

# Core Service Report

## Social Services for Military Personnel

Consumer Category:  
**Special Needs**

Primary Consumer Group:  
**Military Personnel**



February 2007

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## COMPANION REPORTS

In addition to the information included in this report, a report of the other core services (80 in total), community leader key informant interviews, United Way - First Call for Help staff focus groups, consumer snapshots, and e-survey of United Way funded executive directors, board presidents, and United Way Community Investment staff are available at <http://www.uws.org>.

## ACKNOWLEDGEMENTS

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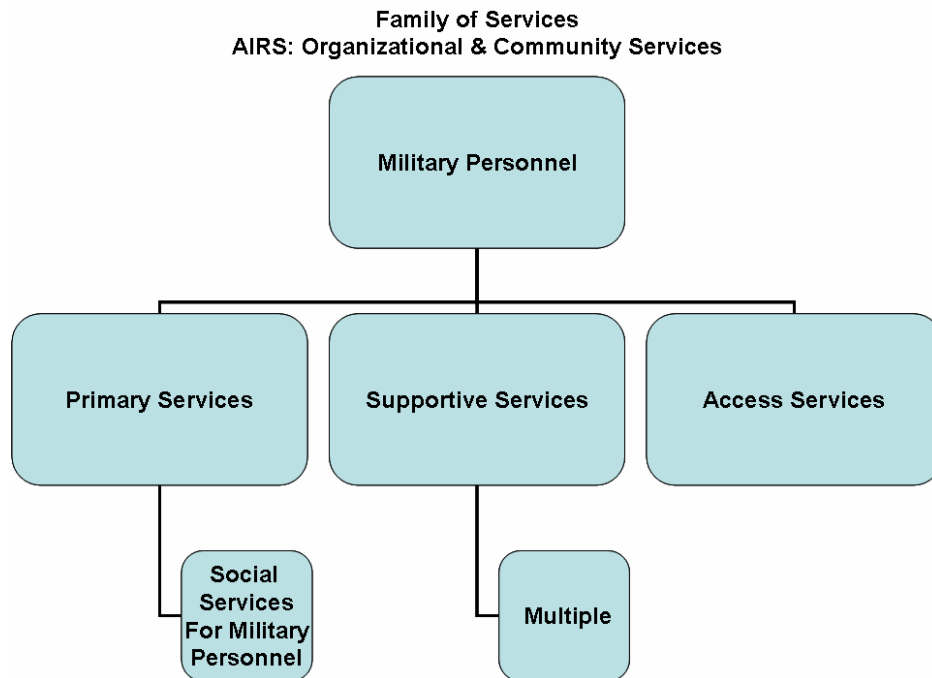
# SNAPSHOT

**AIRS Code Level I: Organizational & Community Services**  
**AIRS Code Level II: Community Services**  
**Core Service: Social Services for Military Personnel TF-560.820**

**Investment Committee: Strong Families = Successful Children**  
**Cluster: Basic Needs**

**AIRS Definition:** Public or private organizations like the USO that provide adjunctive supportive services for military personnel throughout the world, which may include information, opportunities for recreation and socialization, entertainment, emergency leave assistance, lost baggage assistance, travel information, visa and passport assistance, and rest facilities for individuals in transit.

The Social Services for Military Personnel Program is part of a family of services for military personnel. It is the only service targeting this consumer group. (See figure below.)



*The Core Service Environment*

The number of active duty and Reservists deployed overseas has increased since the attacks of September 11, 2001.

During the past twenty years the American military has changed from relying mostly on active duty personnel for armed conflict, to now relying heavily on reserve components. The domestic attacks of September 11, 2001 and the resulting wars in Afghanistan and Iraq arrived at the end of

a post-Cold War downsizing of the military that intentionally put far more emphasis on using part-time troops than had been the case for at least a half-century. This has put great stress on military personnel who volunteered for what they believed would be part-time or occasional duty rather than combat tours lasting many months. (Hedges, 2004)

The military's policy of increasingly relying upon Reservists for deployment has profound implications for families that become "suddenly military." National Guard and Reservists typically enroll for part time duty, but are often deployed for much longer periods, placing enormous financial and emotional stress upon both the personnel and their families who are ill-equipped to deal with military life. Family instability can be caused by financial strains resulting from not having a deployed family member economically contributing at the same level prior to deployment; increased child care needs; lack of proximity to a military base and the services and supports provided at these sites; unprecedented repeat deployments (Hedges, 2005); and perceptions that seeking social work services would have a potentially negative impact on military career.

Several federal and state laws have been enacted to help alleviate some of the financial burdens associated with deployment. The Service Members Civic Relief Act, which became effective June 12, 2003, allows that in the event Reservists or National Guard are deployed or called to active duty, property taxes can be deferred until six months after termination of active duty.

#### *The Core Service Consumers*

The target population addressed in this core service report is active duty military persons 16+ and National Guard and Reservists in Cuyahoga County and their families in need of supportive services.

The active duty military comprises a younger workforce than the civilian sector. In FY 2002, 86 percent of new active duty recruits were 18 through 24 years of age compared to 38 percent of civilians of similar age. The mean age of new active duty recruits was nearly 20.

In FY 2002, African Americans were equitably represented in the military overall. In the enlisted force, African Americans were slightly overrepresented among non-prior service (NPS) active duty accessions (16 percent) relative to the 18- to 24-year-old civilian population (14 percent). Hispanics, on the other hand, continued to be underrepresented, with 11 percent among NPS accessions compared with nearly 16 percent for comparable civilians. The FY 2002 representation of "other" minority enlisted accessions (Native Americans, Asians, and Pacific Islanders) stood at approximately 6 percent, slightly more than in the civilian population (5 percent).

Women comprised about 17 percent of NPS active duty accessions and 24 percent of NPS accessions to the selected reserve compared to 50 percent of 18- to 24-year-old civilians.

In addition to the growing presence of women in the military, marriage among service-members has also been on the rise. During the last 28 years, the enlisted force has moved from a predominantly single male establishment to one with a greater emphasis on family. In FY 1973, approximately 40 percent of enlisted members were married. Today, nearly half of all soldiers, sailors, marines, and airmen are married.

At the time of the 2000 U.S. Census there were 9,867 persons in the military who listed their home as Ohio. There were 677 military members in Cuyahoga County and 239 within Cleveland city limits. While this is not a large number it must be understood that this is a very mobile population. Probably the most essential fact is that the census was taken before the major deployment of troops to Iraq and Iran.

In 2005, there were 2,600 community-based military members (including National Guard and Reservists) in Cuyahoga County based on the National Red Cross 2005 Annual Report.

### *Core Service Delivery*

The definition of the core service for this report is: programs that provide supportive services for military personnel throughout the world, which may include information, opportunities for recreation and socialization, entertainment, emergency leave assistance, lost baggage assistance, travel information, visa and passport assistance, and rest facilities for individuals in transit.

Multiple programs provide worldwide emergency assistance to members and their families, sponsoring educational assistance programs, and offering a variety of community enhancement programs on base that impact member/family welfare. These programs include:

- The American Legion Family Support Network;
- Military Aid Societies:
  - Army Emergency Relief;
  - Navy-Marine Corps Relief Society;
  - Air Force Aid Society; and
  - Coast Guard Mutual Assistance.
- United Service Organizations;
- The American Red Cross; and
- Other Foundations and Non-Profits.

Based on United Way - First Call for Help's (FCFH) database (February 2005), there are 3 providers of social services for military personnel programs operating from 11 different sites, all of which are nonprofit. In FY 2004 (July 2003 to June 2004), United Way funded one of these providers. FCFH's call data shows an increase in the number of total requests for social services for military personnel programs in the county: from 3 in 2000 to 8 in 2004. Over the same five-year period, United Way - First Call for Help had 40 requests for information about social services for military personnel programs. Of these requests, they were able to make referrals to 95 percent of callers.

The majority of funding for social services for military personnel comes from the federal government and is passed to families directly from the armed services sites or from local emergency assistance providers. Government funding for this service was not able to be identified in Cuyahoga County. According to the data received, United Way of Greater Cleveland is the primary (if not sole) funder of this core service.

The U.S. Department of Defense (DoD) (2001) notes that there has been "steady improvement" in the funding of community support programs for service members and their families. This includes such services as child care, family centers, family advocacy, schools, commissaries, etc. In FY 2001 constant dollars, the DoD spent \$1.359 billion on community support in 1976; in FY 2001 they spent \$2.612 billion. In FY 2003, the DoD spent \$3.8 billion on community

support. Given the “social compact” policy, government funding can be expected to continue increasing.

As of May 11, 2006, \$121,755 in revenues for social services for military personnel programs has been identified countywide. One hundred percent of the revenues appear to be from United Way of Greater Cleveland’s Investment Committee allocations and designations. Note most funding for this service comes from the various military agencies described previously and is distributed directly to military personnel and their families. Information on this for Cuyahoga County has not been identified.

#### *What Works; What Doesn’t*

A significant change to the military’s management of military families was initiated with the 2002 report “A New Social Compact: A Reciprocal Partnership Between the U.S. Department of Defense, Service Members, and Families.” As the report notes:

The world has changed and so must the military to keep pace with the emerging U.S. social trends and to meet the expectations of new generations of service members and their families. The Department must address the American higher standard of living—in housing, medical care and education—as well as recognize the needs of dual earner families. Efforts must be directed to reaching the Total Force, which is increasingly diverse, resides primarily off-base, and is challenged by today’s complex financial environment. New policies and laws must reflect these changing demographics and the transformation of the military.

According to the U.S. Department of Defense, the American Red Cross has a special relationship with the military and provides exclusive worldwide emergency communications and support networks between military service members and their families. Additionally, the Red Cross collaborates with military aid societies in providing financial assistance such as emergency transportation, funeral expenses, medical/dental bills, respite care, food, rent, and utilities, disaster relief assistance, child care expenses, essential vehicle repairs, and other unforeseen family emergencies.

Investment in supporting quality of life for deployed military personnel and their families who may experience long-term separations on short notice can improve social and economic family stability and can improve soldiers’ morale and performance.

#### *Gap Analysis*

The estimated universe of possible consumers is 2,600 persons including both realized (1,068) and unrealized (1,532) access. Note that their family members also could need services.

## I. FOREWORD

### INTRODUCTION

United Way of Greater Cleveland (UW), in partnership with the Cuyahoga County Board of Commissioners, has initiated a large scale core service planning process to generate data and engage in community-wide dialogue about the community's safety net of core service and consumer needs in the Greater Cleveland area. In addition, UW envisions this process as an opportunity to better understand its role in the community and its long term capacity to improve the lives of Greater Clevelanders.

The primary goal of the Cuyahoga County core service research is to identify consumer needs and assess whether there are service gaps/duplications on a community-wide level. The findings from this research will guide future funding decisions at UW, and they will also be used to stimulate dialogue with other funders and groups in the community. United Way intends to continue to fund a broad array of "safety net" services that are important to the Greater Cleveland area. But it is hoped that the research findings will inform how UW dollars may be dispersed to have the greatest impact on current realities, needs, and priorities in the Greater Cleveland community.

### METHODOLOGY

United Way contracted with MCS Consulting Service, LLC, to conduct the core service research, which focuses on both the consumers served and services provided. (See Attachment 1 for list of members of the research team.) The research team has obtained information about each core service from multiple data sources. At the end of the research process there will be substantial information available for some services and less for others, which will provide a clearer picture of what information *is* available and where there are *significant gaps*.

