondents.

The Randomized Survey. UCHM purchased an addressed-based sampling frame of all deliverable residential addresses in the 40206 zip code. Residences that were vacant or seasonal were excluded from the initial sample. The initial sample consisted of 10,590 possible addresses. Once the sample was obtained, Excel was used to assign all addresses a random number. Addresses were then sorted by the random number, and the first 1200 addresses were chosen as the survey sample.

A pre-survey postcard was mailed to all 1200 respondents notifying them that they had been randomly selected to participate in the UCHM survey. Approximately one week later, the survey and a self-addressed stamped envelope was mailed. Finally, a reminder/thank you postcard was mailed to all 1200 respondents two weeks after the survey mailing.

UCHM received 129 completed surveys. Using a 90% Confidence Interval, this provides an error level of 7.5%. In plain language, if a random sample of the entire population of the 40206 zip code was selected 10 different times, and 129 people completed the survey each time, we would expect the results to be
within 7.5% of the estimates reported here in 9 out of 10 of those surveys. For example, in the current survey, 33.9% of randomized respondents described exercise as a need. In 9 out of 10 random surveys of the 40206 population where at least 129 individuals complete the survey, the true population value for exercise will be between 26.4% and 41.4% (7.5% of 33.9).

**The Online Survey.** CFN created an online version of the hard copy survey mailed to random respondents in Survey Monkey and posted it online on UCHM's website, Councilwoman Tina Ward Pugh's website and the Clifton Neighborhood Association's website. The online survey generated 121 responses. As a whole, the online respondents were, not surprisingly, a bit younger overall than the random survey respondents and had a higher percentage of self-employed respondents who worked at home.

**The Site Specific Survey.** The site specific survey was conducted at two political candidate forums, with participants of programs and services at the UCHM center, and by walking door to door in several neighborhood areas throughout 40206.

The next section presents more detail about how the various respondent groups, individually and as a whole, compare to overall census demographics for 40206.

**Section 2. 40206 Demographic Summary with Survey Respondent Demographics**

The 40206 zip code has a population of 18,865 residing in 9,150 households (US Census, 2010). The survey respondents represented 580 persons residing in 309 households -- 3.4% of the total population. In addition to primary survey respondents, household members included: 138 spouses/partners; 104 children; 18 renters/roommates; and 11 parents.

**Age.** The majority of respondents (74.1%) were female. Table 1 presents age categories for all persons identified as living within responding households. Most survey respondents were in the 51 to 65 years of age category. Notice that the 40206 population has the largest age group in the 31-50 age range. So, the respondent group is somewhat older than the 40206 population overall.
<table>
<thead>
<tr>
<th>Age Range</th>
<th>Full Sample</th>
<th>Randomized Respondents</th>
<th>Web Survey Respondents</th>
<th>Site-Specific Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>18-30 years</td>
<td>22</td>
<td>8.1%</td>
<td>12</td>
<td>10.6%</td>
</tr>
<tr>
<td>31-50 years</td>
<td>71</td>
<td>26.0%</td>
<td>28</td>
<td>24.8%</td>
</tr>
<tr>
<td>51-65 years</td>
<td>106</td>
<td>38.8%</td>
<td>45</td>
<td>39.8%</td>
</tr>
<tr>
<td>66-80 years</td>
<td>54</td>
<td>19.8%</td>
<td>15</td>
<td>13.3%</td>
</tr>
<tr>
<td>over 80 years</td>
<td>20</td>
<td>7.3%</td>
<td>13</td>
<td>11.5%</td>
</tr>
</tbody>
</table>

The map to the right shows the distribution of median age of the census population in 40206. The "median" is the midpoint. According to Websters, the median is the value that is in the middle of a series of values arranged from smallest to largest. On this map, you can see where the overall population of the census block is older (darker areas) or younger (lighter areas).
**Education.** The following chart shows that the survey respondents were, overall, much more highly educated than the 40206 adult population. Two-thirds of respondents (66.8%) reported they had attained a Bachelor’s degree (Bachelor's and Graduate combined) and 39.1% of respondents had gone on to obtain a graduate degree -- a rate considerable higher than the population in 40206 (18.5%) and remarkably higher than Kentucky overall (12.5% for Bachelor's and 8.5% for Graduate degrees statewide).

![40206 Educational Attainment](chart)

Note, also, that slightly over 30% of the 40206 population holds just a high school education or less. **This is over 6000 adults!** Of course, much of this is due to the percentage of elderly population, but does indicate that there are a substantial number of residents with limited education in the overall UCHM service area.

**Income.** Over a third of respondents (35.9%) reported their household income in the past 12 months was less than $30,000, and 14.7% of respondents reported less than $15,000 for their past year's income. Findings were similar for randomized respondents – 28.1% reported their household income was less than $30,000, and 21.1% earned less than $15,000 in the past year. These findings are consistent with the 2012 American Community Survey (ACS) conducted through the U.S. Census Bureau (2014b), which estimates that 15.3% of individuals in the 40206 zip code earned less than $15,000 per year.

The Census data indicate that approximately **1500 households in 40206 earn less than $15,000.** This is a significant number of people in the UCHM service area. It substantiates the need for continued financial and service assistance.

![40206 Income Distribution](chart)
Other Demographic Data. While there are a myriad of other demographic statistics for the 40206 zip code, the survey asked respondents just a few other questions to describe themselves. Here are a summary of those results.

- **Own vs Rent.** 71% of respondents own their homes; 28% rent; 1.5% live with a family member. Census data for 40206 indicate that overall, a smaller percentage own their homes -- 53.7% and 46.3% rent.

- **Length of residence** in 40206 by respondents was high at both ends of the spectrum and low in the middle -- 28.4% are "new" residents (5 years or less) and 37.6% have lived there over 20 years. This compares favorable with the census.

- **Employment.** 61.4% of respondents reported working full time; 34.5% were retired. A larger percentage of online respondents reported themselves as self-employed.
  - Many people reported that they were working multiple jobs, working and going to school, or identified themselves in multiple categories. It was difficult to quantify this percentage exactly but it appeared to be in the 8-10% range.
  - The Census reports major employment sectors in 40206 are (in order of size): legal, management, health care, computer/electronics, business & financial, arts & media.

- **Disability.** About 11% of respondents reported that they were disabled or that someone in their household was disabled. The Census indicates that 12.5% of the 40206 population is disabled -- almost 2500 residents!
  - While one might assume that with the School for the Blind in the immediate neighborhood, that visually impaired would make up the majority of this population, the Census tells a different story. It identifies the percentage of self-reported disabled residents in 40206 with 25% having a sensory disability; 42% with a physical disability; and 33% with a mental disability.
  - The largest single age group is 21 to 65, with about an equal distribution over 65.

- **Foreign Born Residents.** We did not ask for race or ethnic detail in the survey, but we did ask for primary language spoke in the home, and in the Needs section of the survey we did ask about "Adjusting to a new culture" or "Need for English as a second language". Response to all of these queries was minimal -- 3 respondents indicated that a language other than English was spoken in the home; 4 respondents indicated needing help adjusting to a new culture; and 4 indicated needing help with English as a second language.
The Census indicates 4.5% of the overall 40206 population (839) residents are foreign born. 69.6% are not US citizens. 94% speak English.

