



# ACCORD Corporation Community Needs Assessment Survey

## Frequently Asked Questions

**1. Why is the survey being done? What will it be used for?**

This survey will assist ACCORD Corporation leadership and partner organizations understand the needs of the community, perceptions of the community members, identify gaps in services, and identify the effectiveness of programs and support systems that have been implemented as part of the effort to end poverty.

**2. Will my answers be confidential, and will my privacy be protected?**

Those who participate will not be identified. The information provided will remain anonymous.

**3. Can I complete this survey on any computer?**

Yes, you can complete this survey on any type of work or home computer that has internet access.

**4. How long will it take me to complete the survey?**

The survey should take approximately 15 to 30 minutes to complete, depending on how long an individual spends on each question. The survey is web-based, so you can do it when it's convenient for you.

**5. Why is the survey so long?**

The survey is gathering information to develop a clear picture of the community.

**6. Some of the questions seem personal, and I don't want to answer them. Can I still participate in the survey if I don't answer some of the questions?**

You may skip any questions that you're not comfortable answering. The more information we receive the better we will be able to see how proper support systems and resources are identified and utilized.

**7. How do you protect my privacy and confidentiality?**

Privacy and confidentiality protection is top priority. The information provided will not compromise privacy because it will only be used to organize the data and evaluate trends. No individuals' data will be reported in any way.

**8. Why are some questions unrelated to services available in our area?**

All questions are important, even though they might not immediately seem to be related to the services provided in our area.

ACCORD leadership wants to learn more about all factors related to the well-being of the community. To ensure limited resources are effective and directed where most needed, a number of standard questions were included.

Several demographic questions were asked about age, gender, education, etc. These will assist in answering whether specific sub-groups in the community have different needs.

**9. I do not need help myself. Why should I participate in this survey?**

It will help your community. Regardless of whether or not you need support services, your input is valuable and needed for an accurate assessment of the community's overall well-being. Knowing how many people do not need help is just as important as knowing how many do. Results of the survey will assist in tracking and monitoring changes within the community pertaining to behavioral health, perceptions, attitudes, and the well-being of the community.

**10. I have moved to Allegany County only recently. Why should I participate in the survey?**

Everyone should participate in the survey, even if they have resided in Allegany County for a short time. It is important to learn what services are needed or not needed by our newest residents as well. Your unique perspective of our community could provide valuable information in identifying gaps in services.

**11. Will I be able to see the results of the survey?**

Yes, a report will be prepared at the end of the survey period and results will be made available publicly.

**12. Will the survey be used for fund raising or marketing? Will lists or results be sold or given to fund raising or marketing organizations?**

The information provided will only be used to assist ACCORD leadership in understanding the needs of the community to enable them to focus resources and support.

**13. Why do we need a Community Needs Strategic Plan?**

The plan will ensure that the community is receiving the services it needs to attain and maintain self-sufficiency and support systems to assist community members through trying times. The plan is a comprehensive approach that focuses on the community's well-being and livelihood, as well as improving support services.

**14. What will be done with the Community Needs Strategic Plan?**

The Community Needs Assessment will identify factors that contribute to the community's risk and will track the effectiveness of programs and efforts intended to decrease and prevent issues in the future. The plan will outline and detail the creation and implementation of services and support systems aimed to address the identified needs of the community.

**15. Why is it important for me to participate in the survey?**

Regardless of whether or not you have ever needed or utilized services or support systems, your input is very important because you are the expert on how things are going in the community and your voice needs to be heard. Every community member should complete this survey, as high participation from all populations is necessary for ACCORD leadership to estimate community needs, perceptions, attitudes, and overall well-being to identify positive aspects of the community and areas of improvement.

**16. Where can I get more information on the Community Needs Assessment and Strategic Plan?**

Please email Jodi Adams, Community Operations Director at [jadams@accordcorp.org](mailto:jadams@accordcorp.org) if you have any questions.