The questions addressed are:

- Including public policies, what are the environmental influences that are impacting both service consumers and the capacity for service delivery?
- Who are the service consumers? What are the factors that lead to a need for services? How many consumers are there? How many have there been in the past several years and what factors influenced the historic trend line? What are the projected numbers for the future? What is their demographic profile? Where do they reside? How many are receiving services funded by government and/or United Way?
- What is the philosophy that drives service delivery? Has it changed? What does the service consist of? Who provides the service?
- What are the funding sources? What are the annual revenues from government sources, federated fund raising organizations, foundations, and United Way of Greater Cleveland? What are the historic government funding trends and what is projected for the future? What is the reimbursement amount?
- What works and what doesn't work in service delivery?
- Are there service gaps, duplication, under-utilization?

The primary information sources used for this report are:

- Results of 20 focus groups with 159 direct service staff of United Way member agencies and non-members, and key informant interviews with 93 experts in the respective service areas (February 2005). Participants were asked about consumer populations that are increasing and those with unmet needs; they provided insight about specific service gaps and duplication, as well as services they perceive to be outdated or under-utilized.
- United Way Program Report data for FY 2004 (July 2003 to June 2004). Each year United Way member agencies submit information to their respective investment committees on each funded core service they provide. Among other things, this information includes a demographic profile of the consumers served, the zip codes where the consumers reside, and all revenue sources that support the service. The research team has aggregated this information for each core service.
- United Way - First Call for Help call data (2000 to 2004) - United Way - First Call for Help provides a 24/7 information and referral service through its 211 telephone line. The research team analyzed data from its large database, which includes the names of service providers for most core services, the activities they provide and the zip codes in which they and those they serve are located, the number of calls received, and whether the need was met or unmet. Unmet needs are those for which there was no resource to reference.
- Literature reviews on service trends and issues as well as best practices (i.e., what works/ what doesn't work in service delivery), including impact on the individual/family and on the community.
- Searches for information on public policies that are currently impacting consumers or service delivery.
- U.S. Census and American Community Survey data for various time periods.
- Data from funders on actual consumer populations and funding levels.

(See Attachment 2 for technical notes on the research methodology as well as limitations of the data.)

## II. THE CORE SERVICE ENVIRONMENT

### CORE SERVICE ENVIRONMENT

The U.S. Department of Defense (DoD) reports on the total number of military personnel serving the United States. The most recent report looked at the status of the American military force on a single day—September 30, 2004. The report offered a static look at military personnel as the number of troops and their locations fluctuate greatly. On September 30th, over 1.4 million military men and women were assigned to active duty. This does not include the over 700,000 civilian DoD employees.

America's military presence is felt around the globe. Active military personnel can be found in 144 countries, from a single Marine stationed in Sierra Leone to an Army Corps in Germany, to men and women fighting on the ground and in the air in Iraq. Where America's military presence overseas is continuous, military personnel can be assigned to these locations for tours lasting one to three years. In other countries, where the military is responding to emergencies, short-term deployments are more common (Bruner, 2005).

The number of men and women serving overseas fluctuates greatly. For example, there were over 15,000 U.S. soldiers deployed in Bosnia in 1996. Today, America's presence there is under 1,000. Further, many military personnel serve aboard floating vessels. Looking at a single day, over 130,000 men and women are at sea or in temporary ports (Bruner, 2005).

Based on the September 2004 count, there is a larger share of Ohioans serving the U.S. Department of Defense as civilian employees, with almost 22,000 civilian Ohioans on the DoD payroll, compared to the over 7,000 Ohioans who are active duty military members. The majority of Ohioans in active duty service are serving in the Air Force (6,119), followed by the Army (450), the Marine Corps (338), and the Navy (304) (U.S. Department of Defense, 2004).

There has been an increased number of active duty and Reservists deployed overseas since the attacks of September 11, 2001.

During the past twenty years the American military has changed from relying mostly on active duty personnel for armed conflict, to now relying heavily on reserve components. The domestic attacks of September 11, 2001 and the resulting wars in Afghanistan and Iraq arrived at the end of a post-Cold War downsizing of the military that intentionally put far more emphasis on using part-time troops than had been the case for at least a half-century. This has put great stress on military personnel who volunteered for what they believed would be part-time or occasional duty rather than combat tours lasting many months. (Hedges, 2004)

The majority of National Guard and Reservists who were called for active duty have been deployed to Iraq. At the time of this writing (May 2006), U.S. officials stated they are pursuing a condition-based withdrawal from Iraq, but no timeline has been set (Daniel and Blitz, 2006).

## PUBLIC POLICY ISSUES

### **NATIONAL**

#### *U.S. Department of Defense Policy*

##### A New Social Compact

In the past, extensive separation of families was acceptable, but such separations were predictable. Most deployments were of active duty personnel whose families were more likely to live on or in proximity to a military base and the various services the base provided. Few supports were available for dual career families; most were for stay-at-home spouses. Laws and policies were geared toward a force comprising high school graduates with few dual-income families. The military operated in a less complex financial world with more of a “company town” mentality. Access to technology was extremely limited and there was no Internet.

A significant change to the military’s management of military families was initiated with the 2002 report “A New Social Compact: A Reciprocal Partnership between the U.S. Department of Defense, Service Members, and Families.” As the report notes:

The world has changed and so must the military to keep pace with the emerging U.S. social trends and to meet the expectations of new generations of service members and their families. The Department must address the American higher standard of living—in housing, medical care and education—as well as recognize the needs of dual earner families. Efforts must be directed to reaching the Total Force, which is increasingly diverse, resides primarily off-base, and is challenged by today’s complex financial environment. New policies and laws must reflect these changing demographics and the transformation of the military.

Core components of the new social compact include the following:

- Assistance with Work Life Stress both in formal and informal support systems to assist service members with the unique stressors of military life such as deployment and relocation);
- Information and support for Mobile Military Child Education to assist military dependent youth as they transition to new schools during relocation;
- Child and Youth Services such as affordable, quality child care and youth programs located on military installations;
- New Parent Support Teams that offer home visiting services to every active duty family with preschool children. Commissary and Exchange Benefits that provide quality services, products, and food at reduced prices to military personnel around the world;
- DoD Education Activity such as the provision of high quality educational opportunities for military dependent youth that is consistent with high school and college standards;
- Financial Literacy in the form of educational and support services that promote responsible financial behavior in service members and their families;

- World Class Health Care for active duty service members, Reservists, retirees and their families;
- Housing information regarding quality private sector housing or military housing accessible to relocating military families;
- Fitness and Recreational Opportunities through center-based quality health and fitness programs and center-based or installation-wide quality recreational programs;
- Employer Support for Reserve Forces to employers with understanding and supporting the Reservist;
- Spouse Employment. Programs and placement services for relocating military spouses;
- Technology and Connectivity through the provision of QoL (Quality of Life) programs and service information via the Internet;
- Tuition Assistance and Distance Learning for military members who want to pursue higher education; and
- Underwriting Family Support through the provision of DoD policies that support the identified functional areas.

A critical element of the new social compact for military lifestyle support is to “underwrite family support as a government issue.” Many of the important key support services for military families are provided on or near military bases; however, there is no large military installation in the Greater Cleveland area. The U.S. Coast Guard 9th district (Great Lakes) is headquartered in Cleveland District 9 and does maintain a legal office in Cleveland. With the military’s growing reliance on Reservists and the National Guard, the U.S. Department of Defense has acknowledged that it can often be difficult for military families to obtain information and access to DoD-sponsored services such as commissaries, recreation facilities, child development, legal assistance officers, and other family support programming. The DoD is heavily emphasizing the importance of technology in communicating this information.

Some extensive military benefits do not need to be accessed exclusively from or near military installations. TRICARE is the military’s health care system and is similar to a civilian HMO. The sponsor (the Reservist or National Guard member who has been called for active duty) must be on active duty for more than 30 days to have eligibility for themselves and their families. TRICARE uses a military and a civilian network with very low co-pays and deductibles. A full range of medical and mental health benefits are available through TRICARE; dental care is available as well. There are various levels of TRICARE, but civilian and military facilities can be used (care does not have to be given on a military base).

According to the U.S. Department of Defense (2005), the American Red Cross has a special relationship with the military and provides an exclusive worldwide emergency communications and support network between military service members and their families. Additionally, the Red Cross collaborates with military aid societies in providing financial assistance such as emergency transportation, funeral expenses, medical/dental bills, respite care, food, rent, and utilities, disaster relief assistance, child care expenses, essential vehicle repairs, and other unforeseen family emergencies.

Increasing Deployment of Reservists

The military’s policy of increasingly relying upon Reservists for deployment has profound implications for families who become “suddenly military.” This group often has a great need of services. National Guard and Reservists typically enroll for part-time duty, but are often

deployed for much longer periods under dangerous and adverse conditions, placing enormous financial and emotional stress upon both the personnel and their families that are ill-equipped to deal with military life. Family instability due to the deployment of a family member can be caused by:

- Stress of becoming “suddenly military” for Reservist families that may not be prepared for deployment;
- Financial strains resulting from not having a deployed family member economically contributing at the same level prior to deployment;
- Fear of the unknown regarding safety of deployed individual;
- Parent(s) absent for significant events; less parental involvement;
- Lack of educators’ awareness of and sensitivity to deployment issues and needs of children of deployed military parent(s);
- Increased child care needs;
- Lack of proximity to a military base and the services and supports provided at these sites;
- Geographically dispersed families;
- Lack of connection with other youth with deployed parents (Ferrari, 2004);
- Unprecedented repeat deployments (Hedges, 2005); and
- Perceptions that seeking social work services would have a potentially negative impact on military career.

Given these conditions, families may need to rely more on government assistance or access local social services agencies.

#### *Laws and Regulations*

Several federal and state laws have been enacted to help alleviate some of the financial burdens associated with deployment. For example, the Service Members Civic Relief Act, which became effective June 12, 2003, allows that in the event Reservists or National Guard are deployed or called to active duty, property taxes can be deferred until six months after termination of active duty.

### III. THE CORE SERVICE CONSUMERS

#### DEFINITION OF TARGET POPULATION

The target population addressed in this report is active duty military persons 16 years and older and deployed National Guard and Reservists in Cuyahoga County and their families in need of supportive services.

#### DEMOGRAPHIC CHARACTERISTICS

##### *National*

The 29th annual U.S. Department of Defense (DoD) report on social representation in the U.S. military services covers federal fiscal year 2002. Due to differences in data flow and definitions, values provided will not always match official figures reported by the Directorate for Information Operations and Reports, other U.S. Department of Defense agencies, or military services.

**Age:** The active duty military comprises a younger workforce than the civilian sector. In FY 2002, 86 percent of new active duty recruits were 18 through 24 years of age compared to 38 percent of civilians of similar age. The mean age of new active duty recruits was nearly 20. Almost half (49 percent) of the active duty enlisted force was 17-24 years old, in contrast to about 15 percent of the civilian labor force. Officers were older than those in the enlisted ranks (mean ages 34 and 27, respectively), but they too were younger than their civilian counterparts—college graduates in the workforce 21-49 years old (mean age 36).

**Race/Ethnicity:** In FY 2002, African Americans were equitably represented in the military overall. In the enlisted force, African Americans were slightly overrepresented among non-prior service (NPS) active duty accessions (16 percent) relative to the 18-24 year-old civilian population (14 percent). Hispanics, on the other hand, continued to be underrepresented, with 11 percent among NPS accessions compared with nearly 16 percent for comparable civilians. The FY 2002 representation of “other” minority enlisted accessions (Native Americans, Asians, and Pacific Islanders) stood at approximately 6 percent, slightly more than in the civilian population (5 percent).