Foreign born residents primarily come from three parts of the world: Asia (49.6%), Latin America (27.3%), and Europe (15.1%).

Demographic Caveats. As the survey and analysis have progressed and been discussed, several questions have been asked about the representative-ness and validity of the results based on the sample. We'll try to address a couple of those issues here.

Is the respondent sample representative of the overall 40206 population? Probably not exactly. A larger number of respondents would have yielded more representative results. 7.5% is a fairly large probability. Compare that to a political survey which usually has a +/- 4 point validity. The respondent sample varies from the resident population is some significant ways -- older, more highly educated, but in other ways, is fairly representative of the 40206 population -- income distribution, length of residence, education.

Does this invalidate the results? No. The survey has yielded significant insights into the needs of the neighborhood residents. It is not a perfect representation, but certainly establishes a lot of information and perspective upon which to base program decisions. In order to develop a deeper understanding of its service population, UCHM could continue to seek additional information and perspectives to supplement these findings through additional surveys, focus groups and other data gathering strategies.

Why haven't you presented any further, explicit breakdown of respondent groups -- such as young mothers, or low income needs? In most cases, the data resulting from that type of breakdown did not result in valid or substantial results. Generally, the numbers of individuals who selected a particular need was often too small to allow for a statistical comparison by respondent type. The numbers were just too small and variables too numerous to make reporting meaningful.

Section 3. Familiarity with and Use of Services from UCHM

The survey asked several questions about respondent's familiarity with UCHM, participation in events and activities, and use of services provided by the organization. It was clear that primarily people who knew UCHM responded to the survey (77%).

Event or Program Attendance at UCHM

Respondents were asked about past participation in UCHM events, and 127 people reported they had attended an event or program offered by UCHM at some point in the past. In the questions that asked about specific events or programs (e.g., senior meal, youth summer programs), the most highly attended events were the trolley hop (n = 58) and fundraisers (n = 52).

Senior activities were consistently popular choices (senior trip n=28; senior meal n=26; senior education program n=17; senior fitness n=14). Very few people reported having a family member who had attended youth after school or summer programs; only two respondents answered yes for each of these items.
Received Services from UCHM

Of the 309 respondents, 47 individuals reported receiving services from UCHM. Receiving food was most common, with 22 people reporting having accessed the food pantry. Only 3 people reporting receiving senior meals, Christmas Connection, School supplies, or using UCHM to talk to someone about a problem.

While 50 people who had not received services from UCHM reported they did not know of the organization, 170 respondents reported they had not accessed UCHM because they had not needed it. Of the 50 people who reported they had not received services from UCHM and had not known about it, 9 (18.0%) were between the ages of 18-30, 20 (40.0%) were between 31-50 years, 13 (26.0%) were between 51-65 years of age, and the remaining 6 (12.0%) were older than 66 years of age.

Volunteered at UCHM

A total of 64 people had volunteered at UCHM in some capacity. This ranged from a low of 7 individuals in the youth program to a high of 33 at a fundraising event. Helping at the Food Pantry was identified by 14 respondents. Serving on a Board or Committee or helping in the office was identified by 18 respondents. Over 40 people expressed a desire to provide volunteer services at the end of the survey. This list was provided to staff.

Section 4. Human Services Needs Summary and Priorities

The primary focus and purpose of the project was to develop an assessment of priority service needs in the 40206 area. The Project Team spent a great deal of time discussing and editing the content of the checklist, looking at examples of other needs assessment formats, and determining the appropriate focus for UCHM.

The Needs Checklist is split into nine topical sections, with specific needs identified within each section. Sixty four (64) specific needs were identified in the nine sections. The nine sections included:

- **Children & Youth Services** -- focused on child care, after school and weekend programming, and tutoring
- **Counseling & Mental Health** -- addressing substance abuse, parenting, domestic problems, emotional issues, grief and loss
- **Financial Assistance** -- providing help for the basics -- rent, utilities, prescriptions, home repairs
- **Financial Planning/Education** -- a large category ranging from various forms of financial planning for both young and old, job skills and employment, debt and credit problems, applying for disability, English as a second language, and craft and interest classes
- **Legal Issues** -- preparing wills, advanced directives, guardianship
- **Health & Wellness** -- another wide ranging category encompassing exercise, nutrition, insurance, illness, primary care for self and others, transportation to appointments
- **Senior Care Issues** -- long term care, nursing home placement, safe driving, and managing relationships with aging family members
• **Needing Stronger Connections** -- to the neighborhood and community, dealing with loneliness, intergenerational programs, recreation and socialization opportunities

• **Household Needs** -- home repairs, home security, emergency preparedness

The needs list incorporates some of the core programs that UCHM offers, but also extends and expands the list to include other service needs that UCHM, its member churches, or other local service providers could undertake, should the need rank as a high priority.

Table 2 presents the results of the household needs for all respondents, as well as needs separated by respondent type (i.e., randomized respondents, web survey respondents, site-specific respondents). In the overall sample of 309 respondents, the five most commonly identified needs were:

- Exercise (114 respondents; 36.9%);
- Preparing wills and advanced directives (72 respondents; 23.3%);
- Improving residential energy efficiency (65 respondents; 20%);
- Nutrition (61 respondents; 19.7%); and
- Assistance with minor home repairs (56 respondents; 18.1%).

Some respondent trends can be observed in the most commonly identified needs. Generally, respondents from the site-specific survey reported a higher number of needs. For example, 33.3% of site-specific survey respondents expressed a need for nutritional education, compared to 15.7% and 16.5% of randomized and web survey respondents, respectively. Randomized respondents were more likely to report a need for assistance with rent and utilities, but less likely to express a need for assistance with minor home repairs, or an interest in making their homes more energy efficient, than web survey or site-specific survey respondents.

Other high ranking needs, with responses scoring 10% or higher, include:

- Craft, History or Interest Classes (16.5%)
- Recreation, Entertainment or Socialization Options (15.5%)
- Retirement Planning (13.3%)
- Getting to Know my Neighbors Better (12.9%)
- Managing Major Home Repairs (12.3%)
- Emotional Issues (11.7%)
- Financial Assistance with Utilities (11.3%)
- Dental Care (11.3%)
- Understanding Medicare and/or Medicaid (11%)
- Understanding Illnesses (10.4%)
- Home Security (10%)

Needs associated with seniors also consistently ranked high.

- Preparing wills and advanced directives (23.3%)
- Retirement planning (13.3%)
- Counseling for emotional issues (11.7%)
- Understanding Medicare/Medicaid (11%)
- Understanding illnesses (10.4%)
- Dental and Foot Care (11.3% and 7.8%)
- Nursing Home placement (9.7%)
- Safe driving/Helping a senior stop driving (6.1% and 5.5%)

This consistent high ranking supports the current emphasis on senior programs at UCHM and offers ideas for expansion. Partnering with nursing programs from local colleges and universities to provide monthly senior care -- visiting nursing programs, dental and podiatry clinics -- could be scheduled. Information sessions for preparing wills, retirement planning, insurance and Medicare, geriatric health, and safe driving programs offered by AAA could be successful in expanding current programming.

Home security and safe neighborhoods also were an underlying theme in both the checklist and the open-ended responses.

Table 2. Household needs of respondents for the overall sample and by respondent type.

<table>
<thead>
<tr>
<th>Variable name</th>
<th>Total Sample (N = 309)</th>
<th>Randomized Respondents (n = 129)</th>
<th>Web Survey Respondents (n = 121)</th>
<th>Site-Specific Respondents (n = 59)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Children &amp; Youth</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>pre-school child care</td>
<td>15 (4.9%)</td>
<td>7 (5.4%)</td>
<td>4 (3.3%)</td>
<td>4 (6.8%)</td>
</tr>
<tr>
<td>after school child care</td>
<td>11 (3.6%)</td>
<td>4 (3.1%)</td>
<td>3 (2.5%)</td>
<td>4 (6.8%)</td>
</tr>
<tr>
<td>evening / weekend child care</td>
<td>7 (2.3%)</td>
<td>2 (1.6%)</td>
<td>3 (2.5%)</td>
<td>2 (3.4%)</td>
</tr>
<tr>
<td>summer / holiday child care</td>
<td>15 (4.9%)</td>
<td>5 (3.9%)</td>
<td>6 (5.0%)</td>
<td>4 (6.8%)</td>
</tr>
<tr>
<td>academic help &amp; tutoring</td>
<td>14 (4.5%)</td>
<td>3 (2.3%)</td>
<td>6 (5.0%)</td>
<td>5 (8.5%)</td>
</tr>
<tr>
<td><strong>Counseling &amp; Mental Health</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>alcohol / substance abuse</td>
<td>9 (2.9%)</td>
<td>4 (3.1%)</td>
<td>0 (0.0%)</td>
<td>5 (8.5%)</td>
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<tr>
<td>domestic violence</td>
<td>2 (0.6%)</td>
<td>1 (0.8%)</td>
<td>0 (0.0%)</td>
<td>1 (1.7%)</td>
</tr>
<tr>
<td>marriage problems</td>
<td>6 (1.9%)</td>
<td>1 (0.8%)</td>
<td>2 (1.7%)</td>
<td>3 (5.1%)</td>
</tr>
<tr>
<td>child behavior / parenting</td>
<td>13 (4.2%)</td>
<td>6 (4.7%)</td>
<td>3 (2.5%)</td>
<td>4 (6.8%)</td>
</tr>
<tr>
<td>emotional issues (depression, anger, etc.)</td>
<td>36 (11.7%)</td>
<td>17 (13.2%)</td>
<td>9 (7.4%)</td>
<td>10 (16.9%)</td>
</tr>
<tr>
<td>grief / loss</td>
<td>19 (6.1%)</td>
<td>5 (3.9%)</td>
<td>3 (2.5%)</td>
<td>11 (18.6%)</td>
</tr>
</tbody>
</table>
Table 2. Household needs of respondents for the overall sample and by respondent type.