Though there was a significant decrease in African American enlistment during FY 2002, African Americans are still overrepresented when compared to their civilian cohorts. Higher retention rates among African Americans continue to boost their representation among active components enlisted members—22 percent in contrast to the 13 percent of African Americans among 18- to 44-year-old civilians in the workforce. With 10 percent of active duty enlisted members counted as Hispanic, this ethnic minority remained underrepresented relative to the comparable civilian population (14 percent).

Minorities appear to be proportionately represented and not on the decline within the commissioned officer corps. Although African Americans comprised a much smaller proportion of officers (8 percent) than of enlistees (22 percent), when compared to college graduates in the civilian workforce 21-49 years old (8 percent African American), African Americans are equitably represented in the officer ranks. Hispanic officers, at 4 percent, are comparable to the civilian comparison group (5 percent Hispanic). Those of “other” minority subgroups are

underrepresented, with 5 percent of the officer corps and 8 percent of 21- to 49-year-old employed college graduates.

**Gender:** Women comprised about 17 percent of NPS active duty accessions and 24 percent of NPS accessions to the selected reserve compared to 50 percent of 18- to 24-year-old civilians. Among enlisted members on active duty, 15 percent were women. For enlisted members in the selected Reserves, the female composition was 17 percent. Among the reserve components, the National Guard components had fewer females, at 13 percent. This is generally due to the Army National Guard's heavier combat arms mix, which precludes women from many of the positions in such units. The representation of women among active duty officer accessions and within the officer corps was 19 and 16 percent, respectively. Similar percentages were seen among selected reserve officers (19 percent for each).

Across the enlisted force and officer corps in both the active and reserve components, military women are more likely to be members of a racial/ethnic minority group than are military men. In fact, slightly more than half of the women in the active components enlisted force are members of minority groups.

Women are still a minority of the total force. However, their representation has grown greatly since the inception of the All Volunteer Force. In FY 1994, when the direct ground combat rule replaced the risk rule, new jobs were opened to women. Since the introduction of that policy, nearly all career fields (92 percent) have been opened to women. Accordingly, since the implementation of the direct combat rule the percentage of active component women increased by nearly 3 percentage points. For FY 2002, however, there was almost no change in the percentage of active component women compared to FY 2001.

**Marital Status:** In addition to the growing presence of women in the military, marriage among service members has also been on the rise. During the last 28 years, the enlisted force has moved from a predominantly single male establishment to one with a greater emphasis on family. In FY 1973, approximately 40 percent of enlisted members were married. Today, nearly half of all soldiers, sailors, marines, and airmen are married. The percent of married service members hit its high point in 1994 (57 percent), and today it is 9 percentage points lower. In fact, the proportion of married service members in FY 2002 is virtually identical to the proportion in 1977, when 48 percent of enlisted members were married.

Newcomers to the military are less likely than their civilian age counterparts to be married. Similarly, military members are less likely to be married than those in the civilian sector; however, the difference is less pronounced in the total active force than it is with accessions. Among enlisted members, 48 percent of persons on active duty and in the reserve components were married as of the end of FY 2002. In the military, men were more likely to be married than women.

As one might expect, owing to their being older and financially more secure on average, officers were more likely to be married (68 percent of the active component and 73 percent of the reserve component officer corps were married) than enlisted personnel. Again, women officers were less likely than their male colleagues to be married.

**Geographic Representation:** During the past several years, the percentage of new recruits from the Northeast has decreased with a corresponding increase in the percentage of recruits from the West. The geographic distribution of enlisted active accessions for FY 2002 shows that the South, and in particular the Southwest Central, and South Atlantic regions of the United

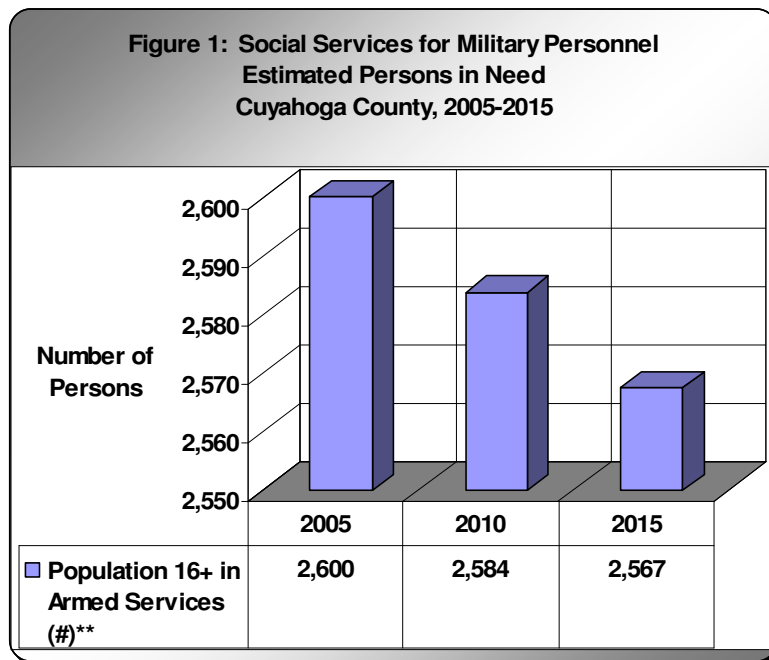
States, continued to have the greatest representation. More than 40 percent of NPS accessions hailed from the South. In fact, this was the only region to be slightly overrepresented among enlisted accessions compared to its proportion of 18-24 year-olds. The representation ratio (percentage of accessions divided by percentage of 18-24 year-olds from the region) for NPS active accessions from the South was 1.2, compared to 0.8 for the Northeast and 0.9 for the North Central and West.

At the time of the 2000 U.S. Census, there were 9,867 persons in the military who listed their home as Ohio. There were 677 military members in Cuyahoga County and 239 within the Cleveland city limits. While this is not a large number, it must be understood that this is a very mobile population. Probably the most essential fact is that the census was taken before the major deployment of troops to Iraq and Iran.

Possibly the best way of looking at the number of military personnel in the broader Cleveland area would be to look at the statistical unit called the “consolidated metropolitan statistical area.” It is often better to look at urban areas stripped of the overlapping civil boundaries, as there is considerable mobility within these areas. Within the Cleveland/Akron statistical area there were 2,066 military personnel reported in the 2000 U. S. Census.

*Estimated Persons in Need*

In 2005, there were 2,600 community-based military members (including National Guard and Reservists) in Cuyahoga County, based on the National Red Cross 2005 Annual Report (Mary-Alice Frank, personal communication, June 22, 2006). (See Figure 1.) In addition to the individuals, family members are also consumers of the services offered.



Sources:  
 \* 2005-2015, Ohio Department of Development, (July, 2003).  
 \*\* National American Red Cross Annual Report (2005). Other years estimated using 2005 proportion of 16+ serving in military (0.24%).

It is recognized that this is a conservative estimate of persons in need of social services for military personnel programs because family members may also be in need of support. However, it is a number that begins to offer some clarity about the extent of need in Cuyahoga County.

### REALIZED ACCESS TO SERVICE

Realized access to service is represented by the number of consumers actually served. It includes the actual number of consumers reported by agencies funded by United Way and by government funders from which it was possible to obtain data. Thus, it is an underestimate of actual numbers of consumers receiving service.

In FY 2004, United Way of Greater Cleveland funded 1,068 persons for the social service for military personnel program. (See Attachment 3.)

While 46 percent of the county's total 16+ population is male and 54 percent female, reporting entities served 79 percent females and 21 percent males.

In 2000, according to the U.S. Census, 70 percent of the county's total 16+ population was Caucasian, 25 percent African American, and 2 percent Asian. United Way of Greater Cleveland funded 67 percent Caucasian, 30 percent African American, and 0 percent Asian consumers.

Four percent of United Way funded consumers served were Hispanic compared to 3 percent of the county's 16+ population.

No age or income information was reported.

Twenty-nine percent of the county population 16 years and older resided in the City of Cleveland in 2000, and seventy-one percent in the suburbs. (See Attachment 4.) In FY 2004, 19 percent of consumers funded by United Way of Greater Cleveland resided in Cleveland, 32 percent in the suburbs, and the rest were unknown.

## IV. CORE SERVICE DELIVERY

### CORE SERVICE DEFINITION

The definition of the core service report is: programs that provide supportive services for military personnel throughout the world, which may include information, opportunities for recreation and socialization, entertainment, emergency leave assistance, lost baggage assistance, travel information, visa and passport assistance, and rest facilities for individuals in transit.

### BACKGROUND ON CORE SERVICE

#### *National*

Multiple programs provide worldwide emergency assistance to members of the military and their families, sponsoring educational assistance programs, and offering a variety of community enhancement programs on base that impact member/family welfare. These programs include but are not limited to:

- The American Legion Family Support Network;
- Military Aid Societies:
  - Army Emergency Relief;
  - Navy-Marine Corps Relief Society;
  - Air Force Aid Society;
  - Coast Guard Mutual Assistance; and
  - United Service Organizations.
- The American Red Cross; and
- Other Foundations and Non-Profits.

#### The American Legion Family Support Network

Congress chartered the American Legion in 1919 as a patriotic, mutual-help, and wartime veterans' organization. It is a community-service organization that now numbers nearly 3 million members—men and women—in nearly 15,000 American Legion posts worldwide. These posts are organized into 55 Departments -- one each for the 50 states, the District of Columbia, Puerto Rico, France, Mexico, and the Philippines. The American Legion's Family Support Network provides immediate assistance to service personnel and families whose lives have been directly affected by Operation Iraqi Freedom and America's War on Terror. Specifically, the American Legion supports a 24-hour hotline that military members or their families can contact to receive assistance with grocery shopping, childcare, and other household issues (American Legion website, 2005).

#### Military Aid Societies

The United States military supports military relief societies to assist military personnel and their families. Each branch of the military operates its own military relief society. Details regarding the societies that serve the Army, Navy, and Marine Corps follow.

#### Army Emergency Relief

Army Emergency Relief (AER) is a private nonprofit organization incorporated in 1942 by the Secretary of War and the Army Chief of Staff. AER's sole mission is to help soldiers

and their dependents. AER is the Army's own emergency financial assistance organization that provides commanders with a valuable asset in accomplishing their basic command responsibility for the morale and welfare of soldiers (Army Emergency Relief website).

AER funds are made available to commanders having AER sections to provide emergency financial assistance to soldiers (active & retired) and their dependents when there is a valid need. AER funds made available to commanders are not limited and are constrained only by the requirement of valid need. For these reasons, major commanders and their installation/organization commanders through AER sections and other related organizations conduct the AER assistance program within the Army structure (Army Emergency Relief website).

The largest inflow of operating cash for AER is from loan repayments. Further funding for AER is supported by voluntary contributions from soldiers, both on active duty and retired. Funding is solicited during the Army's annual fund campaign for AER. Contributions may also be made in the form of memorials honoring deceased soldiers or family members, as bequests from individuals or estates or as special donations. AER's investment program generates operational income from interest and dividends (Army Emergency Relief website).

#### Navy-Marine Corps Relief Society

Founded in 1904, the Navy-Marine Corps Relief Society is a private nonprofit charitable organization that is sponsored by the Department of the Navy and operates nearly 250 offices ashore and afloat at Navy and Marine Corps bases throughout the world. The Navy-Marine Corps Relief Society mission is to provide, in partnership with the Navy and Marine Corps, financial, educational, and other assistance to members of the naval services of the United States, eligible family members, and survivors when in need; and to receive and manage funds to administer these programs (Navy-Marine Corps Relief Society website).