<table>
<thead>
<tr>
<th>Variable name</th>
<th>Total Sample (N = 309)</th>
<th>Randomized Respondents (n = 129)</th>
<th>Web Survey Respondents (n = 121)</th>
<th>Site-Specific Respondents (n = 59)</th>
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</thead>
<tbody>
<tr>
<td><strong>Financial Assistance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>rent</td>
<td>23 (7.4%)</td>
<td>14 (10.9%)</td>
<td>3 (2.5%)</td>
<td>6 (10.2%)</td>
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<tr>
<td>utilities</td>
<td>35 (11.3%)</td>
<td>20 (15.5%)</td>
<td>4 (3.3%)</td>
<td>11 (18.6%)</td>
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<tr>
<td>prescriptions</td>
<td>18 (5.8%)</td>
<td>10 (7.8%)</td>
<td>1 (0.8%)</td>
<td>7 (11.9%)</td>
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<td>home repairs</td>
<td>32 (10.4%)</td>
<td>13 (10.1%)</td>
<td>15 (12.4%)</td>
<td>4 (6.8%)</td>
</tr>
<tr>
<td><strong>Financial Planning / Education</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>young adults getting started financially</td>
<td>14 (4.5%)</td>
<td>8 (6.2%)</td>
<td>6 (5.0%)</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>college planning for children</td>
<td>9 (2.9%)</td>
<td>7 (5.4%)</td>
<td>2 (1.7%)</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>retirement planning</td>
<td>41 (13.3%)</td>
<td>12 (9.3%)</td>
<td>21 (17.4%)</td>
<td>8 (13.6%)</td>
</tr>
<tr>
<td>unemployment / underemployment</td>
<td>19 (6.1%)</td>
<td>10 (7.8%)</td>
<td>4 (3.3%)</td>
<td>5 (8.5%)</td>
</tr>
<tr>
<td>dealing with job loss</td>
<td>11 (3.6%)</td>
<td>6 (4.7%)</td>
<td>2 (1.7%)</td>
<td>3 (5.1%)</td>
</tr>
<tr>
<td>preparing for home ownership</td>
<td>17 (5.5%)</td>
<td>6 (4.7%)</td>
<td>6 (5.0%)</td>
<td>5 (8.5%)</td>
</tr>
<tr>
<td>dealing with debt / credit problems</td>
<td>24 (7.8%)</td>
<td>12 (9.3%)</td>
<td>7 (5.8%)</td>
<td>5 (8.5%)</td>
</tr>
<tr>
<td>dealing with foreclosure</td>
<td>3 (0.9%)</td>
<td>1 (0.8%)</td>
<td>2 (1.7%)</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>applying for disability</td>
<td>2 (0.6%)</td>
<td>1 (0.8%)</td>
<td>1 (0.8%)</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>crime victim assistance</td>
<td>2 (0.6%)</td>
<td>1 (0.8%)</td>
<td>1 (0.8%)</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>job search skills</td>
<td>11 (3.6%)</td>
<td>5 (3.9%)</td>
<td>3 (2.5%)</td>
<td>3 (5.1%)</td>
</tr>
<tr>
<td>general job skills</td>
<td>5 (1.6%)</td>
<td>3 (2.3%)</td>
<td>0 (0.0%)</td>
<td>2 (3.4%)</td>
</tr>
<tr>
<td>English as a second language</td>
<td>1 (0.3%)</td>
<td>0 (0.0%)</td>
<td>0 (0.0%)</td>
<td>1 (1.7%)</td>
</tr>
<tr>
<td>craft, history, or interest classes</td>
<td>51 (16.5%)</td>
<td>23 (17.8%)</td>
<td>25 (20.7%)</td>
<td>3 (5.1%)</td>
</tr>
<tr>
<td><strong>Legal Issues</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>preparing wills and advance directives</td>
<td>72 (23.3%)</td>
<td>23 (17.8%)</td>
<td>31 (25.6%)</td>
<td>18 (30.5%)</td>
</tr>
<tr>
<td>guardianship of children &amp; dependent adults</td>
<td>14 (4.5%)</td>
<td>4 (3.1%)</td>
<td>4 (3.3%)</td>
<td>6 (10.2%)</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
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<th>Site-Specific Respondents (n = 59)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health &amp; Wellness</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>exercise (e.g., walking groups, access to gym equipment)</td>
<td>114 (36.9%)(^1)</td>
<td>45 (34.9%)(^1)</td>
<td>40 (33.1%)(^1)</td>
<td>29 (49.2%)(^1)</td>
</tr>
<tr>
<td>good nutrition / cooking more healthfully</td>
<td>61 (19.7%)(^4)</td>
<td>21 (16.3%)</td>
<td>20 (16.5%)</td>
<td>20 (33.9%)(^2)</td>
</tr>
<tr>
<td>understanding illnesses (e.g. diabetes, Alzheimer’s, MS)</td>
<td>32 (10.4%)</td>
<td>9 (6.8%)</td>
<td>6 (5.0%)</td>
<td>17 (28.8%)(^4)</td>
</tr>
<tr>
<td>understanding medications</td>
<td>18 (5.8%)</td>
<td>5 (4.1%)</td>
<td>0 (0.0%)</td>
<td>13 (22%)</td>
</tr>
<tr>
<td>understanding my insurance</td>
<td>24 (7.8%)</td>
<td>8 (6.2%)</td>
<td>5 (4.1%)</td>
<td>11 (18.6%)</td>
</tr>
<tr>
<td>understanding Medicare and/or Medicaid</td>
<td>34 (11%)</td>
<td>10 (7.8%)</td>
<td>12 (9.9%)</td>
<td>12 (20.3%)</td>
</tr>
<tr>
<td>primary medical care</td>
<td>13 (4.2%)</td>
<td>6 (4.7%)</td>
<td>0 (0.0%)</td>
<td>7 (11.9%)</td>
</tr>
<tr>
<td>blood pressure checks</td>
<td>28 (9.1%)</td>
<td>11 (8.5%)</td>
<td>2 (1.7%)</td>
<td>15 (25.4%)(^5)</td>
</tr>
<tr>
<td>foot care</td>
<td>24 (7.8%)</td>
<td>9 (6.8%)</td>
<td>0 (0.0%)</td>
<td>15 (25.4%)(^5)</td>
</tr>
<tr>
<td>dental care</td>
<td>35 (11.3%)</td>
<td>14 (10.9%)</td>
<td>7 (5.8%)</td>
<td>14 (23.7%)</td>
</tr>
<tr>
<td>transportation to appointments</td>
<td>16 (5.2%)</td>
<td>7 (5.4%)</td>
<td>3 (2.5%)</td>
<td>6 (10.2%)</td>
</tr>
<tr>
<td>caring for an ill family member</td>
<td>15 (4.9%)</td>
<td>1 (0.8%)</td>
<td>5 (4.1%)</td>
<td>9 (15.3%)</td>
</tr>
<tr>
<td>home-delivered meals</td>
<td>8 (2.6%)</td>
<td>1 (0.8%)</td>
<td>2 (1.7%)</td>
<td>5 (8.5%)</td>
</tr>
<tr>
<td>arranging care for a family member</td>
<td>17 (5.5%)</td>
<td>6 (4.7%)</td>
<td>4 (3.3%)</td>
<td>7 (11.9%)</td>
</tr>
<tr>
<td><strong>Senior Care Issues</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>long term care</td>
<td>13 (4.2%)</td>
<td>4 (3.1%)</td>
<td>1 (0.8%)</td>
<td>8 (13.6%)</td>
</tr>
<tr>
<td>adult day care</td>
<td>12 (3.9%)</td>
<td>6 (4.7%)</td>
<td>2 (1.7%)</td>
<td>4 (6.8%)</td>
</tr>
<tr>
<td>managing relationships with aging family members</td>
<td>20 (6.5%)</td>
<td>7 (5.4%)</td>
<td>4 (3.3%)</td>
<td>9 (15.3%)</td>
</tr>
</tbody>
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</thead>
<tbody>
<tr>
<td>safe driving for seniors</td>
<td>19 (6.1%)</td>
<td>4 (3.1%)</td>
<td>3 (2.5%)</td>
<td>12 (20.3%)</td>
</tr>
<tr>
<td>helping a senior decide to stop driving</td>
<td>17 (5.5%)</td>
<td>3 (2.3%)</td>
<td>4 (3.3%)</td>
<td>10 (16.9%)</td>
</tr>
<tr>
<td>nursing home placement: choosing, finances, transition</td>
<td>30 (9.7%)</td>
<td>10 (7.8%)</td>
<td>6 (5.0%)</td>
<td>14 (23.7%)</td>
</tr>
<tr>
<td>Needing Stronger Connections</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>safety checks for ill, disabled, or isolated adults</td>
<td>17 (5.5%)</td>
<td>3 (2.3%)</td>
<td>3 (2.5%)</td>
<td>11 (18.6%)</td>
</tr>
<tr>
<td>dealing with loneliness or isolation</td>
<td>25 (8.1%)</td>
<td>10 (7.8%)</td>
<td>3 (2.5%)</td>
<td>12 (20.3%)</td>
</tr>
<tr>
<td>getting to know my neighbors better</td>
<td>40 (12.9%)</td>
<td>15 (11.6%)</td>
<td>15 (12.4%)</td>
<td>10 (16.9%)</td>
</tr>
<tr>
<td>settling into neighborhoods</td>
<td>17 (5.5%)</td>
<td>6 (4.7%)</td>
<td>3 (2.5%)</td>
<td>8 (13.6%)</td>
</tr>
<tr>
<td>adjusting to a new culture</td>
<td>4 (1.3%)</td>
<td>1 (0.8%)</td>
<td>0 (0.0%)</td>
<td>3 (5.1%)</td>
</tr>
<tr>
<td>English as second language classes</td>
<td>3 (.9%)</td>
<td>1 (0.8%)</td>
<td>0 (0.0%)</td>
<td>2 (3.4%)</td>
</tr>
<tr>
<td>recreation, entertainment or socialization</td>
<td>48 (15.5%)</td>
<td>21 (16.3%)</td>
<td>12 (9.9%)</td>
<td>15 (25.4%)</td>
</tr>
<tr>
<td>intergenerational programs</td>
<td>19 (6.1%)</td>
<td>6 (4.7%)</td>
<td>4 (3.3%)</td>
<td>9 (15.3%)</td>
</tr>
<tr>
<td>Household</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>minor home repairs I could do myself</td>
<td>56 (18.1%)</td>
<td>16 (12.4%)</td>
<td>26 (21.5%)</td>
<td>14 (23.7%)</td>
</tr>
<tr>
<td>managing major home repairs</td>
<td>38 (12.3%)</td>
<td>10 (7.8%)</td>
<td>19 (15.7%)</td>
<td>9 (15.3%)</td>
</tr>
<tr>
<td>weather / disaster preparedness</td>
<td>22 (7.1%)</td>
<td>5 (3.9%)</td>
<td>9 (7.4%)</td>
<td>8 (13.6%)</td>
</tr>
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</thead>
<tbody>
<tr>
<td>making my house more energy efficient home security</td>
<td>65 (20%)&lt;sup&gt;3&lt;/sup&gt;</td>
<td>22 (17.1%)&lt;sup&gt;3&lt;/sup&gt;</td>
<td>30 (24.8%)&lt;sup&gt;3&lt;/sup&gt;</td>
<td>13 (22%)</td>
</tr>
<tr>
<td></td>
<td>31 (10%)</td>
<td>10 (7.8%)</td>
<td>10 (8.3%)</td>
<td>11 (18.6%)</td>
</tr>
</tbody>
</table>

<sup>1</sup> = most commonly identified need for this respondent group; <sup>2</sup> = 2<sup>nd</sup> most commonly identified need for this respondent group; <sup>3</sup> = 3<sup>rd</sup> most commonly identified need for this respondent group; <sup>4</sup> = 4<sup>th</sup> most commonly identified need for this respondent group; <sup>5</sup> = 5<sup>th</sup> most commonly identified need for this respondent group.

**Open-Ended Need Priorities Response.** The survey also asked respondents to list their 3 most important needs in an open-ended question, after they had completed the checklist. Those results are summarized in Table 3. There, answers were much more straightforward -- food, rent, utilities. Other times, more heartfelt and personal -- patience, help with laundry.

Because people could answer in their own language, the analysis "normalized" the responses by entering them word for word, and then applying a standard category. All of the responses with each category were grouped. First, second and third responses were kept together respectively. Then, all the scores were tallied across first, second and third, to generate a composite score for that category. Then the response categories were ranked by total score to create Table 3. All of the response tables showing this process are attached in Appendix A.

The open-ended responses provide a different slant on what's important to people and bring a different urgency to the findings. Whereas exercise, good nutrition, and home repairs scored high on the checklist, financial need, establishing community and home repairs were quite dominant high scores on the open-ended question, followed closely by exercise and good nutrition.

Table 3. Most Important Needs from Open-Ended Question #15

<table>
<thead>
<tr>
<th>1st Important Need</th>
<th>2nd Important Need</th>
<th>3rd Important Need</th>
<th>TOTAL 1st, 2nd, 3rd</th>
</tr>
</thead>
<tbody>
<tr>
<td>financial need</td>
<td>28</td>
<td>financial need</td>
<td>20</td>
</tr>
<tr>
<td>establishing community</td>
<td>17</td>
<td>establishing community</td>
<td>8</td>
</tr>
<tr>
<td>home repairs</td>
<td>12</td>
<td>home repairs</td>
<td>12</td>
</tr>
<tr>
<td>nutrition</td>
<td>9</td>
<td>nutrition</td>
<td>9</td>
</tr>
<tr>
<td>exercise</td>
<td>10</td>
<td>exercise</td>
<td>5</td>
</tr>
<tr>
<td>social interaction</td>
<td>7</td>
<td>social interaction</td>
<td>7</td>
</tr>
<tr>
<td>financial planning</td>
<td>5</td>
<td>financial planning</td>
<td>8</td>
</tr>
<tr>
<td>1st Important Need</td>
<td>2nd Important Need</td>
<td>3rd Important Need</td>
<td>TOTAL 1st, 2nd, 3rd</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------</td>
<td>-------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>chores</td>
<td>chores</td>
<td>chores</td>
<td>2 16</td>
</tr>
<tr>
<td>counseling</td>
<td>counseling</td>
<td>2 counseling</td>
<td>6 14</td>
</tr>
<tr>
<td>transportation</td>
<td>transportation</td>
<td>5 transportation</td>
<td>3 14</td>
</tr>
<tr>
<td>health care</td>
<td>health care</td>
<td>2 health care</td>
<td>5 12</td>
</tr>
<tr>
<td>employment</td>
<td>employment</td>
<td>2 employment</td>
<td>5 11</td>
</tr>
<tr>
<td>care for elderly</td>
<td>care for elderly</td>
<td>2 care for elderly</td>
<td>1 10</td>
</tr>
<tr>
<td>volunteer opportunities</td>
<td>2 volunteer opportunities</td>
<td>4 volunteer opportunities</td>
<td>4 10</td>
</tr>
<tr>
<td>safe neighborhoods</td>
<td>5 safe neighborhoods</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>time management</td>
<td>2 time management</td>
<td>3 time management</td>
<td>3 8</td>
</tr>
<tr>
<td>maintaining independence</td>
<td>maintaining independence</td>
<td>1 maintaining independence</td>
<td>2 7</td>
</tr>
<tr>
<td>adult education classes</td>
<td>1 adult education classes</td>
<td>1 adult education classes</td>
<td>5 7</td>
</tr>
<tr>
<td>child care programs</td>
<td>4 child care programs</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>addiction</td>
<td>2 addiction</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>neighborhood maintenance</td>
<td>2 neighborhood maintenance</td>
<td>1 neighborhood maintenance</td>
<td>2 5</td>
</tr>
<tr>
<td>housing</td>
<td>5</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>parenting</td>
<td>3 parenting</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>creating a will</td>
<td>1 creating a will</td>
<td>2 creating a will</td>
<td>1 4</td>
</tr>
<tr>
<td>health insurance</td>
<td>1 health insurance</td>
<td></td>
<td>3 4</td>
</tr>
<tr>
<td>senior needs</td>
<td>1 senior needs</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>energy efficiency</td>
<td>2</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>neighborhood accessibility 2 2</td>
</tr>
</tbody>
</table>

Merging the responses from both the checklist and the open-ended question the team articulated the top five human service needs:

- Financial Assistance
- Establishing Community
- Home Repairs
- Health & Wellness
- Socialization

**Financial Assistance.** Both a strong response in the Needs Checklist, and an overwhelming need identified in the open-ended question, Financial Assistance obviously remains a top priority for UCHM programming. In addition to direct financial assistance for rent, utilities, and prescriptions, the food pantry is one of the most utilized services provided by UCHM. And while not strongly indicated in the survey, home delivered meals remains an important supplement to the senior lunch program.
The demographic analysis of 40206 highlights that there are significant pockets of economic need within the area, although the neighborhoods appear to be stable and thriving. UCHM could identify where these pockets of need are, and help those residents access the services they need -- if not directly from the center, then referred to appropriate resources within the community.

**Establishing Community.** Needs that were identified and ranked high such as "Getting to know my neighbors", "Fitting in to a new neighborhood/culture", "Opportunities for involvement", "Meeting people different than me" -- all speak to a need to establish stronger connections to their neighborhoods and community. This is kind of surprising, given the strong Neighborhood Associations that exist in all four major neighborhoods in 40206, but also identifies an opportunity for engagement.