The Navy-Marine Corps Relief Society provides financial assistance to eligible recipients in the form of interest-free loans and grants to meet emergency needs and need-based scholarships and interest-free loans for educational purposes. In addition, the society offers the following services: budget counseling services, food lockers at some locations, infant layettes ("junior seabags" and Budget for Baby Seminars, thrift shops, and visiting nurse services (Navy-Marine Corps Relief Society website).

#### The Air Force Aid Society

The Air Force Aid Society is the official charity of the United States Air Force. Incorporated in 1942 as a private nonprofit organization, the Army Air Forces Relief Society transformed into today's Air Force Aid Society. The society has promoted the Air Force mission by providing worldwide emergency assistance, sponsoring education assistance programs, and offering a variety of community enhancement programs on base that improve quality of life for airmen and their families.

#### Coast Guard Mutual Assistance

Coast Guard Mutual Assistance is a nonprofit organization providing financial assistance to the Coast Guard community. It is a recognized leader in promoting financial stability for its members, empowering the Coast Guard family in meeting the financial challenges of the new millennium. Through partnerships with other assistance providers, CGMA

delivers innovative financial assistance in response to emerging Coast Guard family needs providing a critical safety net in time of financial need.

#### United Service Organizations (USO)

The United Service Organizations (USO) has consistently delivered its special brand of comfort, morale, and recreational services to service members and their families in both times of war and peace. A nonprofit, congressionally chartered, private organization, the USO relies on the generosity of individuals, organizations, and corporations to support USO activities. The USO is not part of the U.S. government, but it is endorsed by the president of the United States and the U.S. Department of Defense. Since its inception, the U.S. president has been the honorary chairman of the USO.

The original intent of Congress—and enduring style of USO delivery—is to represent the American people by extending a touch of home to the military. Specific USO services include “newcomer” briefings for troops and family members, family crisis counseling, support groups for families separated by deployments, housing assistance, libraries and reading rooms, cultural awareness seminars, airport service centers, recreational activities, and nursery facilities.

#### The American Red Cross

The American Red Cross has a special relationship with the military and provides an exclusive worldwide emergency communications and support network between military service members and their families. Additionally, the Red Cross collaborates with the military aid societies in providing financial assistance such as emergency transportation, funeral expenses, medical/dental bills, respite care, food, rent, and utilities, disaster relief assistance, child care expenses, essential vehicle repairs, and other unforeseen family emergencies.

The American Red Cross provides services to 1.4 million active duty personnel and their families; it also reaches out to the 1.2 million members of the National Guard and reserves and their families who reside in nearly every community in America. Workers in hundreds of chapters and on military installations brief departing service members and their families regarding available support services and explain how the Red Cross may assist them during the deployment process. The American Red Cross is chartered by Congress to provide emergency communication services between military members and their families, a service unique to this organization. The military rely heavily upon Red Cross verification to make emergency leave decisions. Red Cross Armed Forces Emergency Services personnel work in nearly 900 chapters in the United States on 79 military installations around the world as well as with our troops in Kuwait, Afghanistan, and Iraq.

#### Other Foundations and Nonprofits

Foundations and nonprofits are critical in providing services through a variety of programs aimed at reducing the distress of active military personnel and their families, as well as helping military personnel transition from active military duty to a civilian life.

Helmets to Hardhats collects information about the best career opportunities in the building and construction trades and provides former military personnel with that information. All 15 building and construction trade organizations, as well as their employer associations which together represent 82,000 contractors, sponsor the program. The program is administered by the Center for Military Recruitment, Assessment and Veterans Employment with startup funding provided by the U.S. Army (Helmets to Hardhats, n.d.).

*Ohio*

The State of Ohio, under the leadership of the first lady’s office, launched the “On the Ohio Homefront” initiative, which connects military families of deployed personnel with the volunteer services of community organizations, businesses and faith-based organizations that want to provide volunteer or discount services to the families of military personnel so as to help ease family burdens.

Families of military personnel are able to access these services and be connected directly with providers by browsing the list of providers, searching within a county, or searching a distance from their homes. Additionally, the site has a feedback mechanism that allows families and personnel to provide feedback to the first lady on ways to improve the site and services.

At present, there are 96 organizations or individuals providing services throughout Ohio. Services range from citizens willing to chop wood or perform handyman home repairs to discounted products or services at fitness centers or childcare programs, as well as reduced cost financial services. Table 1 below gives a preliminary graphic view of the many organizations, committees, and associations that offer services to military personnel and military families and their dependents in many sectors. The following organizations represent only the most highly structured and professional organizations. They were selected based on three criteria. First, they all have a physical office with an address and a phone number; organizations that have only a web page or only a phone number were screened out. Second, the organizations shown in the table offer more than a single service to military families. Finally, at least one of the services offered by the organizations in the chart constitutes a direct or a material benefit to families and is not predicated on advocacy or educational activities. Other components of the following listed services may or may not be an indirect or advocacy service. This, however, is not an all-inclusive listing.

**Table 1: Organizations Offering Services to Military Personnel & Families**

U.S. Department of Defense Programs	Associations	Non Governmental Organizations
Army Community and Family Support Center, Army Family Action Plan, Army Family Liaison Office, Department of Veteran's Affairs	National Military Families Association, Military Spouse Support Network, Gold Star Wives of America, Inc.	USO, The Veterans of Foreign Wars, The American Legion, AMVETS, National Coalition for Homeless Veterans.
Fleet and Family Support Division, Surface Spouses, Department of Veteran's Affairs	National Military Families Association, Military Spouse Support Network, Submarine Wives Club, Gold Star Wives of America, Inc., Fleet Reserve Association	USO, The Veterans of Foreign Wars, The American Legion, AMVETS, National Coalition for Homeless Veterans.
USAF Combat Support and Community Services	National Military Families Association, Military Spouse Support Network, Gold Star Wives of America, Inc., The Air Force Association	USO, The Veterans of Foreign Wars, The American Legion, AMVETS, National Coalition for Homeless Veterans.
Marine Corps Community Services	National Military Families Association, Military Spouse Support Network, Marine Corps Family Network, Gold Star Wives of America, Inc., The Marine Corps League, Fleet Reserve Association	USO, The Veterans of Foreign Wars, The American Legion, AMVETS, National Coalition for Homeless Veterans.
Coast Guard Ombudsman	National Military Families Association, Military Spouse Support Network, Gold Star Wives of America, Inc., Fleet Reserve Association	USO, The Veterans of Foreign Wars, The American Legion, AMVETS, National Coalition for Homeless Veterans.
Army National Guard Family Readiness Program, National Guard Bureau Family Support, Reserves Department of Veteran's Affairs	National Military Families Association, Military Spouse Support Network, Gold Star Wives of America, Inc., The Enlisted Association of the National Guard of the United States.	USO, The Veterans of Foreign Wars, The American Legion, AMVETS, National Coalition for Homeless Veterans.
Each Branch of the Military has its own Reserves Program, Department of Veteran's Affairs	National Military Families Association, Military Spouse Support Network, Gold Star Wives of America, Inc.	USO, The Veterans of Foreign Wars, The American Legion, AMVETS, National Coalition for Homeless Veterans.

Source: "On the Ohio Homefront" Initiative

*Cuyahoga County*

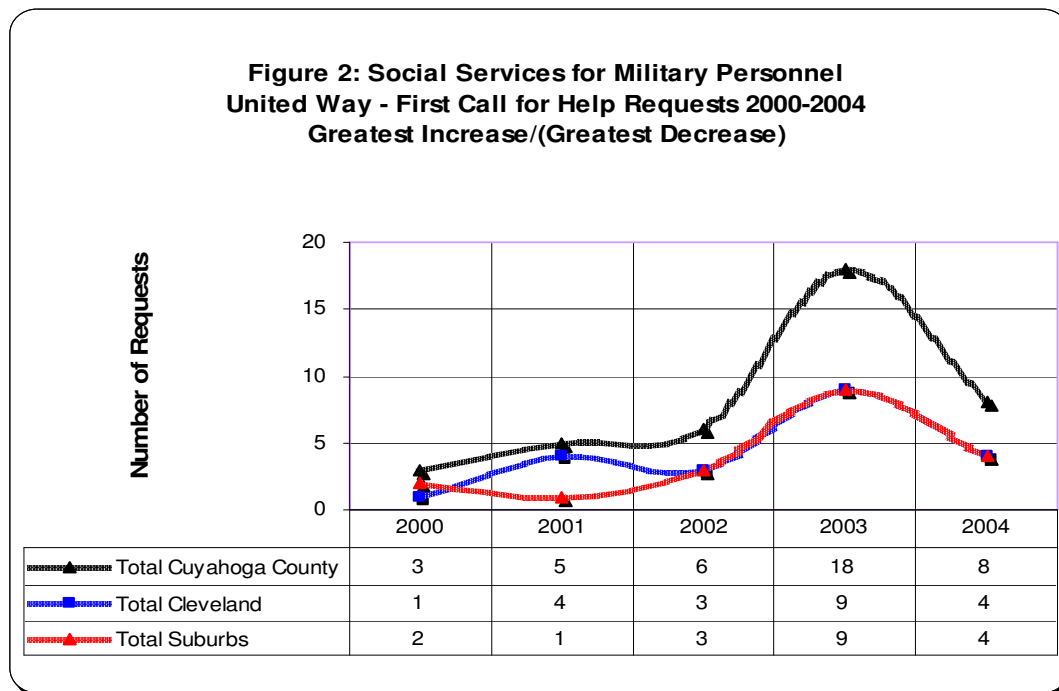
Locally, United Way of Greater Cleveland funds the American Red Cross for social services programs for both active duty and community-based military personnel. Specifically, the Red Cross provides assistance with emergency communications that link military personnel to their families. In addition, financial assistance, counseling, and other services are available to military personnel, their families, and military veterans.

Additionally, the USO of Northern Ohio offers a variety of programs and services for deployed military personnel, as well as their families at home. The USO of Northern Ohio regularly conducts needs assessments with commanders of National Guard and reserve units, and solicits ideas from a “senior enlisted advisory board” that is made up of family readiness groups and military families in order to provide the best services to military personnel and their families. Their exhaustive list of services can best be viewed through their website.

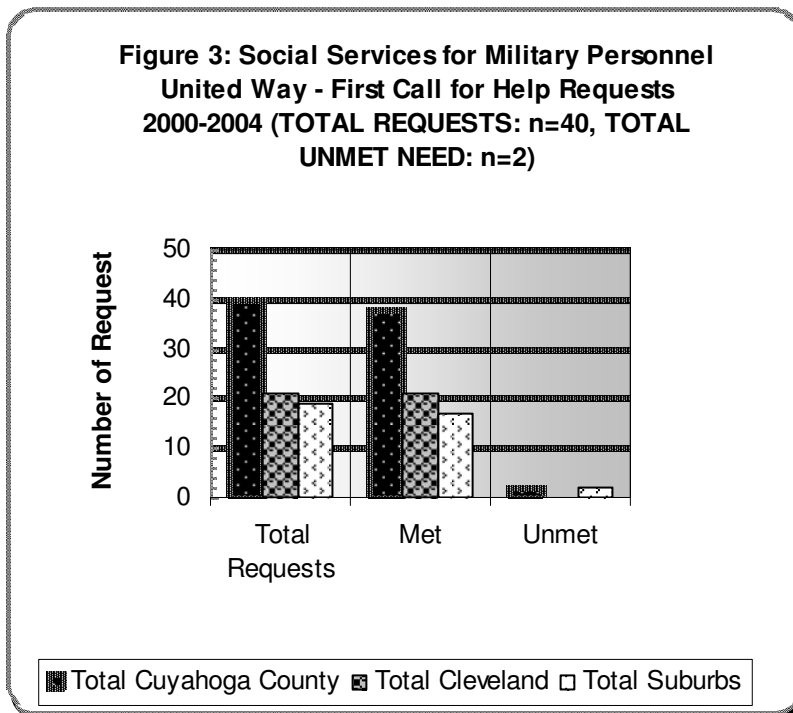
*United Way - First Call for Help Call Data*

Based on United Way - First Call for Help’s (FCFH) database (February 2005), there are 3 providers of social services for military personnel programs operating from 11 different sites, all of which are nonprofit. (See Attachments 5 & 6.) In FY2004 (July 2003 to June 2004), United Way of Greater Cleveland funded one of the providers.