The respondent demographic about length of time living in the area provided insight into this need best. Both new residents and long time residents dominated the respondent characteristics. Many people are moving in, new to the area -- young professionals, immigrants, renters, first time home owners. They're coming from all over -- both from other areas of Louisville, and new to this city. Also, there are people who have lived in the area practically their whole lives. They may be elderly, alone, living on limited resources. People are longing for friends and connections.

This need priority offers a significant opportunity for UCHM and its member churches to reach out and engage residents. Whether it’s by expanding interest class offerings or providing direct services, be that exercise classes, youth or senior programming, or volunteer opportunities, people are seeking ways to become more connected to their neighborhoods.

**Home Repairs.** Given the high rate of home ownership and with a more senior population, Household Needs was the highest ranking overall category. Also, the high rental percentage and overall lower than average rent rates might indicate that some rental units may be in need of repair. Working with Neighborhood Associations to locate properties in need of repair might be a way to strengthen outreach among associations.

Identifying partners to present information on energy efficiency and weatherization -- Project Warm or LG&E -- even "Do-it-Yourself" classes on minor home repairs might be an effective way to provide information. Re-starting the home repairs program that UCHM used to manage might be beneficial in the community, or engaging with member churches for a "Repair Weekend". UCHM could function as the coordinator, taking applications, assembling teams and resources.

**Health and Wellness.** Not surprisingly, this category of needs practically jumped off the page and offers UCHM an opportunity to build on existing program offerings and establish new partnerships. This isn't a need just for seniors. It resonated throughout all the responses. Low cost exercise opportunities, maybe walking groups or a Zumba class could expand participation. Promoting good nutrition, not just by offering meals, but utilizing the kitchen for a cooking class or getting the Root Cellar truck to come every couple weeks -- bringing a Farmer's Market to your program participants.

Educating community residents on a myriad of health care issues -- new insurance programs, Medicare/Medicaid, wellness, illnesses, medications, care options for aging parents -- all provide opportunities for community residents to come to the center. Developing partnerships with service providers -- visiting nurses, University of Louisville's dental clinic, counseling services, even medical supply companies that provide ways to maintain independence -- all are needed services.
**Socialization.** While Establishing Community spoke more to social engagement from a neighborhood or community perspective, there were many needs that focused on individual connectedness – dealing with loneliness, grief and loss, needing a safe place to meet people, intergenerational activities, interest classes, crafts.

Establishing a place where people can come together for fun, to share conversation and good times is a clear priority need. Individuals in the community are in need of ways to connect with others in an informal and safe environment. UCHM has an opportunity to become that type of center in the community. Its member churches can extend that connection, where appropriate, and enhance their own connection to the community in which they are located.

**Section 5. Conclusions and Recommendations**

It is very clear from the survey responses that *UCHM is highly regarded* in the 40206 community. It’s seen as a safe place that cares for people’s needs. Financial constraints and developing strong programming make expanding services challenging in this environment. But the survey validates that opportunities exist for developing a vibrant and sustainable center.

Survey responses very much confirm much of what UCHM is about, and provides solid guidance for future program development. The demographic analysis shows that there is identifiable poverty and need amid the picture of stable neighborhoods.

Survey respondents did not indicate a strong need for *youth programming* and few of the 900 *immigrants* who live in the area responded. Therefore, more information gathering is needed. The survey did not work well in getting information from these particular groups. UCHM might consider using *focus groups* to gather people from these two constituencies together for a conversation about needs in order to develop a better understanding of how to serve these populations.

**Obstacles to meeting needs.** Respondents to the survey identified that when they had trouble meeting needs, it was primarily because services were too expensive, or that they just didn’t know that services existed to help meet their needs. Few respondents indicated that there were no openings or existing services were of low quality.

While we are fond of the familiar adage "If you build it, they will come" it is also clear that just because you may offer a class or a program, that will not guarantee expected participation, no matter how well designed. In response to that question about what would impact a respondent’s participation in a program to meet an existing need, over 30% indicated that it would depend on how well the program would match their specific need. This obviously presents a challenge to UCHM as it moves forward to design and develop programs that meet identified needs.

**Keep talking** -- amongst yourselves and with the constituents and clients you serve. Try new initiatives and don’t be afraid to "fail". Just keep trying and refining and ask for input always. Reach out to the Neighborhood Associations, to your member churches, and to other partners in the area. Engage them in discussions about issues and needs and how UCHM can be of service. Be imaginative and take risks.

Keep costs in mind, as 19% of respondents indicated that cost of service would impact their participation. Experiment with offerings at different times of the day or week to see what works. Our
assumptions may not always be accurate about what people will respond to. Therefore, keep asking questions.

There are many service providers in 40206 and surrounding areas that could expand and enhance UCHM’s capabilities and programming. Form collaborative partnerships with these and other providers to respond to expressed needs. A list of the service providers represented on this map is presented in Appendix B. That list should be scrutinized for currency, accuracy and completeness, and used as a beginning point for identifying collaborative partnerships and referral agencies for client services.

Re-examine role and responsibilities with member churches. Especially explore how to enhance and strengthen the relationships between UCHM and its member churches. Develop a better understanding about roles and activities and leverage these resources within the overall organization. UCHM could serve as a central network hub, connecting people and programs that already exist or coordinate initiatives or services that a group of member churches could jointly provide.
References

Census statistics were generated from tables in the 2008-2012 American Community Survey, particularly Table 2014a Selected Housing Characteristics; Table 2014b Income in the past 12 months for the 40206 zip code; Table 2014c Educational Attainment; and DP02 Selected Social Characteristics.

Additional demographic data were drawn from the City-Data Detailed Profile of the 40206 zip code, accessed from http://www.city-data.com/zips/40206.html

Additional local housing data were drawn from the Vacant and Abandoned Property Statistics website maintained by Louisville Metro Government accessed at http://vapstat.louisvilleky.gov/

Demographic trends information were drawn from the following:


son has alcohol problems, don't know how to help
spiritual connection and growth to maintain recovery from
alcohol and food disorder

I'd love to see a venue for learning Spanish, and have a big
group of people looking to start a Spanish club. If you have
a venue where we could arrange this, please contact me.

adult long term care for a chronically ill family member
aging mother
care for the elderly
caring for elderly parents
Elderly parents
help caring for alzheimers patient
Help with issues surrounding aging parents
after school program for grandchildren we care for
childcare
future affordable pre-school child care that spans a work
day
Summer child are
help with grocery shopping, carrying groceries
help with yard work
light household, yard duties
Need help with some routine home maintenance &
cleaning
up keep of yard, garden and exterior and interior of house
yard work
I have few of these needs right now but expect to have
them in a year or two, when I no longer have any work and
am fully retired.
Counseling - lost husband and son
just broke up with long term boyfriend
Son is getting divorced and has moved in with me
Mental health
Dealing with stress
The creation of a will
employment to supplement social security
job
community
community connection
community involvement
etting to know my neighbors/neighborhood and city, I'm a
transplant
Fitting in to neighborhood
Getting settled in our new condo
Getting to know neighbors
getting to know neighbors - just moved here
getting to know the neighbors, even on our specific street
just moved into new apartment
meeting more Crescent Hill neighbors
Meeting more people in general
Meeting neighbors
more connected to neighbors
neighborhood involvement
Neighborhood organization/socialization
new to the city, don't know where things are
exercise
exercise
Exercise
Exercise
exercise and diet needs to be healthy
exercise-prefer dancing/movement
Finding time to exercise
Flexible, inexpensive, age-appropriate exercise classes
Low/no cost exercise programs
recreational services
debt/credit problems
financial assist
financial need
getting out of debt
help with mortgage payment to prevent loss of home
I'm blessed and handle money the best I can
it's hard to make my social security last each month
keeping my head above water
Making ends meet (finances)
managing finances and paying bills on time
money
Staying on a budget
welfare check
prescription help
prescriptions
rent
rent
rent
help to stabilize my LG&E
help with utilities

establishing community
establishing community
establishing community
establishing community
establishing community
establishing community
establishing community
establishing community
establishing community
establishing community
establishing community
establishing community
exercise
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financial need
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## APPENDIX A
### Open-Ended Response -- 1st Priority Need

<table>
<thead>
<tr>
<th>Priority Need</th>
<th>Category</th>
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<td>lights/gas bills</td>
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<td>college planning</td>
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<tr>
<td>being prepared for the next 20 years!</td>
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<td>trying to buy a home and getting a loan</td>
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<td>Property needs to be cleaned up</td>
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<td>Staying healthy and physically active</td>
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<td>shelter</td>
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<td>Mobility</td>
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<td>dealing with difficult children's behaviours</td>
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<td>parenting</td>
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<td>Health and wellness - walkable, clean, safe neighborhood - which we are</td>
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<td>safe neighborhood</td>
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</table>
APPENDIX A
Open-Ended Response -- 1st Priority Need

safe neighborhood
safety
safety on the street and in the stores in Crescent Hill area
senior needs
I'd like to have kids in my life
I'm lonely
Interacting with other adults
Social Interaction
socialization
socialization
Socialization
Time
working too much
car
help getting to the doctor
transportation in neighborhood
transportation to Dr appointments
transportation to medical appointments
I have more capacity to give than I have need
mission work, I have planted churches in Ethiopia and
need to find churches and partners who can stand with
vision

senior needs
social interaction
social interaction
social interaction
social interaction
social interaction
social interaction
social interaction
social interaction
social interaction
social interaction
social interaction
time management
time management
transportation
transportation
transportation
transportation
transportation
volunteering
volunteering
APPENDIX A
Open-Ended Response -- 2nd Priority Need

a daughter who is addicted to drugs
I do have alcohol/drug abuse in nephews along with mental issues in family
My best friend has an alcohol problem
Hobby, craft classes

adult day care for elderly parent with Alzheimer's
care for elderly
child care and enrichment
child care programs
grass cutting
chores
help running errands
chores
yard work
balance
marriage
Prepare a will
creating a will
will preparation
chores
job training
employment
energy efficiency of home
energy efficiency
making home more energy efficient
energy efficiency
coping with being in a new town
establishing community

Ensuring our neighborhood welcomes diversity - opportunities to meet people different than me
Fostering community
getting to know my neighbors
Getting to know neighbors
meeting our neighbors
Meeting people
relationships with neighbors
Family stress in new culture
exercise
Exercise
exercise (cost and access)
exercise
local, affordable exercise programs
exercise
debt solutions
financial need
bills paid
financial need
financial/debt
have a hard time making ends meet
financial need
help with diapers, baby and children's shoes and clothes
financial need
help with medical bills, rent, help with tax prep meds
financial need

addiction
addiction
addiction
addiction
care for elderly
care for elderly
child care programs
child care programs
adult education classes
adult education classes
chores
chores
chores
chores
counseling
counseling
creating a will
creating a will
chores
chores
employment
employment
energy efficiency
energy efficiency
establishing community
establishing community
establishing community
establishing community
establishing community
exercise
exercise
exercise
exercise
exercise
financial need
financial need
financial need
financial need
financial need

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<td>help with rent</td>
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<td>Help with rent</td>
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<td>help with utilities</td>
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<td>utilities</td>
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<td>prescriptions and medical bills</td>
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<td>college planning</td>
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<td>financial planning and assistance</td>
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<td>financial planning for long term retirement</td>
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<td>financial training (3 young adults, 1 baby, little knowledge)</td>
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<td>funding retirement</td>
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<td>Home value has declined limiting my options</td>
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<td>larger place with less rent</td>
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<tr>
<td>Roof over my head</td>
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<td>neighbors taking care of property</td>
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<tr>
<td>Cooking healthy meals (limited processed food, plenty nutrition of produce, etc.) on tight time schedules</td>
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<tr>
<td>food</td>
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<td>food</td>
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<tr>
<td>food</td>
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<tr>
<td>food</td>
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<tr>
<td>heat and eat meals for disabled</td>
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<td>help with food</td>
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</table>
APPENDIX A
Open-Ended Response -- 2nd Priority Need

meals  nutrition
meals  nutrition
Relationship with grandchildren  parenting  parenting  1
security  safe neighborhoods  safe neighborhoods  3
security  safe neighborhoods  safe neighborhoods
security (after 4 home break-ins)  safe neighborhoods  safe neighborhoods
continue program for seniors and children  senior needs  senior needs  1
community/social events  social interaction  social interaction  6
isolation  social interaction  social interaction
limited social interaction  social interaction  social interaction
lonely  social interaction  social interaction
meeting others  social interaction  social interaction
need safe places to meet people  social interaction  social interaction
knowing what do do next  time management  time management  3
managing too many demands  time management  time management  1
Time management  time management  time management
Good public transportation  transportation  transportation  5
Transportation  transportation  transportation
tutoring for my daughter  tutoring  tutoring  1
Veterans Hospital  Veterans Hospital  Veterans Hospital  1
service  volunteering  volunteering
Volunteering  volunteering  volunteering

I want to get my daughter (4 yrs old) involved in volunteering programs to give back to the community.

staying healthy  wellness programs  wellness programs  6
Staying healthy  wellness programs
Energy  wellness programs
health  wellness programs
health and wellness  wellness programs
wellness programs  wellness programs
APPENDIX A

Open_Ended Response -- 3rd Priority Need

happy kids
quality of life
Gardening classes
learning opportunities
education/info
buying a house and having a baby
nursing home planning
finding someone to help us
help with removing large items, old tv, furniture, etc.
help with yard
yard work
depression
Emotional issues
emotional support
feeling alone

help understanding how a mother abandons a child
Worried about the future
wills
Dental care
daughter and son need jobs
job training
skills for getting a better job
community history
learning to live without any family near me (I'm from Michigan)
Feeling comfortable here
new to the neighborhood
an exercise schedule

excercise clubs (running, weight lifting, soccer, etc)
exercise
exercise
exercise and nutrition
help with exercise
bills
financial needs
funds
help with medications
help with rent and utilities
meds
Money
sometimes paying the bills on a short month
worried about finances
utilities