United Way - First Call for Help call data shows an increase in the number of total requests for social services for military personnel programs in the county: from 3 in 2000 to 8 in 2004 (167 percent increase) with a 300 percent increase in Cleveland (1 to 4 requests) and a 100 percent increase in the suburbs (2 to 4 requests). Note that the percentages are inflated because of low numbers. (See Figure 2 and Attachment 7.) Not all callers identify themselves as military personnel or families; some of these consumers may be requesting another service (e.g. child care) not classified specifically as a social service for military personnel.



Over the same five-year period, United Way - First Call for Help had 40 requests for information about social services for military personnel programs. (See Figure 3 and Attachment 8.) Of these requests, they were able to make referrals to 95 percent of callers; however, 5 percent of all Cuyahoga County callers (2) had an unmet need, meaning there was no agency to which to refer the caller. The greatest number of requests came in 2003, with 9 calls from each area of Cleveland (city and suburbs).



**FUNDING OF CORE SERVICES**

*Major Government Funders*

The U.S. Department of Defense is the major source of government funding for social services for military personnel.

The U.S. Department of Defense (DoD) (2001) notes that there has been “steady improvement” in the funding of community support programs for service members and their families. This includes such services as child care, family centers, family advocacy, schools, commissaries, etc. In FY 2001 constant dollars, the DoD spent \$1.359 billion on community support in 1976; in FY 2001 they spent \$2.612 billion. In FY 2003, the DoD spent \$3.8 billion on community support. Given the “social compact” policy, government funding can be expected to continue to increase.

*Other Major Funders*

The American Red Cross coordinates with military aid societies, which are a primary source of emergency financial assistance for active duty and retired military families. The American Red Cross transfers funds authorized by these societies to local families. The Army Emergency Relief Society (2005) provided over \$39 million in assistance to 43,000 soldiers and their families in 2004. The Navy-Marine Corps Relief Society (2005) provided \$31.5 million in

assistance to more than 40,000 families in 2004. The Air Force Aid Relief Society (2006) provided \$15.4 million in assistance to 30,000 families in 2005. The Coast Guard Mutual Assistance Society (2005) provided \$5.8 million in assistance to 7,414 families in 2004. Donations to these foundations, which receive no government appropriations, are steady. The American Red Cross does not receive government funding for its emergency communications services.

There was no identified foundation funding for this core service for the years 2002-2004.

*Trends of Identified Government Funders in Cuyahoga County*

Government funding for this core service in Cuyahoga County was not available.

**IDENTIFIED REVENUES**

As of May 11, 2006, \$121,755 in revenues for the social services for military personnel programs were identified county-wide. All revenues came from the United Way investment committee allocation. The majority of funding for social services for military personnel comes from the federal government and is passed to families directly from the armed services sites or from local emergency assistance providers (e.g., American Red Cross). No government funding was located for this core service in Cuyahoga County. (See Table 2.)

**Table 2: Identified Annual Revenue for Core Services: Countywide and United Way of Greater Cleveland Social Service for Military Personnel Programs, 2003/2004.**

Funder	Period	A		B	
		Identifiable Total Dollars County-wide		Total Dollars UW-Funded Agencies (Actual FY2004)	
		Amount	% of Total (A)	Amount	% of Total (B)
Total - Contributions and dues (less UW designations)				144,112	54.20%
Subtotal Non - UWGrCle Support		0	0.00%	144,112	54.20%
Total - UWGrCle investment committee allocation		121,755	100%	121,755	45.80%
Subtotal UWGrCle Support - 4001, 4701 & 4703		121,755	100%	121,755	45.80%
Total Support/Revenue		121,755	100%	265,867	100%

**REIMBURSEMENT/COST**

Reimbursement rates, and even definitions of a unit of service, vary among various types of providers and services. Services range from mailing care packages to parent support, to job preparation, to child care.

## V. WHAT WORKS; WHAT DOESN'T

### IMPACT ON INDIVIDUALS/FAMILIES

#### *What Works*

According to the Air Force Aid Society (2006), the following nine principles are suggested as best practices in providing social services to military personnel from a social work perspective. (Knox & Price, 1999). Social workers involved with military families must:

- Become familiar with the military culture and the environment in which the family resides.
- Recognize and respect level of commitment of military members and their family to military.
- Respect the limits of military confidentiality.
- Establish a safe environment for communication (often an issue regarding higher ranks).
- Understand developmental issues and conflicts and that common factors that introduce strain among military members and their families are disruptions in normal developmental processes and conflicts between military duties and meeting family needs.
- Support the limits of self-determination for military families. Military families generally accept the imperative of "mission first" and face many challenges because of it.
- Advocate for prevention and interventions without stigma. Even with the advances in knowledge regarding the strain and stress of military life for individuals and families, stigma remains attached to expressions of psychological or emotional distress by military members and their families.
- Know and use military resources.

#### *What Doesn't Work*

Programs that are not comprehensive (i.e., providing linkages to multiple services) will not meet the needs of individuals and families that have become "suddenly military." Services that ignore the strains of extended separation and the difficulties of returning to family and civilian life after extended absence, and make services available only on military installations are ineffective.

### IMPACT ON COMMUNITY

Investment in supporting quality of life for deployed military personnel and their families that may experience long-term separations on short notice can improve social and economic family stability and improve soldiers' morale and performance of the soldier. (Daniel & Blitz, 2006)

### ACCREDITATIONS/STANDARDS/CERTIFICATIONS

There do not appear to be any recognized accreditation bodies or standards for this service. There are standards for individual programs bundled within the umbrella of services for military families. As an example, there are commonly accepted standards for services such as youth programming or educational programs. But there do not appear to be standards for how these

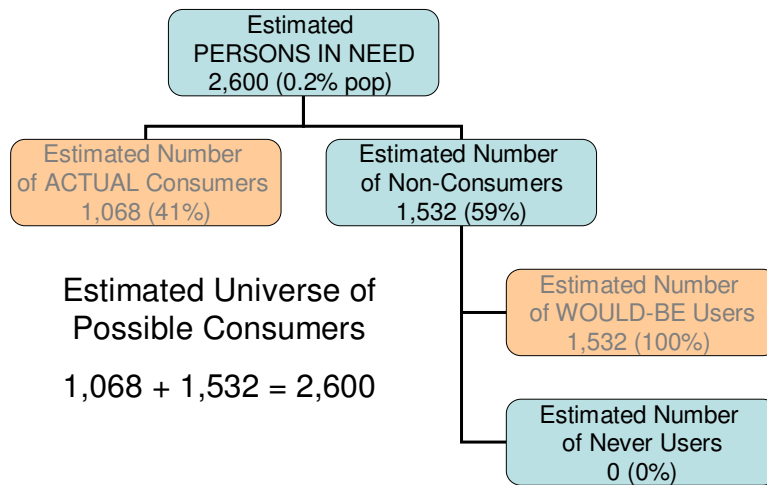
bundled services are administered or conducted. There is one exception: a fairly uniform agreement in the referenced literature suggests that—given the unique experiences of the military family, long deployments, family separation and high mobility—access to the services has to be through a global, universally accessible gateway. The Internet has offered both the military and military families the portal to access available services.

## VI. GAP ANALYSIS

The following is the formula for arriving at the estimated universe of possible consumers for Social Services for Military Personnel:

- A conservative estimate of 2,600 persons need social service for military personnel programs, which is the number of community-based military in Cuyahoga County according to the National American Red Cross' 2005 Annual Report.
- Based on available information about actual consumers, approximately 1,068 persons 16+ have realized access to social service for military personnel programs.
- This leaves an estimated 1,532 who are not consumers but could be if sufficient services were available and they were aware of them. (2,600 – 1,068 = 1,532)
- The estimated universe of possible consumers is 2,600 persons including both realized (1,068) and unrealized (1,532) access. Note that their family members also could need services. (See Figure 4.)

**Figure 4: Consumer Estimate:  
Social Services for Military Personnel**



## VII. SUMMARY

The following are the major findings from the research on social services for military personnel:

- The military's policy of increasingly relying upon Reservists for deployment has profound implications for families who become "suddenly military." This group often has a great need of services. National Guard and Reservists typically enroll for part time duty, but are often deployed for much longer periods under dangerous and adverse conditions, placing enormous financial and emotional stress upon both the personnel and their families who are ill-equipped to deal with military life.
- The Service Members Civic Relief Act, which became effective June 12, 2003, allows that in the event Reservists or National Guard are deployed or called to active duty, property taxes can be deferred until six months after termination of active duty.
- The majority of funding for social services for military personnel comes from the federal government and is passed through to families directly from the armed services sites or from local emergency assistance providers. Amounts of funding have not been identified for Cuyahoga County.
- The U.S. Department of Defense (DoD) (2001) notes that there has been "steady improvement" in the funding of community support programs for service members and their families. In FY 2001 constant dollars, the DoD spent \$1.359 billion on community support in 1976; in FY 2001 they spent \$2.612 billion. In FY 2003, the DoD spent \$3.8 billion on community support. Given the "social compact" policy, government funding can be expected to continue to increase.
- As of May 11, 2006, \$121,755 in revenues for social services for military personnel programs has been identified countywide.
- According to the U.S. Department of Defense, the American Red Cross has a special relationship with the military and provides exclusive worldwide emergency communications and support networks between military service members and their families.
- Investment in supporting quality of life for deployed military personnel and their families who may experience long-term separations on short notice can improve social and economic family stability and can improve soldiers' morale and performance.
- The estimated universe of possible consumers is 2,600 persons including both realized (1,068) and unrealized (1,532) access. Note that their family members also could need services.

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## ATTACHMENTS

### Attachment 1: Researcher List

# MCS

## CONSULTING SERVICE

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Thanks to **The Center for Community Solutions** for providing multiple sources of information.

## Attachment 2: Technical Notes

### Technical Notes: Methodology, Caveats, Limitations of Data

The following provides descriptions, definitions, methodologies, caveats, or limitations of data for the following components of the core service reports:

- Unit of Analysis
- First Call for Help Data
- Funding Information for Core Services
- Consumer and Financial Data: Caveats
- Gap Analysis Methodology & Limitations
- Service Site Index

#### Unit of Analysis

The core service is the unit of analysis. United Way of Greater Cleveland either funds or could fund 80 core services. These are the object and subject of the research, specific to Cuyahoga County. A separate report has been developed for each service. It must be noted that the aggregate of any quantifiable data across all of the reports does not comprise a picture of the totality of health and human services in Cuyahoga County because there are many more than 80 services that comprise the community's safety net.

The unit of analysis for estimates of service consumers is the individual, the family, or the household.

#### United Way - First Call for Help Data

For most core services, United Way First Call for Help (FCFH), the community's resource and referral service data, was used in tables that show the number of service providers and service sites, the geographic location of service providers by zip code, the service area by zip code as reported by providers of the respective services, and to show unmet need and greatest increase/decrease in calls received by FCFH for a particular core service.

It is important to remember that FCFH receives calls from a variety of sources that include people calling on behalf of a prospective consumer such as social workers, provider agencies, relatives, etc. Not all calls come directly from a prospective consumer, so some of the zip codes are for hospitals and business addresses, although the numbers for these zip codes are relatively small.

Calls also may be from people who are not interested in receiving a service, but wish instead to make a contribution to a program such as clothing, household items, food, books, crafts supplies, etc.

Because, in many instances, FCFH codes its data with a different level of core services than the 80 core services identified by the United Way Community Investment staff as fundable services, it was necessary to develop a crosswalk. This crosswalk was used for a number of services,

however, seven services did not have a match in the FCFH database. The staff of United Way - First Call for Help gave explanations which follow each core service):

- Adolescent/Youth Counseling: A caller asking about help with their troubled teenager would be referred by the type of counseling rather than age. (Example: counseling for drugs, family, sexual abuse, etc.)
- Advocacy: FCFH does not receive calls from people about advocacy.
- Child Care: Calls are directed to Starting Point.
- Condition Specific Rehabilitation Services: FCFH would refer caller back to their primary care physician for a referral.
- Early Intervention for Mental Illness: FCFH does not receive calls for this, but if they did, they would refer to the county's Help Me Grow program.
- Family Support Centers: FCFH defines data by specific service rather than type of agency. Depending on the call, the caller may be referred to General Counseling or Early Intervention for Infants and Toddlers with Disabilities, and so on.
- Preschools: Calls are directed to Starting Point.

A different match was used for other services that had no crosswalk.

- Medical Transportation and Senior Ride: FCFH uses "Paratransit" as they do not differentiate between senior transportation, medical transportation, and transportation for the disabled.
- Outpatient Mental Health Facilities: FCFH uses "Mental Health Drop-in Centers."

It must also be noted that, for the most part, the FCFH database does not include for-profit agencies. In the case of home health care providers, we contacted the Long Term Care Ombudsman for a more complete list of provider agencies which includes for-profit organizations.

There were several instances where the FCFH database did not code a United Way-funded agency with the core service for which they were receiving funding. In these instances, the agency was added manually to the Service Provider Table along with their site locations. The core services with the respective United Way of Greater Cleveland agencies that were added are:

- Case/Care Management – Care Alliance, Cystic Fibrosis, Epilepsy Foundation, Golden Age Centers
- Comprehensive Outpatient Substance Abuse Treatment – The Covenant
- Disease/Disability Information – The Muscular Disease Society of Northeastern Ohio
- Early Intervention for Infants and Toddlers with Disabilities – United Cerebral Palsy
- Medical Expense Assistance – North Coast Health Ministry
- Medical Transportation (Paratransit in FCFH) – Kidney Foundation of Ohio
- Senior Centers – Catholic Charities Services Corporation, Jewish Community Center of Cleveland, Jewish Family Service Association of Cleveland, University Settlement House.
- Volunteer Development – Neighborhood Leadership Institute

It must also be noted that when numbers are low for trend data reported, the high percentages are slightly exaggerated.

## Funding Information for Core Services

We collected financial information for each core service on a countywide level from multiple sources including major government funders, foundations, federated fund raising organizations, and United Way of Greater Cleveland. While we were successful in gathering a substantial amount of data, there is much that has not been collected. It must also be noted that even if we had all major public and private funding gathered, this would not create a total picture of health and human service funding in Cuyahoga County because there are more than 80 core services provided. The following provide highlights of data collected and some of the limitations for each source. It is important to note that funding in each source is changing and represents point in time amounts. The typical period for trend data, when available, is 2002, 2003, and 2004. Note: some services are funded by private insurance or other self-pay arrangements.

### *Foundation Funding*

We attempted to obtain foundation funding amounts for each core service from the latest annual report or 990 PF (foundation tax return to the IRS) of each major foundation that funds social services in Greater Cleveland. Wherever a description of the grant purpose was given, we used our best judgment to match the grant to the appropriate core service. If the grant fell within more than one core service area, it was not listed. When no description was given, the grant was treated like a general operating grant and assigned to a core service only when the mission of the grant recipient fell mainly within one particular core service. In-kind donations, grants for capital and equipment expenses and administrative salaries were not used. When grants were \$10,000 or greater, they were listed by name of the foundation. All others were placed under Other Foundations and not listed. Typically, we did not attempt to provide trend financial data for foundation funding of core services because of the changing nature of funded programs from year to year.

### *Federated Funding Sources*

We approached the major federated funders of core services in Greater Cleveland for funding and consumer information. Some data provided was for a single point in time; others provided three years of trend data. We often had to do a cross walk of United Way of Greater Cleveland funded core services against those funded by federated agencies to agree on the services.

### *Government Funding*

We approached every major government funder for funding amounts for each core service and also did Internet searches for some federal government sources. Due to the constant state of change in government funding, it is important to note that the data provided is a snapshot in time and that many of the programs funded in 2004 have changed definition, are funded through different revenue sources, or no longer exist at all due to a lack of funding. This is particularly true of Community Development Block Grant dollars which have decreased due to shifting federal priorities.

Every effort was made to appropriately match government funding data to the correct core service area; however, this was not always possible as frequently the service definitions were not a one-to-one match. It was necessary, in some instances, to take the closest match or use the sore service which represented a majority of the services being provided.

In other cases, it was not possible to select a specific core service. An example is Medicaid in which Medicaid-defined services crossed over more than four core services in some instances. In cases where Medicaid is a significant source of revenue, the data was entered as an

aggregate total at the appropriate AIRS level. These aggregates are footnoted under the appropriate funding table.

Every effort was made to include data from municipalities. However, many did not respond after repeated requests for information. We would like to thank those who took the time to help with this project.

*Medicaid Funding*

A significant portion of Medicaid funding was NOT entered under the countywide total in the core service reports for two reasons: first, because many of the Medicaid services are not a one-to-one match with United Way core services, and second because some Medicaid services fall into more than one AIRS Level 1 categories. In the first instance, Medicaid funding was entered as an aggregate total at the AIRS 1 level, and in the second instance Medicaid funding was entered as an aggregate total under Third Party Payee/Direct Bill in the combined Master Revenue file of funding across all nine AIRS Levels. They are as follows:

**Entered as Aggregate Total Under Appropriate AIRS Level**

- Medicaid Service - Home Care (\$17,787,703 in 2004) - Falls into AIRS 1 Health Care and includes the following core services: daily living aids and home health care.
- Medicaid Service - CADAS (\$8,522,183 in 2004) - Falls into AIRS 1 Health Care and includes the following core services: comprehensive outpatient substance abuse treatment, residential substance abuse treatment programs, substance abuse education and prevention.
- Medicaid Service - Therapy (\$2,257,394 in 2004) - Falls into AIRS 1 Health Care and includes the following core services: condition specific rehabilitation, and speech & hearing.
- Medicaid Service - CMH (\$67,773,487 in 2004) - Falls into AIRS 1 Mental Health Care & Counseling and includes the following core services: supportive therapies, adolescent/youth counseling, children's residential treatment facilities, early intervention for mental illness, general counseling services (outpatient mental health facilities), and psychiatric day treatment.

**Entered as Aggregate Total Under Third Party Payee/Direct Bill**

- Medicaid Service - Inpatient Hospital (\$188,329,269 in 2004) - Falls into two different AIRS 1 categories: Basic needs and health care. It includes the following core services: condition specific rehabilitation and medical expense assistance.
- Medicaid Service - Waiver (\$128,921,354 in 2004) – This category included all PASSPORT services. Since we reported PASSPORT separately, in order to avoid duplication, we deducted the PASSPORT total of \$52,676,048 from this number and reported the remaining \$76,245,306. This total falls into AIRS 1 Basic Needs, Health Care and Individual & Family Life and includes the following core services: adult day care, home-delivered meals, home health care and in-home assistance.
- Medicaid Service - Habilitation (\$55,550,307 in 2004) - Falls into AIRS 1 Health Care and Individual & Family Life and includes the following core services: condition specific rehabilitation services, early intervention for infants and toddlers with disabilities/delays, and residential living options for people with disabilities.

*United Way of Greater Cleveland Funding*

Financial data for core services funded by United Way of Greater Cleveland was for FY 2004 (July 2003 to June 2004). It included allocations through the community investment committees

and donor designations that United Way funded agencies applied to the respective core services. It is important to note that not all United Way funded agencies applied donor designated gifts, which are unrestricted, to the core service for which they receive United Way funding. It did not include donor designations that non-United Way funded agencies used for any of the 80 core services.

#### *United Way Agency Revenues*

Annually United Way-funded agencies submit revenue budgets to United Way for each funded core service. This information for FY 2004 is reported. However, all of the agency data may not be included in the countywide data as agencies may have assigned dollars from unrestricted grants to a specific core service, or allocated a portion of grant monies that fell within two or more core service areas. It was not always possible to match countywide government or foundation funding with that reported by the agencies and that gathered from other funding sources.

### **Consumer and Financial Data: Caveats**

The following applies to revenue sources on tables and graphs and their corresponding consumer data used in the consumer demographics and zip code tables.

#### *All Core Services*

Data was self-verified by the funder/provider. Whenever data provided by a funder appeared to be inconsistent or incorrect, an attempt was made to contact the funder. If the funder responded, the data was either adjusted according to their instructions, or the reason for discrepancies footnoted. If they did not respond, or if they said it was correct, the data was left as submitted.

Demographic and zip code data provided by the funder/provider is frequently taken from consumer intake forms which may have missing or incomplete data, or from provider agency databases which contain data entry errors or incomplete consumer intake forms. Whenever possible, the funder was asked for corrected data. In cases where a correction was not possible, the data was counted as either unknown or missing. The usage of these terms is footnoted at the bottom of each table and is explained more fully in the Gap Analysis section of this attachment.

It was not always possible to get information in the format requested as each funder tracks data differently, using different service definitions, terminology and variables. Wherever possible, data was matched to a consistent report format.

When a funder could not provide consumer demographics, but could provide an estimated percentage of consumers by category, we took the total number of consumers and applied the percentages to come up with estimated numbers for the consumer tables. For example, Medicaid tracks individual recipients throughout the year, entering new data if there is a change, each time a claim occurs. Thus, a consumer who has a birthday between claims will appear in the system for that year with two different ages.

To resolve this, the percentage of consumers in each age range was determined for the total number of duplicated consumer ages. Those percentages were then applied to the total number of unduplicated consumers for the year in order to reach a total number of unduplicated consumers for each age range.

The time periods for both revenue and consumers vary by funder/provider. United Way Program Report data is for FY 2004 (July 2003 to June 2004). Other funder/provider data is for either a January to December or July to June fiscal year.