???
???
adult education classes
adult education classes
adult education classes
buying a house and having a baby
care for elderly
care for elderly
chores
chores
chores
chores
chores
chores
counseling
counseling
counseling
counseling
creating a will
dental
dental
employment
employment
employment
establishing community
establishing community
establishing community
establishing community
exercise
exercise
exercise
exercise
financial need
financial need
financial need
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financial need
## APPENDIX A

### Open_Ended Response -- 3rd Priority Need

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<td>finding new doctors, services</td>
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<td>Maintain my home</td>
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<td>walk-able and/or bike-able neighborhood</td>
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<td>better food from food pantry, like fruits, veg, dairy, meat</td>
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<td>food</td>
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<td>Need to make more homecooked meals</td>
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<td>Socialization</td>
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<td>socials, mixers, cultural opportunities</td>
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<td>time for myself</td>
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<td>Working too many hours away from family driving</td>
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<td>Open Ended Response -- 3rd Priority Need</td>
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<td>help getting to doctor appts</td>
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<td>transportation</td>
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<tr>
<td>encourage churches to donate to the food pantry</td>
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<tr>
<td>Getting involved</td>
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<tr>
<td>I'm an artist, I do lots of painting, making toys and crafts, and stained glass art. I'd love to volunteer to teach a class on something, especially for kids.</td>
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<tr>
<td>volunteering opportunities</td>
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<td>health and wellness</td>
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<td>health care as I get older</td>
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</table>
These services need to be verified for currency and the overall list reviewed for completeness.

**Childcare Services**
- KinderCare Learning Centers LLC
  - 730 Zorn Ave
- Brownsboro Rd Childcare and Learning Ctr
  - 2407 Brownsboro Rd
- Crescent Hill Childcare
  - 2530 Frankfort Ave
- Creative Learning Childcare Center
  - 157 N Keats Ave
- Holy Spirit Church
  - 3308 Richard Ave
- Barbara’s Day Care
  - 3019 Aubert Ave

**Counseling Services**
- Brian C Woodring Counseling
  - 1425 Story Ave
- Being and Becoming, PLLC
  - 1931 Frankfort Ave
- Creating Changes Counseling
  - 1931 Frankfort Ave
- Coalition for the Advancement of Regional Transportation, Inc.
  - 1813 Frankfort Ave
- John P Reed PhD Inc
  - 1425 Story Ave
- Lutheran Family Services
  - 1864 Frankfort Ave
- A K Hardman
  - 2908 Brownsboro Rd
- Jon William Rainbow MDiv, MA, MSW
  - 334 S Birchwood Ave
- Pastoral Counseling
  - 3044 Wentworth Ave
- Christian Comprehensive Counseling Inc
  - 201 S Peterson Ave
- Therapy Concepts Inc
  - 3224 Lexington Rd

**Health Services**
- Galen Health Institutes
  - 2704 River Green Cir
- Osteonics Corp
  - 2728 River Green Cir
- University Radiological Associates, PSC
  - 922 Franklin St
- Hudson Home
  - 806 E Market St
- Kathy J. Thomas, MD, PLLC
  - 179 N Bellaire Ave
- HealthSmart Family Chiropractic
  - 1815 Brownsboro Rd
- Kentuckiana Center for Education Health & Research Inc
  - 1810 Brownsboro Rd
- Holistic Health LLC
  - 1622 Story Ave
- Kim Jonason PhD
  - 2038 Frankfort Ave
- Susan M Bentley MD
  - 2038 Frankfort Ave
- Family Care Center, Inc
  - 1425 Story Ave
- Centennial Healthcare Corporation
  - 220 N Clifton Ave
- Veterans Health Administration
  - 800 Zorn Ave
- Sacred Heart Village Inc
  - 2120 Payne St
- H Lynn Speevack MD
  - 800 Zorn Ave
- M B Sowers MD
  - 611 Emery Rd
- Resource for Health
  - 348 Belvar Ave
- Thompson James PhD
  - 101 Crescent Ave
- Thomas Deborah APRN
  - 105 Crescent Ave
- MD2U, PLLC
  - 105 Crescent Ave
Appendix B
Various Services in the 40206 Zip Code

Radiology Staffing Solutions, PSC 605 Zorn Ave
Kellam Family Care Home 2718 Fleming Ave
Kopp, Edgar 101 Crescent Ave
June Health LLC 166 N Keats Ave
Anne Mason LMFT MSED 122 Franck Ave
Possibilities Unlimited 150 N Galt Ave
Dr F Mazhary DMD 2718 Frankfort Ave
J. Allen Bridgman Pediatric Speech Pathology, PLLC 212 Claremont Ave
Mercy Health 3227 Richard Ave
Guillermo Inc 201 Blackburn Ave
Beverly J. Glascock, PSC 2944 Lexington Rd
William N Jennings MD 509 Altagate Rd
Samaritan Home Health Care, LLC 2933 Lexington Rd
George R Nichols MD 739 Middle Way
Winnie Wearren 524 Barberry Ln
Gregory E Gleis Md PLLC 531 Primrose Way
Highlands Medical Patrol 601 Cloverlea Rd
Michael B Flynn 2607 Top Hill Rd
Don L Harmon, MD 3004 Beals Branch Dr
Albert G Goldin, MD 3218 Beals Branch Dr
Gregory L Pittman MD 3060 Beals Branch Dr
S. Randolph Scheen, MD, PSC 513 Morningside Dr

Recreation & Fitness Services
Heuser Clinic 2040 Metal Ln
The Training Studio 1348 River Rd
Aikido Louisville Aikikai 300 Distillery Commons
Louisville Rowing Club 1501 Fulton St
Yoga East 2001 Frankfort Ave
Burn Personal Fitness Studio 2004 Frankfort Ave
Bike Couriers Bike Shop 2132 Frankfort Ave
Orbis Yoga Studio 2117 Payne St Ste 301
Spot 5 Art Studio, LLC 2005 Frankfort Ave Ste B
Mat Yoga Made LLC 220 Hillcrest Ave
Be Well Fitness Rehab 2910 Frankfort Ave
Cardinal Basketball Camp 615 Emery Rd
Yacht Club 203 Mccready Ave
Swimmer Wellness Services Inc 2726 Frankfort Ave
Mary T Maugher Aquatic Center 201 Reservoir Ave

Miscellaneous Services
Crescent Hill Radio 2520 Frankfort Ave
Whitehall 3110 Lexington Rd
Southern Baptist Theological Seminary 2825 Lexington Rd
Clifton Center 2117 Payne St
<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Printing House for the Blind</td>
<td>1839 Frankfort Ave</td>
</tr>
<tr>
<td>Mellwood Arts Center</td>
<td>1860 Mellwood Ave</td>
</tr>
<tr>
<td>Crescent Hill Library</td>
<td>2762 Frankfort Ave</td>
</tr>
<tr>
<td>Coalition for the Advancement of Regional Transportation</td>
<td>1813 Frankfort Ave</td>
</tr>
</tbody>
</table>