### **Gap Analysis Methodology & Limitations**

Based on Anderson's (1964) seminal needs assessment model, realized access is defined as the number of consumers who receive service while unrealized access is the estimated number of consumers who need and would utilize a service, but are not currently receiving it. This could be considered the service gap. Unrealized consumer access to services drives the need for change in the social service delivery system. Ensuring unrealized consumer access to services requires new models of service delivery related to access, effective use of resources, data management, and funding. There were multiple steps used to conduct a gap analysis:

- *Estimate of persons in need of the service:* Unless local research was conducted to determine need for a given service, this estimate was obtained by either using U.S. Census data for Cuyahoga County or applying percentages from national studies and reports to the census data. All references and percentages are footnoted in the respective graphs or tables. In most cases this percentage was also applied to actual 1990 Census figures and population projections 2005 through 2015 that were done by the Ohio Department of Development.
- *Estimate of number of ACTUAL consumers in the public systems (realized access):* Data submitted to United Way by funded agencies was aggregated to determine the number of consumers for each core service. The period was FY 2004, which is July 2003 through July 2004.
  - In some cases data was "unknown," defined as data not collected by agency because no tracking system was available or the type of service delivered made it difficult (i.e., group presentations, telephone information and referral, and drop-ins). This also represents data not completed by consumers either deliberately or inadvertently on intake forms.
  - In other cases, data was missing that, for United Way data, represented computational errors or incorrect completion of online reports. For all other data, "missing" represents data funders/providers were unable to provide.
  - There was no check of the accuracy of data submitted by agencies.
  - Major government funders were asked to provide information about the number of consumers for the respective core services that they funded. In most cases, services were not defined in the same way as the United Way core services which are based on the Alliance for Information and Referral Systems (AIRS) taxonomy. To accommodate these differences, customized crosswalks were developed.
  - We assumed that the numbers of consumers across funding sources were not unduplicated and thus made a judgment about which numbers would be the best estimate of an unduplicated number.
  - The estimate of consumers is not inclusive since it does not include numbers of consumers who use their personal resources to pay for services, nor for other private resources such as insurance or agency fundraising. In addition, it was not always possible to obtain information from some government funders.
- *Estimate of number of "unknown/non-consumers":* This is the difference between the estimated number of actual consumers and the estimate of persons in need.
- *Estimate of number of "would-be users" (unrealized access):* This is the estimate of persons who would use a service if it were available, typically based on research.

- *Estimate of number of “never users”*: This is the difference between the estimated number of unknown/non-consumers and would-be users.
- *Estimate of “universe of possible consumers”*: This is the total of those actually receiving the service (realized access) and those would-be users (unrealized access).

We recognize that this is not a perfect method for assessing either realized or unrealized access to core services. However, we opted to use an imperfect method rather than no method to demonstrate both the complexity and the usefulness of quantifying realized and unrealized access to services as a first step toward a more rigorous methodology. In the business sector this would be a form of market analysis. We also recognize that actual consumer numbers are not unduplicated across funders, or across core services. Thus, there is much work yet to be done to gain realistic estimates of needs.

The numbers we provided are on a countywide level. We recognize that there could be, and often are, differences by demographics and geographical area. In the Actual Consumer Demographics attachment, we have identified the profile of the base consumer group from census, but have little on the estimated persons in need. Occasionally, there is information from other research that describes differences among different racial, ethnic, gender, age, or income groups that is discussed in the narrative. There is also inconsistent information for consumers funded by various governmental bodies. In other words, some funders provided demographic data and others did not. In the Actual Consumer Zip Codes attachment, we have also attempted to identify the geographic profile of the estimated persons in need and actual consumers. However, this information has the same limitations as the demographics.

### **Service Site Index**

For many services a service site index was developed. It provides a ratio of estimated consumers per service site on a countywide level and for each zip code within the county. The ratio is based on the number derived from the gap analysis described in the previous section and on the number of providers who reported to United Way – First Call for Help whether a specific service site includes a given zip code in its service area. A provider site is located in a single zip code, but could serve multiple zip codes. The ratio is a measure of potential service accessibility by estimated universe of service consumers per zip code area. This measure does not include the capacity of providers to offer the service, for example, the number of consumers that can be served on a daily basis. It is only capturing whether there is a possibility of being a consumer. The lower the ratio, the greater is the chance of receiving service. The index also gives an indication of which zip codes have higher ratios which means that consumers have a lower probability of receiving a service as well as any patterns in zip codes that have high percentages of African Americans, Asians, or Hispanics. A map is also attached which provides a graphic picture of the estimated consumers by zip code.

Based on the numbers of providers that report to FCFH whether they serve a given zip code, we had assumed that there would be greater variability across zip codes. In reality, many report that they serve the entire county. Thus the variability across zip codes is often primarily because of differences in the population numbers rather than in service sites that offer service in a given zip code.

## Specific Service Issues

### *Senior Services*

“Senior Centers” was used as a catch-all category when the funder-defined service covered more than one senior success core service and could not be accurately allocated among the separate core services. Often, funding for transportation and home-delivered meals was not broken out from senior activities and supportive services at the municipal level, so it was placed under Senior Centers. Because the core services for congregate and home-delivered meals and senior ride were tracked separately, funding for these core services was not included under Senior Centers to avoid duplication of resources, even though senior center activities can and do include congregate meals.

Senior Ride includes disabled individuals of all ages as well as seniors for most funders with the notable exception of Western Reserve Area Agency on Aging (WRAAA) that requires an individual to be 60 years of age or older in order to receive services. If the transportation service was not provided by a senior center, the number of consumers reflects the number of riders using the system and contains duplicates (e.g. paratransit).

Home improvement/accessibility data includes programs for low-income families and people of all ages with disabilities, as well as seniors.

## References

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### Attachment 3: Actual Consumer Demographics

Core Service: Social Services for Military Personnel TF-560.820				
			Estimated Persons in Need	Actual Number/Percent of Consumers by Funding Source****
	Total Population (%)*	Total Population 16+ (%)**	Population 16+ in Armed Services (%)***	UW Program Report Data Cuy Cnty Only 99% (%)
PERIOD	1/1/2000-12/31/2000	1/1/2000-12/31/2000	2,005	7/1/2003-6/30/2004
<b>TOTAL</b>	<b>1,393,978</b>	<b>1,083,541</b>	<b>2,600</b>	<b>1,068</b>
<b>Percent</b>		<b>77.7%</b>	<b>0.2%</b>	
<b>GENDER</b>				
Male	47.2%	46.1%	N/A	21.0%
Female	52.8%	53.9%	N/A	79.0%
Unknown Data*****				0.0%
Missing Data*****				0.0%
<b>RACE*****</b>				
White alone	67.1%	69.9%	N/A	66.5%
Black or African American alone/combination	27.9%	25.4%	N/A	30.0%
Asian alone/combination	2.1%	2.1%	N/A	0.0%
American Indian and Alaska Native alone/combination	0.7%	0.7%	N/A	0.0%
Native Hawaiian and Other Pacific Islander alone/combination	0.1%	0.1%	N/A	0.0%
Some other race alone/combination	2.1%	1.8%	N/A	0.0%
Unknown Data*****				3.5%
Missing Data*****				0.0%
<b>HISPANIC*****</b>	<b>3.3%</b>	<b>2.8%</b>	<b>N/A</b>	<b>4.0%</b>
<b>AGE</b>				
0-4	6.5%			0.0%
5-9	7.3%			0.0%
10-14	7.1%			0.0%
15-19	6.4%	6.5%	N/A	0.0%
20-34	19.1%	24.6%	N/A	0.0%
35-54	29.3%	37.7%	N/A	0.0%
55-64	8.7%	11.2%	N/A	0.0%
65-74	7.8%	10.0%	N/A	0.0%
75+	7.8%	10.1%	N/A	0.0%
Unknown Data*****				100.0%
Missing Data*****				0.0%
<b>INCOME*****</b>				
<b>Average Household Size</b>	<b>2.4</b>	<b>N/A</b>	<b>N/A</b>	
\$0-\$9,999	11.3%	N/A	N/A	0.0%
\$10,000-\$14,999	6.9%	N/A	N/A	0.0%
\$15,000-\$19,999	6.7%	N/A	N/A	0.0%
\$20,000-\$29,999	13.6%	N/A	N/A	0.0%
\$30,000 and above	61.5%	N/A	N/A	0.0%
Unknown Data*****				100.0%
Missing Data*****				0.0%
<b>Totals</b>	<b>100.0%</b>	<b>N/A</b>	<b>N/A</b>	<b>100.0%</b>

Attachment 3: Actual Consumer Demographics (continued)

* U.S. Census 2000, SF(P1); SF4 (PCT144)
** U.S. Census 2000, SF3 (P8)
*** National American Red Cross, 2005 Annual Report
**** Note: consumers could be funded by more than one funding source; thus the columns are not necessarily mutually exclusive.
*****Unknown Data - Represents data not collected by agency because no tracking system is available or type of service delivered makes it difficult (i.e., group presentations, telephone information and referral, and drop-ins). Also represents data not completed by clients either deliberately or inadvertently on intake forms.
*****Missing Data - For United Way Data - represents computational errors or incorrect completion of online report. For all other data - represents data funder was unable to provide.
*****The race categories and data utilize US Census SF4 "Race Iterations," which allow for multiple races to be selected by census respondents. As a result, totals will add to > 100% of population. Universe is "Total Races Tallied." This method isolates and minimizes the non-minority population ("White alone").
*****Hispanic - Amount in this field is from data provided by clients on intake forms and may not be accurate as clients may either deliberately or inadvertently provide incomplete data, or data may not be collected by the agency.
*****The U.S. Census reports income by household or family, not individuals. Estimates by income category were derived by applying the ratio of total county population (1,393,978) to total households (571,606) = 2.4. The number of households in each income category was multiplied by 2.4 to arrive at an estimate of individuals by income category. The assumption is that the average household size applies to each income category, which may result in more conservative estimates for children, and the "old old," which may actually have larger proportions of persons in the lower income categories.

### Attachment 4: Actual Consumer Zip Codes

Core Service: Social Services for Military Personnel TF-560.820					
				Estimated Persons in Need	Actual Number/Percent of Consumers by Funding Source *****
	City/Town (% Cleveland)	Total Population (%)*	Total Population 16+ (%)**	Population 16+ in Armed Services (%)***	UW Program Report Data (%)
Period		1/1/2000- 12/31/2000	1/1/2000- 12/31/2000	2,005	7/1/2003- 6/30/2004
<b>TOTAL</b>		<b>1,393,978</b>	<b>1,083,541</b>	<b>2,600</b>	<b>1,068</b>
<b>Percent</b>			<b>77.7%</b>	<b>0.2%</b>	
44017	Berea	1.4%	1.4%	N/A	0.7%
44022	Bentleyville	1.3%	0.8%	N/A	0.4%
44040	Gates Mills/Mayfield Village	0.2%	0.2%	N/A	0.0%
44070	North Olmsted	2.4%	2.5%	N/A	0.8%
44101	Cleveland (100%)	0.0%	0.0%	N/A	0.2%
44102	Cleveland/Brooklyn (95%)	3.7%	3.5%	N/A	0.9%
44103	Cleveland (100%)	1.8%	1.7%	N/A	0.8%
44104	Cleveland (100%)	2.1%	1.8%	N/A	0.7%
44105	Cleveland/NewburghHts/GarfieldHts (75%)	3.9%	3.7%	N/A	3.2%
44106	Cleveland/Cleveland Hts (60%)	2.3%	2.4%	N/A	1.2%
44107	Lakewood/Cleveland	4.1%	4.3%	N/A	1.7%
44108	Cleveland/Bratenahl (90%)	2.6%	2.4%	N/A	1.7%
44109	Cleveland/Brooklyn Hts (98%)	3.3%	3.1%	N/A	2.6%
44110	Cleveland/East Cleveland (98%)	1.9%	1.8%	N/A	2.5%
44111	Cleveland (100%)	3.1%	3.1%	N/A	1.7%
44112	East Cleveland/Cleveland	2.4%	2.2%	N/A	2.0%
44113	Cleveland (100%)	1.4%	1.4%	N/A	0.2%
44114	Cleveland (100%)	0.3%	0.3%	N/A	0.3%
44115	Cleveland (100%)	0.6%	0.5%	N/A	0.8%
44116	Rocky River	1.5%	1.6%	N/A	0.5%
44117	Euclid/Cleveland	0.9%	0.9%	N/A	1.0%
44118	ClevelandHts/UniversityHts/ShakerHts	3.2%	3.3%	N/A	1.7%
44119	Cleveland/Euclid (50%)	1.0%	1.0%	N/A	0.7%
44120	Shaker Hts/Cleveland	3.4%	3.3%	N/A	2.4%
44121	University Hts/South Euclid	2.5%	2.5%	N/A	1.0%
44122	Beachwood/Highland Hills/ShakerHts	2.5%	2.6%	N/A	1.4%
44123	Euclid	1.3%	1.3%	N/A	0.6%
44124	Pepper Pike/MayfieldHts/Lyndhurst	2.9%	3.1%	N/A	0.7%
44125	Valley View/Garfield Hts	2.1%	2.2%	N/A	0.7%
44126	Fairview Park/Cleveland	1.2%	1.3%	N/A	0.3%
44127	Cleveland (100%)	0.6%	0.5%	N/A	0.3%
44128	Warrensville Hts/Cleveland	2.4%	2.4%	N/A	2.7%
44129	Brooklyn/Parma/Cleveland	2.1%	2.2%	N/A	1.4%
44130	Parma/Cleveland	3.8%	4.1%	N/A	1.3%
44131	Independence/Seven Hills/BrooklynHts	1.5%	1.6%	N/A	0.4%
44132	Euclid	1.1%	1.1%	N/A	0.5%
44133	North Royalton	2.1%	2.1%	N/A	0.9%
44134	Parma/Cleveland	2.9%	3.0%	N/A	0.8%
44135	Cleveland/Linddale (90%)	2.0%	2.1%	N/A	1.0%
44136	Strongsville	3.1%	3.1%	N/A	0.5%
44137	Maple Hts/Cleveland	1.9%	1.9%	N/A	0.9%
44138	Olmsted Twp/Olmsted Falls	1.3%	1.3%	N/A	0.6%
44139	Bentleyville/Glenwillow/Solon	1.6%	1.5%	N/A	0.3%
44140	Bay Village	1.2%	1.1%	N/A	0.2%
44141	Brecksville	1.0%	1.0%	N/A	0.5%
44142	Brookpark/Cleveland	1.5%	1.6%	N/A	0.8%
44143	Highland Hts/Richmond Heights	1.7%	1.8%	N/A	0.5%
44144	Brooklyn/Cleveland	1.6%	1.7%	N/A	1.1%
44145	Westlake	2.3%	2.4%	N/A	0.7%
44146	Walton Hills/Oakwood/Bedford	2.3%	2.4%	N/A	1.5%
44147	Broadview Hts	1.1%	1.1%	N/A	0.6%
44149	Strongsville				0.3%
	Unknown Cuyahoga County Zip Codes*****				48.7%
	Missing*****				0.0%
	Unknown *****				1.0%
	<b>Total Cuyahoga County*****</b>	<b>100.0%</b>	<b>100.0%</b>	<b>N/A</b>	<b>100.0%</b>
	<b>Total Known Cleveland</b>	<b>30.5%</b>	<b>29.3%</b>	<b>N/A</b>	<b>19.0%</b>
	<b>Total Known Suburbs</b>	<b>69.5%</b>	<b>70.7%</b>	<b>N/A</b>	<b>32.3%</b>
	<b>Unknown &amp; Missing</b>				<b>1.0%</b>

#### Attachment 4: Actual Consumer Zip Codes (continued)

* U.S. Census 2000, SF1(P1)
** U.S. Census 2000, SF3 (P8)
*** National American Red Cross, 2005 Annual Report
**** Note: consumers could be funded by more than one funding source; thus the columns are not necessarily mutually exclusive.
*****Unknown Data - Represents data not collected by agency because no tracking system is available or type of service delivered makes it difficult (i.e., group presentations, telephone information and referral, and drop-ins). Also represents data not completed by clients either deliberately or inadvertently on intake forms. This data may contain zip codes outside of Cuyahoga County so it is not included in the total number served for Cuyahoga County.
*****Missing Data - For United Way - represents computational errors or incorrect completion of online report. This data may contain zip codes outside of Cuyahoga County so it is not included in the total number served for Cuyahoga County. For all other data - represents data funder was unable to provide.
***** Totals vary because of rounding. County total population 1,393,978 does not correspond to the total of zip codes because some zip codes include data from adjacent counties.

**Attachment 5: Profile of Core Service Providers – 2005**

<b>PROFILE OF CORE SERVICE PROVIDERS - 2005</b>		
<b>Source: United Way - First Call for Help Refer Database February 2005</b>		
	Count	Sub-Count: UW-Affiliated
Total Number of Organizations	3	1
Number of Organizations by Type		
Non-profit	3	-
For-profit	-	-
Government	-	-
Other	-	-
Total Number of Service Sites	11	-
Number of Service Sites per Organization		
1	1	-
2 – 5	1	-
6 – 10	1	-
11+	-	-
Geographical Location of Service Sites, by ZIP Code		
44017 – Berea		
44022 – Bentleyville	-	-
44040 – Gates Mills/Mayfield Village	-	-
44070 – North Olmsted	-	-
44101 – Cleveland	-	-
44102 – Brooklyn/Cleveland	-	-
44103 – Cleveland	-	-
44104 – Cleveland	1	-
44105 – Newburgh Hts/Garfield Hts	-	-
44106 – Cleveland Hts/Cleveland	1	-
44107 – Cleveland/Lakewood	1	-
44108 – Cleveland/East Cleveland	-	-
44109 – Cleveland/Brooklyn Hts	-	-
44110 – Cleveland/Bratenahl	1	-
44111 – Cleveland	-	-
44112 – Cleveland/East Cleveland	1	-
44113 – Cleveland	1	-
44114 – Cleveland	-	-
44115 – Cleveland	-	-
44116 – Rocky River	1	-
44117 – Cleveland/Euclid	-	-
44118 – Euclid/University Hts	-	-
44119 – Cleveland/Euclid	-	-
44120 – Cleveland/Shaker Hts	1	-
44121 – University Hts/South Euclid	-	-
44122 – Orange/Warrensville Hts	-	-
44123 – Euclid	-	-
44124 – Pepper Pike/Mayfield Village	-	-
44125 – Valley View/Garfield Hts	-	-
44126 – Cleveland/Fairview Park	-	-
44127 – Cleveland	-	-
44128 – Cleveland/Warrensville Hts	-	-
44129 – Cleveland/Brooklyn/Parma	-	-
44130 – Cleveland/Parma	-	-
44131 – Seven Hills/Brooklyn Hts	-	-
44132 – Euclid	-	-

Attachment 5: Profile of Core Service Providers – 2005 (continued)

<b>PROFILE OF CORE SERVICE PROVIDERS - 2005</b>		
<b>Source: United Way - First Call for Help Refer Database February 2005</b>		
	Count	Sub-Count: UW-Affiliated
44133 – North Royalton	-	-
44134 – Parma/Cleveland	-	-
44135 – Cleveland/Linndale	-	-
44136 – Strongsville	1	-
44137 – Maple Hts/Cleveland	-	-
44138 – Olmsted Twp/Olmsted Falls	-	-
44139 – Bentleyville/Glenwillow/Solon	-	-
44140 – Bay Village	-	-
44141 – Brecksville	-	-
44142 – Cleveland/Brookpark	-	-
44143 – Highland Hts/South Euclid	-	-
44144 – Brooklyn/Cleveland	-	-
44145 – Westlake	-	-
44146 – Walton Hills/Oakwood/Bedford	-	-
44147 – Broadview Hts	-	-
44149 – Strongsville	2	-

### Attachment 6: Providers and Functions – 2005

Service Providers & Functions	
Source: United Way - First Call for Help Refer Database February 2005	
Agency	Services
<b>American Red Cross Greater Cleveland Chapter</b>	Social Services To Military Personnel And Their Families
Salvation Army - The	Social Services For Military Personnel And Their Families
USO Of Northern Ohio	Telephone Cards For Military Personnel, Support Services For Military Personnel

**Bold** represents agencies funded by United Way for this service.

**Attachment 7: United Way - First Call for Help Social Service for Military Personnel Programs Requests – 2000-2004: Greatest Increase/Greatest Decrease**

<b>TF-560.820 Social Services for Military Personnel</b>								
<b>United Way - First Call for Help Requests 2000-2004</b>								
<b>Greatest Increase/(Greatest Decrease)</b>								
<b>Zip Code</b>		<b>TOTAL REQUESTS</b>					<b>%Change*</b>	<b>Avg. #</b>
		<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>00&amp;04</b>	<b>Calls 00-04</b>
44105	Cleveland/NewburghHts/GarfieldHts	1	1	1	0	2	100%	1
44102	Cleveland/Brooklyn	0	0	0	1	2	N/A	1
44132	Euclid	0	0	0	0	1	N/A	N/A
44126	Fairview Park/Cleveland	0	0	0	0	1	N/A	N/A
44107	Lakewood/Cleveland	0	0	0	1	1	N/A	N/A
44133	North Royalton	0	0	0	1	1	N/A	N/A
44112	East Cleveland/Cleveland	1	0	0	1	0	(100%)	N/A
44117	Euclid/Cleveland	1	0	0	0	0	(100%)	N/A
<b>**Total Cuyahoga County</b>		<b>3</b>	<b>5</b>	<b>6</b>	<b>18</b>	<b>8</b>	<b>167%</b>	<b>8</b>
<b>**Total Cleveland</b>		<b>1</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>300%</b>	<b>4</b>
<b>**Total Suburbs</b>		<b>2</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>100%</b>	<b>4</b>
* Extremely high percentages are due to low numbers.								
** These totals do not reflect the sum of the numbers above which are the zip codes reflecting the greatest increase or decrease. Rather, they are the total of calls from ALL zip codes many of which do not appear on this table.								

**Attachment 8: United Way - First Call for Help 2000-2004: Unmet Need**

<b>TF-560.820 Social Services for Military Personnel</b>					
<b>United Way - First Call for Help Requests 2000-2004</b>					
<b>Unmet Need</b>					
<b>Zip Code</b>		<b>TOTALS 00-04</b>			<b>%</b>
		<b>Requests</b>	<b>Met</b>	<b>Unmet</b>	<b>Unmet</b>
44118	ClevelandHts/UniversityHts/ShakerHts	1	0	1	100%
44126	Fairview Park/Cleveland	1	0	1	100%

<b>* Total Cuyahoga County</b>	<b>40</b>	<b>38</b>	<b>2</b>	<b>5%</b>
<b>* Total Cleveland</b>	<b>21</b>	<b>21</b>	<b>0</b>	<b>0%</b>
<b>* Total Suburbs</b>	<b>19</b>	<b>17</b>	<b>2</b>	<b>11%</b>

**FCFH DATA NOTES**

**Met** = service request resulting in referral to an organization. (Does not mean agency was able to provide the service.)

**Unmet** = service request for which there was no referral.

**Note:** Zip Codes shared by Cleveland and surrounding suburbs whose boundaries fall 50% and greater within the city of Cleveland are highlighted and totaled as Cleveland. Others are totaled as Suburbs.

\* These totals do not reflect the sum of the numbers above which are the zip codes reflecting unmet need in 2004. Rather, they are the total of calls from ALL zip codes some of which do not appear on this table.



**United Way of  
Greater Cleveland**

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[uws.org/CoreServicesPlanning](https://uws.org/CoreServicesPlanning)